

STREETS AHEAD

THE MAGAZINE FOR FREEBRIDGE COMMUNITY HOUSING TENANTS

COMMUNITY FUND

PG3 - Applications are now open for our Community Fund!

MEET OUR NEW CUSTOMER EXPERIENCE TEAM!

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MANAGED MIGRATION

PG14 - Some FAQs on Universal Credit and what you need to do

DON'T LET DAMP & MOULD TAKE HOLD

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Freebridge
COMMUNITY HOUSING

WELCOME TO STREETS AHEAD

A message from the CEO

Anita Jones
Chief Executive



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 Hello everyone, and welcome to the latest edition of Streets Ahead.

I'd like to begin by sharing how pleased we were to co-host the recent Community Conference alongside the Borough Council of King's Lynn and West Norfolk. Held at the Discovery Centre, the event brought together community groups, charities, and residents to discuss and influence how £20m in Government funding will be invested in King's Lynn. It was a fantastic example of collaboration and local voices shaping the future.

Continuing the theme of connection, I'm delighted to introduce our new Customer Experience (CX) Team in this edition. The team will be your first point of contact for repairs, tenancy queries, and general support ensuring customers have direct access to help from a single, dedicated source. This development follows invaluable feedback from our Customer Insight Panel and reflects our ongoing commitment to listening and putting customers first.

Since my last column, I've also attended the 2025 Housing Community Summit a key event in our sector. This year's theme focused on strategies for building successful communities. It was a brilliant opportunity to exchange ideas with colleagues from across the housing industry, explore best practices, and discuss emerging challenges.

While I don't have the column inches to cover everything discussed, some of the standout topics included Decarbonisation and retrofitting existing homes to improve sustainability and

resident safety and service delivery, particularly around enhancing responsive repairs.

Before you dive into the rest of this edition, I'd like to revisit the topic of devolution, which I touched on in my last column. Norfolk leaders are currently backing a single unitary council model, projected to save nearly £40m annually, while three district councils are advocating for a three-authority setup they believe better reflects local needs.

As part of Independent East, alongside Orwell, Havebury, Saffron, and Broadland, we're working together to stay aligned with evolving devolution plans in Norfolk and Suffolk. The proposed Mayoral Combined County Authority, with elections expected in May 2026, is prompting housing associations to reconsider their roles. As a community-based organisation, we'll always support what's best for our customers and communities and we'll be watching developments closely.

Finally, I'm thrilled to announce that the Freebridge Community Fund is now open for applications. Once again, we're offering £40,000 in grants to support local projects and good causes across West and North Norfolk, with decisions made by our Customer Panel. It's a privilege for us all to support the inspirational groups making a real difference in our communities.



Anita

Last years winners along with Freebridge representatives



FREEBRIDGE TO GIVE £40K TO LOCAL CHARITIES & GROUPS THROUGH COMMUNITY FUND

APPLICATIONS ARE NOW OPEN!

The window to apply for a grant from the Freebridge Community Fund is now open!

Once again, we're proud to be able to reveal £40,000 will be available for local projects and good causes in west Norfolk.

If you're not familiar with it, our Community Fund is there to empower certain groups, organisations and voluntary activities within the community.

The remit for this fund is to support groups and organisations who promote health and wellbeing, tackle disadvantage, support local solutions, promote community cohesion, develop sustainable and supportive communities, and improve the environment.

The fund offers grants of up to £5,000 per group, with projects

that impact our tenants and communities prioritised.

Last year, we were proud to be able to support the following groups and charities:

- Age UK
- AEA
- Docking Playing Fields
- Great Massingham Area Community Car Scheme
- Hanseatic Union
- North Lynn Methodist Church
- Pandora Project
- Swan Youth Project
- The Gateway Church
- The Wild Hub

To apply for your charity or local group, head to: norfolkfoundation.com/funding-support/grants/groups/freebridge-community-housing-fund/

After the applications have been shortlisted, our Customer Insight Panel will award the funding to the groups of their choosing.

Or you can scan this QR code:





DON'T LET DAMP & MOULD TAKE HOLD

As we head towards the colder months, it's important that you are vigilant when it comes to damp and mould in your Freebridge home.

If you've seen signs of damp and mould, it's vitally important to get rid of it as soon as possible.

Here is a full guide to help you understand more about damp and mould, as well as how you can prevent it from happening – and why you should contact us as soon as you become aware of it.

What is mould?

Mould is a fungus that grows in clusters in damp, poorly ventilated areas. Though the exact number is unknown, scientists estimate there are over 100,000 varieties.

