

STREETS AHEAD

THE MAGAZINE FOR FREEBRIDGE COMMUNITY HOUSING TENANTS

**SUPPORTING WEST NORFOLK
PROTECTING YOU FROM SCAMS &
FREEBRIDGE'S ANNUAL REPORT**

AUTUMN 2020

DEVELOPING HOMES AND CREATING OPPORTUNITIES
FOR PEOPLE WITHIN WEST NORFOLK

Freebridge
COMMUNITY HOUSING

WELCOME TO STREETS AHEAD

We hope that despite everything that's going on in the world you still had a good summer - as it happens we started work on this issue at the beginning of August on what turned out to be the hottest day of the year, so hopefully you got the chance to enjoy the sunshine too!

In this issue of Streets Ahead we have the Tenant Panel telling us what they've been involved in over the last few months, some Universal Credit advice that we know

many of you will find helpful, some details about an archaeological dig in Gayton - prior to us starting work on building new homes in the area, and our Annual Report for the year which gives an overview of some of the work we've completed in the 2019/2020 year.

Thanks as ever, for taking the time to read Streets Ahead, take very good care of yourselves and we'll see you again at the end of the year!



FREEBRIDGE AND COVID-19

Many months have passed since the coronavirus pandemic started to have an impact on us all, and while the situation has eased a little - at least it has at the time we're writing this - there's always the chance that the issues that we had to work around earlier in the year may return again in the winter months.

We know that with that being the case the situation is still a very worrying one for many people.

Since the end of March Freebridge has ensured that at all times our first priority was the safety of our customers and employees.

We, like many others, have kept a close eye on the advice given by the Government about what services we can and cannot carry out, and have worked to ensure that as much of what we would normally provide was still supplied to our customers, albeit that sometimes we've

had to provide these services in a different way than we would normally do.

We'll continue to try and keep you as up to date as possible with what's going on. And in the meantime please keep safe and well, keep following the advice being provided by the government and if you have any concerns that we can help with please do get in contact with us.



CALLING FREEBRIDGE

If you've been calling us on our main 03332 404 444 telephone number over the past few weeks, you'll have noticed we have a new phone system - a system designed to make it easier for you to get hold of the information you need as quickly as possible.

When you first get through to us you'll be given a number of options to choose from – including repairs, payments or general enquiries. It's important that you wait to hear all the options before you select one as it won't take you to the next step until you've done this.

Another change is that if you call us at a busy time and have to wait in a queue you'll now get updates on where you are in that queue – position one, two or three for example - so you have an idea how long you may be waiting.

And if you don't want to hang on waiting but also don't want to lose your place in the queue there's good news - as you'll now be given the option for a call back. Once you select this option, and confirm your number, you can hang up and you'll get a call back from us when you reach position number one in the queue.

You can also now make payments over the phone without us having to call you back on a separate line.

As always, we would encourage you to call us during our quieter times so you can get the help you need more quickly. Monday mornings, lunchtimes and after we re-open after training on a Friday are our most popular times, so if you can avoid those you're not likely to be waiting for long before we get to speak to you.

A STAKE IN FREEBRIDGE: HOW TO BECOME A SHAREHOLDER

Freebridge Community Housing is inviting its tenants to become shareholders. Shareholders 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 enquiries@freebridge.org.uk





The Tenant Panel back in February, in the days before Zoom!

THE FREEBRIDGE TENANT PANEL

As we've said in previous issues of Streets Ahead, Tenant Panel members will now provide you with an update on what they've been working on over the last few months.

This issue's overview comes from **Frances Fox**.

Well, things are far from back to normal but the situation seems to be a little better than it was. That said the Panel continues to meet virtually via the wonders of Zoom rather than coming into the office at Freebridge to meet face to face, and it looks like we'll probably be doing that until sometime next year.

Although meeting together in this very modern manner

is still unusual for us all it's remarkable that you get used to these new ways so quickly.

Towards the end of July we met with Tony Hall, Freebridge's outgoing Chief Executive, who we've got to know well over the years, to say goodbye to him and wish him well in his retirement. It would have been nice to have said goodbye in person to him, but Zoom did at least allow us to say goodbye and wave him off!

It's going to be a big change at Freebridge with Tony going but we're looking forward to welcoming the new Chief Executive Anita at our next meeting in September.

