

# STREETS AHEAD

THE MAGAZINE FOR FREEBRIDGE COMMUNITY HOUSING TENANTS



**TOGETHER WITH TENANTS  
MAINTAINING YOUR HOMES  
MEETING OUR SUPPORT TEAM**

**WINTER 2021**

DEVELOPING HOMES AND CREATING OPPORTUNITIES  
FOR PEOPLE WITHIN WEST NORFOLK

**Freebridge**  
COMMUNITY HOUSING



# WELCOME TO STREETS AHEAD

Welcome to the December issue of Streets Ahead - the last issue of 2021, where has the year gone!

In this issue, we have details of the National Housing

Federation's Together with Tenants Plan which Freebridge has recently signed up to. An update on our project to call each, and every one of you to find out if there were any issues

in your homes that we needed to know about. And we also get the chance to catch up with a new member of the Tenant Panel about what it's like to get involved with your landlord.

## CHRISTMAS & NEW YEAR OPENING HOURS



### Christmas & New Year Opening Hours

Our reception will be closed from  
**Friday 24 December 2021 and will reopen  
on Tuesday 4 January 2022**

During this time you will be able to call us on  
**03332 404 444** for any emergency you may have.

This could include problems with serious anti-social behaviour, domestic abuse, homelessness, flood or fire. Please also call us if you are in need of emergency food parcels or energy vouchers. We will have colleagues available to help throughout this time.

**Merry Christmas and a happy new year  
from everyone at Freebridge!**

If you are elderly, vulnerable or have children in your household and have a concern that doesn't fall into one of these categories then please call us on **03332 404 444** and we will discuss how we can help

### **Urgent repairs**

**We respond within 24 hours:**

Urgent repairs are anything that does not cause immediate risk to the health, safety or security of a tenant or third party but although therefore not an emergency, still needs to be carried out quickly to ensure that the risk does not increase. Examples include:

- Leaking or faulty radiator valve
- Faulty extractor fan
- Defective cistern or overflow
- Faulty communal TV aerial

### **Emergency repairs**

**We respond within 4 hours:**

Emergency repairs are anything that puts the health, safety or security of a tenant or third party at immediate risk, or where something affects the structure of the building. Examples include:

- Blocked flue to open fire or boiler
- Blocked toilet which will not flush or blocked foul drain (where there is no other toilet in the property)
- Total loss of heating or hot water
- Serious water leak
- Unsafe electrical fittings e.g. exposed wiring
- Insecure external window, door or lock
- Unsafe stairs
- Serious roof leak

# SUPPORTING WHITE RIBBON DAY



**At the end of November, we were pleased to be able to welcome the Pandora Project to the Discovery Centre in North Lynn for White Ribbon Day.**

White Ribbon Day is a day that's marked all around the world and is the largest global initiative to end male violence against women by calling on men to take action to make a difference.

Sophie Bates, Director of Customer & Communities said "White Ribbon Day is a real opportunity to get the message out that male violence against women must end. All men can make a difference by thinking of their own behaviour and being prepared to call out sexist and harassing behaviour

when they see it. We at Freebridge would encourage all men to listen to women about this really important subject and learn to be allies so that together we can end violence against women once and for all."

The Pandora Project offers advice, support and information to women and children affected by domestic abuse. Abuse can be current or historic. They offer a confidential and non-judgemental support service.

**Details about how to contact them can be found on their website at:**

**[pandoraproject.org.uk](https://www.pandoraproject.org.uk)**

Meet the Regulator event at Broadland Housing in Norwich



# FREEBRIDGE TENANT PANEL UPDATE

With the arrival of our new Customer Voice Lead, Rebecca Claydon - see over the page - we thought we'd do things a bit differently for our Tenant Panel update in this issue.

As part of learning about Freebridge and the work we do Rebecca met up with one of our newer members of the Tenant Panel, Charmaine, to find out what being involved means to her.

Rebecca: "What made you join the Tenant Panel?"