There are generally four causes of damp and mould within a home:

- Condensation, leading to mould growth
- Internal water leaks
- Rising damp
- Penetrating damp

What is condensation?

Condensation occurs when warm air meets cold surfaces or when indoor humidity is high, often leading to black mould.

It's the leading cause of damp, most common from October to May, and can form on any cold surface – windows, corners, or behind furniture.

Signs include a musty smell, mould or mildew, cold or damp walls, discoloured patches, peeling wallpaper, and excess moisture on windows.

What is rising damp?

Rising damp occurs when moisture from the ground travels up into a property due to poor or failed damp proofing.

It's often misdiagnosed and typically affects lower walls, causing soft skirting boards, peeling paint or wallpaper, damp patches, salt deposits in plaster, rotting wood, a musty

smell, rusting metal fixings, and crumbling brickwork or mortar.

What is penetrating damp?

Penetrating damp is caused by moisture entering a property from an external source, often due to leaks, damaged guttering or fascias, or deteriorating brickwork.

It can affect walls, ceilings, or floors, leading to blistered or damaged plaster, localised damp patches, mould growth, ruined interior finishes, and rotting woodwork.

What should I do if I find signs of damp and mould in my home?

If you have damp and mould in your home, you should contact our Customer Experience Team by emailing cxsupport@freebridge.org.uk, or use our chatbot on our website [freebridge.org.uk](https://www.freebridge.org.uk).

Take a look at P13
- where we go over
Awaab's law and
what this means for
our tenants

If you have an emergency, or would prefer to call, you can do so by calling 03332 404 444 (option 1).

If you are worried or concerned about the presence of damp, mould or condensation in your home, always report issues to Freebridge in the first instance.

We are responsible for fixing and repairing the cause of damp. This could include structural problems, leaking internal pipes or poor ventilation including missing or poor working extractor fans.

To decide on the best solution for you and your home, our team will listen carefully to your concerns and carry out a detailed assessment over the telephone. We will then follow this up with a home visit, so that we can agree a plan of action.

How you can prevent damp and mould in your home



There are some simple steps you can take as a tenant to help prevent the development of condensation and spread of mould in your home.

You can ventilate your home to help stop the build-up of moisture by:

- Drying any surfaces, including wet windows and frames regularly
- Keeping trickle vents open in window frames
- Opening windows, even if only slightly, twice a day (and on both levels if your home has two floors)
- When washing, drying clothes, and bathing, open windows and keep interior doors closed
- When cooking, open windows and keep pots and pans covered with lids
- Dry clothes outdoors if possible, and use a ventilated tumble dryer if drying indoors
- Ensuring all extractor fans are used when necessary, particularly when showering or bathing
- Leaving a gap between walls and furniture to allow the air to flow
- Don't overfill cupboards and wardrobes - make sure there is enough space for air to flow
- Don't block air vents, air bricks or trickle vents - these help to keep the air moving
- Heat your home effectively. It is best, where possible, to have a constant, low background heat which helps to create warmer surfaces and reduces the chance of damp, condensation, and mould (18-22 degrees centigrade is optimal)



MEET OUR NEW CX TEAM!

We wanted to let you know that we've made a major change in how we support our customers.

Our new Customer Experience (CX) Team is now your first point of contact - ready to help with repairs, tenancy queries, and general support.

This team isn't just about answering our phones.

It's about resolving issues for you quickly and making sure you get the help you need without being passed around.

We've listened to your feedback and built this all-new team to deliver on our commitment to

put customers first - not just in words, but in action.

So, whether you're calling, emailing, or reaching out to us online, you'll get a consistent, responsive service that's focused on solutions for you.

Need help? Contact our new team of dedicated CX Advisors – Doug, Rose, Rachel, Rosie, Rob, Candace, Nicola, Gabriella or Paula – will be very happy to assist you.



**03332 404444
and press option 1**



**[cxsupport@
freebridge.org.uk](mailto:cxsupport@freebridge.org.uk)**

We're also pleased to let you know that our new online chat feature is now available and ready to help you with your questions when you visit our website.

It will provide Instant answers from our team during working hours and will be available from 8.30am-5.30pm.

Outside of those hours, it has a chatbot function to help you find the information you need at anytime.

To access this, simply visit our website and click the chat icon to start a conversation - we're here whenever you need us!



ARE YOUR DETAILS UP-TO-DATE?

Have you taken part in our Customer Data Survey yet? If your answer is no, then you could be in with a chance of winning a £50 shopping voucher!

There's still time to win a £50 voucher – simply by updating your customer details!

Back in April, we shared with you in the last edition of Streets Ahead the launch of a survey that all Freebridge tenants are invited to complete.