As well as catching up with Tony in July we also had one of our regular Panel meetings.

Simon Smith, Vice Chair of the Board was the first visitor to the meeting, alongside Board member Marie Connell who also came along. He provided an update on what had been happening at Freebridge in the last few months, and thanked the Tenant Panel for our continued involvement since the pandemic outbreak and shared how pleased the Board were with the Freebridge Management Team, who they felt had done a great job in keeping all the critical services going while making efforts to work to a new normal and working environment.

He also talked about the plans the Board had for Freebridge's future more of which would be discussed later in the year. Marie

spoke about the changes she'd experienced over the six years that she's been a Board member, and her work as the Chief Executive at a charity providing advice to vulnerable people in and around King's Lynn.

The Panel then discussed Freebridge's customer service and performance statistics for the first quarter of 2020/2021 year, and we raised a number of questions about the way the information is provided to tenants, and made a number of recommendations to improve this in the future.

The Company Secretary then joined us to provide an update on the Annual General Meeting to be held as usual in September, but like our meeting via Zoom because of the obvious safety concerns about numbers of people meeting together.

And finally, we discussed the Regulator of Social Housing's Tenant Involvement and Community Standard as part of our ongoing review of the standards that Freebridge must meet as a provider of social housing.

We don't have a meeting in August so the next thing in our diary is the AGM, I'm not quite sure how it will work but maybe we'll see some of you there!

Frances Fox

More detailed notes of Tenant Panel meetings are held on Freebridge's website at www.freebridge.org.uk

JOIN US ON THE FREEBRIDGE TENANT PANEL!

We're always on the lookout for people who might be interested in joining the Freebridge Tenant Panel at some point in the future.

Maybe you're interested in learning new skills or playing a real role in helping improve the services that Freebridge provides? If so the Panel might be the thing for you.

The Freebridge Tenant Panel was set up some time ago to look at key areas of Freebridge's work and meets on a monthly basis to discuss a variety of different projects

and consider ways of helping the organisation be the best housing provider it can be.

The panel is made up of tenants who come from a variety of backgrounds, and from the many different communities that Freebridge serves.

If this sounds like it might be of interest to you, please give the Governance Team a call on 03332 404 444, email them at enquiries@freebridge.org.uk or complete the form below and send it to us at the address on the back of the magazine.

Name:

Address:

Telephone:

Email:



HELPING YOU WITH UNIVERSAL CREDIT

The Government's Job Retention Scheme ends on 31 October 2020 and this may mean the next few months are still uncertain for many workers.

If you are at risk of being made redundant you can visit the government's website at www.jobhelp.campaign.gov.uk for information about the latest jobs, as well as access advice and support.

If you are disabled, there may be extra help available, please visit www.gov.uk/access-to-work.

If you are concerned about how your situation may impact on your ability to pay your rent then please contact us on **03332 404444**.

Are you claiming Universal Credit? Did you report your rent change in April?

If you were claiming Universal Credit before **6 April 2020** then you should have reported the change to your rent and service charges on your Universal Credit account.

If you have not reported your rent change please do this now.

If you have an online claim you need to report this through your online account.

If you have a telephone claim you will need to telephone 0800 328 5644 to report it.

If you have not reported this change then your Universal Credit claim will be calculated incorrectly and as a result you will not be paid what you are entitled to.

When changes are reported late it is unlikely they will be backdated; this means you will have to cover the shortfall yourself to pay your rent.

Your new rent and service charge details can be found on page 3 of the Rent Amendment letter that we sent to you in February. If you want to check what your current charges are, please call us.

When you report your changes, please ensure that you enter the charges exactly as they are detailed on your Rent Amendment letter. You will need to select 'weekly' as the payment frequency.

ANNUAL REPORT



Anita Jones, Freebridge's Chief Executive.

Hello, and welcome to Freebridge Community Housing's Annual Report, which covers the period between April 2019 and April 2020, which I'm delighted to present to you as Freebridge's new Chief Executive.

Obviously the year ended very differently to the way it began, as the situation with the coronavirus pandemic quickly became something that dominated all our daily lives. That said, with your support and understanding, the dedicated team here at Freebridge found creative ways to carry on providing the services we know are most important to you.

