

WHO WE ARE

Freebridge Community Housing is the largest not for profit housing provider in West Norfolk. We own and manage close to 7,000 homes, with about half of these being in and around King's Lynn. We are committed to our vision of 'Developing Homes and Creating Opportunities for People within West Norfolk.'

Freebridge was set up in April 2006 and since then, we have been working to meet the needs of our customers and the changing requirements within the housing sector.

A key aim has been making sure we deliver on our promise to customers to carry out a major home improvement programme. Also, we are committed to working with local partners on wider social issues such as community development and tackling anti-social behaviour. We involve our customers in our work in a number of ways.

We are run by a governing board made up of tenants and independent and council representatives.



The Freebridge 'Out & About' team visit you in your community (2011)

WHAT WE DO

- We are Developing Homes and Creating Opportunities for People within West Norfolk
- We manage general needs homes and sheltered schemes across West Norfolk
- We are carrying out a large Decent Homes improvement programme
- Where there is a local housing need, we are building a number of new homes
- We look after homes, making improvements and carrying out repairs
- We make adaptations to homes, where there is a need
- We provide advice, including referring our customers to support agencies
- We involve our customers in our work in a range of ways, including through our Board, our Tenant Panel, focus groups and Mystery Shopping
- We are investing on average around £6.5m a year within 5 miles of King's Lynn.
- We are committed to treating everyone fairly and with respect.

WHAT WE HAVE ACHIEVED

Since we were set up in 2006, there have been a number of achievements including:

- We are delivering our Decent Homes work and by the end of the programme we will have improved homes by installing a combined total of over 21,000 kitchens, bathrooms, heating systems, doors and windows
- We have built new homes, such as in Great Massingham where we have developed sustainable homes which each come with their own allotment
- We are working with local residents, partners and renowned designer Wayne Hemingway on the regeneration of Hillington Square
- In 2010 and 2011, we awarded a total of £5,000 each year to deserving local projects through the Freebridge Community Foundation
- Our tenant satisfaction level stands at 88%.

