

# WELCOME

## TO YOUR NEW HOME IN COLBY COURT



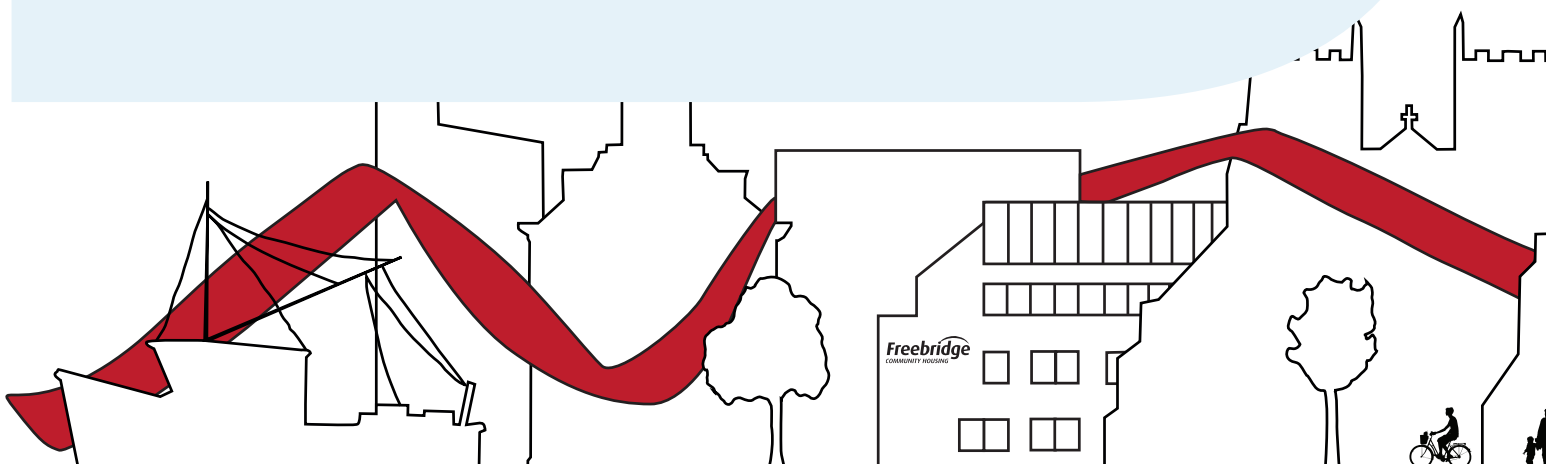
DEVELOPING HOMES AND CREATING OPPORTUNITIES  
FOR PEOPLE WITHIN WEST NORFOLK

**Freebridge**  
COMMUNITY HOUSING

# TITLE

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We are pleased that you have chosen to live in **Colby Court** and hope you will enjoy your new home.

This handbook gives you some useful information about your home, your tenancy and other contacts we think may be helpful.

We are committed to working with you to develop our services.

If you have any comments about the handbook, or how it can be improved, please contact us.

For our latest and most up to date information please visit our website at: **[www.freebridge.org.uk](http://www.freebridge.org.uk)**

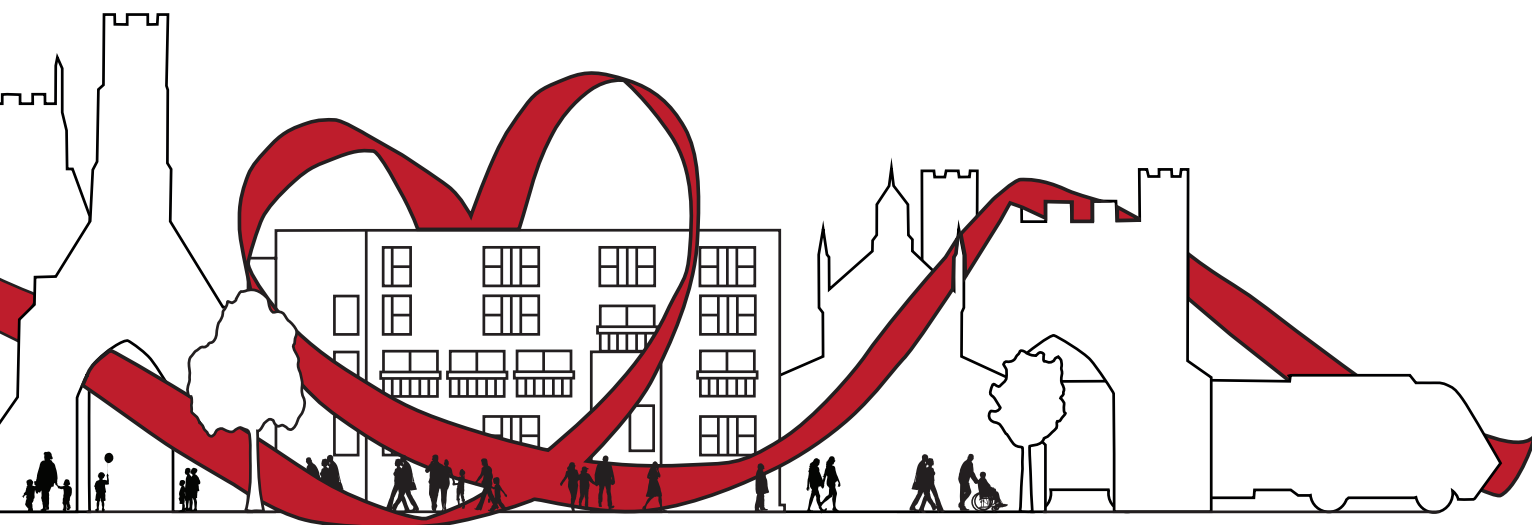
You can also keep in touch through our Facebook and Twitter pages at:

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

**Twitter - [www.twitter.com/freebridge](http://www.twitter.com/freebridge)**

If you need any help to understand this handbook, please get in touch.

**PLEASE KEEP YOUR HANDBOOK AND TENANCY AGREEMENT IN A SAFE PLACE.**



Freebridge is the largest provider of housing in west Norfolk, owning and managing around 7,000 homes, and making a real difference to thousands of customers and the wider communities in which they live. Since being set up in April 2006 we have we have already taken great strides in improving local homes and communities and are now ready to take this even further.

We want to drive Freebridge forward to become a leader in our field, an excellent landlord and an exemplary employer.

Our Building Better Futures 2021/26 strategy explains that in the next few years our mission is to:

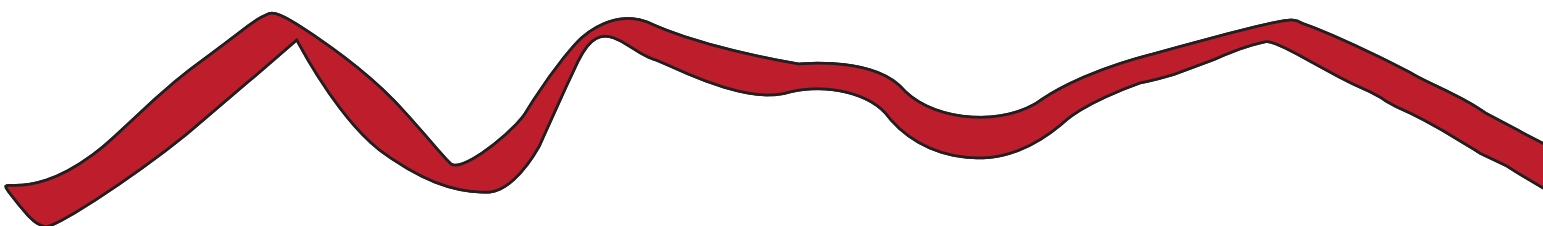
**“be a top performing provider of housing as measured by our customers, colleagues and stakeholders”**

with a vision 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 achieve this we have identified six key objectives that will direct our path towards achieve this. These are:

- Providing excellent customer service
- Creating homes, communities and local spaces to be proud of
- Offering a balanced local housing market
- Being a great place to work
- Addressing the climate challenge
- To be a strong, sustainable and innovative business.



## MAIN REGISTERED OFFICE IN CENTRAL KING'S LYNN

Freebridge Community Housing  
Juniper House  
Austin Street  
King's Lynn  
Norfolk  
PE30 1DZ

**Main Switchboard:** 03332 404 444  
(Also to be used for repairs calls).

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

For all contact with Freebridge you will be expected to provide your Tenancy Reference number.

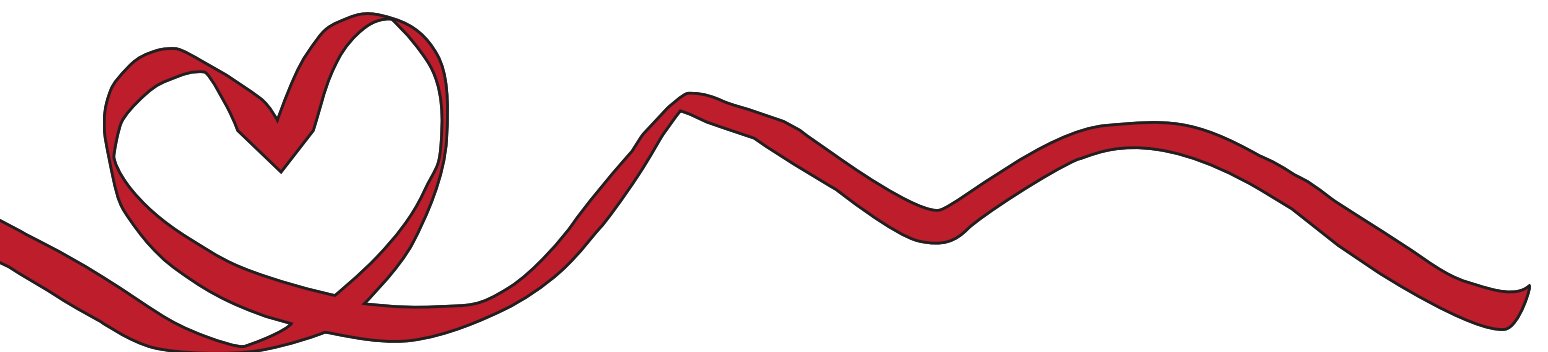
## OFFICE OPENING

Hours: 8.45am - 5.15pm (Monday to Thursday)  
8.45am - 4.45pm (Friday)  
Closed on Bank Holidays, Saturday and Sunday

## OUT OF OFFICE HOURS EMERGENCY CONTACT ARRANGEMENTS

The main switchboard number above will automatically divert outside of office opening hours to our out-of-hours service provider Centra.

**PLEASE ONLY USE THIS SERVICE IF YOU HAVE AN EMERGENCY WHICH CANNOT WAIT UNTIL THE OFFICE OPENS.**



## HOW TO PAY YOUR RENT

You must pay your rent every Monday for the following week. We will automatically send you a rent payment card when your tenancy starts.

You can pay your rent in the following ways;

- Direct Debit is the easiest way to pay your rent. Simply call 03332 404 444 and ask for the Income Team. A direct debit is an automatic payment made from your bank account. You will need to provide us with your account number and sort code. It can be set up for any day of the month and payments can be made weekly, fortnightly, every four weeks or monthly. If you pay monthly the number of weeks for which you pay rent are divided into 12 equal monthly payments.
- By phone please call 03332 404444 during office hours or 01553 666800.
- At any Post Office. You can make payment using your Freebridge payment card. You can pay by cash, debit card or cheque.
- At any PayPoint outlet. You can make payment using your Freebridge payment card. You can pay by cash, debit card or cheque.
- Send a cheque made payable to Freebridge Community Housing – Juniper House, Austin Street, Kings Lynn PE30 1DZ.
- If you wish to pay by Standing Order our bank details are as follows, you will also need to include your tenancy reference with any instruction to your bank.



**Account name:** Freebridge Community Housing

**Account number:** 66560683

**Account sort code:** 53-61-38

**PLEASE MAKE SURE YOU INCLUDE YOUR RENT REFERENCE WHEN MAKING A PAYMENT.**

## WHAT YOUR RENT COVERS

Rent is the only income we receive to manage our properties and this money has to cover:

- Improvements to the properties such as new bathrooms, kitchens, heating, doors and windows
- The cost of staff to manage the properties and carry out day-to-day repairs and servicing of heating appliances
- Repaying the money we borrow to build or buy properties.

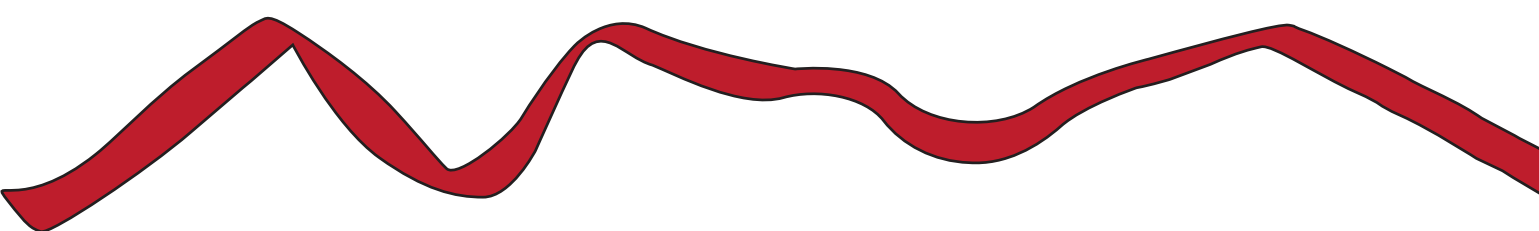
## HOW AND WHEN WILL MY RENT CHANGE?