Focusing our efforts on keeping vital services going, and doing the right thing for our most vulnerable customers, undoubtedly affected our performance in some areas towards the end of the year, but as this report highlights there is still much to be proud of. The aim of our annual report is to provide you with a quick overview of some facts and figures in respect of the work we have done, helping to improve our accountability and transparency – it's also an opportunity to highlight just a few of the many examples we have of how our people strive to make a difference, making a real improvement to people's lives.

A huge thank you to all of you who have provided time and feedback in helping us shape and improve our services over the last year, we are enormously

grateful. You have told us that improving our repairs and maintenance service needs to remain a priority, and while improvements are being made, we absolutely recognise that there is more to do and are committed to getting this right.

The coming year promises to be an exciting one at Freebridge as we consider our next five year plan, looking forward to 2026.

We'll be considering how we can improve the impact we have on the lives of our customers while continuing to support a better West Norfolk. What do you think should be priorities for Freebridge? If you have a view please do get in touch to let us know, we would love to hear from you.

Anita Jones
Chief Executive

Freebridge Community Housing

YOUR HOMES

As our mission statement makes clear Freebridge is committed to 'Developing homes and creating opportunities for people within West Norfolk'.

While developing and acquiring new homes remains an essential part of what we do at Freebridge, we also know that maintaining the quality of the homes we already own is a priority, and as a result of this, we spent over £10 million on repairs and maintenance in the last year.

As you can see in the last twelve months the level of satisfaction in respect of our repairs and maintenance service was much lower than we would like so we're working hard to put this right. We know that this area is something that many of our customers consider the most important service we provide, and we know we need to improve the way we carry it out.

In the last year Freebridge completed over

18,000

repairs to homes across West Norfolk.

61%

of the repairs we did in the last year were completed on time.

69%

of our tenants were satisfied with our repairs service.

Freebridge spent

£1.4m

on planned repairs and maintenance (our budget was £1.2m).

Freebridge spent

£7.7m

on routine repairs and maintenance (our budget was £6.8m).

Freebridge spent

£1.4m

on major repairs and maintenance (our budget was £0.7m).



homes were managed by Freebridge during the last year



new homes were developed or acquired during the last year



homes were bought from us through the Right to Buy and Right to Acquire process in the last year



of our homes were let to new tenants in the last year



of our 'general need' properties were let in the last year



of our sheltered scheme properties were let in the last year



of our gas safety checks were completed in the last year



It took us on average
37
days to re-let our properties



71%
of our tenants were satisfied with their newly let properties

YOUR COMMUNITY

Although Freebridge is primarily a provider of housing, we have always understood that as an organisation we need to be a supporter of the wider community as well.

We do this by providing help to a number of projects and activities that have a positive impact on the people and places in our community. Projects that we think will continue to provide wide-ranging benefits for the area over the coming years.

Some of the activities we've been involved with in the 2019/2020 year included:



Freebridge's vision is to "support a better West Norfolk" so with this in mind we have continued to work with the Love West Norfolk campaign which promotes the joys of living, working and visiting our area.

As a partner of the campaign Freebridge has joined in with a variety of events and promotions throughout the year, showcasing the work we do with our customers and the wider community.

In the last year Freebridge awarded grants of

£5000

from the Freebridge Community Fund to seven community groups - 4 Transform, Age UK Norfolk, the Hanseatic Union, the King's Lynn Men's Shed, Sing Your Heart Out, South West Norfolk Youth Opportunities Project and The Garage Trust Ltd - who all are making a real difference to the people of West Norfolk.

In the addition to the support provided by the Community Fund Freebridge employees also got involved by raising money and helping out at our chosen charity the King's Lynn Foodbank, including some time at Christmas where we helped collect

400+

boxes of much needed food donations.

PLACESHAPING

Freebridge's two Placeshaping community centres - the Providence Street Community Centre and the Discovery Centre - have once again been the base of many successful community events and projects over the year.

They've held Easter, Halloween and Christmas parties, and of course the annual Hillington Square fun day during the summer.

The centres are also home to a variety of long and short

term users - including home schooling support groups, exercise classes, wellbeing and youth groups.

We've also got the garden at the Discovery Centre which is taking shape as the team work with various local charities to revitalise the outside space. Family Action are now continuing the green fingered work with local volunteers - including those with mental health concerns and learning difficulties.