Charmaine: "During lockdown, I was reading Streets Ahead, and I saw the advert encouraging people to join the Tenant Panel. I was looking for something new to do, I knew I wanted to give something back to my local community, so this

was perfect. I also hoped to learn more about Freebridge, social housing generally, and the community I live in."

Rebecca: "And since joining has it lived up to your initial expectations?"

Charmaine: "I think so, yes. I love the fact that Freebridge puts so much into informing the Tenant Panel about what's going on, ensuring that there are the opportunities to discuss the issues that matter.

"It's also helped give me a better sense of who I am, as being a part of this great group of people focused on improving things for fellow tenants, has given me direction, a voice, and I now also feel a part of the bigger picture."

Rebecca: "Could you give me an example of how you've had the chance to share your views about what tenants experience?"

Charmaine: "Through the Panel, I was able to attend a Meet the Regulator event in Norwich. Where, along with tenants from other housing associations in East Anglia, we met with representatives from the Regulator of Social Housing to talk about the common issues that tenants face - with communication, repairs, and anti-social behaviour being the key concerns. Talking with other tenants gave me and fellow Tenant Panel members the opportunity to see how other housing associations were tackling these issues."



**Rebecca:** "Do you feel it was beneficial for you to attend this event?"

**Charmaine:** "Yes! It was good to come together with other tenants to hear about the work the regulator does and talk through our experiences with them. It has given me a wider understanding of what goes on, which will mean I'm in a stronger position to represent Freebridge tenants on the panel."

**Rebecca:** "Would you encourage other tenants to join the panel?"

**Charmaine:** "Absolutely. Everyone is so welcoming, and you get a lot out of the experience."

"As a group, the Tenant Panel question everything on your behalf. We hold Freebridge to account and as a member of the Tenant Panel I can assure everyone that Freebridge's tenants are at the very heart of what we do."

"I feel so privileged to be a member of the Tenant Panel, speaking up for fellow tenants and helping support improvements to the services Freebridge offer."

**Thanks to Charmaine and Rebecca for letting us listen in. If the Tenant Panel is something you're interested in, you can give Rebecca a call on 01553 66713 or email her direct at [rebecca.claydon@freebridge.org.uk](mailto:rebecca.claydon@freebridge.org.uk)**



**Rebecca Claydon**  
Customer Voice Lead

## MEET OUR NEW CUSTOMER VOICE LEAD

**As you can read about on pages 10 & 11, one of the commitments that we've signed up to as part of Together with Tenants is to "seek and value the views of you and fellow residents". And it is with this in mind that we appointed Rebecca Claydon to become our new Customer Voice Lead.**

Rebecca has joined us to take on this exciting work, to ensure that the views of our customers are at the very heart of what we do.

Rebecca said, "Our customers are the experts when it comes to living in their homes and communities, which means their voice is an invaluable tool to help shape and improve the services that Freebridge offers."

"It's clear to me that you, our customers, are such an important part of us building a better future over the next few

years, and I'm really looking forward to working together with you to make positive changes happen."

Sophie Bates, Freebridge's Director of Customer & Communities said "With all the changes we're making to how we work at Freebridge alongside our plans for the next five years, it's clearly more important than ever for us to have a clear understanding of what our customers want from us as a landlord, as well as making sure we know what we're doing well and what we need to get better at."

"You'll be hearing a lot more from Rebecca in future issues of Streets Ahead - so do keep a lookout for her."





**A BIG  
THANK  
YOU!**

# MAINTAINING YOUR HOMES

**It's hugely important to us at Freebridge that our customers live in homes that are safe and well maintained.**

To help us make sure of this we began a project earlier this year to speak with every one of you to find out if there were any issues in your homes that we needed to know about.

We were pleased to get to speak to a very large number of you about this over the last few

months and we wanted to say a big thank you to everyone who took the time to talk to us.

From the calls we made we logged a further 1,800 repairs which will take time to resolve, but we're pleased that you've told us about these problems as it's important that we get them dealt with as soon as we can.