Each year our Board will confirm the increase to be applied to all rents. For both domestic properties and garages this will typically be by CPI (Consumer Price Index) + a maximum of 1%. Shared ownership properties will increase annually by no more than inflation (Retail Price Index) + 0.5%.

Your new rent is payable from the first Monday in April each year. We will write to you at least one calendar month before the new rent is due.

## WHAT CAN I DO IF I DISAGREE WITH THE RENT THAT YOU HAVE SET FOR MY HOME?

You can ask us to explain in more detail how we have calculated the rent and to check that it is correct. If you are still not happy some tenants can appeal to an independent tribunal; Citizens Advice can assist you to do this.



## SERVICE CHARGES

As your home has shared facilities, you may have to pay additional charges to cover the cost of maintaining the communal areas.

If you do have to pay a service charge you will receive a separate statement each year showing you how much you have been charged, and how much the services cost.

We will only make a reasonable charge for these services in addition to the net rent; the total of both the net rent and any service charges will be treated in our Tenancy Agreements, and as part of our collection processes, as the total weekly rent for your home.

## DIFFICULTIES IN PAYING RENT

Please contact us immediately if you have problems paying your rent. If you fall behind with payments and you don't tell us, we can take legal action, which could mean you would lose your home. You may have other debts to pay but payment of rent should be your first priority. Don't let your debts build up. Once we know you have a problem we can often help you and have dedicated staff to do this by:

- **Giving advice** on entitlement to welfare benefits – to help you claim everything you are entitled to
- **Agreeing special arrangements** to make payments – we can make arrangements for instalment payments that are affordable to you and will reduce your debt
- **Help with multiple debt problems** – if we can't help you we can refer you to an organisation that specialises in debt advice.

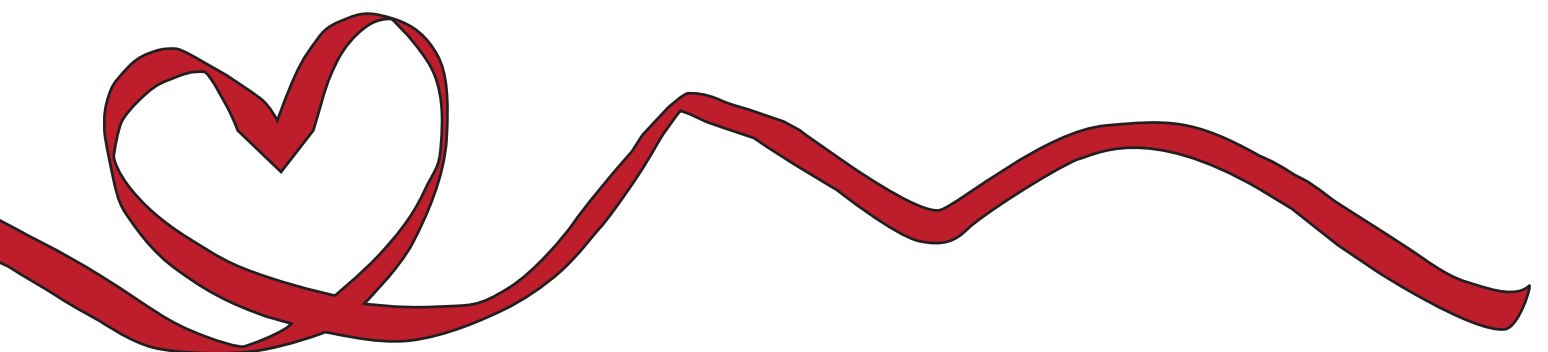
### If you do not pay your rent we will:

- Write to you to tell you that you are in arrears
- Make an agreement to clear your arrears
- Discuss any problems you are having in paying your rent
- Monitor your account to ensure regular payments are received in future
- Carry out visits to your home if contact is not made via telephone or letter.

**WE ARE HERE TO HELP – SO IF YOU ARE EXPERIENCING DIFFICULTY IN MAKING YOUR RENT PAYMENTS PLEASE CALL OUR INCOME TEAM ON 03332 404 444.**

## CITIZENS ADVICE

Citizens Advice provides advice and assistance on a variety of subjects, from relationship breakdowns to civil disputes and money problems. The CAB can also give debt counselling and benefit advice.



You signed a tenancy agreement when you became our tenant. The agreement sets out what we must do as your landlord to keep your home in good repair and to look after you as our tenant. It also gives you details of your rights as a tenant.

There are certain responsibilities that you have living in one of our properties. The main things we ask are that you:

- Pay your rent on time
- Live with consideration for your neighbours
- Keep the inside of your home in good order and report repairs promptly
- Be respectful of the facilities you share with your neighbours.

We will take you through the tenancy agreement when you sign up to the tenancy and will be able to explain what each section means. If you break the conditions of the agreement we may have to consider ending your tenancy.

If you have any queries or would like more information about the agreement, please contact your Tenancy Advisor who will be pleased to help.

**PLEASE READ YOUR TENANCY AGREEMENT CAREFULLY AND KEEP IT IN A SAFE PLACE.**

## MOVING IN

You should move in by the start date of your tenancy where possible. Tenants are expected to be in residence within the first two weeks of the tenancy. Please note that if you do not move in by the start of your tenancy you may not get housing benefit paid from the start.

## INSURANCE – WHAT YOU NEED TO DO AS A TENANT

We have full insurance for the building you live in as your home.

You are responsible for arranging insurance cover for your own personal possessions and property

like electrical goods, furniture, clothing, soft furnishings, floor coverings, jewellery and any other valuables.

In order to help you with this we work in partnership with an insurance provider. They have low cost insurance cover for your own personal property and possessions. You can also pay for the cost of this in affordable instalments. Please call the Income Team Centre for more details on 03332 404 444.

## COMMUNITY RESPONSIBILITY AND SHARED FACILITIES – HOW YOU CAN HELP

As landlord, we are responsible for maintaining the shared areas around your home, like stairways/ stairwells, bin storage cupboards and walkways. We aim to keep them in a good condition for all of the community.

If you live in a property with shared areas, we expect you to keep them clean and tidy and keep them clear of rubbish. They may also be your escape route in the event of a fire, so don't block them with things like toys or bikes.

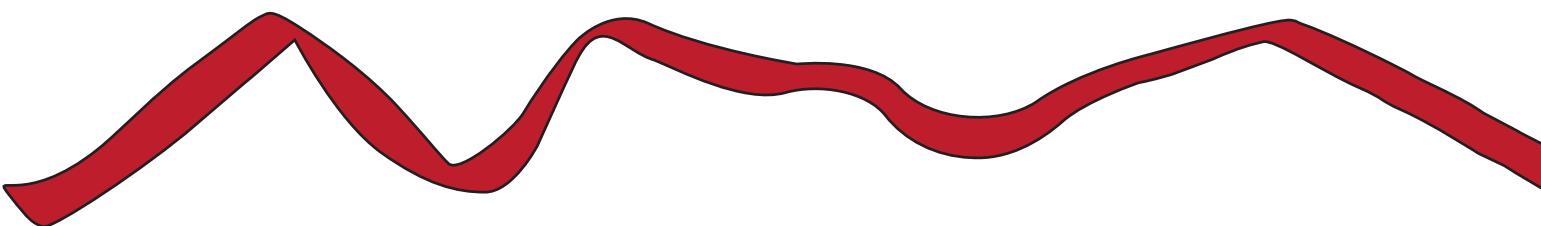
If you have a concern over the state or condition of a shared area please contact us.

## COMMUNAL TV

Your new home will have a communal satellite system, so you will not need a separate dish. To use this, you will need a contract with a satellite provider and to have a satellite receiver box. You will need to connect this to the TV aerial point in your home to access satellite TV. You will be able to access the main channels in English, Portuguese, Lithuanian, Latvian, Polish and Russian.

## BROADBAND

You will also be able to access high speed fibre optic broadband. To use this you will need to have a contract with an internet provider. There will be points in the main bedroom and lounge to connect to the internet.





## **GROUNDS MAINTENANCE – THE SERVICES FREEBRIDGE PROVIDES**

There are areas of shared space including grassed areas, plants and courtyards around your home.

We will maintain these areas, and this includes the cutting of the grass, as well as trimming of hedges/bushes/trees and the spraying/removal of weeds from courtyard areas.

We always aim to provide high quality grounds maintenance services, but there may be occasions where we don't meet agreed standards. If this is ever the case where you live, please contact us so that we have the chance to take action and correct this.

## **PARKING AND GARAGES**

As a tenant you must act responsibly when parking your vehicle and give consideration to your neighbours and anyone else visiting.

Please do not:

- Cause an obstruction when parking
- Park any vehicle, whether at your home or in a communal area, which is illegal, unroadworthy and/or untaxed (we will arrange for such vehicles to be removed if you do this)
- Carry out major repairs to any car, motorcycle or other vehicle at your home, in communal/shared areas, on forecourts, in landscaped areas or on the road.

All parking in the area is not allocated but is permit controlled.

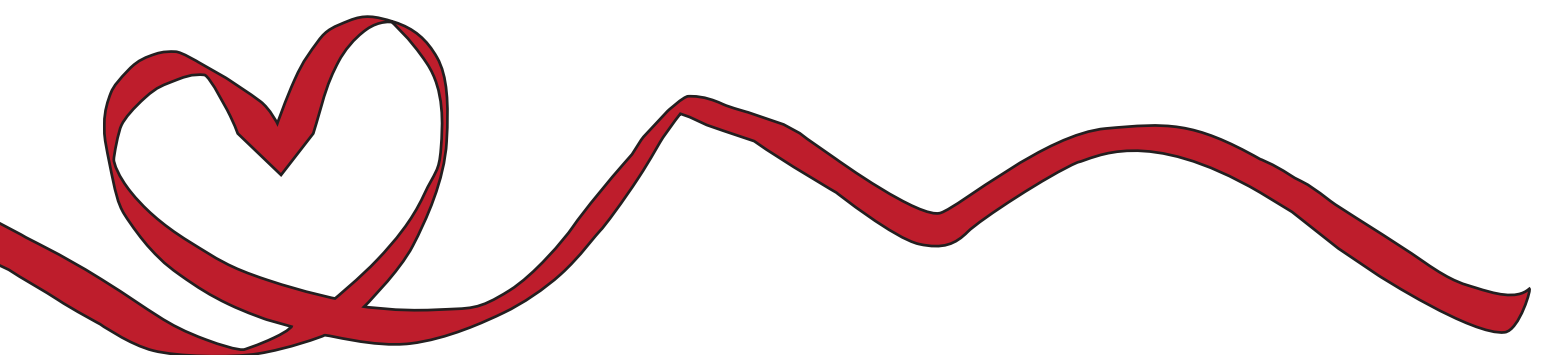
## **BIN STORES**

You can get into bin stores using a security key fob, which we will give you. There is one bin store near 2 Colby Court, and one near 22 Colby Court. Your key fob will only access the bin store that is closest to your home.

In the bin store there is a large bin for normal household waste, and a large recycling bin.

## **BIKE STORE**

There is one storage area for bikes near the stair core at 2 Colby Court, which you can access from the outside. This can be entered by using the security key fob. All of the homes in Millfleet Court can use this bike storage area, and spaces are not allocated to individual homes.



## **IMPROVEMENTS AND TENANT COMPENSATION**

If you are a full assured tenant (see your tenancy agreement) you have the right to carry out improvements or alterations to your home but you need to get our permission first. If the works need planning consent you will be responsible for making the application and paying the costs.

You need our written permission before starting any works and we will make sure that the works will be carried out to a satisfactory standard and will comply with all of the necessary regulations. We will also want to know that you are considering your neighbours when undertaking any work and that you understand you must carry out all future repairs to any alterations you have made.

You may be able to receive compensation at the end of your tenancy for any approved improvements you have made. Please ask us for details.

