

# STREETS AHEAD

THE MAGAZINE FOR FREEBRIDGE COMMUNITY HOUSING TENANTS



**FREEBRIDGE IN THE NEXT FIVE YEARS  
NEW HOMES ACROSS WEST NORFOLK  
THE FUTURE OF STREETS AHEAD**

**SPRING 2021**

DEVELOPING HOMES AND CREATING OPPORTUNITIES  
FOR PEOPLE WITHIN WEST NORFOLK

**Freebridge**  
COMMUNITY HOUSING

# WELCOME TO STREETS AHEAD

A quick hello from the first issue of Streets Ahead in 2021. And like you no doubt we're keeping everything firmly crossed that this year will be a better one than last!

In this issue you'll find information on our Tenant Panel, some details on our new five-year plan to become a top performing

provider of housing and some pictures of some of the new homes we're working on.

Thank you for taking the time to read this issue of Streets Ahead. Please do take good care of yourselves, and keep checking the latest guidance from the government.

## FREEBRIDGE AND COVID-19

On the 22nd of February the Prime Minister announced details of a "roadmap for easing lockdown restrictions in England". In his speech he stated that certain restrictions would be relaxed dependent on four tests. So as we put together this magazine (in early March) things are looking more positive than they have for some time, although that said it's obvious that normal is still a long way off.

One of the problems with Covid-19 is that over the last year the situation has often changed very quickly so what we write here today about what Freebridge is or isn't able to do, might not be up to date when you read it.

With this being the case if you want to know what the situation is with the services we provide the best thing for you to do is to check on our our website at <https://www.freebridge.org.uk/News/coronavirus.html>, or give us a call on the usual number.

We've also been delivering food parcels to some of those in need, working closely with the King's Lynn Foodbank.

Many of you have been concerned about finances during the past few months in particular. We've been doing what we can to help, including taking on extra colleagues in our Customer Services team.

Our Universal Credit team have been extra busy too – providing additional information for those claiming benefits for the first time or adjusting their details if they're furloughed or have lost their job. We've got some videos on our website and Facebook pages explaining the first steps you can take if you lose your job or have to start claiming benefits. They aren't Freebridge-specific so well worth sharing with anyone you know who may be worried. Our Income Team are always happy to provide information and help, so if you're struggling with bills do please get in touch.

We have also been out and about, when restrictions allowed, sharing a bit of positivity. Just before Christmas we delivered mince pies to our sheltered scheme residents, along with a Christmas card designed by our competition winner 11-year-old Lilly Luker from North Lynn.



Sheltered Scheme resident receiving their Christmas cookies!

Our priority over the winter has been to make sure those who needed a bit of extra support and help could access it. The main focus was on providing welfare calls to those of our tenants who wanted them. We spoke to everyone who had asked for them in April 2020 and have kept in touch with those who still want the calls. Many now get similar calls from the Council, their doctors and others but still like the reassurance of a chat with us.

Lilly Luker: winner of our Christmas card competition



And finally, during January, when the realities of the further lockdown really kicked in, we delivered some Winter Wellness packs to a few of our Sheltered Scheme residents. These included things like bird food, puzzle books, flower seeds, warm socks and chocolate bars. They're designed to help relieve boredom and create a few smiles during a tough time!

One of our Placeshapers delivering the Winter Wellness packs



HM Government

**Every  
washed hand  
is making  
a difference**

Washing our hands is helping stop the spread of Covid-19.

**Let's keep going**

The Tenant Panel at their most recent meeting via Zoom!



# THE FREEBRIDGE TENANT PANEL

As we've said in previous issues of Streets Ahead, Tenant Panel members will now provide you with an update on what they've been working on over the last few months.

This issue's overview comes from Charlotte.

We start this issue's feedback in early January, and work through up to what is now early March, and though that's only a couple of months it feels like a lot of things have happened in that time. From a national perspective we went from entering another lockdown, to a point where there seems to be a much clearer and more positive road ahead with

the successful roll out of the vaccination programme - have you had yours yet? Fingers crossed you won't be waiting long if you haven't!

