

STREETS AHEAD

THE MAGAZINE FOR FREEBRIDGE COMMUNITY HOUSING TENANTS



my freebridge
your chance to win!
Find out more on PG16

**OUR SUPPORT TO YOU THIS WINTER
HELP WITH YOUR MUTUAL EXCHANGE
UNIVERSAL CREDIT MIGRATION**

AUTUMN EDITION

CREATING HOMES, COMMUNITIES AND
LOCAL SPACES TO BE PROUD OF

Freebridge
COMMUNITY HOUSING

WELCOME TO STREETS AHEAD

Hello everyone and welcome to Freebridge's final Streets Ahead of 2023.

As I write this on an unseasonably sunny October day, it'd be remiss of me not to touch on Christmas at some point later in this column (sorry)!

Since we last spoke in the summer, Freebridge colleagues have completed this year's Out and About programme during which both they, and I, very much enjoyed speaking to many of you in your homes. We visited over 1,500 properties, not only to find out more about you, your homes and communities, but also to reaffirm our commitment to provide you with excellent customer service as we reach the midway point of our five-year plan to Build Better Futures in west Norfolk. In our next issue, we'll tell you more about the dates and locations for our 2024 sessions.

I appreciate that the colder weather is on its way and with that brings challenges. So I wanted to chat to you about the help we're able to offer.

Our Freebridge Support Fund is available all year round and can offer aid to those of you requiring financial support with things such as fuel and electricity bills, phone bills, food shopping, school uniforms and any other areas.

We can also support some of you with the purchase of household items through our furniture and carpet assistance schemes, as well as working with other agencies in the community to help those of you in need of white goods.

I want you to know that we're here to help you, our customers, and would urge you to get in touch if you're struggling financially. Even if your concern is something we can't immediately assist you with, we have dedicated teams who will be very happy to help you with their expertise.

If you go to page 4 of this edition, we've provided you with plenty more information on the support we offer and how best to contact us.

I also wanted to speak to you about the recent industrial strike action that has taken place at Freebridge since our Summer Edition.

We are very disappointed that we have been unable to reach an agreement with some colleagues on their pay award for this year. I, and the Board strongly feel that our offer,

which was targeted to ensure our lower paid colleagues received the most support, is fair and reasonable and absolutely recognises that our colleagues have also been impacted by the cost-of-living increases. Our focus continues to be improving our repairs and maintenance service.

I do apologise if the industrial action has caused any inconvenience for you in relation to postponed appointments.

Before I let you get on with reading the rest of your Streets Ahead magazine, I wanted to finish by wishing you and your families a fantastic festive season, however you spend it and offer my best wishes for the New Year.

As we move forward, I want to reassure you that we remain committed to providing you with safe homes and communities. I look forward to talking to you again in 2024, both here and on our Out and Abouts.

Anita Jones
Chief Executive



Anita

CHRISTMAS & NEW YEAR OPENING HOURS

Our reception will be closed from Friday 22 December 2023 and will reopen on Tuesday 2 January 2024

During this time you will still be able to call us on **03332 404 444** for any emergency or urgent repair that you may have.

This can also include problems with serious anti-social behaviour, domestic abuse, homelessness, flood or fire. Please also call us if you are in need of emergency food parcels or energy vouchers. We will have colleagues available to help throughout this time.

**Merry
Christmas
and a happy
new year from
everyone at
Freebridge!**

did you know?

In the future, you will receive text messages from us using our new number:
078600 40444.

Messages from this number will be legitimate, so please don't ignore them! We will utilise this service to keep you informed about various matters, such as appointments.

There's no need for any worries, so you can go ahead and save this number as Freebridge in your contacts.

Please be aware that you can't reply to these messages.



OUR SUPPORT TO HELP YOU THIS WINTER

We know how hard things may be for some of our customers going into the winter months this year, so we wanted to remind you of the help available to lessen the strain for some of those more vulnerable households.

We'll be contacting all vulnerable customers by calling them to check in on their wellbeing

Hello!