ENGAGEMENT

At Freebridge we understand that getting better at the things we do and the services we provide is important to our customers.

One of the ways to do this is by engaging with them to get their feedback.

We engage with customers in a variety of ways each and every day. Whether it be through our Tenant Panel, via our social media accounts, by visiting people in their own homes on our Out & Abouts or just through the day to day contact our employees have with customers - all these activities help us to understand what we're doing well and what we need to do better.

OUT & ABOUT

During our Out & About visits employees met customers all across West Norfolk, starting in North Lynn in April and finishing in Terrington in October.

During the year we knocked on over

1500

front doors

NORTH LYNN 

**TERRINGTON
ST. CLEMENT** 

TENANT PANEL

A key component of the engagement work we do at Freebridge is the Tenant Panel.

The Panel is a group made of up to 12 members who meet on a regular basis to look at Freebridge's performance and the services we provide.

Over the year they meet and speak with Freebridge employees about the work we do in order to consider ways of making improvements.

They also got involved with our Out & About visits, sat on our Community Fund judging panel, took part in Complaints Panels - alongside members of the Board, presented to those attending our AGM, and most recently were involved in the recruitment process taking place to find Freebridge a new Chief Executive.

CUSTOMER SERVICE COMMITTEE

As well as Freebridge's Tenant Panel, last year we also set up a new Customer Service Committee - which will work alongside the Tenant Panel - to look into how we can give customers a greater say in how we work. The Committee's work was delayed by the arrival of Covid-19, but we're hoping that in the next year it will meet to review the work that we do at Freebridge.

FEEDBACK

At Freebridge we understand from the feedback that we receive from our customers, that we do a lot of things really well, however we also understand that there are services that we provide that we could do better.

It is extremely important to us that Freebridge provides the very best level of service we can and one way of ensuring that we do this is through the feedback we receive - whether that's:

- through the satisfaction surveys we regularly complete,
- the compliments, comments and complaints we receive,
- during the Out & About events we run, or
- through our day to day contact with our customers.

So if you're a Freebridge customer and have got something to say about the work we do, please do take the opportunity to let us know how we're doing.

Throughout the year our Customer Services team spoke to our customers about the services we provide, and out of every 100 customers we surveyed over the last year:

83

were satisfied with the overall service we provide. Our target was to achieve a figure of **88**.

69

were satisfied with our repairs and maintenance service. Our target was to achieve a figure of **80**.

85

were satisfied with their rent and service charges. Our target was to achieve a figure of **85**.

72

were satisfied with their home. Our target was to achieve a figure of **80**.

83

were satisfied with their neighbourhood. Our target was to achieve a figure of **85**.

84

were satisfied with being kept informed. Our target was to achieve a figure of **88**.

We understand that there will be times when we haven't provided our customers with the level of service that they should expect from us, and when this happens, we have a complaints process where we try our very best to resolve the problems that sometimes do happen.

In the last year we have introduced some changes to this process to make it as easy to understand as possible, and also to ensure that complaints that are made to us get investigated and resolved as quickly as we can.

To help us with this we have introduced a new early resolution stage. We understand that this new procedure won't always help, so our normal two stage formal complaints process remains available. The good news though, is that in our first year of using the early resolution we resolved 77 issues without the need for any formal action.

As well as the changes we have made to the complaints process, we also try to learn what we can from the complaints we receive to improve the way we carry out the work we do. Some examples of the learning we've noted from last year include:

- during development work, suitable suppliers should be identified so that any repairs or replacements needed can be obtained without complication,
- any property causing a genuine health and safety



COMPLIMENTS

Key themes from the compliments we received	
Staff attitude	36
State of property	01
Customer service	84
Policy	00
Totals	121



COMPLAINTS

Key themes from the complaints we received	
Staff attitude	11
State of property	11
Customer service	94
Policy	06
Totals	122

Stage which complaints were resolved at	
Early stage resolution	77
Resolved at Stage 1	92
Resolved at Stage 2	19

concern should be attended to as a matter of urgency,

- if timescales of required works change ensure the tenants are contacted and given the relevant information and timeframes to correctly manage their expectations,
- all required works should be completed prior to a tenancy beginning. If this is not possible, it should be communicated to the tenant so that they are aware of the situation before they move in, and

- emergency moves should be initiated with a face to face meeting with a Lettings Advisor and the surveyor/Technical Officer recommending the move, at the current property.

