

STREETS AHEAD

THE MAGAZINE FOR FREEBRIDGE COMMUNITY HOUSING TENANTS



**CHANGES TO YOUR REPAIRS TEAM
OUT & ABOUT IN WEST NORFOLK
DRIVING OUR FUTURE**

SUMMER EDITION

DEVELOPING HOMES AND CREATING OPPORTUNITIES
FOR PEOPLE WITHIN WEST NORFOLK

Freebridge
COMMUNITY HOUSING

WELCOME TO STREETS AHEAD

Anita Jones
Chief Executive
of Freebridge
Community Housing



Hello everyone and welcome to our Summer 2023 edition of Streets Ahead.

For this edition of Streets Ahead, I felt it was important that we spoke to you about the investment we are making to improve and modernise the way in which we deliver your repairs.

It's one of our key objectives to deliver excellent customer service and we understand that how we handle your repairs and help you look after your home is absolutely pivotal to that.

We expect to spend more than £16 million a year on your repairs up until 2026, but we understand that just offering up big figures isn't enough.

We've reshaped that side of our business under one new name – Home and Community Maintenance – and have brought new skills and ways of working into the business to

ensure that our modernised service meets your needs.

You'll be able to read more about our new service on pages 6 & 7.

In other repairs-related news, I'm delighted to let you know that our Covid repairs backlog is now behind us.

I told you last time that it would soon be behind us and I'm really pleased to let you know that our dedicated team – with valuable support from excellent local contractors – has helped us reach the end of what has been a long process.

Covid caused us all to work in different ways and I'd encourage you to read our team's personal experiences on how that affected us on page 3 of this edition.

Our Out and About programme has also kicked off since we last spoke, with Freebridge

staff taking to the streets to visit a number of you in your own homes.

We do this because we want to speak to you all about what matters most to you and how we can help you have the best experience as a Freebridge customer.

We've been asking you what 'one thing' Freebridge could improve upon as your landlord and will continue to do so as the programme extends over the summer. Our next events and more information on how our first two outings went are on pages 14 & 15.

anita



Have you joined the *my* freebridge engagement platform yet?

Register here: www.freebridgecommunityhousing.uk.engagementhq.com

One of our operatives pictured with our new fleet



HOME & COMMUNITY TEAM SUCCESS WITH REPAIRS BACKLOG NUMBERS

Our backlog of repairs caused by COVID-19 has been something we've talked about a lot in recent editions of Streets Ahead.

We're now happy to reveal to you all that we've almost finished the list of nearly 6,500 repair jobs that built up due to the restrictions in place during the pandemic.

It's taken relentless work from a dedicated team of Freebridge employees and a significant investment from us for materials and contractors, but the end is now very near.

We appreciate the patience you have shown as we have worked through this period and hope that you're happy with the standard of our work.

"I remember back to January 2022 and we had a list of 6,426 COVID backlog jobs to do," said Freebridge's Will Simper, who was the lead of the COVID Backlog Team at the time. "Now it feels like it'll soon be the end of a very long process.

"We had to pull ten operatives into the team and make clearing the backlog a priority, which felt like a very different way of working for us all.

"Likewise, the responsive repairs teams had to make sure we kept working normally and focused on providing the best customer service we could with a chunk of the team focusing on this."

With the backlog proving a very difficult task for Freebridge to manage, we committed a significant investment to work alongside contractors Aspect, TM Browne, Turner Contracting and Lee Wabe Flooring to make the final push.

These contractors performed admirably and they, along with our team, all went above and beyond to ensure that we got to those customers and completed their respective jobs as quickly and to as high a standard as possible.

A proud Will added: "I think the team has gone above and beyond on some jobs. I'd

personally like to thank all of the team who have done so much good work.

"We have a few big jobs left to finish, but it'll be great for us all to be able to focus on delivering the same kind of performance as we launch our new Home and Community Maintenance service."

We promised you, our customers, that we would get this backlog behind us.

And, with significant additional investment on materials and contractors and the great work of the team, we're almost there.