We work with local partners including the Food Bank and Social Supermarkets to provide customers with access to wider support with energy and food costs



We'll support tenants with access to the warm home discount and other external funding

Food parcels will be provided to those that need them



We will provide essential winter warm packs to vulnerable customers

COST OF LIVING PAYMENT DATES ANNOUNCED

On 20 September the Government announced that millions of UK households will shortly get a Cost of Living Payment of £300. The payment will be made to eligible customers between 31 October and 19 November.

This is the second of three payments over the financial year totalling up to £900. Eligible pensioner households will also receive a further £300 payment later this year as an addition to the Winter Fuel payment.

Eligible tax credits-only customers, who do not qualify for a payment from DWP will receive £300 from HMRC between 10 and 19 November.

Eligible customers will receive the payments automatically. They do not need to contact DWP or do anything to receive the payment.

From 20 November, people who have become retrospectively entitled, or think they should have had a Cost of Living Payment but have not received one, can report it via [GOV.UK](https://www.gov.uk). If the person is not able to use the internet or they do not know someone who can help them, they can report a missing payment via their benefit telephony line.

Read more information about the Cost of Living Payments on [GOV.UK](https://www.gov.uk).



HOW WE CAN HELP WITH OUR SUPPORT FUND



We understand that the winter months are challenging for some.

With the cost of living and the price of energy still a concern, we appreciate that the upcoming period – which includes Christmas – can put a strain on some.

So, it's important for you to know that Freebridge are here to help. Did you know that we have a Support Fund that you are able to access if you need financial support?

Since April 2023, £26,628 of support has been given to Freebridge customers - with

the majority of vouchers issued for food or energy. We may also be able to support you with phone bills, food shopping, prescription, school uniform and travel costs, while we have a furniture and carpet assistance scheme that you may be eligible to access.

If you need support, the best thing to do is call us on 0333 240 4444 and speak to our income team. The team can then discuss with you how we can help.

So, give us a call if you're in need of support and we'll help you if we can!

ADDITIONAL HELP WITH ENERGY BILLS

As well as our Support Fund, there are other grants available for those that are on a lower income or of a certain age.

We've put together a list of these below which you may be eligible for, to help towards your energy bills and to keep your warm over the winter months.

- **Warm Home Discount:** one-off payment of £140 off your energy bill for winter 2023-2024. You can apply through your energy provider. **Eligibility:** Low income or Guarantee Element of Pension Credit.
- **Cold Weather Payment:** £25 for each 7-day period of very cold weather between 1 November and 31 March.

Automatically applied if eligible.

- **Winter Fuel Payment:** If you were born before 25 September 1957, you could get between £250 - £600. The amount you get includes a 'Pensioner Cost of Living Payment' which is between £150 and £300. **Automatically applied if eligible.**
- **Energy Trust Funds:** Dependent on individual circumstances. Apply through your energy supplier. **Eligibility:** Those with debts they are unable to pay.
- **Client Hardship Service:** (Previously known as Norfolk Assistance

Scheme) Dependent on individual circumstances. Apply online at www.norfolk.gov.uk or phone 0344 800 8020. **Eligibility:** low income or receive income-related benefits, such as Universal Credit or Employment and Support Allowance, have dependant children, have a disability or mental health problem.





DID YOU KNOW WE CAN HELP WITH YOUR MUTUAL EXCHANGE?

We appreciate that our Freebridge Community Housing customers want to find a home that perfectly suits your needs.

As is often the case in all walks of life, it's also the case that your needs and requirements will change over time.

That is when a 'mutual exchange' – a process that enables customers to swap their homes with one and other – can come into its own.

Should you need to downsize, upsize, move to a location closer to family or work, or perhaps require better accessibility, there's a good chance that another social housing tenant that may wish to swap their property for yours.

HOW CAN I FIND AN EXCHANGE AND CAN FREEBRIDGE HELP?

Freebridge subscribe to House Exchange on our customer's behalf, so this is a free service. If you need help signing up to the House Exchange register, you can contact Freebridge's Lettings Team on 03332 404444 or via email at lettings@freebridge.org.uk and we will be very happy to support you in gaining access to it. You can also find out more by visiting houseexchange.org.uk

You may also wish to consider other sites such as HomeSwapper (who charge a fee to join) or a Social Media platform such as Facebook.