### **AS A TENANT YOU MUST ACT RESPONSIBLY.**

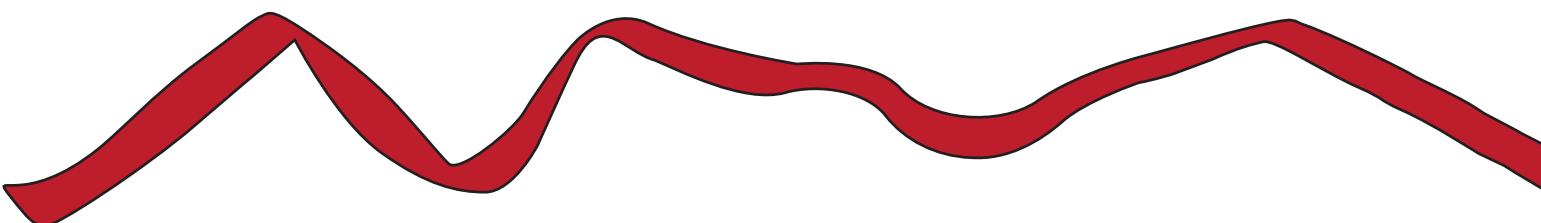
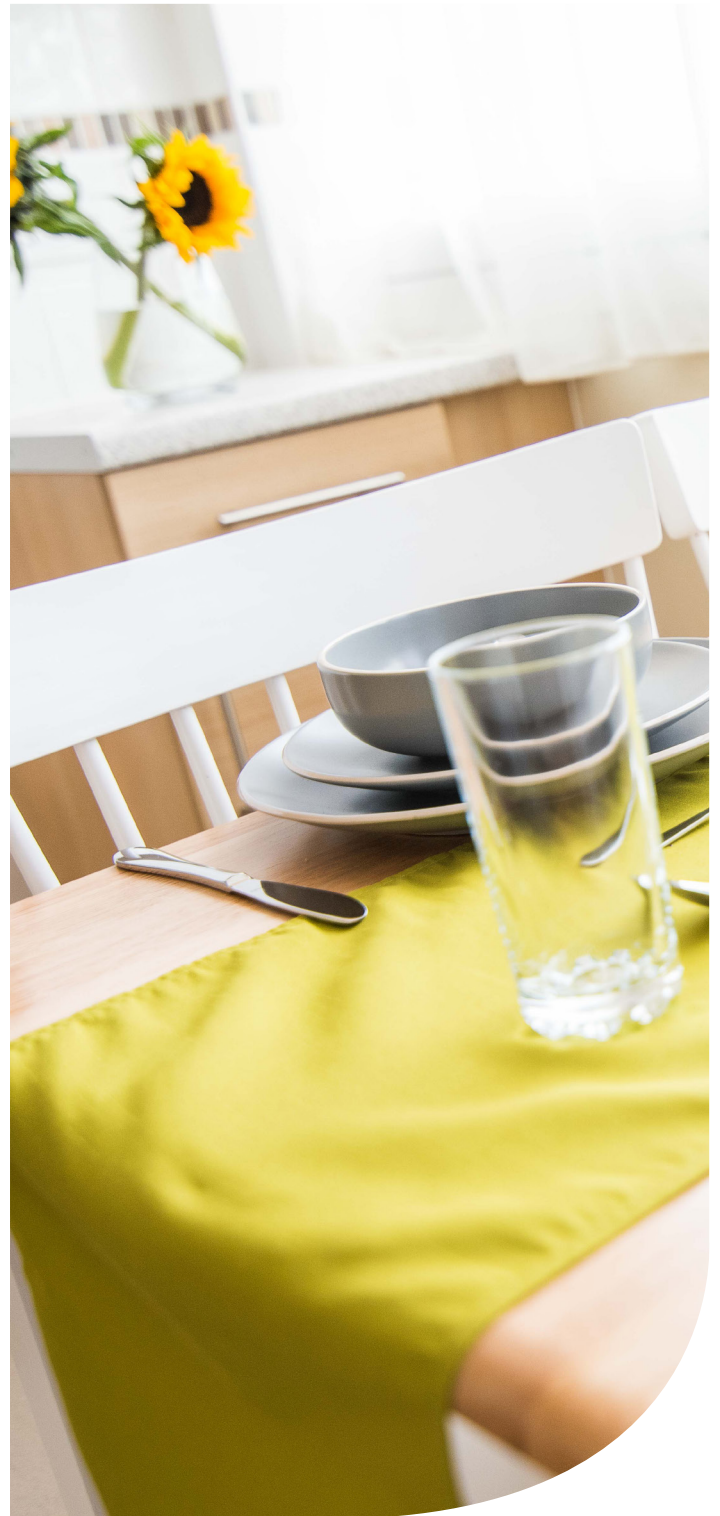
### **PRESERVED RIGHT TO BUY**

If you previously had the 'Right to Buy' with the Borough Council of King's Lynn and West Norfolk, you have a 'Preserved Right to Buy'. This allows you to buy your home from us with a discount on the sale price under similar rules to those which applied when you were a council tenant, providing it is not an 'exempt property'.

### **RIGHT TO ACQUIRE**

New tenants to us do not have the 'Preserved Right to Buy' but may, in certain circumstances, be entitled to the 'Right to Acquire'. You can get an application form and information booklet from our offices.

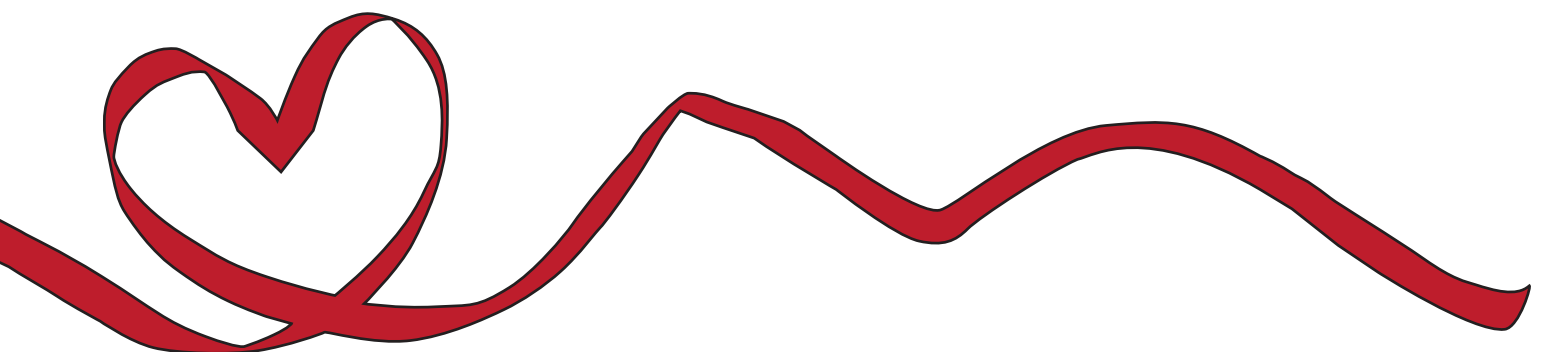
**APPLICATION FORMS AND INFORMATION ABOUT THE RIGHT TO BUY OR THE RIGHT TO ACQUIRE ARE AVAILABLE FROM OUR OFFICES.**



So that we can all be part of a pleasant community all tenants will need to agree to the Residents Commitments. They are:

- We want to make our area a respectful and peaceful place to live in. We will do this by taking responsibility for our own actions and taking part in our community by joining resident meetings and local activities.
- We will support responsible pet ownership by making sure that they do not cause a nuisance to anyone. When walking our dog we will make sure that it is not allowed to roam free and is on a lead at all times in communal areas. We will help to look after the area by always cleaning up after our dog.
- We want to take pride in our area. We will always make sure we dispose of our litter correctly. We will recycle where we can, and when in communal areas we will use the litter bins provided. We will ensure that large bulky waste is disposed of correctly to prevent a nuisance to others
- We will respect our neighbours and be considerate of their right to a quiet life when at home and in the communal areas.
- We will encourage our children to play outside in the communal areas in a way that does not cause a nuisance to others and respects the area they live in.
- We will be considerate to our neighbours when parking our vehicle, and always allow emergency and rubbish vehicles clear access to all areas and through roads.
- We want to maintain our area and homes to a high standard and we will work with our community and Freebridge to report any concerns that we have.

If you have any questions about these please call us on 03332 404 444.



## ANTI-SOCIAL BEHAVIOUR

We all have different ideas of what is acceptable behaviour. One person's enjoyment of music can be another person's unbearable noise. We need to try to live together and accept that there will be differences in what we enjoy.

Sometimes a neighbour's behaviour or their visitors can cause great distress and spoil your ability to live happily in your own home.

The most common types of problems are:

- Playing loud music, particularly at unacceptable times or making lots of noise entering and leaving the property
- Noisy children and dogs barking
- Dumping rubbish in shared areas
- Disagreements about car parking.

If you are experiencing problems or are a victim of such behaviour, we will work sympathetically with you to provide support, help and advice as quickly as possible. We will take fast and effective action.

In your Tenancy Agreement you will see that specific and clear clauses exist which establish the 'dos' and 'don'ts' in respect of the behaviour and conduct of tenants, their visitors and anyone else who may be living in the property.

## MAKING A COMPLAINT ABOUT ANTI-SOCIAL BEHAVIOUR

If you have a problem you have been unable to resolve yourself, please contact your Tenancy Advisor on 03332 404 444. We will work with you to help find an answer, which will, if necessary, include taking action against the person/s causing the problem. Or you can email [asb@freebridge.org.uk](mailto:asb@freebridge.org.uk)

If you would like more information about how we work to tackle anti-social behaviour, please refer to the leaflet in your Welcome Pack, visit our website or contact us.

## ALL OF US WANT TO ENJOY OUR HOME AND SURROUNDINGS.

## HARASSMENT

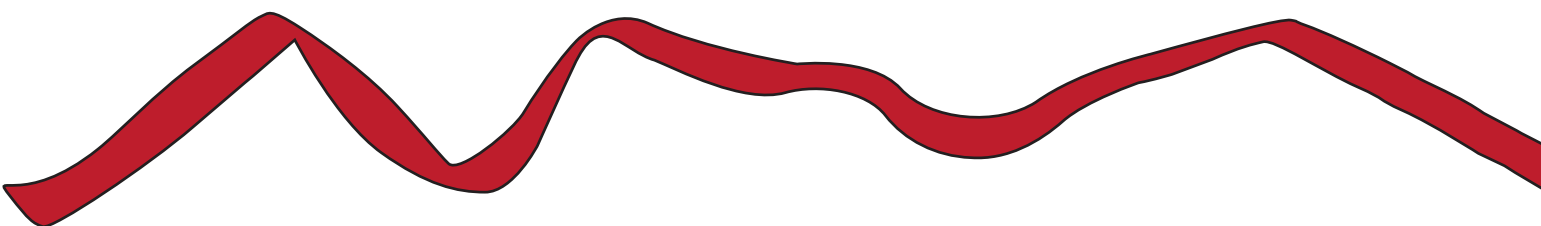
Occasionally tenants may suffer abuse due to their race, religion, disability or other personal characteristics. We do not accept any form of harassment. Any tenant who is experiencing any form of harassment and wants to report an incident should contact our Customer Services on 03332 404 444.

Staff will be able to help you in the most appropriate way and we work with other agencies who will be able to give specialist support. Our policy is to work with the victims and do everything we can to identify and take action against offenders. This can include legal action and, if appropriate, eviction of other Freebridge tenants.

All reports and contact will be treated in the strictest of confidence and no action will be taken without your consent.

For any serious incident where you feel personal safety or property is at risk you should contact the police immediately.

**ANY TENANT WHO IS EXPERIENCING ANY FORM OF HARASSMENT SHOULD CONTACT OUR CUSTOMER SERVICES ON 03332 404 444.**



## REPAIRS AND MAINTENANCE RESPONSIBILITIES - OURS AS LANDLORD AND YOURS AS TENANT

The responsibility for looking after your home and keeping it in a good state of repair and condition is a joint one between us as a landlord and you as a tenant.

Your Tenancy Agreement sets out in detail which repairs we are responsible for and which items you will be expected to deal with as tenant/s.

In summary, we will repair the:

- Structure and exterior of your home including the roof, walls, ceilings, window frames, outside doors, drains, gutters and external pipes
- Installations in your home for the supply of water, gas, electricity and sanitation including basins, sinks, baths and toilets
- Installations in your home for supplying heat and hot water
- Shared/communal areas like stairways, landings, lifts, shared lighting, shared gardens and rubbish chutes.

You are responsible for:

- Small repairs such as unblocking sinks, replacing sink and plug chains
- Making good damage to door handles, replacing lost keys to the property, and changing light bulbs and fluorescent tubes
- All internal decoration, including the repair of minor damage to plaster work decorative effects such as coving
- Your own fixtures and fittings, including the plumbing-in and installation of items such as cookers, washing machines and dishwashers
- Ensuring that your property retains a supply of gas, electricity and water so that your supply is not cut-off for non-payment of bills resulting in the need to relight boilers, check installations
- Any replacement of glass due to accidental breakages.

You can request that we undertake repairs that you are responsible for but we may charge you.