At Freebridge it's been an interesting few months too, with further additions to the Leadership Team and the work that's been happening on the organisation's own road map to the future, in the form of a new five-year strategy.

The Tenant Panel have had a really interesting start to 2021, by being consulted on Freebridge's new long-term strategy, which aims to achieve some really important things by 2026. The Tenant Panel held an additional session to focus on the topic, meeting with Anita Jones, Freebridge's

Chief Executive, Andy Walder Chair of Freebridge's Board and Sophie Bates, Director of Housing. They talked to us about the various elements of the proposed strategy asking our views on each area in turn. There was much conversation and debate spanning the two hour session, and going forward the conversations will continue through the year as this will now be a regular item at our meetings. The final version of the strategy should be available to all at some point soon, however in the meantime there should be a short overview of what's involved elsewhere in this issue of Streets Ahead.

As well as talking with various people at Freebridge about the services being provided, we

have also started to receive various leaflets and guidance information that Freebridge provide to its customers, so that we can check them over from a tenant perspective. Freebridge want to make communications with it's customers as clear as possible so hopefully we can help with this! If you see this logo, you'll know that we've checked it over!



**TENANT CHECKED**

This form has been checked by Freebridge tenants on the Freebridge Tenant Panel.

Over the past quarter we have had various visits from the Placeshaping Manager and her team regarding the great work they've been doing to help the people most affected by the difficult situation presented by the pandemic. We have been really pleased to hear about the work they have been doing - and you'll have hopefully read a bit about what's happened earlier in this magazine! If you or a neighbour are struggling then do get in touch with Freebridge, if they can't help, they'll often know someone who can.

Lastly, every quarter the Tenant Panel, like the Board, receives information about the complaints and compliments that Freebridge receives, along with details of how the organisation has performed over the last few months. The Panel takes this opportunity to review the information and share their views on it with senior members of the Freebridge team, raising questions and ensuring that tenants receive the best

possible service they can from the organisation. The main point that we raised on the back of the most recent set of data was the need for Freebridge to improve its repairs service. We understand that the Leadership Team and Board at Freebridge have been working hard to support efforts to ensure improvements are made over coming months, and we will look forward to receiving updates on what's happening as these efforts progress.

We will continue to take this opportunity to share our views with Freebridge which we hope help in some way to improve the services that also improve our homes and lives.

**Take care and see you again in the next issue!**

*Charlotte*

**More detailed notes of Tenant Panel meetings are held on Freebridge's website at [www.freebridge.org.uk](http://www.freebridge.org.uk)**

# JOIN US ON THE TENANT PANEL

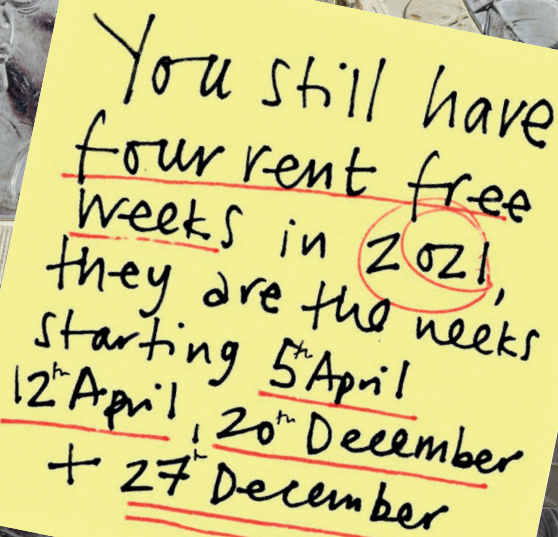
**We're always on the lookout for people who might be interested in joining the Freebridge Tenant Panel. Maybe you want to learn a new skill or take part in helping improve the services that Freebridge provides?**

If so, the Panel might be the thing for you!

The Freebridge Tenant Panel was set up some time ago to look at key areas of Freebridge's work and meets on a monthly basis to discuss a variety of different projects and consider ways of helping the organisation be the best housing provider it can be.

The panel is made up of tenants who come from a variety of backgrounds, and from the many different communities that Freebridge serves.