WHO CAN UNDERTAKE A MUTUAL EXCHANGE?

Any social housing tenants who have permission written into their tenancy agreement to mutually exchange.

However, you must obtain your landlords' approval and/or permission before proceeding or moving.

You should also consider the security of the tenancy agreement you are giving up in comparison to the one you are taking on. For example, a lifetime assured tenancy agreement provides significant security in comparison to a five-year fixed-term.

“ My family began to outgrow our home and sharing a bedroom wasn't really working for my children. Thankfully we found a family who were looking to downsize and the change has really improved our quality of life. ”



I wanted to live closer to my Mum and Dad for years, going through a mutual exchange allowed me to be closer when I needed to be. It's had a massive positive impact on the lives of me and my family.



WHO AM I ABLE TO SWAP WITH AND HOW LONG DOES IT TAKE?

You can 'swap' properties with any social housing tenant within the UK who holds a tenancy agreement that permits them to mutually exchange their tenancy.

As your landlord, Freebridge will then provide you with our decision to either accept or refuse your exchange within 42 days of receiving a completed application from all involved parties.

However, it's important to understand that the time for the entire moving process can vary depending on individual circumstances.

WHAT COST IS INVOLVED?

Of course, moving home always comes at a financial cost.

With that in mind, there are a number of considerations you will need to take on board:

- Overlapping bill payments (eg, up front rent payment and settling previous accounts)
- Vehicle costs (removal services/hiring a van)
- Standard gas and electrical tests (£105 electric, £76.88 gas)
- Cost of new furniture

COULD FREEBRIDGE REFUSE MY EXCHANGE?

For clarity, there are a number of reasons why an exchange may be refused. If you are concerned this would happen to you, simply contact our Lettings Team for advice and they'll guide you through the process and help try to iron out your issues.

The most common reasons for refusal are as follows:

- Tenancy breaches (we can work to resolve this with you)
- Rent arrears (they will need to be cleared before any move)
- Exchanging would make you over or under occupied
- Either property has adaptations that would not be suitable for incoming tenant/family

CONSIDER YOUR RESPONSIBILITIES

If you want to press forward with a mutual exchange, please do take on-board the following:

- Please thoroughly inspect the property you wish to exchange with
- Understand that you accept responsibility for the condition of the property and any tenant-made alterations

that have been made (with the exception of any repairs) which Freebridge would otherwise be responsible for

- Be sure of all ongoing costs
- If you're moving to a new local authority area, your Housing Benefit will stop and you will need to make a new claim. This will almost certainly mean you will need to then apply for any universal credit you have and may affect any other benefits
- If the property you are moving to is underoccupied, your housing payments may be reduced by 14% for one spare bedroom or 25% for two (this is bedroom tax)
- Incentives to move including financial/monetary incentives must not be offered or accepted to enable a move as this could be seen as bribery
- The exchange is not guaranteed until all official tenancy documents are signed



We know the festive season can be overwhelming for some, so we wanted to put together all of the exciting things happening in our area of the Christmas months. A full list can be found over on myFreebridge by heading to Freebridgecommunityhousing.uk.engagementhq.com/what-s-on-christmas-new-year

ALIVE

Christmas

Extravaganza!



10am-2pm

Friday

22

December



Alive Lynnsport

Enjoy our
Bouncy
Inflatables!

Standard
£15
Alive Card
£12.50

Under 9s

festive
InflataFun



Meet Santa
in his Grotto!

Make Reindeer
Food!

Plus enjoy Festive Arts & Crafts,
a Christmas Movie & More!



Pre-booking essential. Call 01553 818001 to book your tickets.
Bookings LIVE from Monday 20 November!



FLY-TIPPING

Did you know that you can report any cases of fly-tipping directly to The Borough Council of King's Lynn and West Norfolk?

Fly-tipping is an eye-sore for all of us in West Norfolk – and is actually illegal, as highlighted by two recent fixed penalty notices totalling £500 being paid out by residents in Fairstead this week.