## HOW TO REPORT A REPAIR TO US – AND THE DIFFERENT CATEGORIES OF REPAIR

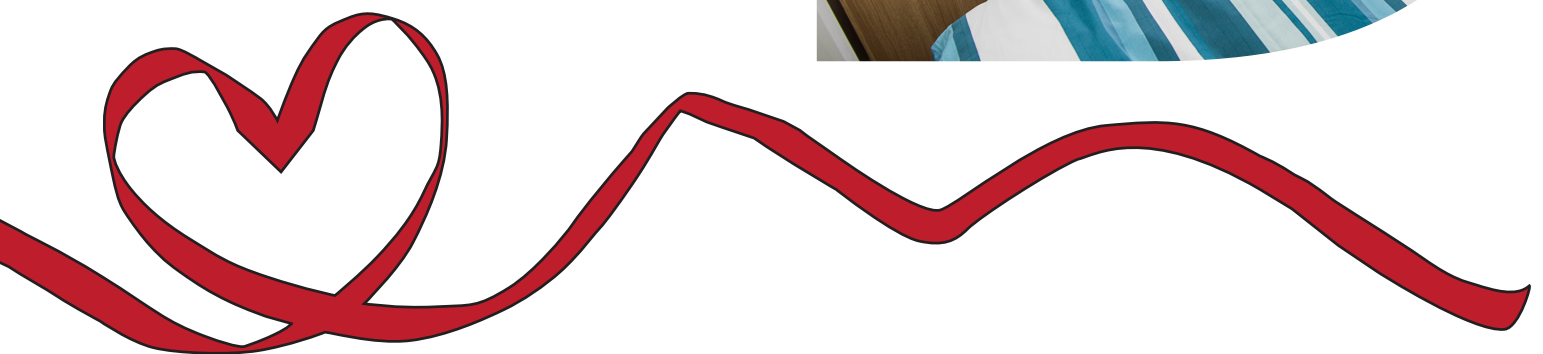
During office hours your call will be answered by our Customer Services, who will log your repair and make an appointment for your repair or inspection.

Outside office hours your call will be dealt with by staff from Centra, the company which provides an out-of-hours emergency repairs call handling service for us.

When reporting repairs outside of office hours please make sure that these are a genuine emergency only and not repairs that could wait to be reported to us on the next working day. Examples of what is considered an emergency repair are listed on the next page.

If you give us misleading information to suggest your repair needs emergency attention and we find this is not the case, you may be charged the additional costs for providing an out of hours service.

## WHEN REPORTING REPAIRS OUTSIDE OF OFFICE HOURS PLEASE ENSURE THAT THESE ARE GENUINE EMERGENCIES ONLY.



## EMERGENCY REPAIRS - WE RESPOND WITHIN 24HRS

**Definition:** Repairs to remedy any defect which puts the health, safety or security of a tenant or third party at immediate risk or which affects the structure of the building.

Examples:

- Blocked flue to open fire or boiler
- Toilet not flushing (where there is no other toilet in the property)
- Blocked foul drain, soil pipe or toilet (where there is no other toilet in the property)
- Total loss of heating or hot water during the heating season from 31 October - 1 May
- Serious leaking from water or heating pipe, tank or cistern
- Unsafe electrical fittings e.g. exposed wiring
- Insecure external window, door or lock
- Unsafe stairs
- Severely leaking roof.

## URGENT REPAIRS - WE RESPOND WITHIN 7 DAYS

**Definition:** Repairs to remedy a defect that does not cause immediate risk to the health, safety or security of a tenant or third party and although therefore not an emergency, still needs to be carried out quickly to ensure that the risk does not increase.

Examples:

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

## ROUTINE REPAIRS - WE RESPOND WITHIN 28 DAYS

**Definition:** Repairs carried out to remedy a defect which can be deferred without causing discomfort, inconvenience or nuisance to the tenant or a third party or the long term deterioration of the building.

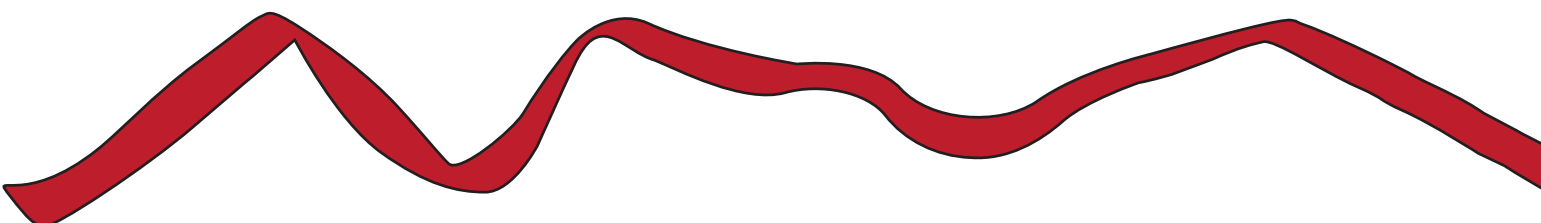
Examples:

- Dripping/leaking taps or shower units
- General joinery repairs e.g. floor boards, work tops, internal doors
- Kitchen fittings
- Easing of doors and windows and repairs to door/window furniture (handles etc.)
- Plaster work
- Tiling (including floors)
- Fencing/gates/garage doors
- Blocked or broken guttering.

## RIGHT TO REPAIR

By law you have the right to have certain repairs which are our responsibility as landlord carried out within set timescales. If we fail to meet those timescales on any defect which falls into this category of 'Right to Repair' you can request us to appoint another contractor to complete the repair job at no cost to you. You may also be able to claim financial compensation.

If you think you have the basis for a claim please contact our Customer Services on 03332 404 444.



## **DELIBERATE PROPERTY NEGLECT AND/OR DAMAGE – TENANT RESPONSIBILITIES AND THE RECHARGING OF COSTS**

Sometimes tenants don't look after their homes as we would hope and carry out deliberate damage or neglect to the property where they live.

If a repair request is as a result of neglect or deliberate damage we will charge for the full costs of the repair. This is known as a 'rechargeable repair'.

If the damage and/or neglect is considered deliberate and is of a serious nature we may take legal action against you for breaking the conditions of your tenancy.

## **REGULAR SERVICING AND TESTING OF INSTALLATIONS**

You must allow us, or contractors employed by us, reasonable access to your home in order to carry out regular servicing and testing. Your tenancy agreement details why we would want access, but the most important reason is to ensure your own and your neighbours' safety, particularly relating to gas installations. It is a legal requirement for us to undertake a gas safety check every year.

**FAULTY GAS INSTALLATIONS HAVE THE POTENTIAL TO CAUSE SERIOUS HARM AND POSSIBLY EVEN DEATH BY CARBON MONOXIDE POISONING. THIS IS WHY BEING ABLE TO PROMPTLY AND REGULARLY CARRY OUT THE ANNUAL GAS SAFETY INSPECTION AND TESTING IS SO IMPORTANT.**

If you repeatedly fail to provide us with access we will use legal enforcement action to gain entry to your property. Any tenant who regularly refuses to allow us reasonable access may face possession proceedings because they are breaking the conditions of their tenancy.

All staff and contractors employed by us who visit your home will have identification badges. Please

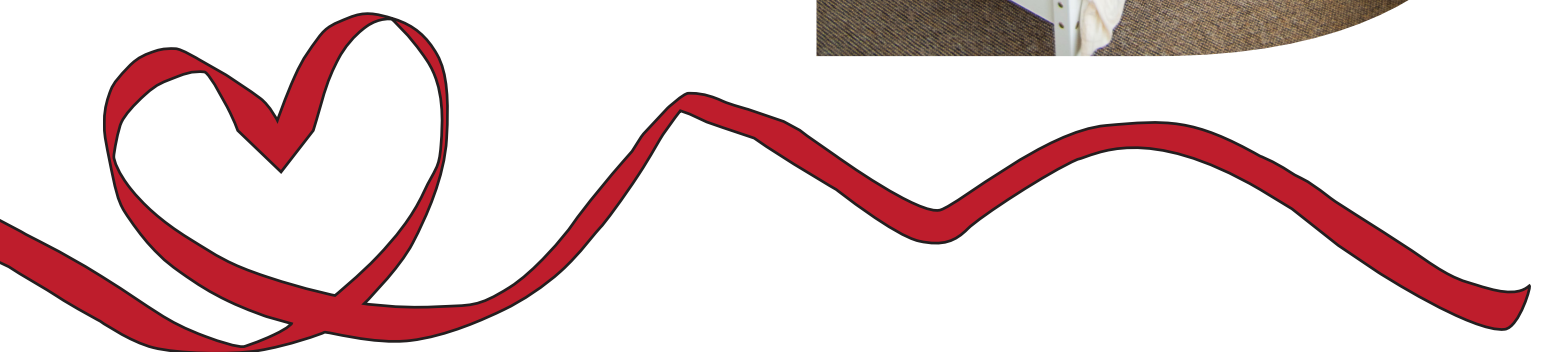
ask to see their badge before letting them into your home, and if you are in any doubt about their identity please contact us immediately.

## **MAJOR EMERGENCIES – THE HELP WE WILL PROVIDE TO YOU**

If a major emergency occurs, such as a serious flood, fire or accident involving chemical spillage which means that it would be unsafe for you to continue to stay in your home, we will provide you with temporary alternative accommodation.

If such a major emergency occurs you should, in the first instance, contact and notify the relevant agencies - the Police, Fire Service, National Grid, Anglian Water. See the Useful Contacts section at the back of this handbook.

If events then mean that you must leave your home and be accommodated elsewhere, either you or the agency involved in the emergency can contact us at any time using our out-of-hours service.



## DEALING WITH EMERGENCIES

We want you to feel safe and secure and we will do all we can to make sure that your home is a safe place to live. If you are faced with an emergency, here are some simple steps to take to avoid a major disaster:

### GAS LEAKS

If you smell gas call the National Grid emergency service immediately.

**Telephone Number:** 0800 111 999

#### Do:

- Open doors and windows
- Check to see if the gas has been left on unlit or if the pilot light has gone out
- Leave the property until the gas engineer arrives
- Tell your neighbours and our customer service centre
- Only use a Gas Safe registered contractor to fit and service your gas cooker and any other gas appliances you have.

#### Don't:

- Smoke
- Use electrical switches or your mobile phone in the property
- Use naked flames.

### IF THERE IS A FIRE:

- Get everyone out of the flat immediately
- Close as many doors as possible on your way out
- Do not use the lift
- Call the Fire Service (999).

### IF A CHIP PAN CATCHES FIRE:

- Turn off the heat immediately
- Cover the fire with a damp cloth or fire blanket
- Do not use water to try and put the fire out and do not move the pan.

## WATER BURST

If we have a long spell of cold weather you could have a burst pipe. If this happens:

- Turn off the main stop cock
- Switch off your immersion heater (if you have one)
- Switch off the time clock on the boiler
- Turn on all your taps to drain off as much water as possible making sure all the sink plugs are out
- Try to find out where the water is coming from and contain it if possible using rags, a bucket, containers etc.
- Do not use lights if water is dripping through a light fitting
- Report the problem to us on 03332 404 444.

You can help prevent pipes freezing by:

- Keeping your home fairly warm at all times, even if you are not there. Leave the heating on a low setting
- Know where your stop cock is and make sure you can turn off the main water supply if you need to

### TO HELP YOU IN THE CASE OF AN EMERGENCY PLEASE FIND THE:

**Cold water stopcock** - Usually found under the sink or in a downstairs toilet or cupboard

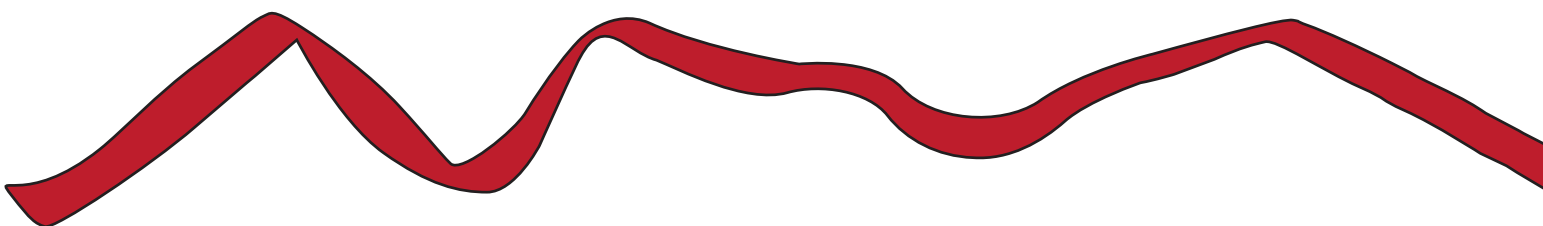
**Hot water valve** - Usually found in the airing cupboard

**Gas meter/tap** - Usually found in a box on the outside of the property or in a cupboard downstairs

**Fusebox** - Usually found downstairs, often in the hall or under the stairs

**Boiler** - This will be in your kitchen.

**Please refer to your Home User Guide for full information.**





## PREVENTION AND CONTROL OF CONDENSATION IN THE HOME

It can be easy to confuse condensation in your home (caused by warm, moist air coming into contact with colder surfaces) with rising damp (caused by water penetrating the property from the ground upwards often due to the property's damp course barrier failing) or water penetration from leaking pipes, gutters or roofs.

Condensation can produce mould growth on walls and other surfaces. This can be a particular problem in properties occupied by large families who, just by normal daily activities such as washing and cooking, can produce large amounts of moisture.

An average family of five can produce up to 14 litres of water vapour every day.

You can help to minimise and prevent condensation, and as a result mould, by taking some basic steps as detailed below:

Reduce the amount of moisture you are creating by:

- Covering pans when cooking
- Not drying wet clothes on radiators or on airers indoors
- If you have a tumble dryer making sure this is vented to the outside of the property
- Keeping the bathroom door shut when the room is filled with steam
- Opening the windows to remove large amounts of steam.