We know we have lots to do, and we know that some of you have been waiting for work to be

completed for longer than we would like - there is good news though:

## **COMPLETING EMERGENCY & URGENT REPAIRS**

All the emergency and urgent repairs we've been told about during the calls we've made over the last few months have been dealt with. We understand the importance of those that were raised with us and we got them done quickly.



**A CLEARER PICTURE OF WHAT WE NEED TO DO**

Knowing what work we need to do is really important to us. It helps us plan our budgets, arrange the work that our teams will be doing, and lets us understand where we might need help from outside companies to complete any specialist work.

**WE'RE MAKING SOME BIG CHANGES**

As we've said in our new strategy Building Better Futures 2021/26 our vision is to provide quality homes and excellent services for current and future generations so that the people and communities of west Norfolk can thrive, and to allow us to do this we're making lots of changes at Freebridge, really positive changes to the way we work. Changes that will make a real improvement to the way we provide the services we do.

Look out for further information in the next edition of Streets Ahead, including information on the big change we are making to how we deal with your repairs calls in future, and the new Home Standard that we are putting together.

**YOU HAVEN'T SPOKEN TO ME YET**

We managed to speak to many thousands of you during the last few months, although didn't get to say hello to you all. We're going to continue to try and contact those of you who we didn't speak to - however if you want to contact us direct then please either call us on 03332 404 444 or email us at [enquiries@freebridge.org.uk](mailto:enquiries@freebridge.org.uk)

**I'VE TOLD YOU ABOUT A REPAIR, WHAT NEXT**

We're now putting a plan together, to group all similar types of work in the same area, so we can work street by street to complete the repairs needed.

The same colleagues who spoke to everyone about the jobs that needed doing have started to contact everyone again, to book in a suitable date and time to get the work done.

If you told us about something which might need further inspection, such as damp and mould, we will contact you to book a date to do this. This will help us to make sure the work carried out is the right work to solve the problem.

Thank you again to everyone who took the time to speak with us. We are committed to working as quickly as we can to carry out all of the work that you have told us about. It will take us some time to do this, and we appreciate everyone's patience. If you have any concerns about your home, the work that is needed, or how it is impacting on you or your family in the meantime then please do call us on 03332 404 444 to discuss what else we can do to help.



These changes won't happen overnight but they you will see a difference over the next few months as they do.





532 referrals for support were completed in the last 12 months and 550 new support plans were set up for sheltered residents in the last 6 months



# YOUR FREEBRIDGE SUPPORT TEAM

**Our Support Team at Freebridge have been on hand to help residents throughout the pandemic. They are celebrating a lot of achievements over the past year - here is just some of them:**

- Supported tenants to arrange affordable payment plans with utility providers to avoid legal action being taken
- Supported with Internal Transfers ensuring their medical needs are met by appropriate housing
- Supported bereaved tenants, taking away the pressure of contacting agencies to amend claims and ensure they are receiving the correct entitlements.
- Liaising on behalf of tenants with other Freebridge Teams to enable them to receive the correct support

- The Team deals with Discretionary Housing Payments, Benefits claims, Homechoice, funding applications, Norfolk Assistance Scheme to secure additional

financial assistance for those most at need, plus many more

- The Team are instrumental in Safeguarding of tenants identified by internal/external referrals.

## Help with Energy Debt

We received a referral for support to complete a Discretionary Housing Payment. The visit was completed where it was identified that the elderly tenants had a significant debt of approximately £1800 with their energy provider. We supported the tenants to apply to the Eon Energy Trust Fund for help with clearing the outstanding balance. The application was successful and the tenants need to maintain four monthly agreed payments to Eon to enable the funds to be released.

## Partnership Working

Norfolk Assistance Scheme applications for various items from January 2021 to date – furniture, white goods, carpets, removal costs and skips have been awarded to 27 tenants totalling £14,452.36. These awards have helped tenants obtain much needed items for those who have been unable to furnish their new properties or replace damaged items in their current homes.





# SHELTERED DROP IN SESSIONS

Support Advisors are currently delivering monthly drop in sessions on all sheltered schemes.