Brockley Green and Westfield in Fairstead, King's Lynn, both had domestic waste dumped on public land – so the Borough Council of King's Lynn and West Norfolk Enforcement Officers investigated and issued fines to the people responsible.

If you have waste to dispose of, there are tips across the county – including centres at King's Lynn, Heacham, Wereham

(part-time), Docking (part-time) and others nearby, including Fakenham and Wells.

Goods that you can take to the tip for free include: garden waste, electrical items, fridges and other large white goods, cooking oil, furniture and soft furnishings, household bin waste, mattresses, metals including bikes and radiators, paint cans (empty or dried out) and much more.

Some goods do have a small charge to cover costs, however. For example, tyres are £6 each, rubble and timber at £3.50 per 80 litre sack and flat glass at £5 per 80 litre sack.

Large items that householders cannot dispose of can be collected using the council's bulky waste service, which costs £37.70 for up to three large items.

Meanwhile, a garden waste bin costs £60 per year and is emptied fortnightly.

Full details can be found on the county council's website here.

But, if you witness anybody fly-tipping, please do report it through the borough council website at www.west-norfolk.gov.uk/flytipping

It is legal to pay a carrier to dispose of waste but to protect themselves from prosecution householders should remember to #SCRAP their waste:

Suspect all waste carriers. Don't let them take your rubbish until they provide proof of registration. Note their vehicle's registration plate.

Check that a waste carrier is registered on the Environment Agency's website.

Refuse any unexpected offers to have your rubbish taken away.

Ask how your rubbish will be disposed of - seek evidence of this.

Paperwork must be obtained: a proper invoice, waste transfer note or receipt, including a description of the waste being removed and the waste carrier's contact details.



OUT & ABOUT IN YOUR AREAS OVER 2023



Our Out and About programme has finished for another year – and we’ve really enjoyed coming to see and talk to you in your homes.

This programme supports one of our key objectives, to provide excellent customer service, and allows us to connect directly with you, our customers.

Since the Summer Edition of Streets Ahead, we’ve visited the Terringtons and surrounding areas, Fairstead (twice) and Brancaster, as well as completing or Silent Voice programme – which saw us seek out those of you we haven’t heard from in a while.

We visit your homes so that we can better understand exactly what you need and to make sure you feel that Freebridge are providing you with a service that is what you’d expect.

This year, our biggest change was the focus on finding out what one thing we could be doing better for you. We were delighted with the mostly positive responses you provided to that question, while we’ve also been reflecting on all feedback to ensure our future service further improves.

If we’ve been to your area over the past few months and missed you, please do give us a call on 03332 404 444 and let us know anything that you wanted to tell us in person.

We hope you all enjoyed speaking to us, keep your eyes peeled for next year’s dates!

This year we visited:

- Terrington St Clement and surrounding areas
 - Silent Voices (various locations)
 - Fairstead
- Brancaster and surrounding areas



Does your heating use oil?

thinkingfuel
community oil buying

ThinkingFuel is Community Action Norfolk's collective oil buying scheme

Members save an average £120 a year on their oil bills. It's FREE to join and there is no obligation to buy.

For more information and to register call **01362 698216** or visit **thinkingfuel.org.uk**

A KEY MESSAGE FROM THE COMMUNITY ALCOHOL PARTNERSHIP

Many of us drink alcohol for a variety of ever-changing reasons.

This includes: to relax, to socialise, to de-stress, to have fun, to relieve boredom, to deal with feelings of loneliness and to try and cope with or avoid problems.

But drinking too much and too often can cause or exacerbate all sorts of problems with our physical and mental health, including damaging relationship with our loved ones.

It can also heighten family tensions, get in the way of clear communication and mean we are less present for each other, including our children.

For some of us, alcohol can become a central aspect of our relationship with friends, family or partners. This can stop us from taking action to improve our drinking habits, even when those habits aren't working for us.

And, if a loved one drinks heavily, it can cause huge worry. There is also a real risk of someone's

drinking causing serious conflict, with alcohol being a factor in many cases of child neglect and domestic abuse.

Alcohol is also strongly associated with mental health problems like anxiety and depression. Over the course of the COVID-19 pandemic these problems undoubtedly got worse for many of us

But, by taking control of our drinking, we can enjoy better and happier relationships, as well as improved health and wellbeing.