Properly ventilate your home to remove moisture by:

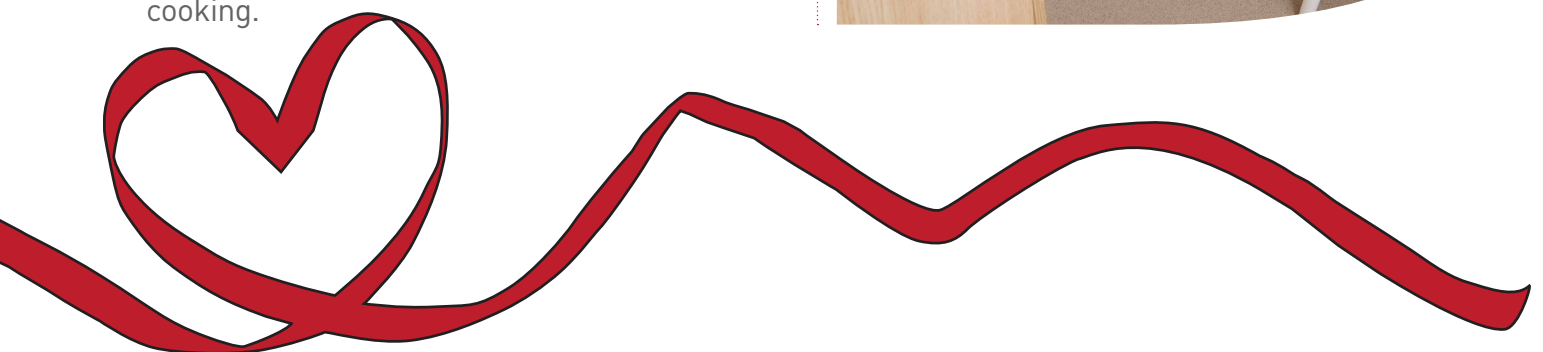
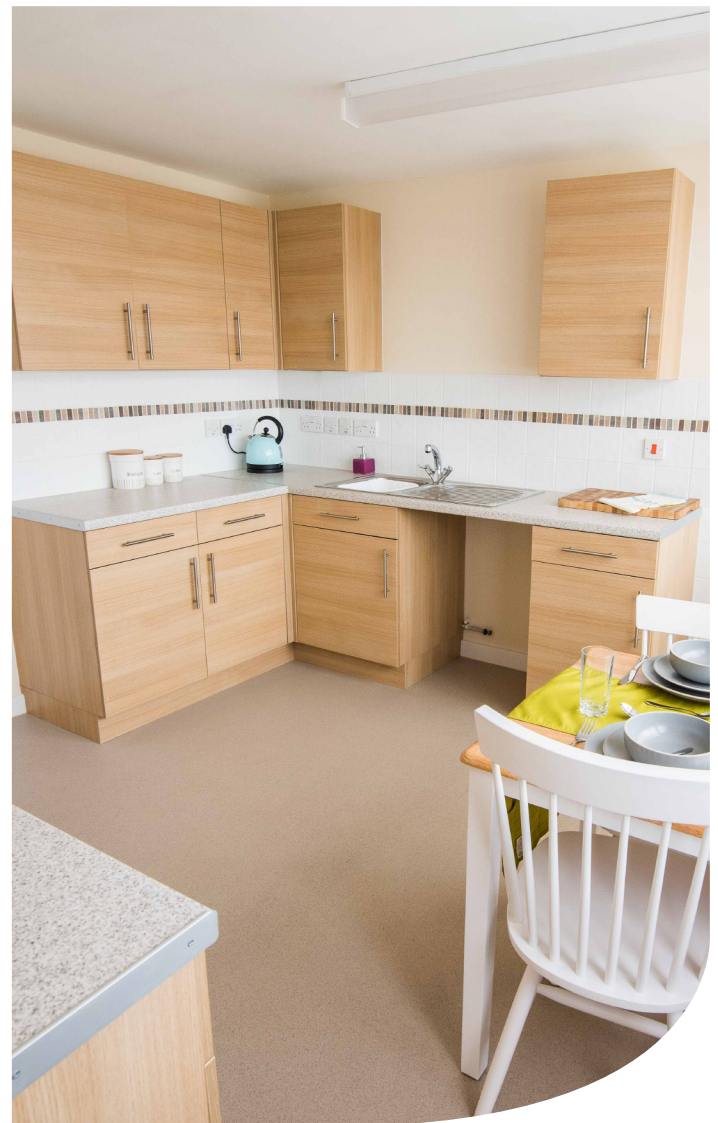
- Opening windows to allow air to circulate through the property, especially in the kitchen and bathroom when in use
- Keep internal doors within the property open in order to allow air to circulate
- Avoid placing large amounts of furniture directly against walls so that air can circulate
- Open the air vents / trickle vents on your windows.
- Switch on your extractor fans when bathing and cooking.

Properly heat your home:

- Try to ensure that your home is kept warm and at a reasonable temperature. Air can hold moisture - if moist air is cooled by contact with cold surfaces such as walls or windows it will create condensation.

If you still experience problems after taking the above steps, please contact our Customer Services on 03332 404 444.

We will be able to provide you with more information and if the problem continues we can arrange for someone to visit you at your home.



## LEGIONNAIRES' DISEASE - PROTECTING YOU IN YOUR NEW HOME

We're committed to protecting the health, safety and welfare of our customers. We recognise that there can be a risk from Legionella bacteria in customer's homes.

Legionella are bacteria that are common in natural rivers and lakes and artificial water systems, like hot and cold water systems, storage tanks, pipe work, taps and showers. Legionella can live in smaller water supply systems used in homes.

Other possible sources of Legionella include humidifiers and drinking water systems.

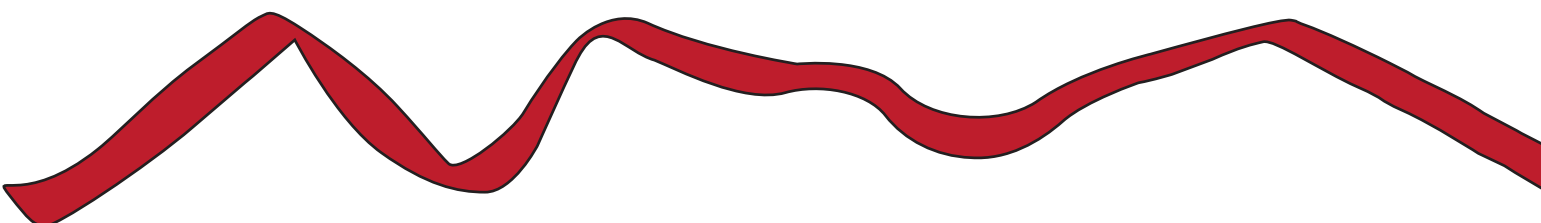
Legionella can survive in low temperatures, but prefer temperatures between 20°C and 45°C.

Temperatures over 50°C will kill them.

The risk of Legionella is small, but please make sure you do these things when you move into your new home:

- Run your shower and all taps for a minimum of five minutes when you move in to flush through any form of bacteria.
- Flush your toilets in the property when you move in to flush through any form of bacteria.
- Keep your water cistern covered, insulated, clean and free of debris
- Make sure your pipe work is insulated and if not, ask us to do it for you.

**IMPORTANT NOTICE:** Raising the temperature of warm water is one way to control Legionella growth, but could also increase the risk of burns and scalding. Please take care of the risk of scalding and burns, especially if you have children.



Freebridge have a duty to ensure fire safety in the communal areas of our residential buildings, and we all have a responsibility to minimise fire risk and to take reasonable steps to ensure fire safety during our day to day activities. By responding positively and embracing fire prevention, particularly in blocks of flats, we all have a crucial role to play in reducing the number of fire related incidents.

## YOUR TENANCY AGREEMENT

The Freebridge Tenancy Agreement highlights the obligations and responsibilities of customers in relation to potential fire risk and prevention.

In relation to the use of a home and use of communal areas the tenancy agreement states that you are:

- Not to store flammable or explosive material in your home, other than items stored for normal household use.
- To report to us promptly any repair or defect for which we are responsible in your home or the common areas.
- To allow our employees or contractors acting on our behalf access, at reasonable times and subject to reasonable notice, to inspect the condition of your home or any installations or to carry out repairs or other works to your home or adjoining property.
- Regardless of whether a caretaking or cleaning service is provided, to keep clean (together with other residents) communal areas (including stairs, landings, entrance halls, lifts, bins areas, communal paths and similar shared areas) and keep these areas tidy and free of litter, rubbish, obstruction and hazards.

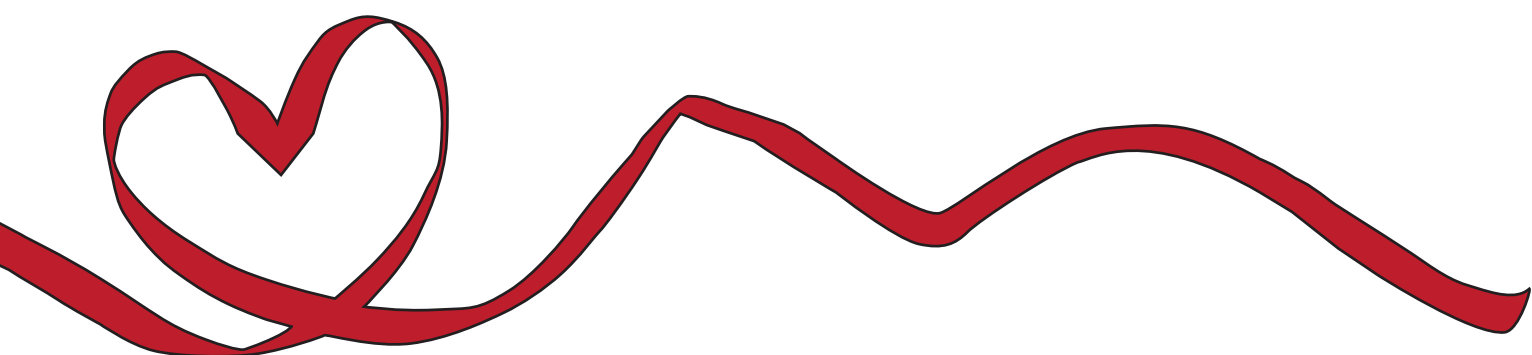
- You are advised to insure the contents of your home, your possessions and, in particular, any items you are responsible for under this agreement (such as internal redecoration following fire, flood or similar)
- To inform us in writing, and if possible in advance, if you are, or expect to be, absent from your home for four weeks or more.

## TESTING YOUR SMOKE & CARBON MONOXIDE ALARM

For your safety please always allow us prompt access to your home to check and test your smoke and carbon monoxide detectors.

Freebridge have an annual programme for testing and servicing these alarms, both in your home and any communal areas. However you should also ensure that you:

- Dust your alarms regularly
- Check your alarms weekly to make sure it is working by pressing the test button
- Replace the battery if the alarm bleeps for any reason other than smoke or fire in your home
- Contact us if you have any problems with your alarms
- Never remove a working battery from your alarms
- Never paint over, deliberately damage, disconnect or remove the alarms. It could cost you or your family your life



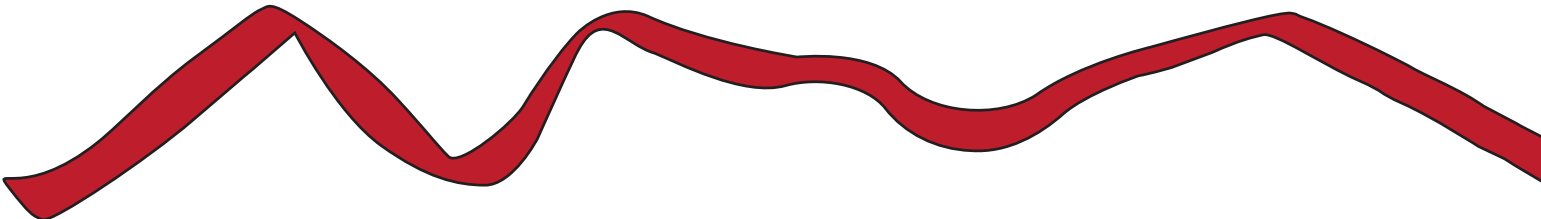
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# FIRE SAFETY



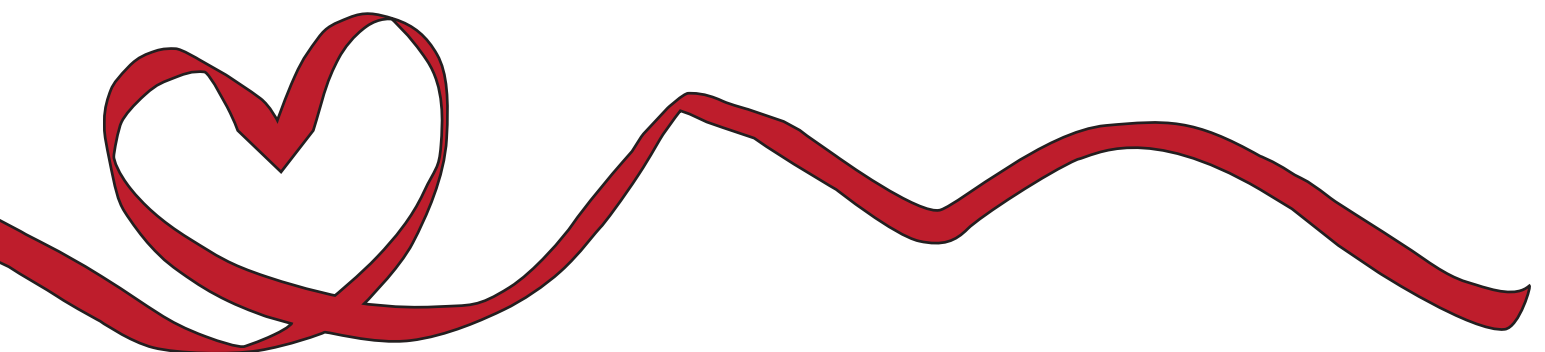
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DEVELOPING HOMES AND CREATING OPPORTUNITIES  
FOR PEOPLE WITHIN WEST NORFOLK



Now you are living in your home, here are some top tips for lower energy bills!