Please join them to discuss anything related to your home or just come along to chat to your neighbours. We'll let you know when we are at your scheme by putting some posters up in your communal areas, and we'll also advertise it on our Facebook page at: [www.facebook/freebridge](http://www.facebook/freebridge)

Tea and biscuits will be available and we look forward to meeting you!

Residents at Waterside



## RESIDENTS RAISE FUNDS FOR MACMILLAN CANCER SUPPORT

Our sheltered schemes got involved again with this year's Macmillan Coffee Morning to raise funds for Macmillan Cancer Support.

Residents at Windsor Park held a coffee afternoon and raised £430. June Elyard, who we have featured in this magazine in the past, wanted to highlight how important to her it was to raise money for this charity that is so close to her heart.

Another event was held at Waterside where they raised a further £162.15 from the sales of cakes and for a raffle.

**Do you have a story that you would like feature in Streets Ahead? Contact us at [communications@freebridge.org.uk](mailto:communications@freebridge.org.uk).**



**Freebridge Community Housing are proud to announce that we have become an official adopter of the National Housing Federation's Together with tenants Plan.**

This means that we have committed to delivering you the following six things:

**RELATIONSHIPS**

We are committed to treating you with respect in all the interactions we have with you, and for our relationship with you to be based on openness, honesty, and transparency.

**ACCOUNTABILITY**

We are committed to working in partnership with you so that you are able to independently scrutinise us and hold us to account for the decisions that affect the quality of your home and services we provide you.

**COMMUNICATION**

We are committed to sending you clear, accessible, and timely information on issues that matter to you, your home, the local community, and Freebridge.

**QUALITY**

We are committed to ensure that your home is of a good quality, is warm, safe and secure, and well managed and maintained by us.

**VOICE AND INFLUENCE**

We are committed to seeking and valuing the views of you and fellow residents, ensuring that you feel you can do this without fear, knowing that this information will inform the decisions we take.

**WHEN THINGS GO WRONG**

We are committed to providing you with a simple process to raise issues, make complaints and seek redress. In addition, we will ensure you receive timely advice and support when things go wrong.

**If you are interested in talking more about the Together with tenants charter please do get in touch with Rebecca Claydon, our new Customer Voice Lead, on 01553 667713 or email her at [rebecca.claydon@freebridge.org.uk](mailto:rebecca.claydon@freebridge.org.uk)**

*Meet Rebecca on page 5*





### So, what does this all mean for you as a Freebridge tenant?

It means that in 2022, we will:

- Create a new Freebridge Customer Charter so you know what you can expect from us as a tenant.
- Provide you with details about our performance against the new Customer Charter, giving you a stronger role in holding us to account in delivering positive change.
- Build a framework to ensure that the feedback you provide us with is passed to the Freebridge Board to help them shape decisions about the services we provide.
- Publish a new Freebridge Home Standard - so you know what you can expect from us in respect of the quality and maintenance of your home.
- Ensure you have a strong collective voice. As issues

raised through feedback could be referred to the Regulator for Social Housing, so that appropriate action gets taken to protect resident's rights and interests.

As you can tell this is an ambitious undertaking and one that Freebridge is committed to delivering.

In future issues of Streets Ahead we'll publish a full action plan outlining exactly what we'll be doing to meet the commitments outlined on the opposite page so please do keep a look out for what we'll be doing and how you can get involved.