A great way to start is by recording what you drink for a few weeks to help you understand your drinking pattern, then setting yourself some small and achievable goals to get it back under control. You can find out more by visiting CAP at communityalcoholpartnerships.co.uk





CUSTOMER VOICE UPDATE

As the days grow shorter and the nights envelop us, it's the perfect time to reflect on the incredible journey we've embarked on during the summer of 2023.



Our mission this season was to delve deeper into the feedback you kindly provided through last year's Tenant Satisfaction Measures (TSM) surveys.

So, what's new on the customer feedback front?

Well, if you've been following our updates, you'd know that our Service Champions and Customer Ambassadors have been unwavering in their pursuit of holding Freebridge accountable for its service delivery to tenants.

They've taken your valuable insights from the TSM surveys and organised a series of enlightening focus group sessions. These gatherings aimed to explore the depths of tenant dissatisfaction, seeking the root causes from your unique perspectives.

They were also keen on understanding your experiences with damp and mould in your homes and how Freebridge works with you to combat these issues. This autumn, our Service Champions are gearing

up to sit down with Freebridge's Heads of Service, armed with the results, ready to chart a course towards improvements.

But that's not all; at the request of our diligent Service Champions, we conducted a survey on the thorny issue of Anti-Social Behaviour (ASB). Many of our Community Voices chimed in through the myFreebridge platform, and it quickly became apparent that the lines between landlord involvement and police intervention were somewhat blurred.

As a response, our team is planning to hold meetings in local communities. The aim? To engage with tenants and have candid discussions about ASB, and, most importantly, to determine the best approach to resolve these issues.

Who are the newbies?

And now, a hearty welcome to our newest Service Champions and Customer Ambassadors. We recently hosted a recruitment evening, and we're

thrilled to introduce Sarah, Aleks, and Yvonne to our Service Champions family.

Alongside them, Simon and John have joined our dedicated Customer Ambassadors. With these additions, we now have a dynamic team of 20 tenants collaborating closely with Freebridge to enhance the services we provide to you.

Incredible news!

We've all sung in harmony by sending your collective thoughts to the Regulator regarding the proposed Consumer Standards.

The consultation, which took place on the myFreebridge platform from August 4th to October 13th, received responses from tenants, employees and board members alike. The most fascinating part? An overwhelming 97% of respondents voiced their support for the Regulator's proposals.

Peering into the future...

Based on your insightful feedback regarding our repairs

service, Freebridge is rolling out new software. This technology promises to revolutionise the way we schedule and track repairs in real time.

Moreover, we're gearing up to launch a survey after a random sample of repairs have been completed, and we'll be sure to announce the launch date through our social media channels.

It's imperative to keep those lines of communication open,

allowing us to continue our mission of improving and addressing your needs.

Finally, a heartfelt thank you to each and every one of you for sharing your thoughts and opinions with us. Your input is the driving force behind the

transformative changes we're bringing to life.

Together, we are building a better future for those living in a Freebridge home and the local surrounding communities.

Bex

Freebridge's
Customer
Voice Lead



myfreebridge



Scan here to visit the
myFreebridge platform
or head to
[freebridgecommunityhousing
.uk.engagementhq.com](https://freebridgecommunityhousing.uk.engagementhq.com)





UNDERSTANDING UNIVERSAL CREDIT MIGRATION

We wanted to let you all know that Tax Credits are coming to an end - and that most people who benefit from them will need to apply for Universal Credit instead.

Look out for a letter called a **Universal Credit Migration Notice** from the Department for Work and Pensions (DWP) explaining what you'll need to do, and by when.

You won't be moved automatically, so it's important to act and follow the instructions on your letter, otherwise your tax credits will stop.

To continue to receive financial support, you will need to claim Universal Credit by the deadline stated in your Migration Notice letter, even if you have just renewed your tax credits claim.