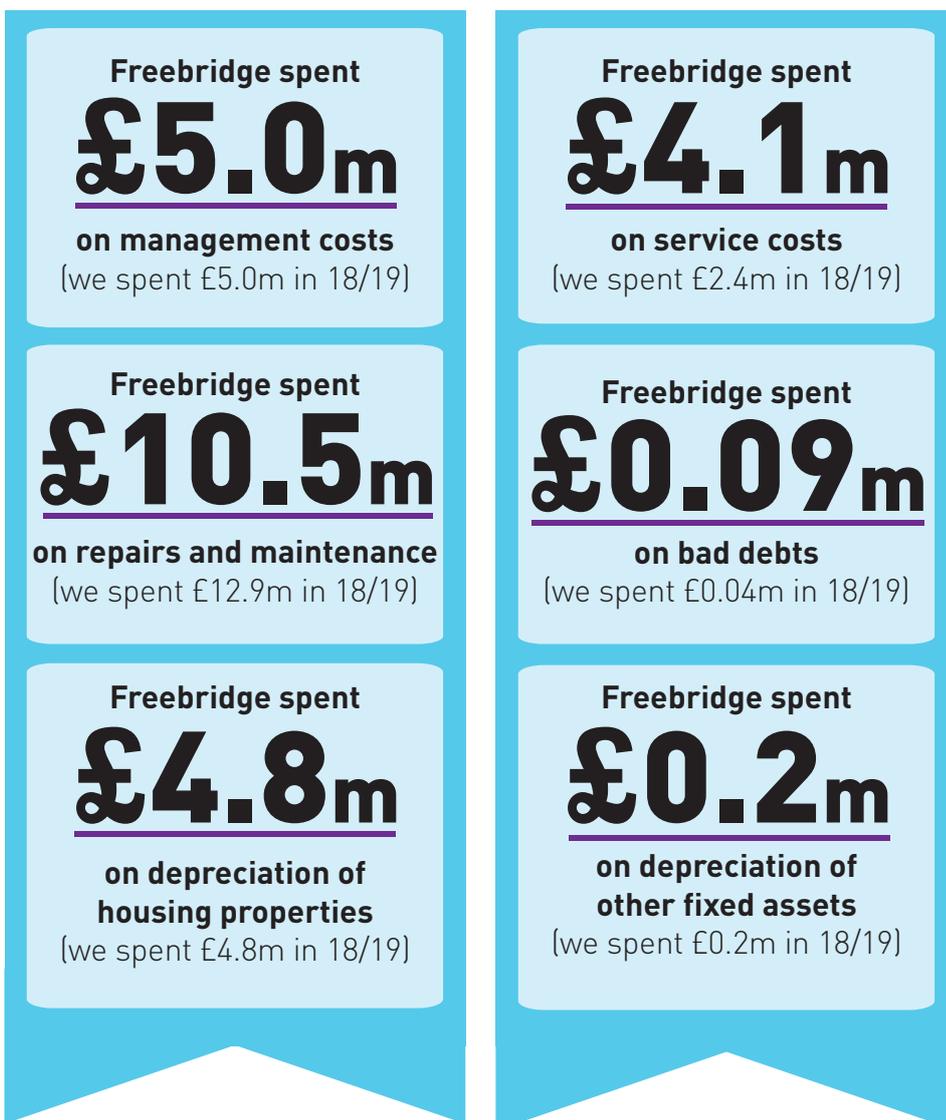
Quarterly reports on the compliments and complaints we receive, including any learning that we make as a result, are available on our website at www.freebridge.org.uk

FINANCES

At Freebridge we understand that as an organisation it is vital that we manage the resources that are available to us in a manner that is consistent with our vision, mission and values.

At the same time we aim to ensure that we achieve the very best we can for our customers and the communities that they live in, while taking a broad view of value for money on the understanding that as a community housing provider we have social and environmental responsibilities as well as financial ones.

If you want to find out more about Freebridge's finances, our Statutory Accounts are available in full on our website at: www.freebridge.org.uk



Unknown Caller

PROTECTING YOURSELF FROM SCAMS

Coronavirus has had an impact on every part of our lives and sadly many criminals are taking advantage of the situation to prey on the vulnerable.