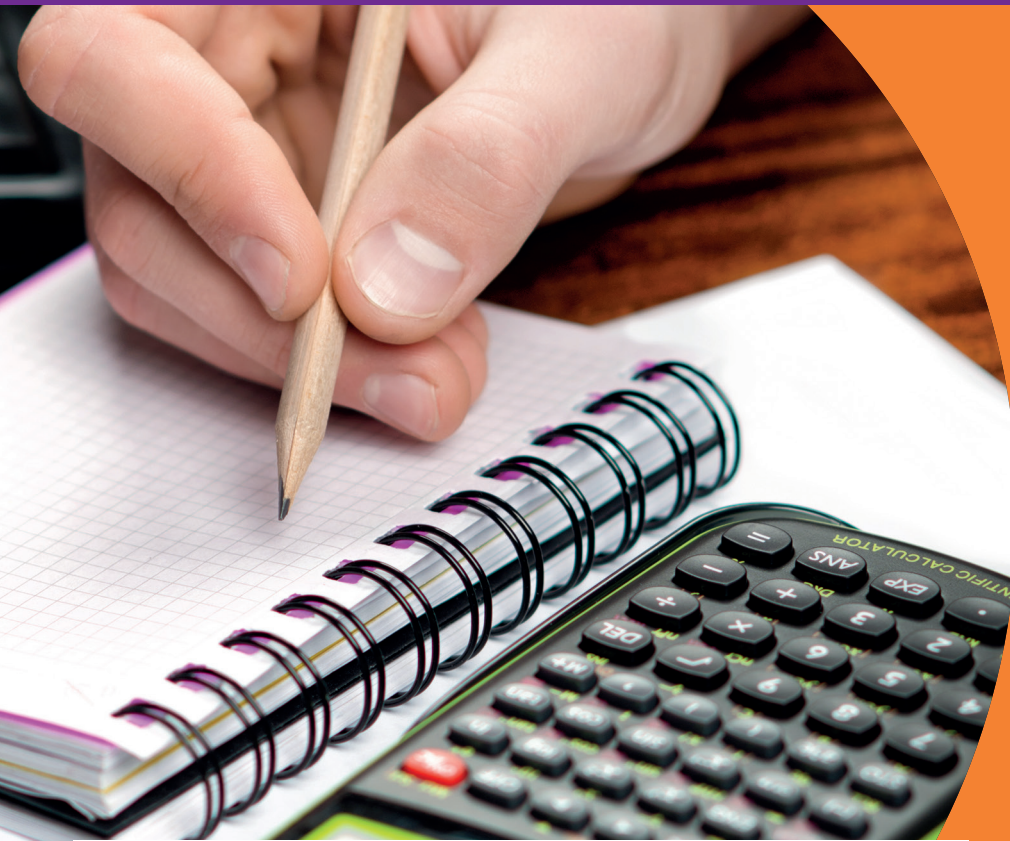
Freebridge are putting you at the heart of what we do, strengthening our accountability, and creating ways for working together to deliver positive change for you and your fellow residents.

### THE NATIONAL TENANT ADVISORY PANEL

The work the National Housing Federation have been doing in setting up the Together with Tenants Plan has been guided, challenged and supported by an independent Tenant Advisory Panel.

This panel of 14 people from different backgrounds across the UK are passionate about helping to improve the relationships between residents and their housing associations.

They'll be writing to you all in the future to introduce themselves, however, if you're interested in finding out more you can visit their pages on the National Housing Federation's website at: [www.housing.org.uk/our-work/together-with-tenants/resident-involvement/tenant-advisory-panel/](http://www.housing.org.uk/our-work/together-with-tenants/resident-involvement/tenant-advisory-panel/)



# UNIVERSAL CREDIT CUT

In April 2020 the government introduced a temporary £20 a week increase to Universal Credit payments to help claimants through the coronavirus pandemic.

This temporary increase ended on 6th October 2021 and Universal Credit payments paid on/after 13th October are calculated on the new, lower Standard Allowance.

As a result of this change, if you are struggling with your rent payments or need support, then please call the Income Team. We are here to help and support you.

# UNIVERSAL CREDIT

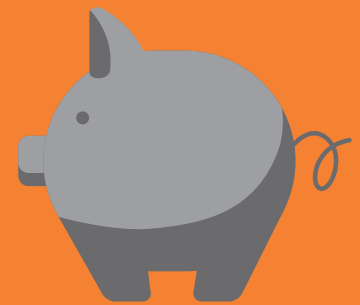
## BENEFIT CHANGES

### Universal Credit taper rate reduced from 63p to 55p by 1st December 2021

This may be GOOD NEWS for you if you are claiming Universal Credit and working, as your Universal Credit award will be reduced by 55p, rather than 63p, for every £1 of net earnings above any work allowance you may be entitled to.