However, before you claim for Universal Credit, there are a few things you need to consider:

- Does HMRC hold the correct information about your household and working hours? If not you must update HMRC **BEFORE** you claim Universal Credit
- Depending on your circumstances you may benefit from planning the date you make your claim to

Universal Credit as applying on the right date could impact on your payments. If any of the following apply, please seek advice before claiming:

- If your circumstances are due to change in the near future
- Do you think you might be subject to the benefit cap?
- If you receive your wages at the end of each calendar month
- If self-employed, ensure assessment period ties in with the date of HMRC return to reduce need to do it twice/having to report different figures

It is very important to understand that, if you have been sent a Migration Notice, then your legacy benefits will be stopped. Doing nothing is not an option!

Need some advice on this change? Get in touch with our Income Team by ringing 03332 404444 – Option 3 or emailing income@freebridge.org.uk for more information.

The Managed Migration process

If you have received a Universal Credit Migration Notice this letter means that any legacy benefits that you are currently receiving will be stopped.

You have three months from the date of the letter to claim Universal Credit. This date will be given in the letter – it is called your 'deadline' day.

You must claim UC by this date if you wish to continue to receive financial support.

If you claim UC by your 'deadline day' then you will see no gap between your legacy benefits ending and UC starting, and you will receive any 'transitional protection' you are entitled to. This means you will not be worse off by claiming Universal Credit (Transitional Protection Element will be assessed by the DWP at the start of your claim and will reduce over time).

If your 'deadline day' has already passed – don't panic. You have a

further month in which to claim UC and not lose out.

Transitional Protection

As long as someone who has received a Migration Notice makes a successful claim by their 'final deadline' day, then most people will be no worse off at the point of transfer to Universal Credit.

If your Universal Credit award works out less than your legacy benefits, then it will normally include a Transitional Element.

If you have already 'managed migrated' onto UC and your payment breakdown shows a Transitional Element, speak to our Universal Credit advisors about how any future change in circumstances may affect your award.

Please note that this transitional protection only applies if you claim Universal

Credit after receiving a Migration Notice. It does not apply if you chose to claim Universal Credit because you believe you would be better off or if you have no option but to claim due to a change in your circumstances.

When will I need to claim?

In 2023/24, Migration Notices will be sent to those claimants whose only 'legacy' benefit is Tax Credits. If you are claiming tax credits and are aged 65 or over, The DWP will write to you to ask you to apply for Universal Credit or Pension Credit, depending on your circumstances.

From April 2024 the following claimants of legacy benefits will start to receive Migration Notices:

- Income related ESA plus Tax Credits
- Income Support

- Income-Based JSA
- Housing Benefit only claims

From April 2028 all remaining Income-Related ESA claimants will start to receive Migration Notices.

The government has stated that it plans to complete the Managed Migration process by the end of 2029.

If you need more help

The DWP have set up a Managed Migration helpline: 0800 169 0328.

Citizens Advice offer a 'Help to Claim' service – go online or call them on 0800 144 8 444.

You can call our Income Team on 03332 404444 – Option 3 if you need more help.

Benefits that are ending

- * Child Tax Credit
- * Working Tax Credit
- * Housing Benefit
- * Income Support
- * Income-based Jobseeker's Allowance (JSA)
- * Income-related Employment and Support Allowance (ESA)

- * are on a low income
- * need help with living costs
- * are working (including self-employed or part time)
- * are out of work
- * have a health condition that affects their ability to work

Universal Credit is for people who





scan me to enter!

FAMILY FUN PAGE

CHRISTMAS COMPETITION!

How would you like the chance to win tickets to see a PURRR-fect family Pantomime this Christmas at the Alive King's Lynn Corn Exchange?

Well, you're in luck! From the streets of London to a spectacular voyage over the seven seas to Morocco, join Dick Whittington, his acrobatic cat and a cast of crazy characters on the adventure of a lifetime!

Dick Whittington and his cat

Signed performance - Thursday 21 December 2023, 5.30pm

Audio Description performance - Wednesday 27 December 2023, 5.30pm

Relaxed performance - Thursday 28 December 2023, 5.30pm - Bookable through Box Office only, 01553 764864



WINNER OF THE SUMMER COMPETITION!

Congratulations to Ruby, aged 7 from King's Lynn for winning our Summer Colouring Competition, we hope you enjoy your £20 gift card which is on it's way!