We're proud of the great work ethic shown by our team and appreciate the strong support provided by the local contractors we used during this process.

DRIVING OUR FUTURE

WHAT WE'VE ACHIEVED IN YEAR TWO OF OUR FIVE-YEAR STRATEGY

Embarking on our exciting journey into the third year of our remarkable Building Better Futures Strategy, we believe it's the perfect time to provide you with an insightful update on our progress.

With passion and determination, we have been tirelessly working towards our vision, keeping six key strategic objectives at the heart of everything we do. As we strive to achieve our ambitious five-year plan, we are thrilled to share some of the noteworthy accomplishments that have filled us with pride throughout the past year.

Providing Excellent Customer Service

- We've supported our customers through our Support Fund. This has provided more than £67k of assistance to support with food and energy costs.
- Creating, populating and launching our new digital engagement platform myFreebridge for engaging with and hearing the Customer Voice.
- We've established a colleague road map to ensure a consistent 'One Freebridge Customer Service' approach which is already being incorporated.

Creating Homes, Communities and Local Spaces To Be Proud Of

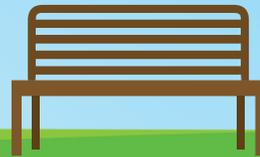
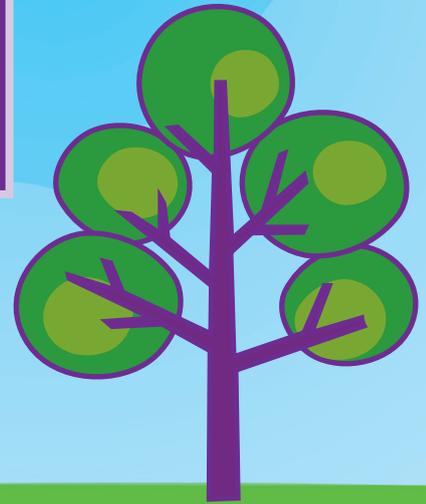
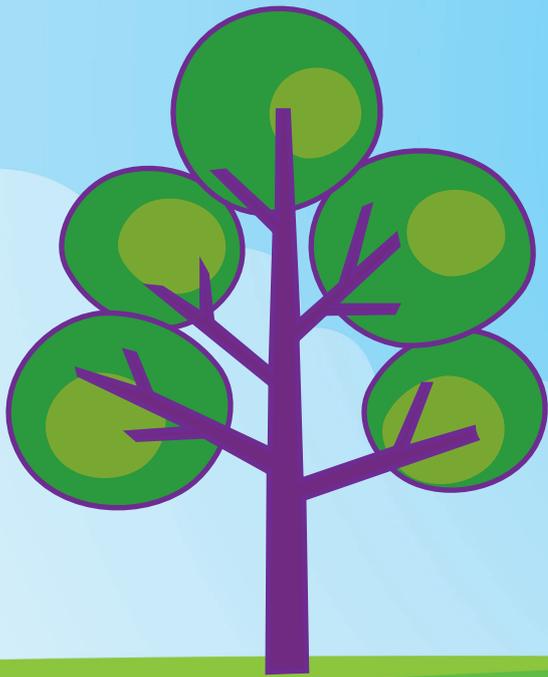
- We've created an Affordable Warmth Plan in partnership with Independent East and as an outcome of that, started our full stock condition survey across all our homes.
- We launched a damp and mould protocol alongside the stock condition survey which aimed and succeeded in reducing the number of damp and mould cases. There was also a strong drive to help you understand how you can prevent damp and mould in your home.

Offering a Balanced Local Housing Market

- We have linked up with the King's Lynn & West Norfolk Borough Council along with Lovell Homes to help build 78 new properties in King's Lynn.
- We're now moving towards the conclusion of the Hillington Square refurbishment project, with phase five expected to commence in late July. Plans for the sixth and final phase of the development are now being submitted which will provide 66 new homes and purpose-built community spaces.