Examples of scams that the local Trading Standards teams have come across include:

- people impersonating healthcare workers - claiming to be offering 'home-testing' for coronavirus,
- people offering to do shopping or collecting medication, asking for money upfront and then disappearing, and
- people offering miracle cures or vaccines for coronavirus – when there is no specific treatment for it.

To help warn people about the scams that they become aware of, Norfolk County Council have a scam alert system that you can sign up to via their website at www.norfolk.gov.uk

They've also provided some top tips to avoid being scammed which you can see on the right.

The easiest way to protect yourself is to deal with people you know and trust, and if you have any concerns at all speak to a trusted friend or family member.

If you do think you've been scammed, report it to Action Fraud on 0300 123 2040, and if you need advice, call the Citizens Advice Consumer Helpline on 0808 223 1133.

And of course if you think you are in immediate danger, contact the police on 999.

To learn more about different types of scams and how to protect yourself and others, visit www.FriendsAgainstScams.org.uk and complete the free online training.

And to find out if a company is registered as a Norfolk Trusted Trader visit www.norfolk.gov.uk/trustedtrader

TIPS TO AVOID BEING SCAMMED

Be cautious and listen to your instincts. Don't be afraid to hang up, bin it, delete it or shut the door.

If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front.

If someone attempts to pressurise you into accepting a service they are unlikely to be genuine.

Check with family and friends before accepting offers of help if you are unsure.

If you are online, be aware of fake news and use trusted sources such as gov.uk or NHS.uk websites. Make sure you type the addresses in and don't click on links in emails.

Only purchase goods from legitimate retailers and take a moment to think before parting with money or personal information.

Know who you're dealing with - if you need help, talk to someone you know or get in touch with your local Council.

Protect your financial information, especially from people you don't know. Never give your bank card or PIN to a stranger.

Detailing the finds in one of the trenches on the site in Gayton.



DIGGING FOR HISTORY

An archaeological dig on the site of a new Freebridge development in the village of Gayton has unearthed a variety of artefacts – many over 1000 years old!

As part of the planning regulations before building work can take place, a series of test trenches were dug at the location behind the old Rampant Horse pub site. And as enough items were found on this initial dig a thorough and detailed investigation was commissioned.

The team behind the excavation removed around a metre of earth from the top of half of the site to reveal a variety of previously hidden ditches and building remains. They believe that the site was originally a commercial/industrial area as the outlines of two kilns and a number of beamed buildings have been found. They've also

dug up various pieces of pottery, mainly made of a type known as 'Thetford/Grimston ware'.

So far, the items found are thought to have been from around 1100 - 1200 years ago, and once officially dated and documented they'll then be given to the Norfolk museum service.

The most interesting find so far has been the remains of an old leather bucket, as leather isn't normally something that lasts well in the ground.

The kilns that have been found are distinguishable from the charred preserved wood found – which is still white and ashen. The experts have also been able to identify stoking points where the fires would have been maintained. The remains are large round impressions in the soil – and the kilns themselves would have been much like a modern day pizza oven!

The dig has taken several months and covers around half of the planned site which is just off the main road through the village.

The archeologists started to finish up on the site towards the end of August which means that work on building new homes in the village should begin sometime later this year.



Freebridge has handed out more than ever before to local community groups and organisations in West Norfolk as part of the 10th anniversary celebrations of its community fund.

Thirteen projects across West Norfolk have benefitted from the grants this year, with each being awarded amounts up to £1000.

This year we raised the amount available to the fund to £10,000, double the £5000 that is normally offered, to mark the fact that we've been providing this money to groups for a decade.

The fund gives local groups the opportunity to apply for the money to support community and voluntary activities that meet the needs of the community within West Norfolk.

The final decision on which groups are awarded the grants is made by a team of Freebridge tenants and employees.

The panel specifically aims to support groups that are:

- Promoting health and wellbeing,
- Tackling disadvantage,
- Supporting local solutions to local needs,
- Promoting community cohesion,
- Developing sustainable and supportive communities, and
- Improving the environment.

This year, the successful projects that will be funded include the provision of



A volunteer from the charity Family Action, working on the Discovery Centre garden last year.