**If this sounds like it might be of interest to you, please visit the Vacancies page of our website at <http://www2.freebridge.org.uk/vacancies/> where you'll find further details about the Tenant Panel and information about how to apply.**



You still have four rent free weeks in 2021, they are the weeks starting 5<sup>th</sup> April, 12<sup>th</sup> April, 20<sup>th</sup> December + 27<sup>th</sup> December

# ARE YOU RECEIVING UNIVERSAL CREDIT?

**Don't forget! You need to update your Universal Credit account online with your new rent and service charges. On Monday 5th April you MUST update your Universal Credit account by reporting a 'Change of Circumstance' with details of the changes to your weekly rent and service charges.**

If this date has passed and you haven't reported the change, **please ensure you do it now.**

Your new rent and service charge details can be found on page three of the Rent Amendment letter that we recently sent to you. Please ensure that you enter the charges exactly as they are detailed on your Rent Amendment letter. You will need to select 'weekly' as the payment frequency.

If you don't update your claim, then your Universal Credit will be calculated incorrectly. As a result, you may not be paid what you are entitled to. If you report the change late, your payments will not be backdated.

Your monthly housing costs element is calculated by the DWP taking into account our four "rent free weeks". This means you will get the same

housing costs every month even though you are not charged rent by us for weeks commencing 5th and 12th April 2021. You will still need to pay your full month housing costs to your rent account in April.

**If you need help with this please call 03332 404 444 during our opening hours and speak to one of our Universal Credit Advisors.**

## ANY QUESTIONS?

If you have questions about Universal Credit including how or when it will affect you please do get in touch.

We have three specialist Universal Credit Advisors who can assist you with any queries or concerns that you have,

along with offering practical support to get you online so that you can make and manage your claim. Your Income Advisor will also be able to help with any queries that you have.

# EU CITIZENS LIVING IN THE UK APPLY TO THE EU SETTLEMENT SCHEME NOW



HM Government



**Now that the UK has left the EU, if you are an EEA citizen you need to apply for the EU settlement scheme if you want to stay in the UK.**

**It's a fairly simple process and local migrant support group Access have offered their support to anyone who may need help.**

It's important that you complete the process if you wish to stay in this country – to ensure that you are able to legally stay here, continue to work and/or receive benefits.

The deadline is 30 June 2021 so you do need to start the process soon if you haven't already done it.

Please visit 'Apply to the EU Settlement Scheme (settled and pre-settled status)' at the government's [www.gov.uk](http://www.gov.uk) website, which has information about who needs to apply and how to do so. If you already have indefinite leave to remain you do not need to apply.

**Access** can be contacted on 01553 773905 or at [www.accessmigrantsupport.org.uk](http://www.accessmigrantsupport.org.uk)

# DRIVING OUR FUTURE FREEBRIDGE IN THE NEXT FIVE YEARS

Freebridge Community Housing is gearing up for an exciting few years. The next five years will be the first part of a journey towards our longer term ambitions looking 10 - 20 years into the future.

We're aiming to be a top performing provider of housing (as measured by our customers, our employees, and our stakeholders) that improves the quality of life for our customers and our communities, and below are some of the milestones we're aiming to meet over the next few years.

As we work on the various pieces of the plan we'll let you know how things are progressing so do keep an eye out for further updates!

## A GREAT PLACE TO LIVE

**By 2026 we will:**

Be 100% compliant with health & safety requirements

Be making progress in tackling condensation and mould in our homes

Be delivering a Decent Homes+ standard agreed with customers

## EXCELLENT CUSTOMER SERVICE

**By 2026 we will:**

Be achieving 95% customer satisfaction

Have established a range of opportunities to involve our customers and encourage them to help us shape our services

Offering new online facilities so customers can access services however and whenever they want