BY 2026 WE WILL

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



A Strong, Sustainable and Innovative Business

- Our all-new Home and Community Maintenance Team is currently going through a sizeable change as they move towards a new structure and fresh approach. You can read more about these changes on pages 6 & 7.
- We've been increasing cyber security and improving systems so that data is even more protected.

A Great Place to Work

- We've helped colleagues reach their potential while in our employment, by giving a number of key internal promotions to important roles within our structure.
- We've also created a real focus on colleague wellbeing by introducing a Mental Health First Aid course where a number of employees undertook vital training.

Addressing the Climate Challenge

- As a member of Independent East, we will receive funding from Wave 2 of the Government's Social Housing Decarbonisation Fund to improve energy efficiency of our homes. We've also promised to match the money we'll receive from our own maintenance budget.
- As part of our Stock Condition Survey, we will have the data to be able to ensure all properties with an energy performance certificate of 'F' and 'G' rating are targeted with actions to ensure they are brought up to a rating of 'E' or above.

WE'LL BE ANNOUNCING SOME NEW CORPORATE VALUES SOON TOO!





YOUR NEW HOME & COMMUNITY MAINTENANCE TEAM

As a Freebridge customer, we understand that you expect us to provide the best customer service we possibly can – especially when it comes to repairs and maintenance at your home.

Over the past few months, we have been working behind the scenes on making key changes to the part of our organisation that looks after your home and how repairs are undertaken.

What we can now share with you is that we have formed a new team that is simply called Home and Community Maintenance and that we have just introduced new ways of working that will lead to us offering you a better service.

We've looked long and hard at how we operate and have put measures in place to make Freebridge a much easier organisation for you to navigate – and one that aims to adapt to your situation and exceed your expectations.

Ashley Walters, who is our Head of Service for the Home and Community Maintenance team at Freebridge, is looking forward to helping provide you with a much better and more modern service.

Ashley said: "The benefit of what we're doing is that it makes Freebridge, as a whole, easier to navigate for our customers.

"We've now got one number (03332 404 444) and one email address (hcm@freebridge.org.uk) that deals with the majority of our communication with you as customers, which then moves on to the different project managers who now have a greater understanding of what is going on.

"In the past, customers may have emailed a few different inboxes or had to speak to multiple members of staff.

"We've now laid the groundwork to improve your experience as

a customer by going through a restructure.

"The next thing we're looking at is the scheduling and working solutions that we're going to introduce in the future. The scheduling system that we are bringing in is going to deliver a lot more efficiency in the way we book in repairs or works and change the way our operatives' diaries work.

"It's at this stage when you as customers will start to see a real improvement in the service we are providing, with the delivery of your repairs in mind.

"What we're doing now is laying the foundations for that – and by the end of this process we'll have a much more modern service."

Not only will we modernise what we're doing now, but we'll also be using data to better plan for the future and make sure we adapt to your circumstances.

STOCK CONDITION SURVEY



By the time you read this, we should be well on the way to achieving our 100% stock condition survey on all of your homes.

We have, however, been unable to access a few of our properties, and we'd like to

remind customers that it is crucial that you allow MLCS3, the company carrying out these surveys, into your home to carry out these surveys so that we can plan any future maintenance on your home.

If you have any questions regarding your survey appointment, you need to change the date, or require a time slot, please call MLCS3 on their

**Freephone number
0800 321 3982**

In short, we're making the transition towards taking more accountability and using data better, which we hope will meet and then exceed your expectations as a customer.

Should you wish to get in contact with our team about a repair, the best email is now hcm@freebridge.org.uk and our number remains 03332 404444.

We look forward to bringing you further updates from our HCM team in the future.

If you need to report a repair or request landlord's permission for additional work to be done to your home, please call us on:

03332 404 444 (option 1)

or email us at:

hcm@freebridge.org.uk





LOCAL HERO AWARDS 2023

Freebridge was once again very proud to be sponsoring the Neighbour of the Year category at this year's Local Hero Awards.

The Awards, which were delivered by Your Local Paper and held on April 26, celebrated the area's unsung heroes and saw prizes dished out across various categories.