How to enter!

For your chance to win a family ticket (for four people) to see Dick Whittington and his cat (to use between 27 - 31 December 2023) head to forms.office.com/e/mae7z1gUa2 (or, you can scan the QR code to the left) and leave your contact details. Alive will then get in touch with the winner in the week leading up to Christmas to book your preferred performance!

Competition closes on Tuesday 19th December 2023!



OPT IN TO RECEIVE A DIGITAL COPY OF STREETS AHEAD



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

We send the magazine to all of our customers to 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 receive a paper copy of Streets Ahead delivered

to you, and want to receive a digital copy instead, just let us know, and we will arrange for you to be removed from our current mailing list.

To opt-out of receiving a paper copy, you can fill in our digital form by scanning the QR code below, or you can email your name and address to communications@freebridge.org.uk

A STAKE IN FREEBRIDGE: HOW TO BECOME A SHAREHOLDER

Freebridge Community Housing is inviting its tenants to become shareholders. As a shareholder, you 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 shareholderenquiries@freebridge.org.uk



scan me to opt in to receive a digital version of streets ahead!

COMPLAINTS & COMPLIMENTS AT FREEBRIDGE

Here at Freebridge, it's very important to us that we're able to offer you the best customer service we possibly can.

Housing Ombudsman Service

We can help if you have a problem complaining to your landlord.

Contact us:

by telephone on:
0300 111 3000

by email: info@housing-ombudsman.org.uk

via our website: www.housing-ombudsman.org.uk

or by post at: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ



We do, however, understand that there will be occasions when you as the customer are unhappy with a situation – and that you'll want to let us know about it.

It's your right to contact us and let us know how you think that we can improve our service. We'll always be happy to hear from you and would actively encourage you to do so.

Along the same lines, we'd also love to hear from you if you feel that we've done a good job for you or if members of our team have gone out of their way to assist you in any way.

We're always analysing our own performance, so your complaints, comments and compliments are very important for us as they allow us to shape the services we provide.

Freebridge remain committed to providing the best customer service, which means we must always look at ourselves and our performance.

Indeed, the feedback we receive from you helps massively with that.

Furthermore, your feedback is also relayed to managers within the Freebridge team and allows us to make key changes to our ways of working.

April 2023

04

compliments received

20

complaints received

Reasons for complaints

16	property condition
01	estate management
03	other

May 2023

06

compliments received

24

complaints received

Reasons for complaints

16	property condition
07	estate management
01	other

June 2023

04

compliments received

21

complaints received

Reasons for complaints

15	property condition
04	estate management
02	other

OUR PERFORMANCE

FOR QUARTER ONE (APRIL - JUNE 2023)

67 Complaints received

That's down by five compared to numbers in quarter four.



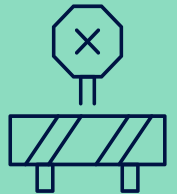
6,097 Repairs completed

That's 22% less than the previous three months.



307 Gained no access

We gained no access on 307 responsive repairs appointments, up by 30% on quarter four.



2,203 Stock condition surveys

These are to check the health and safety condition of the property.



0 New homes

We began construction on site for 0 properties this quarter.



26 Days Time taken to complete routine repairs

Our target is 28 days. Our electricians completed repairs on average within 9 days and plumbing jobs took 21 days.



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.

TELEPHONE: 03332 404 444

We've 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.

WEBSITE: www.freebridge.org.uk

FACEBOOK: www.facebook.com/freebridge

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Freebridge treat everyone fairly. We promote equality of opportunity and value the differences between our customers and everyone who works for Freebridge Community Housing. All our employees, contractors and consultants must treat colleagues and customers with politeness, tolerance, and respect, regardless of their age, colour, disability, ethnicity, sex or gender identity, marital status, nationality or national origin, race, religion or belief, sexual orientation, caring responsibilities or any other unjustifiable reasons.

We will not tolerate unfair discriminatory behaviour of any kind and we encourage the reporting of any such behaviour. We will act upon all complaints appropriately.

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Freebridge
COMMUNITY HOUSING