

2006-2007

- Board approve vision and values
- Move into Juniper House May 06
- First tenant board member elections (2,500 tenants vote)
- 74% homes non-decent
- Maintain rent arrears at 20%
- Diversity training for all staff and board members
- Framework agreement with Victory Housing

DEVELOPING HOMES AND CREATING OPPORTUNITIES
FOR PEOPLE WITHIN WEST NORFOLK

Freebridge
COMMUNITY HOUSING

2007-2008

- Expand tenant membership from 5 - 7
- Buy 43 properties in Yours South Lynn
- Reduced trading deficit at PS
- Reduced void loss
- Tenant Welfare service extended
- Complete 1st phase sheltered housing improvements
- Reduced sickness to 4%

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Freebridge
COMMUNITY HOUSING

2008-2009

- Audit Commission inspection - 1 star promising prospects
- Pilot programme for non-trad properties
- Credit union launched
- Executive reduced to 3
- Tenant satisfaction 74%
- Commence tenant profiling 51%
- Neighbourhood wardens introduced
- 8 rural properties purchased
- Biggest improved relet time in Eastern region 15.25 days
- 37% homes non-decent

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Freebridge
COMMUNITY HOUSING

2009-2010

- New remuneration strategy implemented for PS
- Hemingway Design appointed to revise Hillington Square
- 8 new training places and jobs with contractors
- Local service standards introduced
- Launched mystery shopping
- Mary Gober customer excellence programme
- 37% homes non-decent reduced to 30%
- Launch Freebridge Community Foundation

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COMMUNITY HOUSING

2010-2011

- First Contact Centre launched
- £5,000 given to community groups through the Freebridge Community Foundation
- Hillington Square Charter launched
- Business Planning for 2011 -2014
- £1.4m awarded from HCA for 34 new homes in West Norfolk
- Mary Gober coaching launched
- New-look brand launched

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