A group of Freebridge colleagues were in attendance on the night, with our CEO Anita Jones presenting the Neighbour of the Year award to eventual winner Malcolm Saunders.

This category sought nominations for 'incredible neighbours who know what community means' and we were happy to support it, given that it lines-up directly with our key

strategic objective of creating homes, communities and local spaces to be proud of.

The event, held at King's Lynn Corn Exchange, was hosted by former Olympic swimmer Sharron Davies MBE, who is also a patron of Disabled Sport England and The Sports Aid Foundation.

The other awards dished out on the night were: Carer of the Year, Health Professional of the Year, Volunteer of the Year, Teacher of the Year, Fundraiser of the Year, Work Colleague of the Year, Young Person of the Year, Sportsperson of the Year, Uniformed Services Award, Triumph Over Adversity Award and the Lifetime Achievement Award.

IF YOU ARE STRUGGLING FINANCIALLY PLEASE SPEAK TO US

We don't want to see any of our customers struggling, so through our Support Fund, we have provided help to those of you that need it with food parcels and vouchers, fuel, phone top-ups, energy credit and more.

If you need help from our Support Fund, you can refer yourself by contacting:

 tenancysupport@freebridge.org.uk

 **03332 404 444**
and ask to speak to our Tenancy Support Team



CUSTOMER BROADBAND SUPPORT

Who doesn't love a good deal?

We've come across a great option that promises to give many Freebridge customers a sizeable saving on important services.

With that in mind, did you know that you could be eligible for cheaper broadband and phone packages?

Seeing if you're able to access the cheapest services providers can offer, dubbed the **social tariff**, is a top tip from us at Freebridge – as it could provide you with a major monthly saving.

If you're claiming Universal Credit, Pension Credit, Employment and Support Allowance, Jobseeker's Allowance and Income Support (some providers might include additional benefits, like Personal Independence Payment and Attendance Allowance, too) then you have access to social tariffs.

Although some providers call them 'essential' or 'basic', these services are delivered in the same way as normal packages, just at a lower price.

Ofcom is encouraging companies to offer social tariffs to help support customers on low incomes – and using it could help you in the following ways:

- It's cheaper than a regular package, with current prices ranging from £10-20 per month
- It offers fast and unlimited broadband, keeping you in touch with family and friends and allowing you to stream media effectively
- There are minimal set-up charges and it would cost you nothing to switch if your provider offers a social tariff
- Prices won't go up mid-contract and it costs nothing to leave early

Current providers include BT, EE, SMARTY, Community Fibre, NOW, Sky, Virgin Media, KCOM, Hyperoptic, G Network and VOXI.

Ofcom also says that it is urging TalkTalk and O2 to introduce social tariffs in the broadband and mobile markets respectively.

If this sounds like something you could be interested in, you can apply for most tariffs online. Your first port of call should be to check if your current provider offers a social tariff. If they don't offer one, don't worry! They could let you switch without a fee.

It's also important to understand that the person receiving the benefit needs to be the main person on the contract before you begin this process.

You can visit the Ofcom page by heading to www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/social-tariffs for more information and if you'd like to switch your broadband provider, you can visit www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/switching/switching-broadband-provider for a helpful guide.

If you are interested in this but require more advice, you can always call us on 0333 240 4444 and we'll do our best to support you.



YOUR VIEWS, NOW ACTION!

Last year, many of you received phone calls or emails about completing our first-ever independently run Tenant Satisfaction Survey.

We're pleased to tell you that an amazing 834 people kindly gave us their time and offered their views on the services that we here at Freebridge provide.

Over the last quarter, your Customer Ambassadors and Service Champions have been reflecting on these results and your comments; and have determined that they want to work with Freebridge on issues in certain areas (see page 12 for more on this).

In March, your Customer Ambassadors also commissioned your Service Champions to start scrutinising Freebridge's approach to handling anti-social behaviour (ASB).

Then, in May, the Head of Housing and Community

Services met with the Service Champions and they started to look into how Freebridge currently handles ASB - with the aim of increasing your level of satisfaction from 59%.

If you have a look at our myFreebridge platform, you will be able to access the minutes from their meeting.