SUPPORTING WEST NORFOLK

additional Covid-19 safety equipment to allow Access, a group that supports migrants across east Anglia, to restart face to face appointments.

Supporting Family Action to continue providing allotment sessions at the Discovery Centre for people with mental health concerns or learning disabilities.

A contribution towards replacing playground equipment over at the playing fields in Docking.

Topping up some already impressive fundraising efforts to provide Barton Bendish with a fully refurbished village hall.

And covering the cost of additional training on domestic violence, substance misuse and wellbeing for those working at the Pandora Project.

Freebridge Chief Executive, Anita Jones, said: "Freebridge is committed to supporting

community groups across West Norfolk and the fact that we've now been doing this for 10 years is something we are very proud of.

These groups make a real difference to the lives of our tenants and the wider community, and we know that this year, perhaps more than ever before, they may need an extra helping hand".

We'll be speaking to a number of the groups who received money from the fund over the coming months to find out more about the individual projects and how they are helping communities in West Norfolk. Make sure you keep an eye out on Freebridge's social media channels!

HOW WE PERFORMED

SATISFACTION SURVEY

Every month our First Contact Centre calls 100 of our tenants to ask them how they think we are performing.



83%

of our customers are satisfied with the overall service we provide



68%

of our customers are satisfied with our repairs service



84%

of our customers are satisfied with rent and service charges



73%

of our customers are satisfied with their home



77%

of our customers are satisfied with their neighbourhood



82%

of our customers are satisfied with how they are kept informed

COMPLAINTS & COMPLIMENTS

We hope that the services you receive from us are of the quality you would expect. We realise there will be times when you may want to complain, tell us how we can improve our services, or perhaps compliment us on something we have done well.

Your complaints, comments and compliments are important to us as they help us improve our services.

In the last quarter we took action in a number of areas as a result of complaints we received. This included ensuring that:

- all works agreed while the property is empty should be completed prior to the start of the next tenancy. Works discussed and agreed during viewings should also be completed, or a timeframe for the work to be completed after the incoming tenancy has begun should be agreed
- defect works raised to contractors should be monitored to ensure that they are being completed within an agreed timeframe.

Further details on complaints and compliments, and the learning from them, can be found on our website at: www.freebridge.org.uk/complaint.html

	2020/21 Target	Year to date
Overall satisfaction	88%	83%
Satisfaction with repairs service	80%	68%
Satisfaction with rent and service charges	85%	84%
Satisfaction with home	80%	73%
Satisfaction with neighbourhood	85%	77%
Satisfaction with being kept informed	88%	82%

**DURING APRIL,
MAY & JUNE 2020**

OPTING OUT OF STREETS AHEAD

COMPLIMENTS

29

Number of compliments received in this quarter

Reasons for compliments:

- 11 Staff attitude
- 00 State of property
- 18 Customer service
- 00 Policies

COMPLAINTS

5

Number of complaints received in this quarter

Reasons for complaints:

- 00 Staff attitude
- 01 State of property
- 04 Customer service
- 00 Policies

EARLY STAGE RESOLUTIONS

14

Number of cases dealt with through early resolution in this quarter

Reasons for cases:

- 01 Staff attitude
- 04 State of property
- 06 Customer service
- 03 Policies

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

We send the magazine to all our tenants every few months 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 have a copy of Streets Ahead delivered to you just let us know, and we will arrange for you to be removed from our mailing list.

In order to opt out of Streets Ahead, you can either call us on 03332 404 444, email your name and address to enquiries@freebridge.org.uk or complete the form below and send it to us at Freebridge Community Housing, Juniper House, Austin Street, King's Lynn, PE30 1DZ.



please sign in this box

Name:

Address:

.....

.....

.....

.....

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.

Please note that our main office in King's Lynn
is currently open from 10am until midday and
then 2pm until 4pm, Monday to Friday. Please
do note though that as most of our employees
continue to work from home, as per the
government's advice, we will not be providing
appointments for people or facilitating face to
face meetings at our Juniper House office.

TELEPHONE: 03332 404 444

We've recently 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.

EMAIL: enquiries@freebridge.org.uk

WEBSITE: www.freebridge.org.uk

FACEBOOK: www.facebook.com/freebridge

TWITTER: @freebridge



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DEVELOPING HOMES AND CREATING OPPORTUNITIES
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