### Increase to the Work Allowance by 1st December 2021

The Work Allowance will increase from £293 to £335 per month if your Universal Credit award includes housing support. This means that households with children and/or have a limited capacity for work will see an increase to their Universal Credit award.



The Work Allowance is the amount of money you can earn before your Universal Credit payments are subject to being cut under the taper rate, if you have dependent children in your household and/or have a limited capacity for work.

If you want to get a better understanding of how these changes will affect you, or if you have any other worries or concerns about your Universal Credit claim and/or paying your rent, please call the Income Team on 03332 404 444.



# TIDYING UP YOUR TENANCY AGREEMENT



## **Do the names on your tenancy agreement match with those who are living in your home?**

Is there someone named on your Tenancy Agreement who no longer lives with you in your home? If so, please contact us at Freebridge to review what can be done to put this right.

## **Why is it important we have the correct names on your Tenancy Agreement?**

If you're someone who claims Universal Credit, and your

Tenancy Agreement is held in the wrong names, this may cause you problems when you make your Universal Credit claim - it could result in you not receiving the full amount you are entitled to in respect of the Housing Cost Element.

**So if you think this might be you, don't delay, contact us today to request a Tenancy Amendment Form.**



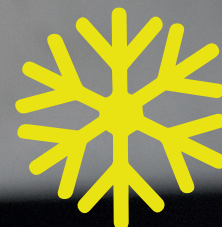
## **JOBSEEKERS OFFERED SIX MONTHS FREE BROADBAND**

The Department for Work and Pensions has partnered up with the telecoms company TalkTalk to provide jobseekers six months of free broadband - with no contract or credit check required.

As part of the Flexible Support Fund, jobcentre employees have referral codes to give to eligible claimants who can then call up with the code to arrange for six months of unlimited broadband.

At the end of the six months, claimants can choose to roll onto a contract with TalkTalk or cancel the service for free.

If this is something that you might be interested in you should speak to your Work Coach at your local jobcentre who will be able to check if you are eligible.



# WINTER ENERGY ADVICE

**This time of year can be hard for a lot of our tenants, and this year could be made even harder by the rising costs of energy to heat our homes.**

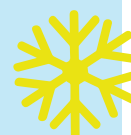
We've put together a range of discounts that you may be eligible for, to help towards these bills.

- **Warm Home Discount:** one-off payment of £140 off your energy bill for winter 2021-2022. You can apply through your energy provider. **Eligibility:** Low income or Guarantee Element of Pension Credit.
- **Cold Weather Payment:** £25 for each 7-day period of very cold weather between 1 November and 31 March. **Automatically applied if eligible.**

- **Winter Fuel Payment:** Payment depends on year you were born: 1941-1955 £200, Pre 1941 £300 or live with someone over 80, £100-£150. **Automatically applied if eligible.**
- **Energy Trust Funds:** Dependent on individual circumstances. Apply through your energy supplier. **Eligibility:** Those with debts they are unable to pay.
- **Norfolk Assistance Scheme:** Dependent on individual circumstances. Apply online at [www.norfolk.gov.uk](http://www.norfolk.gov.uk) or phone 0344 800 8020. **Eligibility:** low income or receive income-related benefits, such as Universal Credit or Employment and Support

Allowance, have dependant children, have a disability or mental health problem.

- **Biscuit Fund:** Dependent on individual circumstances. Apply by emailing [info@biscuitfund.org.uk](mailto:info@biscuitfund.org.uk) **Eligibility:** low income and struggling to pay for utilities.







# OPTING OUT OF STREETS AHEAD

Streets Ahead is sent to you every few months because you are a tenant of Freebridge Community Housing.

We send the magazine to all our tenants so we can tell you about the services we provide and the work we're doing as a registered provider of social housing.

If you no longer want to have a copy of Streets Ahead delivered to you just let us know, and we will arrange for you to be removed from our mailing list.