Thanks to those that took the ASB survey on myFreebridge, we're using this to get a wider perspective on areas that need to be improved. A plan was also put forward to tailor a communications response to help ensure that progress reports meet the needs of the person raising the ASB case.

This month, your Service Champions are starting their journey of looking into

Freebridge's approach to handling complaints, with satisfaction levels only at 29%.

At the time of writing this update, the forum is yet to happen. However, I can tell you that your Service Champions will be focused on the anonymous comments made in the survey - which clearly demonstrate when a customer is unhappy.

They will be using that feedback to design a specific survey and focus group to get more insight from customers in this area.

If you see a survey or receive an invitation to participate, please do take the time to fill it in! By doing so, you will be giving your Champions the insight to find solutions based upon your views, instead of just their own.

We've now drawn the winners of the myFreebridge competition, thank you all so much for registering to be in with a chance of winning!

Congratulations to:

- **Dawn** in King's Lynn
- **Jemma** in West Dereham
- **Isabel** in King's Lynn

We hope you find those supermarket vouchers useful!

Make sure you keep an eye out for another chance to win!



myfreebridge

In addition to taking your views on board to implement change, your Customer Ambassadors have been busy behind the scenes.

They have:

- Expressed an interest in being a part of interview processes at Freebridge. Members of the panel were directly involved in the interviewing and selection of the new Head of Home and Community Maintenance, the Support Manager and the Housing Operations Manager.
- Provided feedback on the consultation by the Government on the proposed Direction to the Regulator of Social Housing regarding future consumer standards (Tenant Involvement and Empowerment Standard and Mutual Exchange (Tenancy Standard)). This means that

the Customer Voice from Freebridge will be heard by Government in relation to consumer standard changes.

- Given feedback on the creation of the Freebridge Damp and Mould Policy and leaflet. Freebridge have now ensured these documents are as accessible as possible for customers, while the policy now requires staff to show dignity, respect and empathy to customers when dealing with damp and mould.
- Offered feedback and endorsed the approach to supporting customers in keeping their homes warm and safe, meaning the Affordable Warmth Plan has been adopted.

As you can see, behind the scenes your Service Champions and Customer Ambassadors

have been busy listening to your views - and now there is action. Indeed, the results of the Tenant Satisfaction survey and comments from 834 of our customers are at the heart of what we are doing moving forwards.

As always, thank you for taking the time to read the Customer Voice Update and please do email me at customervoice@freebridge.org.uk if you have any comments or concerns!

Bex

Freebridge's
Customer
Voice Lead





Does your heating use oil?

thinkingfuel
community oil buying

ThinkingFuel is Community Action Norfolk's collective oil buying scheme

Members save an average £120 a year on their oil bills. It's FREE to join and there is no obligation to buy.

For more information and to register call 01362 698216 or visit thinkingfuel.org.uk



SAVE £120
a year on your oil bills



TENANT SATISFACTION MEASURE RESULTS

As you will have seen on page ten, we recently received the results of our Tenant Satisfaction Survey.

This was a hugely important undertaking for Freebridge - and we are very thankful to the 834 of you who decided to let us know what you think about the service we provide for you.

Naturally, the results gave us much to reflect on both internally as a Housing Association and externally with your Customer Ambassadors and Service Champions.

Having studied the results and your comments ourselves, we can tell you that the Customer Ambassadors and Service Champions are now working with us to establish why

satisfaction levels were low in the following areas:

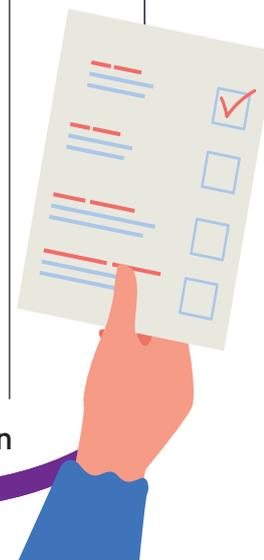
- Customer satisfaction with Freebridge's approach to handling complaints
- Customer satisfaction with Freebridge's approach to handling anti-social behaviour (ASB)
- Customer satisfaction regarding how Freebridge listens to tenant views and acts upon them

As well as those areas listed above, here are the rest of the results on the right-hand page from our Tenant Satisfaction Survey. We've compared our results to a group of housing associations in the East & South East Region.