1. Take a shower instead of a bath; this can save around 40% of the water that you use.
2. Ask us to fix dripping taps - it'll waste around 90 litres of water every week!
3. Turn off the tap while brushing your teeth, shaving, or washing your face - and use cold water if you don't need hot.
4. Wash up in a bowl, it uses much less water than in the sink.
5. Make sure that washing machines are full. It's much more cost-effective to do a full wash once every two days, than a half-full wash every day.
6. Give your clothes a day in the sun. Clothes dried in the fresh air feel great, and there are drying days in winter too.
7. Don't leave your phone on charge all night. It only needs three hours - and try not to leave the TV and other equipment on stand-by.
8. Defrost your freezer regularly to help it run more efficiently.
9. Fit draught-excluders to your front door, letter box and key hole, and draw your curtains at dusk to keep the heat in.
10. Only fill the kettle with as much water as you'll actually use (but make sure you cover the metal element at the base).
11. Make sure all the lights are turned off when you go to bed, or use a low-wattage night light if you do need to leave one on.
12. Turn your heating down by one degree. You'll hardly notice the change in temperature, but it'll make a big difference to your heating bill.



The electricity and gas is ready to use.

- Your home has standard E-On credit meters installed.
- This means you pay E-On for your energy after you use it.
- If you want to, you can switch supplier and change to a prepayment (key) meter for free.

## WHAT DO I NEED TO DO?

**Call E.ON on 0345 303 3020 to set up your energy account.**

Make sure to give them meter reads from your gas and electricity meter – you can keep a record of these below.

## METER READS

Date: \_\_\_\_\_

Gas: \_\_\_\_\_ Electricity: \_\_\_\_\_

## HOW CAN I PAY FOR MY ENERGY?

- Currently you are on the E-On Energy plan and set up to pay bills quarterly. So in 3 months' time, E-On will send you a bill for all the energy you have used since moving in.
- **However there may be cheaper tariffs and payment methods available from E-on or other energy suppliers.**
- You can choose when you pay your bill – weekly, fortnightly, monthly, quarterly etc.
- You can choose how to pay – by direct debit, credit/debit card, budget card, key meter or cheque.
- E-on will reduce your standing charge if you pay by direct debit – so this is the cheapest way of paying. Paying by direct debit for gas and electric will save you £70 a year.

## WHAT IS A BUDGET CARD?

- It is a payment method where you make regular payments towards your bill at PayPoints

- You keep your standard meter so don't need to worry about running out of credit like can happen with a key meter.
- You choose how regularly you want to receive bills and your bills are for any outstanding balance you haven't paid.

Example – Mr Smith pays on a budget card. He receives a bill every two weeks. Over two weeks Mr Smith uses £40 of gas and electric. He goes to the shop during this time and makes a payment of £30. At the end of the fortnight he is sent a bill for the remaining £10.

## HOW DO I CHANGE TO A PREPAYMENT METER?

- If you want to change to a prepayment (key) meter you need to ask E-on to change your meter. E-on will not charge you to do this.
- If you have a prepayment meter installed you will pay more for the standing charge than if use any other payment method.
- If you run out of credit you will be left without electricity, until you next top up.

## DO I HAVE TO STAY WITH E-ON?

- No. You can change to another energy supplier and E-On will not charge you to do this.
- However until you know how much energy you use it will be difficult to accurately work out who would be the cheapest supplier for you
- Your energy use is likely to change as your home has newer, more efficient heating and hot water systems and the improved insulation and glazing to keep the heat in.

## CAN SOMEONE HELP ME WITH MY ENERGY ACCOUNT?

- For more help with setting up your energy account and finding the cheapest suppliers and tariffs contact our energy advisor on 03332 404 444.



In support of Government targets to reduce carbon emissions, we no longer provide permission for customers to install log burners in their homes. If you have a question regarding the running or efficiency of your current heating, or wish to know more about alternative greener forms of energy then please contact us on 03332 404 444.

If you have previously been given permission by Freebridge to install a log burner, we would like to remind you that these appliances can produce carbon monoxide if they have been poorly installed, have been poorly maintained or used incorrectly.

You are responsible for both the annual maintenance, which must be completed by a qualified person, and the safety of the equipment. Once the annual service has been completed you must provide Freebridge with details confirming it has been done.

If you fail to do this Freebridge retain the right to remove the appliance at your expense.

If you have a log burner installed without Freebridge's permission, you must contact us immediately to request retrospective permission with a copy of the latest test certificate.

If a log burner is found to be in your home without our permission, we will ask for you to remove it at your own expense.

Finally, if you live in a home that has a log burner fitted and are intending to move through mutual exchange you will need to arrange for it to be removed by a qualified person (at your own expense) and provide appropriate certification to us.



Communications and Engagement is at the very heart of what we do. We want to involve tenants and we are committed to making our services effective, efficient and relevant to all our customers.

Becoming involved in working with us can offer you real benefits by providing opportunities to increase confidence, self esteem and personal skills.

Opportunities include a number of seats available on our board that are allocated to our tenants and a chance to sit on our tenant panel.

The Tenant Panel has been set up to look at key areas of our work. The Panel meets on a regular basis to look at different projects and consider ways of improving key areas of work, it is linked to the Freebridge Board by giving and receiving feedback.

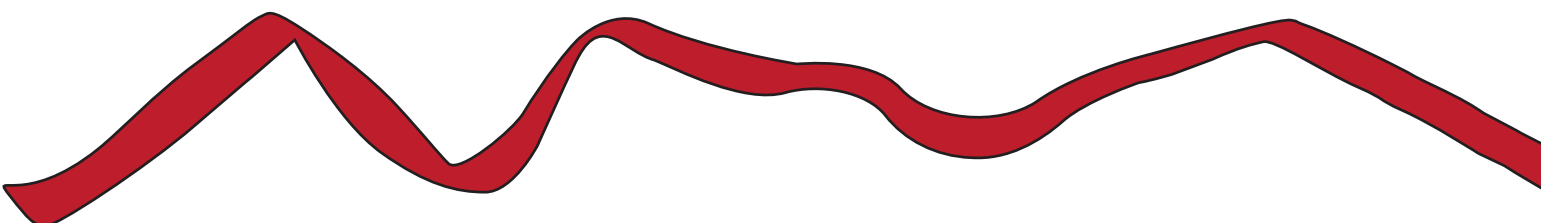
The tenants involved come from a wide range of backgrounds, and from the different communities that we serve. Panel members do not have to have any experience of working for a similar group as full support is given. It's a great way to learn new skills and play a real role in improving our services. Involvement in monitoring our services covers areas such as our repairs service, disabled adaptations, sheltered housing services and our performance in tackling Anti-Social Behaviour.

There are other ways for you to get involved, these will be promoted through our magazine 'Streets Ahead'.

## HOW TO GET INVOLVED AND WHO TO CONTACT

Please contact us by telephone on 03332 404 444, by writing to our Juniper House address or by e-mail at [enquiries@freebridge.org.uk](mailto:enquiries@freebridge.org.uk).

**WE WANT TO INVOLVE TENANTS TO ENSURE THAT OUR SERVICES ARE EFFECTIVE, EFFICIENT AND RELEVANT TO ALL OUR CUSTOMERS.**





Freebridge wants you to enjoy your home, however if you live in a property which has areas which you share with others we have a few words of advice which will help you to live safely and in harmony with your neighbours.

## DISPOSAL OF DOMESTIC RUBBISH

- If you do not dispose of your domestic waste correctly this can cause a health and safety risk to you and your neighbours
- Use your refuse and recycling bins correctly and ensure they are put out for collection
- Don't leave any kinds of domestic rubbish in your communal area (bagged or otherwise).

## BULK ITEMS

- Furniture, electrical and other household items should not be left in your communal area as this creates a fire hazard or risk to residents or children
- Before you take ownership of any new large household items you should arrange a suitable method for disposing of the old ones.

## INTERNAL COMMUNAL AREAS WHICH INCLUDES STAIRWELLS, COMMUNAL BALCONIES, CORRIDORS AND WALKWAYS

- These areas should be kept clear of personal property at all times. Items left or stored in these areas will be removed. We will store these items for 28 days before disposal. We consider items left in communal areas a risk to safety in the event of an emergency
- A door mat should be located within your property so that it does not present a trip hazard and should be constructed of non-combustible material
- No items are to be hung over or suspended from handrails or bannisters.

## COURTYARDS

Items not permitted in the communal courtyard:

- trampolines, large pools, climbing frames, bouncy castles, swings, slides, climbing frames, domestic furniture such as sofas and armchairs

Items that are permitted in the communal courtyard:

- Paddling pools not exceeding 1 metre in diameter and as long as supervised and emptied/removed after use
- Children's toys are allowed providing they are cleared when not in use and the quantity and type does not present a danger to other residents or persons
- Barbeques, providing they are not left unattended when lit and are stored safely once properly extinguished. BBQ's should also not be used within 2 metres of any building and lit with materials or liquids specifically for use on a BBQ.

## PRIVATE BALCONIES

Items that are not permitted on your balcony:

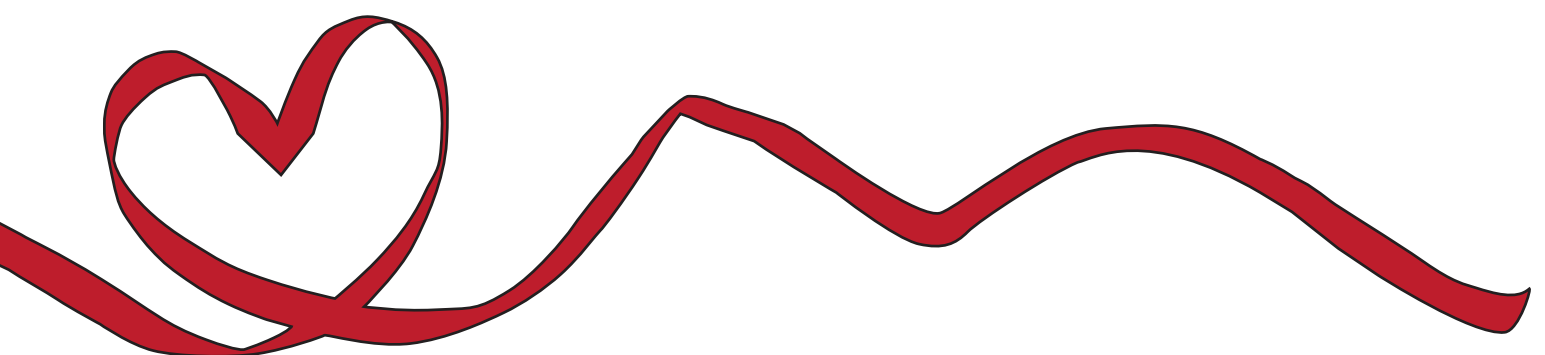
- Barbeques (lit or otherwise), cycles, pushchairs, paddling pools, cat litter trays, tables, mobility scooters or any other items which may cause a potential danger. No items to be hung over or suspended from handrails or the balcony.

Items that are permitted on your balcony:

- Any other property such as plants, pots and garden chairs, as long as they are positioned or stored in a way that does not present a potential danger.

## SMOKING

- Smoking within any sheltered communal areas including stairwells is not allowed.



- Whilst smoking within open communal areas is allowed this should not cause nuisance e.g. smoking by a window or discarding cigarette butts incorrectly.
- Cigarette butts should be disposed of correctly.

## PETS

- Dogs are to be supervised at all times and not allowed to roam freely.
- You should not allow your dog or cat to foul in any communal area. If this does happen it should be immediately picked up, double bagged and put into your general waste bin.
- In certain circumstances permission is required to keep dogs and certain kinds of pets. Please contact your Tenancy Advisor for further advice before taking ownership.