To opt out of Streets Ahead, you can either call us on 03332 404 444, email your name and address to [enquiries@freebridge.org.uk](mailto:enquiries@freebridge.org.uk) or complete the form below and send it to us at Freebridge Community Housing, Juniper House, Austin Street, King's Lynn, PE30 1DZ



## A STAKE IN FREEBRIDGE: HOW TO BECOME A SHAREHOLDER

Freebridge Community Housing is inviting its tenants to become shareholders. Shareholders have the right to attend the Annual General Meeting and vote on major issues in the running of the organisation.

Shareholding is designed to increase tenants' stakeholding in their housing provider and is a way to become involved in what Freebridge does.

If you need more information about how to become a Freebridge shareholder or just want to know more contact the Governance Team on 03332 404 444 or email [enquiries@freebridge.org.uk](mailto:enquiries@freebridge.org.uk)

please sign in this box

**Name:** .....

**Address:** .....

.....

.....



# COMPLAINTS & COMPLIMENTS AT FREEBRIDGE

**We want the services our customers receive from us to be of the highest standard, however, we realise there will be times when people may want to complain, tell us how we can improve our services, or perhaps compliment us on something we have done well.**

The complaints, comments and compliments we receive are important to us as they help us improve and shape the services we provide.

Between the 1st of July and the 30th of September, we logged

67 cases through our early stage resolution process, and 12 cases were logged as formal complaints. This represents a small decrease compared to the previous three months in terms of the total number of cases we dealt with.

The two largest contributory factors in these cases were communications around, and the timeframe of, repairs.

In respect of communications around repairs, we saw a number of cases where we had failed to provide updates to

## Housing

### Ombudsman Service

We can help if you have a problem complaining to your landlord.

**Contact us:**

**by telephone on:**  
0300 111 3000

**by email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

**via our website:** [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

**or by post at:** Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ



### Early stage resolutions

**66**

Number of cases dealt with through early resolution in this quarter

#### Reasons for complaint:

- 28** Responsive repairs
- 19** Property condition
- 10** Freebridge employees
- 05** Contractor
- 02** Estate maintenance
- 01** Policy
- 01** Homeowner issues

### Formal complaints

**12**

Number of cases dealt with as a formal complaint in this quarter

#### Reasons for complaint:

- 06** Responsive repairs
- 03** Property condition
- 01** Moving home
- 01** Contractor
- 01** Policy



customers about outstanding work. And in respect of the timeframe of repairs we know that our response to completing routine repairs within our 28-day target is still not at the level we would like.

We remain committed to continuing to improve the services we provide, and the complaints and compliments we receive from you do help us with this.

We are working with managers across the organisation to ensure the learning we get from your feedback is used to make changes to our services - and we are completing some further customer service training across the company to help too.



**Heidi Harrison**  
Customer Complaints Manager

## MEET OUR NEW CUSTOMER COMPLAINTS MANAGER

**As part of Freebridge's ongoing commitment to improving the way we deal with the complaints we receive, we have just appointed a new Customer Complaints Manager to oversee the work we do when things don't go quite right.**

Heidi Harrison joined us at the end of October and is looking forward to working with Freebridge customers to improve the way we work when a complaint is made to us.

Heidi said "I'm really pleased to join Freebridge in this new role, especially as their plans for the next five years begin to take shape. Customer satisfaction is something that Freebridge want to improve on as part of that plan and I hope that the work that I'll be involved in will help achieve this.

"Nobody likes having to make a complaint, but sometimes

things do go wrong, so we have to do what we can to make that process as easy for customers as possible, making sure that problems are resolved quickly, while also ensuring we make changes to how we work so they don't happen again."

Sophie Bates, Freebridge's Director of Customer & Communities said "Over the last couple of years we've made some very positive steps towards making our complaints process clearer and more straightforward. And in addition to this, we've increased the amount of learning we've taken from the complaints that come into us.

"Heidi's appointment is part of our continuing efforts to get better still in this area and we look forward to working with her to achieve this."