TSM RESULTS



Freebridge Group of housing associations in the East & South East region





WE'VE BEEN OUT & ABOUT IN WEST NORFOLK

Our annual Out and About programme is now well under way – and we've loved visiting the homes of many of our customers.

The Out and About programme – which sees us connect with you directly by visiting you in your home – supports one of our key objectives, to provide excellent customer service, by encouraging engagement with our customers.

We do this so that we can better understand your needs and to ensure that you feel we are providing a service that is of the standard that you expect.

The big change we have made to this year's Out and About programme is that we're asking you all the following question: **'What one thing could we be doing better at Freebridge?'**

So far, we've had an overwhelmingly positive response to that question;

so thank you! We've also had some very constructive discussions, which are very much appreciated.

We were also able to help assist some of you with important issues there and then.

One customer had already been issued with an emergency voucher from our support fund, but wasn't mobile enough to be able to cash it in.

We offered to take his voucher to a nearby Sainsbury's for him and cashed it, returning the money to the customer later on.

A one-off tidy up of the same gentleman's garden was also arranged and undertaken, all because he answered the door and spoke to us about his concerns.

Likewise, we were able to help a customer who had run out of credit for her phone. She was unwell and needed to arrange an appointment with her Doctor,

which we were also happy to help with.

Another customer was struggling to get onto her Homechoice account on the Council's website – we got their password re-set and confirmed with them that they were then able to access the account.

We also met a couple who were living in a home that was no longer suitable for them, so were able to explain about the mutual exchange process, including working through the exchange website, with them.

One tenant told us of a repair issue that they were struggling to explain to us over the phone, so we were able to take pictures for them and get them on the path to fixing it.

Along similar lines, we also found an elderly tenant who had previously declined a heating upgrade. We looked at her system and discovered that it

OUR OUT & ABOUT'S SO FAR

SO FAR WE'VE VISITED:

- HUNSTANTON
- THORNHAM
- RINGSTEAD
- SEDGEFORD
- HOLME
- OUTWELL
- UPWELL
- EMNETH
- WALSOKEN



We spoke to
337
customers



46 Freebridge colleagues knocked on your doors



600
homes visited



34
customer's details were updated



98
new repairs were raised

was very dated, then managed to persuade her to allow upgrade works to happen.

These examples are just a small sample of the positive things we were able to achieve by visiting your homes and talking to you about how we can help.

But we're looking forward to seeing more of you in the coming months. Indeed, by the time this edition of Streets Ahead hits your doormat, we'll have also been out to the Terringtons and surrounding villages.

We look forward to seeing more of you soon!

If we've been to your area and missed you, please do give us a call on 03332 404 444 and let us know anything that you wanted to tell us in person.

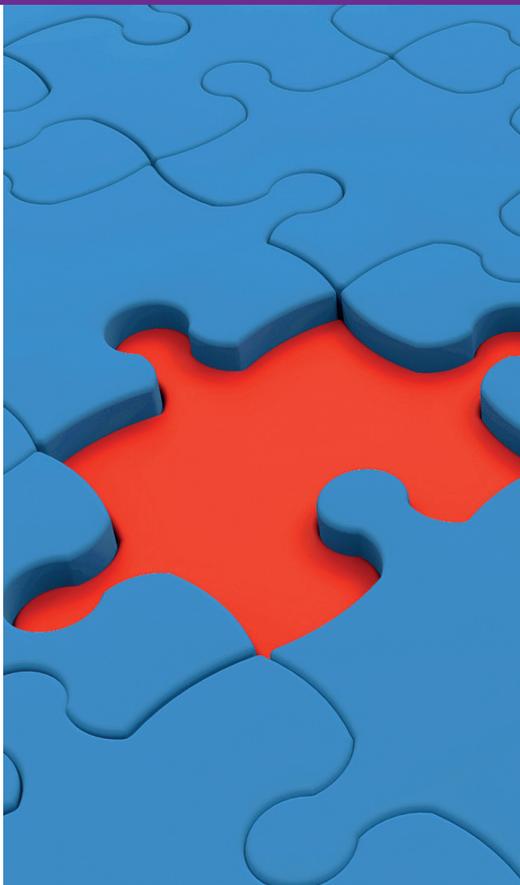


UPCOMING DATES

Silent Voice special
24th July
(more on that next time)