## A GREAT PLACE TO WORK

**By 2026 we will:**

Be achieving above 85% in employee satisfaction

Be championing employee mental health and volunteering

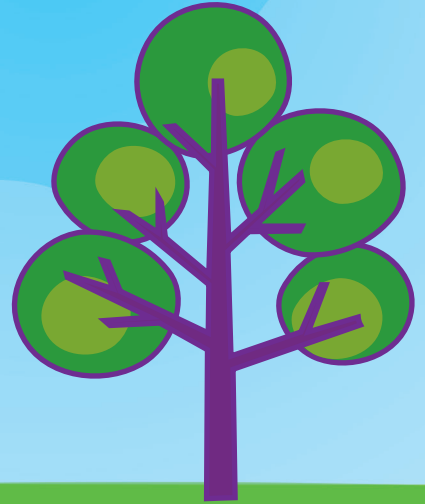
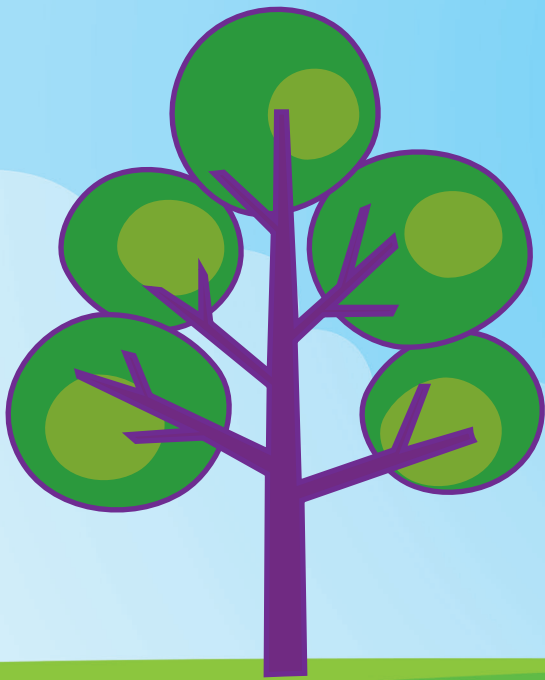
Be increasing opportunities and supporting a better west Norfolk through the development of a Freebridge Academy

While we work through the next five years our efforts will continue to be supported by our values, which are:

**EMPOWERMENT**

**WORKING TOGETHER**





## HOMES FOR EVERYONE

### By 2026 we will:

- Build 750 new homes
- Complete the final phases of the Hillington Square regeneration
- Contribute to the regeneration of King's Lynn town centre, in turn helping the wider west Norfolk

## GREEN CREDENTIALS

### By 2026 we will:

- Be actively reducing our carbon footprint as an employer and a landlord
- Be training our teams in new green technologies
- Be building 50% of Freebridge built homes at carbon neutral standards

## BY 2026 WE WILL

be a top performing provider of housing, improving the quality of life for our customers and employees



**INTEGRITY**

**CUSTOMER FOCUS**

**ENTHUSIASM**

# THE FUTURE OF STREETS AHEAD

## HELLO!

As you'll have seen elsewhere in this issue of Streets Ahead, Freebridge has been working on its plan for the next five years.

With this in mind we thought now would be a good time to ask you what you think Streets Ahead should look like in the future.

## WHY DO WE PRODUCE THE STREETS AHEAD MAGAZINE?

Streets Ahead is useful for us at Freebridge because it's a way of providing you with information that the Regulator of Social Housing asks us to tell you about, this includes details of how we're performing as an organisation, information about how to make a complaint, and a breakdown of the type of complaints we receive and how we have dealt with them.

In addition to this it's also a helpful way for us to let you know about the various activities and projects we're involved in. From the Placeshaping community centres we own and run, to the work our Universal Credit Advisors do, from the Freebridge Community Fund supporting groups across the area to the new homes we're developing in and around west Norfolk.

## HOW MUCH DOES STREETS AHEAD COST TO PRODUCE?

Currently we send a copy of Streets Ahead to every address that we rent out to our tenants, every address where we have a shared ownership involvement, and every leaseholder who has bought their homes from us in the past - this means we post out almost 7,000 copies of the magazine - and as you can imagine that becomes an expensive business when everything adds up.

The cost of each issue of Streets Ahead depends on how many pages it has. However as an example the latest issue has 20 pages, which costs us just over 85 pence a copy to print, to package up and post out to you.