### Compliments

**30**



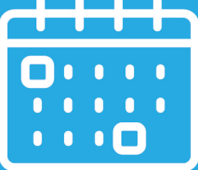



Number of compliments we received in this quarter

### Reasons for compliment:

- 11** Customer service
- 12** Freebridge employees
- 07** Contractor

Further details on complaints and compliments, and the learning from them, can be found on our website at: [www.freebridge.org.uk/complaint.html](http://www.freebridge.org.uk/complaint.html)

# HOW WE PERFORMED

		July	August
	<p>% of our emergency repairs that were completed within four hours our target for this year is to achieve above 90%</p>	94%	92%
	<p>% of our urgent repairs that were completed within 24 hours our target for this year is to achieve above 90%</p>	88%	91%
	<p>Average number of days to re-let a home once it becomes empty our target for this year is to achieve below 20 days</p>	39	50
	<p>% of the complaints we received that were dealt with within the time set out in our policy our target for this year is to achieve above 100%</p>	93%	71%
	<p>% of our tenants that were satisfied with how we have handled cases of anti-social behaviour our target for this year is to achieve above 90%</p>	63%	75%
	<p>The number of complaints we had received since the 1st of April 2021 at the end of each month</p>	115	131



## September

93%

91%

38

76%

100%

147

The statistics shown in the coloured bars on the left detail how we performed in the second quarter of the 2021/2022 year.

This new way of displaying information about our performance was endorsed by the Tenant Panel following discussions with them, as we wanted to make the data as clear and easy to understand as possible.

We get the data from telephone surveys conducted by our Customer Service Team, so if you do get a call from them we'd really appreciate it if you could spare the time to answer their questions because it helps us know how well we're performing.

As you can see our performance against Emergency and Urgent Repairs timescales remains above target, however at the same time we have seen a decrease

in our performance in relation to Routine Repairs, this is not something we want to see and we're looking at ways to reverse the trend.

Our year to date average of overall re-let times stands at 38 days, which is above our target, however, further improvement work is now planned through changes we've made in dealing with empty properties.

A number of more complex complaint cases relating to repairs and maintenance has impacted on our complaints target, although as you can see elsewhere in the magazine we have recently recruited a new Customer Complaints Manager to help with this.

Finally, satisfaction with how we have handled cases of anti-social behaviour remains high following recruitment to fill vacancies within the team that deals with them.



of our tenants were satisfied with the cleanliness and safety of our communal areas our target for this year is to achieve above 85%

69%

Six monthly figure performed between April - September

# HOW TO CONTACT US

## **VISIT or WRITE TO US at:**

Juniper House, Austin Street,  
King's Lynn, Norfolk PE30 1DZ

We're open between:

8:45am - 5.15pm (Monday-Thursday)

8:45am - 4.45pm (Friday)

and closed on Saturdays, Sundays and  
Bank Holidays.

**TELEPHONE:** 03332 404 444

We've been made aware that some mobile  
phone providers now charge for calling  
numbers beginning with 0333, if your provider  
is one of these you can also contact us on 0800  
1691694 - which is free from all numbers.

Out of office hours our main number diverts to  
our 24 hour emergency service.

**EMAIL:** [enquiries@freebridge.org.uk](mailto:enquiries@freebridge.org.uk)

**WEBSITE:** [www.freebridge.org.uk](http://www.freebridge.org.uk)

**FACEBOOK:** [www.facebook.com/freebridge](http://www.facebook.com/freebridge)

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Freebridge treat everyone fairly. We promote equality of opportunity and value the differences between our customers and everyone who works for Freebridge Community Housing. All our employees, contractors and consultants must treat colleagues and customers with politeness, tolerance, and respect, regardless of their age, colour, disability, ethnicity, sex or gender identity, marital status, nationality or national origin, race, religion or belief, sexual orientation, caring responsibilities or any other unjustifiable reasons.

**We will not tolerate unfair discriminatory behaviour of any kind and we encourage the reporting of any such behaviour. We will act upon all complaints appropriately.**

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**IF YOU NEED ANY HELP TO UNDERSTAND THIS NEWSLETTER PLEASE GET IN TOUCH.**

DEVELOPING HOMES AND CREATING OPPORTUNITIES  
FOR PEOPLE WITHIN WEST NORFOLK

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COMMUNITY HOUSING