Fairstead
part one 16th August
part two 20th September

Brancaster
18th October



A STAKE IN FREEBRIDGE: HOW TO BECOME A SHAREHOLDER

Freebridge Community Housing is inviting its tenants to become shareholders. As a shareholder, you 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 shareholderenquiries@freebridge.org.uk

OPT IN TO RECEIVE A DIGITAL COPY OF STREETS AHEAD



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

We send the magazine to all of our customers 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 receive a paper copy of Streets Ahead delivered to you, and want to receive a digital copy instead, just let

us know, and we will arrange for you to be removed from our mailing list.

To opt-out of receiving a paper copy, you can either call us on 03332 404 444, or email your name, address, and preferred email address to communications@freebridge.org.uk or you can complete the form below and send it to the Communications Team, Freebridge Community Housing, Juniper House, Austin Street, King's Lynn, PE30 1DZ.

please sign in this box

Name: _____

Address: _____

Email address: _____

COMPLAINTS & COMPLIMENTS AT FREEBRIDGE

Here at Freebridge, it's very important to us that we're able to offer you the best customer service we possibly can.

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

via our website: www.housing-ombudsman.org.uk

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



We do, however, understand that there will be occasions when you as the customer are unhappy with a situation – and that you'll want to let us know about it.

It's your right to contact us and let us know how you think that we can improve our service. We'll always be happy to hear from you and would actively encourage you to do so.

Along the same lines, we'd also love to hear from you if you feel that we've done a good job for you or if members of our team have gone out of their way to assist you in any way.

We're always analysing our own performance, so your complaints, comments and compliments are very important for us as they allow us to shape the services we provide.

Freebridge remain committed to providing the best customer service, which means we must always look at ourselves and our performance.

Indeed, the feedback we receive from you helps massively with that.

Furthermore, your feedback is also relayed to managers within the Freebridge team and allows us to make key changes to our ways of working.

January 2023

14

compliments received

21

complaints received

Reasons for complaints

20	property condition
00	estate management
01	other

February 2023

06

compliments received

13

complaints received

Reasons for complaints

12	property condition
00	estate management
01	other

March 2023

09

compliments received

29

complaints received

Reasons for complaints

27	property condition
01	estate management
01	other

OUR PERFORMANCE

FOR QUARTER 4 (JANUARY - MARCH 2023)

62 Complaints received

That's down by 17 compared to numbers in quarter 3.



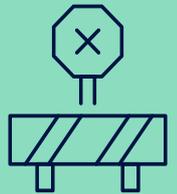
7,597 Repairs completed

We completed 7,597 responsive repairs, that's 1% more than the previous 3 months.



437 Gained no access

We gained no access on 437 responsive repairs appointments, up by 8% on quarter 3.



2,572 Stock condition surveys

These are to check the health and safety condition of the property.



82 New homes

We began construction on site for 82 properties.



100% Energy performance

Of newly completed homes had an EPC rating of C+.



34 Days Time taken to complete routine repairs

Our target is 28 days. Our electricians completed repairs on average within 7 days and plumbing jobs took 20 days.



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.

WEBSITE: www.freebridge.org.uk

FACEBOOK: www.facebook.com/freebridge

TWITTER: @freebridge



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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.

The views expressed in this publication are those of contributors, and not necessarily those of Freebridge Community Housing. This entire publication is under copyright, and is not to be duplicated or reproduced in any way without permission.

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

Freebridge
COMMUNITY HOUSING