## MOBILITY SCOOTERS

If you wish to have a mobility scooter you must seek our guidance first as Freebridge has a policy as to how they are stored and charged. This is to ensure they do not cause a fire or safety risk to your neighbours.

- Mobility scooters and mobility aids should not be stored within internal communal areas and walkways.
- Mobility scooters should not be charged within communal areas and walkways.

## REMOVAL OF ITEMS

We will make every effort to communicate with you if there are items that need to be removed or disposed of. If however you failed to do what has been agreed, we will remove the items ourselves and after 28 days they will be disposed of.

Items left in Communal areas and walkways may be removed at any time and without prior notice if they pose a risk to health or safety.

If it is necessary to remove security devices such as locks, chains or shackles. These will be removed and will not be replaced or compensated for.

There are times when it may be necessary to post an estate notice through your door raising or highlighting any concerns we may have. We would request that you act to resolve the problem as quickly as possible to limit the impact this may be having on your neighbours.

Any further questions please contact us on:  
03332 404 444

Useful contacts:

Kiers (Borough Council Refuse Collectors):  
Tel: 01553 776676  
[www.west-norfolk.gov.uk](http://www.west-norfolk.gov.uk)

Find your local Recycling Centre:  
[www.norfolk.gov.uk/recyclingcentres](http://www.norfolk.gov.uk/recyclingcentres)

RSPCA:  
<https://www.rspca.org.uk/whatwedo/yourlocal>



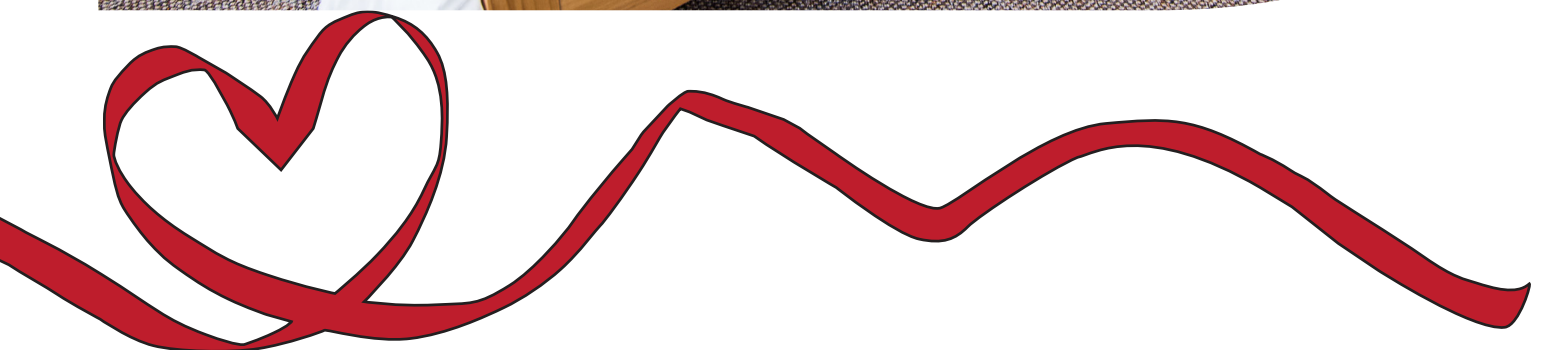
Our Tenant Support Service offers free and impartial advice. For example we can arrange for assistance with debt management, to help you to negotiate more manageable payments directly with the people you owe money to. Or to advise you on wider budgeting issues such as your entitlement to tax credits and other benefits.

We will try and help, support or signpost you to someone with the answers you need to most queries or problems that you may have.

Examples of some issues we can assist you with:

- Budgeting
- Money Management
- Welfare Benefit Advice
- Referrals to support agencies
- Mental health issues
- Learning difficulties / Physical disabilities
- Domestic abuse.

You can access our Tenant Support Service by contacting our Customer Services on 03332 404 444. For benefits advice you can also email [benefits@freebridge.org.uk](mailto:benefits@freebridge.org.uk)



At Freebridge we want you to be happy with the service you receive from us, and to help us understand how we are doing we would like your feedback. We want you to tell us when we do something well, when we get something wrong, or any ideas you have for how we can improve what we do.

We monitor compliments, comments and complaints so that we can learn and improve and provide you with high quality services that you are happy with.

Customers can contact us in the following ways:

- In person at any of our offices.
- By phone 03332 404 444.
- By e-mail [enquiries@freebridge.org.uk](mailto:enquiries@freebridge.org.uk).
- By writing to us at Juniper House, Austin Street, King's Lynn, Norfolk, PE30 1DZ.
- Via the Tenant Web Portal - once they have registered tenants will be able to send a comment/ complaint directly to us from here as well as report a repair and view their rent statement.
- Via our social media accounts.

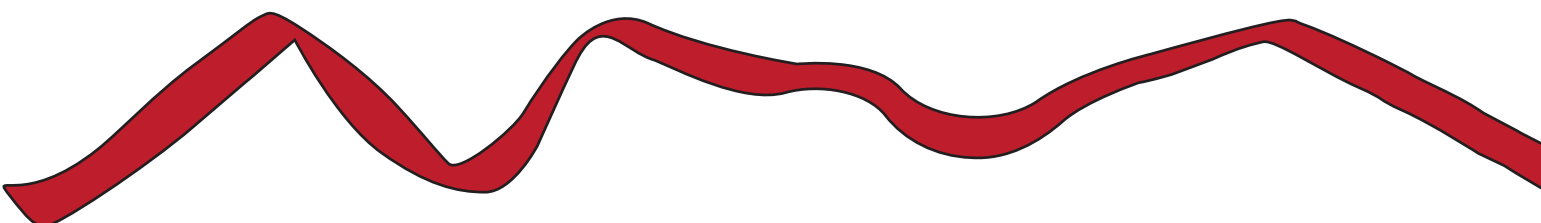
When complaints, comments and compliments are made to us via social media we will move the matter offline as soon as we are able to ensure privacy is maintained.

In addition to making contact with Freebridge you can also contact the Housing Ombudsman Service direct at any time and speak to their dispute support advisors who will provide assistance throughout the life of a complaint.

We define a complaint as follows:

*An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.*

Further information about our making a compliment, comment or complaint can be found in our leaflet 'Compliments, Comments & Complaints' which is available from all of our offices and through our website.



There may come a time when your home is no longer suitable for your needs. It might be too big or too small, or you may need to move to another area. Please talk to us if you are considering moving for any reason and we will be able to give you advice about what options are open to you.

## TRANSFER

You can apply for a transfer to another Freebridge home which is more suitable for your needs. We will only agree to transfer a tenant who is keeping to the conditions of their tenancy, which includes being up to date with rent payments.

You will need to register with Homechoice, the housing register operated by the Borough of King's Lynn and West Norfolk and through which we let our accommodation. Your application will be given a priority and you will need to bid for properties that you wish to live in.

We may also need to ask you to move if the property you are living in needs to have significant repairs or is being redeveloped. We will work with you in these circumstances to find a new and suitable home.

**IF YOU ARE CONSIDERING MOVING FOR ANY REASON WE WILL BE ABLE TO GIVE YOU ADVICE ABOUT WHAT OPTIONS ARE OPEN TO YOU.**

## MUTUAL EXCHANGE

Another option if you are looking for a new home is a mutual exchange of tenancies, which is swapping your flat with someone else. All of our tenants who have a full Assured Tenancy Agreement have the right to exchange their accommodation with other Assured Tenants of any Housing Association or Secure Tenants of Local Authorities.

Both landlords have to give permission for the exchange, but generally we are keen to help you. Some of the reasons that we or the other landlord might prevent this would be if you were not keeping up to date with your rent, not maintaining your home in good condition or because the swap would result in overcrowding or under occupation.

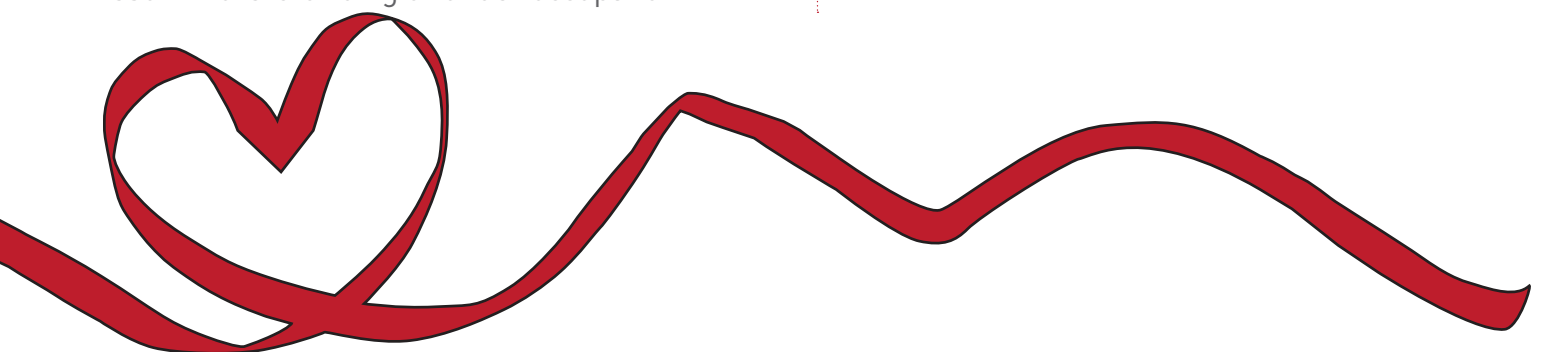
Some of our properties may be reserved for people with special needs because they have been adapted or are designed for elderly people. We wouldn't accept a swap with people who didn't need that type of property.

## IF YOU WANT TO EXCHANGE

We have a system where you can register your property and look to see if there is anything of interest for you. This website can be found at [www.freebridge.houseexchange.org.uk](http://www.freebridge.houseexchange.org.uk) or you can go to our Juniper House office where you can register with House Exchange.

When you have found a person to exchange with you need to complete a mutual exchange application form and return it to us along with payment to cover the relevant gas and electric checks (For more information, speak to our Customer Services 03332 404 444). We will arrange for an inspector to visit your home to check that it is in a reasonable condition. Your tenancy details and rent account will also be checked.

It is important to understand that you have to accept the property you are moving into in its current condition. We will not accept responsibility for any damage caused in the process of moving, or for removing any rubbish left by the outgoing tenant. You should also be careful to note any poor DIY work. It will be your responsibility to correct this work and you will be treated as though you had done the work yourself. If it isn't done properly Freebridge will not make repairs without charging you.



## UNDER OCCUPATION AND OVERCROWDING

Over time if your flat becomes larger than you need, perhaps members of your family have grown up and left home, we will encourage applications to transfer to a smaller home. If you think you need a smaller home please contact us for details.

Overcrowding is where there is a shortage of bedrooms for the family. We base this on the age and gender of the people having to share a bedroom. If your home is overcrowded you can apply for a transfer. If you are not sure whether you are overcrowded contact your Tenancy Advisor who will be able to help you.

## ADAPTATIONS

In time you may find it's difficult to manage in your home because a member of your household is elderly or has a disability. We want to support our tenants to live independently in their homes if they wish to and it may be possible to adapt your home to make it easier for you to manage.

There are aids and adaptations available which could help, like replacing a bath with a level access shower to assist with washing or fitting a stair lift in order to allow easy access to the first floor of your home if you have mobility difficulties which make internal stairs difficult.

If you believe that you may benefit from such an adaptation please contact us for advice. We will be able to put you in touch with organisations that may be able to help and will ask you to contact the Norfolk County Council Social Services on 0834 800 8014 and request a visit by an Occupational Therapist on 03448 008 014 who will talk to you about what options are available to you.

If the Occupational Therapist feels that you would benefit from having aids or adaptations they will contact us to discuss how to move things forward. For more details about aids and adaptations please contact our offices or visit our website.

If your home needs lots of changes we may suggest

that moving to something more suitable should be considered and we will talk to you about this.



## ENDING YOUR TENANCY

If you wish to end your tenancy with us you must give us **the notice stated in your Tenancy Agreement**. Your tenancy will end on a Sunday.

Please be sure that you definitely want for your tenancy to end before giving us notice. If you wish to end your tenancy contact us and we will give you a form to complete called '**Ending your Tenancy**' or you can write to us telling us you are leaving, the date that you want the tenancy to end, (this must be at least 28 days after the date we receive the letter) and the address that you want to leave.

If you change your mind you can only stay with our permission so contact us as soon as possible if you have a problem.

If you are a joint tenant you should note that either of the joint tenants can give notice and end the tenancy and this is fully and legally binding upon the other tenant, even if they are not aware. In a joint tenancy it is assumed that either party can act on behalf of both, a principle known as 'joint and several liability'.

When we receive your Ending your Tenancy form our Lettings Team will:

- Contact you in order to confirm the date on which your tenancy will end
- Check what rent will be due

- Give details about how to return your keys
- Arrange for an inspector to visit your property before the end of the four week period to check any repairs required and to advise you of any works you are responsible for. If you fail to complete any work the inspector has advised you to do to a satisfactory standard we will charge you to correct it.

