



**OUR PLAN TO
HELP SUPPORT
YOU WITH YOUR
RENT PAYMENTS**

Freebridge
COMMUNITY HOUSING

HOW WE CAN HELP



With our rent increase for 2022/23 and with the rise of prices elsewhere too, we want to provide our customers with as much support as possible when it comes to paying your rent.

Some of our customers may need additional help from time to time and we can do this with a range of things from:

- ✓ Access to our Tenancy Support Fund which was set up to help those that need it**
- ✓ 121 reviews with a member of our Tenancy Support Team to identify what support we can offer**
- ✓ We'll provide information and advice that you need about paying your rent and financial help available to you**
- ✓ We'll help you with Money Management and budgeting**
- ✓ We'll assess whether you could be eligible for any benefits or Universal Credit**
- ✓ We can refer you to Tenancy and Independent Living Training where you can learn financial management skills**

So if you feel you need further advice or support contact us on 03332 404 444, and press option 3 or at income@freebridge.org.uk to talk more about how we can help.

If you are interested in reading more about our wider plans for rent increase support, or if you are a professional working with customers and want to know what additional support we provide, you can find our 'Rent Increase Support Plan' at <https://www.freebridge.org.uk/documents/rent-increase-support-plan.pdf>



Freebridge Community Housing
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King's Lynn
Norfolk PE30 1DZ

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.