The last issue of Streets Ahead.

**TELL US WHAT YOU THINK STREETS AHEAD SHOULD LOOK LIKE IN THE FUTURE!**



## SO, WHAT NEXT?

We know from the feedback we get that many of you appreciate receiving Streets Ahead and find much of the content interesting and useful. We also know that's not true of everyone.

When the first issue of Streets Ahead was printed back in the Spring of 1989 (when the Borough Council still managed your homes), we didn't have smart phones or tablets, we didn't have wi-fi, we didn't even have the internet!

So given that the world has moved on, maybe it's time for Streets Ahead to do the same?

We've been thinking about the options that are open to us in the future which could include stopping producing Streets Ahead completely and just noting all the information we need to share with you on our website. Stopping sending a paper copy of Streets Ahead to everyone we hold an email address for, and just sending them an electronic copy instead. Or perhaps we should just continue to print and send everyone a paper copy of the magazine?

**Now's the chance to tell us what you think...**

## WHAT WE'D LIKE TO KNOW FROM YOU

The main thing we want to know is how you would prefer to receive the information you find in Streets Ahead magazine in the future:

- Would you be happy to read about the subjects we cover in Streets Ahead on our website, rather than having a paper copy posted to you?
- Would you prefer to read about the subjects we cover in Streets Ahead via an email newsletter?
- Would you prefer to receive a link to an electronic copy of Streets Ahead sent to you by email or text message?
- Or would you prefer to continue to receive a paper copy of Streets Ahead sent out to you by post?

The other thing we'd like to know is whether Streets Ahead contains everything you want to know about Freebridge?

- Is there something that we don't include that you'd like to see?
- Or is there something that we do feature that you'd like to see more of?

Have a think and note your thoughts below, and send them to us at the address on the back of this magazine, or alternatively you can complete our survey online at: [www.surveymonkey.co.uk/r/StreetsAheadMagazine](http://www.surveymonkey.co.uk/r/StreetsAheadMagazine) Thank you!

TELL US WHAT YOU THINK!



# FREEBRIDGE WELCOMES NEW DIRECTORS AND BOARD MEMBERS

There have been some big changes at the top of Freebridge recently and we want to introduce you to the people who have joined us in the last few months and will be helping shape the organisation's future over the next few years.

## NEW DIRECTOR



**Graham Wilson**  
Director of Assets

Graham has many years' experience operating

at a senior level in asset management across a number of industry sectors including social housing, energy, rail, leisure and not-for-profit charities.

## NEW DIRECTOR



**Anna Simpson**  
Director of Resources & Deputy Chief Executive

Anna has lived in Norfolk for over 20 years

and has many years' experience operating at a senior level in finance and resources in the social housing sector. Her new role at Freebridge comes on the back of a post as Executive Director of Finance and Resources at the Birmingham-based housing association Midland Heart.

## NEW BOARD MEMBER

**Donald McKenzie**



Donald is a chartered accountant with a strong background in finance, treasury, governance, risk management and auditing.

He has significant experience in the housing sector and is currently employed as Director of Corporate Finance and Deputy Company Secretary at Metropolitan Thames Valley Housing Association.

## NEW BOARD MEMBER

**Vicky Savage**



Vicky is a senior leader in the housing sector, with a strong background in housing management and development.

She is currently employed as London Managing Director of L&Q Housing Trust and has experience in overseeing major developments. She is also originally from west Norfolk, and so is well acquainted with the area and the issues it faces.

## NEW BOARD MEMBER

**Andrew Hill**



Andrew is a chartered accountant with a strong background in finance, treasury, risk management and auditing.

He has experience and understanding of the housing sector, gained through various non-executive appointments.

## NEW BOARD MEMBER

**Gill Rejzl**



Gill is already known to Freebridge as she is an independent member of the Audit and Risk Committee. She also worked for Freebridge for two years as Business Performance Manager and Company Secretary before becoming the Company Secretary at the Queen Elizabeth Hospital Trust for over 10 years.