On returning the keys to the property you must have left the property, its fixtures and fittings in a clean and tidy condition and have removed all your personal possessions and effects.

If you do not we will charge you for any costs which we incur as a result of work required to clean, clear and repair the property before it is next let.

### OTHER THINGS TO DO

- You must notify King's Lynn and West Norfolk Borough Council's Council Tax and Housing Benefit Teams (if you receive benefit from them)
- You must return your keys to us before 9.00am on the Monday after the tenancy termination date. If you do not return the keys the locks will be changed and the cost charged to you
- You must give us details of your forwarding address
- Please remember to take readings of any meters for your own records as you have a legal obligation to pay your water, gas and electric bills up to the day you move out
- You should arrange for your mail to be redirected to your new home as we will not be able to collect and return any mail delivered after you leave
- You should remember to cancel deliveries of milk or newspapers etc and tell everyone else who calls on you regularly that you are leaving
- You must make sure that any lodger leaves the property at the same time as you.

If you leave your property without giving notice we will take legal action to regain possession of the

property. This could result in a charge being made against you which may lead to difficulty in gaining future accommodation with us and partner housing associations of West Norfolk Homechoice.

If you are unsure of any details surrounding ending your Tenancy, please contact us.

### DEATH

In the sad event of a death please let us know as soon as possible. We will also require an original copy of the Death Certificate. If there was a joint tenancy the tenancy will pass to the other tenant upon death. If it was a sole tenancy, but there is a close relative living in the home, in some circumstances, the tenancy may be transferred to them as long as he/she qualifies. Please see our Allocations and Letting Policy.

Following a tenant's death, the tenancy agreement doesn't come to an end, it must be ended by either:

The Executor of the will, or

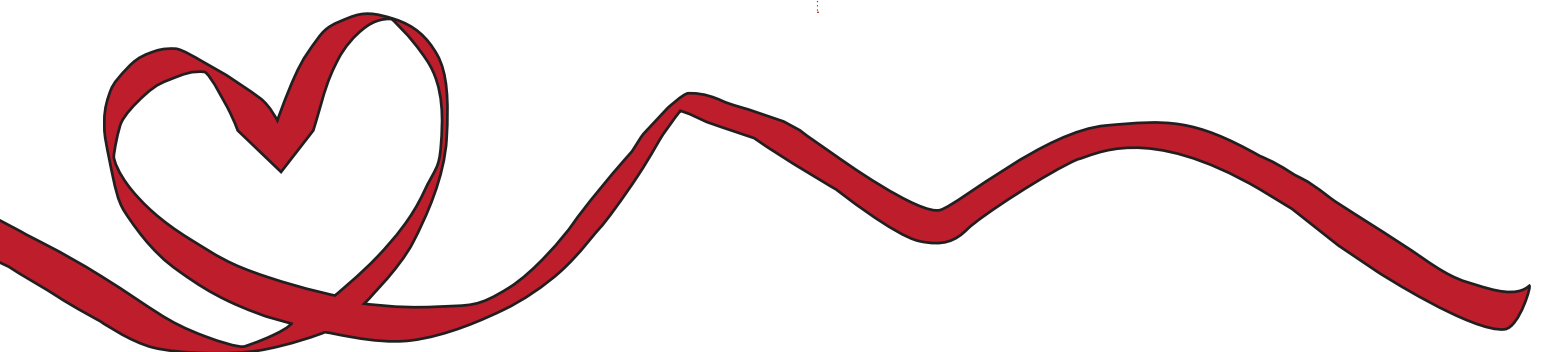
The Administrator under Letters of Administration

If you believe that the tenant died with no will or that nobody has applied for Letters of Administration, please speak to us to discuss how to end the tenancy. We may be able to accept notice from the tenant's next of kin.

### ABSENCE FROM YOUR HOME FOR A LONG PERIOD

If you are going to be away from your home for more than four weeks you should notify your Tenancy Advisor. If possible you should provide the name and telephone number of a friend or relative that we could contact in case we need to carry out emergency repairs at short notice.

If you intend to be away from your home for a longer period you should contact your Tenancy Advisor to discuss the matter further. If you do not advise us that you are going to be away you may lose your rights under the Tenancy Agreement.



### YOUR NEW HOME IS IN THE 'HEART OF THE COMMUNITY' SO EVERYTHING YOU NEED IS ON YOUR DOORSTEP.

The following telephone numbers and information relate to outside organisations and services we do not provide. Here are a few details that you may find useful while you are settling in.

#### USEFUL CONTACTS

##### **POLICE NON EMERGENCY - 101**

101 is the number to call when you want to contact your local police - when it's less urgent than a 999 call. 101 is available 24 hours a day, 7 days a week.

##### **CITIZENS ADVICE BUREAU - 08444 111444**

Free Advice and help for a variety of subjects such as disputes, money problems, debt counselling and benefit advice.

##### **BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK - 01553 616200**

For all Council enquiries.

#### EMERGENCY

##### **ELECTRICITY - 0800 783 8838**

If power supply to your area is lost.

##### **GAS - 0800 111 999**

If you ever smell gas, whether in your property or in the street, or lose your supply.

##### **WATER - 0845 714 5145**

Anglian Water plc.

##### **ENVIRONMENT AGENCY - 0800 807060**

To report pollution incidents.

##### **ENVIRONMENT AGENCY - 0845 988 1188**

Floodline - flood warnings.

##### **POLICE/FIRE/AMBULANCE - 999**

Only for when an immediate response is required and there is a danger to life, use or threatened use of violence, serious injury to a person or serious damage to property.

#### SCHOOLS

##### **CHILDREN, AGED 3-11**

Greyfriars Primary School - 01553 773087

Whitefriars CE VA Primary School - 01553 761001

King's Lynn Nursery School - 01553 760221

Eastgate Academy - 01553 773088

Highgate Infant School - 01553 772496

St. Michael's CE VA Primary School - 01553 772420

##### **CHILDREN, AGED 11 - 18**

King's Lynn Academy - 01553 774671

King Edward VII School - 01553 773606

Springwood High School - 01553 773393

##### **FURTHER EDUCATION**

College of West Anglia - 01553 761144

##### **SPECIAL EDUCATIONAL NEEDS**

Churchill Park School - 01553 763679

#### MEDICAL SERVICES

St James Medical Practice - 01553 774221

Southgates Medical Centre - 01553 819477

Gayton Road Health Centre - 0844 477 3377

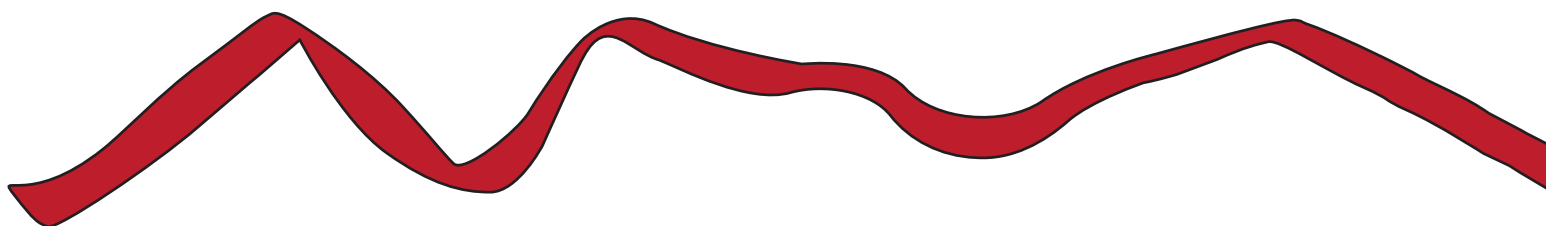
#### SPORTS AND LEISURE

Providence Street Community Centre - 01553 667777

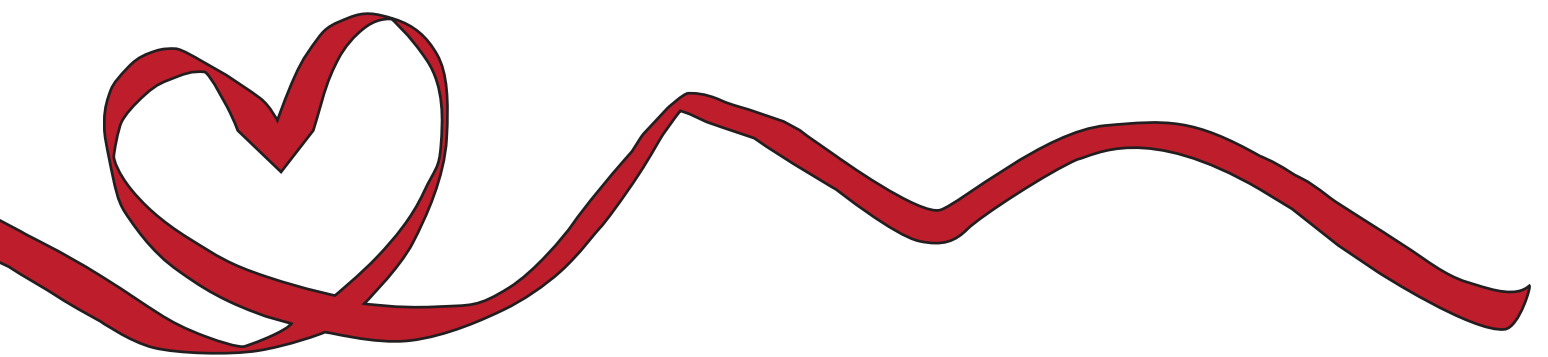
St James Swimming Pool and Fitness Centre - 01553 764888

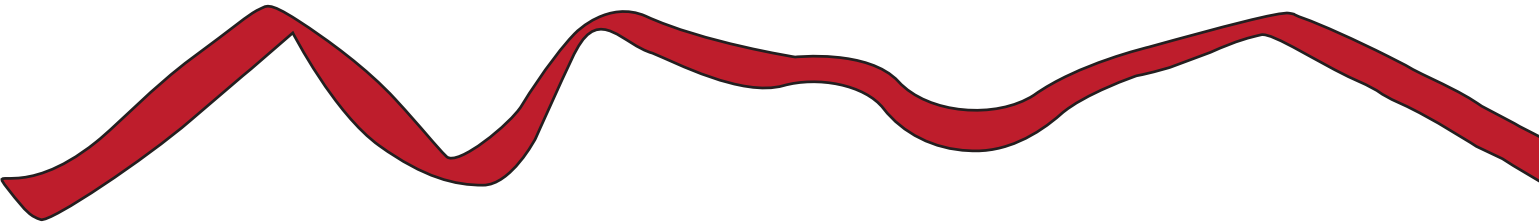
Majestic Cinema - 01553 772603

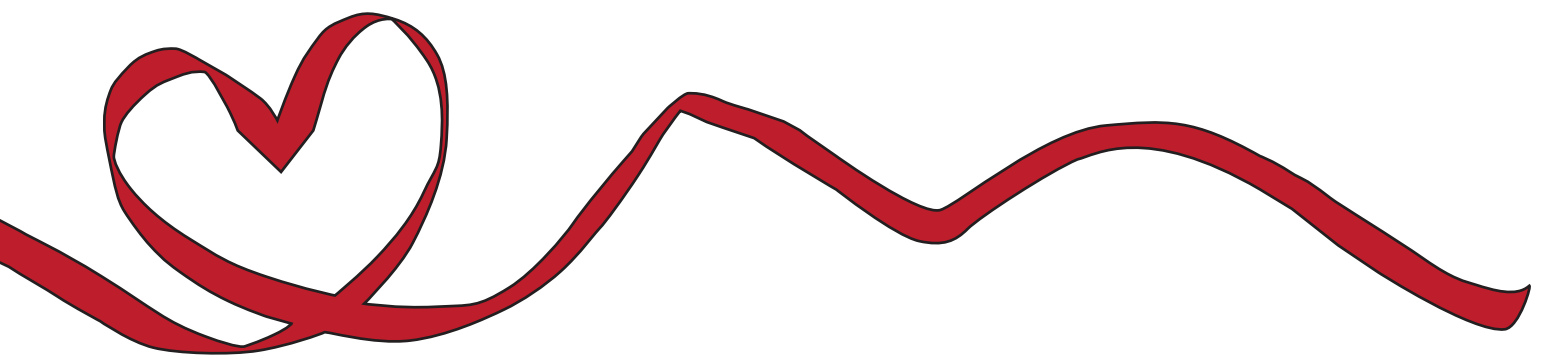
Strikes Bowling and Planet Zoom - 01553 760333











**IF YOU NEED ANY HELP TO UNDERSTAND THIS HANDBOOK, PLEASE GET IN TOUCH**

Freebridge Community Housing  
Juniper House  
Austin Street  
King's Lynn  
Norfolk PE30 1DZ

Email: [lettings@freebridge.org.uk](mailto:lettings@freebridge.org.uk)  
Main Switchboard Telephone: 03332 404 444

**Office Opening Hours:**

8:45am - 5.15pm (Mon-Thurs)

8:45am - 4.45pm (Fri)

Bank Holidays, Saturday and Sunday Closed

**Out of Office Hours:**

The main telephone number (03332 404 444) will divert to our 24 hour emergency service.