# DOING THE RIGHT THING

**At Freebridge we are committed to the highest standards of openness, probity and accountability, and as such we encourage any employee, contractor, agency worker, home worker, tenant, or anyone else who has a serious concern about malpractice in any aspect of our work to “do the right thing” and come forward and express their concerns.**

We understand that in some cases individuals may wish to come forward on a confidential basis. Freebridge encourages this and wishes to make it clear that they can do so without fear of reprisal or victimisation.

Investigations will be carried out in line with relevant Freebridge policies and procedures, and the

outcome of any investigation will be communicated to the person who made the original contact with us.

Full details of this process, including information on who to contact, can be found in our Whistleblowing Policy in Freebridge's Policy & Procedural Handbook that is located on our website at [www.freebridge.org.uk/our-policies.html](http://www.freebridge.org.uk/our-policies.html) alongside all the other policies that we currently have in place.

Freebridge will treat any expressions of concern in the same way as it would an expression of concern from an employee, and it will be dealt with fairly, and with confidentiality.

## #THANKS WEST NORFOLK

Love West Norfolk day 2021 was all about saying #ThanksWestNorfolk, taking the chance to thank those across our area who have gone above and beyond over the last year.

We were delighted to take part once again and were very pleased to say thank you to:

All the teachers, school staff and early years teams who've been supporting kids across the area. We know it's been tough and we want to say you're doing a great job!

The whole NHS including cleaners, admin teams, nurses, doctors, support staff, community services and all the QEH. An extra big thank you to those like our Board member Pauleen who have returned from retirement to help on the front line at the QEH.

All the services who've helped people get back in to work or sorted out financial support – like Seetec, CAB, and the Job Centre who are supporting our residents through tough financial times.

Finally for us, the people of west Norfolk are one of the main reasons we #LoveWestNorfolk so thank you to everyone who's made a difference over the last year!

# NEW HOMES ON THE HORIZON

In the last issue of Streets Ahead we introduced you to our new Director of Development, Paul Newbold, who was looking forward to developing a "number of new homes to provide much needed good quality housing for the people of west Norfolk."

Frustratingly, as you'll know, it's been a very wet (and briefly snowy) winter, in fact according to the Met Office December and January were the wettest they'd been for more than a century. And while this weather hasn't stopped progress on the various sites where we're building new homes, it has slowed things down a little.

The good news though is that there are a number of new homes not far from being finished, so we thought we'd let you take a look at where we are with some of the building work we've been doing.



HUNSTANTON

Our new homes at Hunstanton

Our new homes at Walton Highway



WALTON HIGHWAY

Our new homes at West Winch



WEST WINCH

# HELPING US KEEP YOU SAFE IN YOUR HOME



**As a provider of housing, Freebridge Community Housing has a legal duty to carry out safety checks in your home.**

To carry out these checks we need to gain access to your property, and we need your help to do this.

We understand that some of you have been concerned about allowing people into your homes because of Covid-19, however we can confirm that the operatives who will carry out the work will comply with the safety precautions required, wearing gloves and a mask, and will maintain a safe distance from you while they carry out their work.

In addition to this, by the time you receive this magazine we should be regularly testing our employees involved in carrying out repairs and these safety checks.

All that we ask is that while they are with you, you open windows to ventilate your home and assist by maintaining a safe distance from the operative, preferably by leaving the room they are working in.

If we don't gain access to your home we will have to take legal action to enable us to carry out these critical safety inspections.

**We'd obviously prefer not to do that though, so if you do receive a note from us asking that you call us urgently to arrange an appointment please do make sure you do!**

(If you have tested positive for Covid-19 or you are self-isolating because someone you have been in contact with has we will postpone visiting you until it is safe to do so.)

Freebridge takes the health and safety of our tenants very seriously. If you have any concerns about anything in your home please do not hesitate to contact our Customer Services

Team on 03332 404 444, you can also email them at [enquiries@freebridge.org.uk](mailto:enquiries@freebridge.org.uk), or contact us via our Facebook page or Twitter account.



# HOW TO BECOME A SAVVY WATER SAVER



**Although it might not seem like it sometimes, East Anglia is one of the driest regions in the UK!**

With increasingly unpredictable weather it is more important than ever to save water where we can, and to help with this Freebridge have teamed up with Anglian Water who have supplied us with 500 of their water saving kits for our customers. These kits contain a number of items that can help you start saving water while also saving money at the same time!

**The kits include:**

**an easy to use, waterproof shower timer:** did you know that on average showers account for at least 30% of your daily household water usage? A 10-minute shower will use on average 80 litres, if you have a power shower it can use twice as much water

than a full bath! A shorter shower can help you be an all-rounder saver - saving water, energy, and money. Reducing your time by one minute can save your household up to £120 a year.

**water efficient tap inserts:** which reduce the flow of water from your tap, with no real loss of pressure.

**a save-a-flush bag:** that can help you save a litre of water with each toilet flush.

**and some gardening swell crystals:** which when mixed with compost can dramatically reduce the need for frequent watering.

**If you'd like us to send you a water saving kit just give our Customer Service Team a call on 03332 404 444, or email them at [enquiries@freebridge.org.uk](mailto:enquiries@freebridge.org.uk) and we'll get one in the post to you.**

## 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)



# HOW WE PERFORMED

## SATISFACTION SURVEY

Every month our Customer Service Team calls 100 of our tenants to ask them how they think we are performing.



**81%**

of our customers are satisfied with the overall service we provide



**67%**

of our customers are satisfied with our repairs service



**86%**

of our customers are satisfied with rent and service charges



**72%**

of our customers are satisfied with their home



**83%**

of our customers are satisfied with their neighbourhood



**81%**

of our customers are satisfied with how they are kept informed

## COMPLAINTS & COMPLIMENTS

We hope that the services you receive from us are of the quality you would expect. We realise there will be times when you may want to complain, tell us how we can improve our services, or perhaps compliment us on something we have done well.

Your complaints, comments and compliments are important to us as they help us improve our services.

In the last quarter we took action in a number of areas as a result of complaints we received. This included ensuring that:

- contractors adhere to the same standards of customer service as we expect our own operatives to. Any delays or missed appointments should be communicated to tenants (and their point of contact at Freebridge) as promptly as possible. Updates should be offered to tenants for any work that is delayed.
- we correctly manage our tenant's expectations by offering appropriate timeframes for works to be completed in.

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)

	2020/21 Target	Year to date
Overall satisfaction	88%	82%
Satisfaction with repairs service	80%	66%
Satisfaction with rent and service charges	85%	84%
Satisfaction with home	80%	73%
Satisfaction with neighbourhood	85%	77%
Satisfaction with being kept informed	88%	81%

**DURING OCTOBER,  
NOVEMBER &  
DECEMBER 2020**

**COMPLIMENTS**

**34**

Number of compliments received in this quarter

**Reasons for compliments:**

- 16 Staff attitude
- 00 State of property
- 18 Customer service
- 00 Policies

**COMPLAINTS**

**12**

Number of complaints received in this quarter

**Reasons for complaints:**

- 00 Staff attitude
- 07 State of property
- 04 Customer service
- 01 Policies

**EARLY STAGE RESOLUTIONS**

**48**

Number of cases dealt with through early resolution in this quarter

**Reasons for cases:**

- 00 Staff attitude
- 32 State of property
- 15 Customer service
- 01 Policies

# 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 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.

In order 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.



please sign in this box

**Name:** .....

**Address:** .....

.....

.....

.....

.....

# 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.

**Please note that dependent on what Covid-19  
government guidelines are in place at any  
time our office opening hours may not be  
the same as noted above - please check our  
website or call us for up to date details.**

**TELEPHONE:** 03332 404 444

We've recently 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)

**TWITTER:** @freebridge



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By using Carbon Balanced Paper  
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publication we have offset 273kg of  
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## TREATING EVERYONE FAIRLY

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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DEVELOPING HOMES AND CREATING OPPORTUNITIES  
FOR PEOPLE WITHIN WEST NORFOLK

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COMMUNITY HOUSING