Each month from April to July, one lucky customer who completes the survey will be randomly selected to win.

The survey takes just five minutes to complete and helps ensure your information is kept up-to-date.

Correct contact details are vital for tailoring our services to your needs and supporting our commitment to equality, diversity, and inclusion.

Plus, it allows us to keep you informed about matters that are important to you and share how

we can best support you and your family.

To update your details and enter, simply follow the link above or scan the QR code with your mobile phone.

Alternatively, you can email communications@freebridge.org.uk for a link to be sent straight to you.

Complete the survey today and help us serve you better.

Plus, you might just win a £50 shopping voucher!

Terms and conditions:

All Freebridge tenants over the age of 18 are eligible to enter this competition.

If you are selected as the winner, we will contact you to choose your preferred voucher (no cash option alternative).

Winners will be selected randomly. If you win in one month, you will not be eligible to win again in subsequent months.

The competition draw will take place monthly until December 2025.

Each entrant is allowed to complete the survey only once.

YOUR CHANCE TO WIN!

WINNERS SO FAR!

April: Toni from East Winch
May: Christine from Emneth
June: Kerry from King's Lynn

We'll be in contact with you all soon!



CUSTOMER VOICE UPDATE

Freebridge's Customer Insights Panel (CIP) gathered in August to review their achievements from 2024/25 – as well as setting scrutiny priorities and learning goals for the year ahead.

The session blended structured discussion boards, collaborative voting and clear next steps to ensure that our tenant's voices remain central to Freebridge's decision-making moving forward.

Now acting as a collective group with Customer Ambassadors and Service Champions merging to become the CIP, they are very pleased with the positive progress that has been made over the past 12 months or so.

They continue to engage in constructive dialogue with Freebridge, all in the aim of progress. Indeed, the panel are very pleased to have actively participated in discussions that have advanced Freebridge's strategic objectives.

The panel has also called for greater accountability and transparency from Freebridge, expressing that they have actively challenged procedures to ensure decisions are made in an open, evidence-based, and fair manner.

One of the panel's key involvements has been the growing influence they feel they've been able to have, including how they've championed positive changes to organisational policy.

Another area the panel are proud of is where they've helped Freebridge gather and analyse more feedback from customers via surveys and consultations, which has helped shape improvements.

When looking at their current relationship with Freebridge, the panel also celebrated their improved levels of engagement.

They have been pleased to see Heads of Service attend their

meetings and welcome their increased engagement with the panel.

Likewise, they have been buoyed by the creation of new positions for them, both on The Board and Operations Committee.

Would you like to get involved? The panel are looking to recruit more members - email customervoice@freebridge.org.uk for more information.

The panel are keen to see even more Freebridge colleagues attend their CIP meetings to provide better accountability and are keen to learn more about the organisation's culture.

They would also like to see quicker responses to their questions and would like to evidence of Freebridge acting more quickly on the scrutiny they provide.

With that in mind, the panel chose their three key areas to scrutinise over the next year.



Firstly, they would like to look deeper into the empty properties at Freebridge, and the way homes are allocated.

Also on their agenda is the accountability across Freebridge, including following paper trails and having Freebridge colleagues look at self-evaluation and accountability measures.

The third and final area of scrutiny will be better understanding allocations when it comes to Freebridge homes. They are particularly keen to learn how this works from a Freebridge perspective and to explore policy when it comes to new builds.

With clear scrutiny priorities and tailored learning pathways in place, Freebridge's Customer Insights Panel is now primed to drive accountability, enhance service delivery and ensure tenant voices shape every decision for the year ahead.



From Freebridge to Freefall: Wendy's Skydive Makes a Difference

We're delighted to be able to share the wonderful recent exploits of our Board Apprentice and Customer Insight Panel member Wendy Bearton with you all.

Wendy recently completed a daring 10,000-foot skydive to raise funds for Steel Bones, a charity that supports amputee families across the UK.

Steel Bones was founded by amputees and their families to build a strong, inclusive community for those, like Wendy, who are affected by limb loss.

The charity provides free support packs for new amputees, peer mentoring, benefits and housing advice, fitness clubs, school workshops, and even career guidance.

Their mission is to empower amputees and their families

to live life to the fullest, emotionally, socially, and practically.

Wendy's jump was part of the Jumping for Steel Bones campaign, and her bravery has helped raise awareness and vital funds to keep these services free and accessible.

On behalf of everyone at Freebridge, we'd like to give a huge congratulations to Wendy for taking the plunge and making a real difference.

We're proud of her incredible achievement and the impact it will have on amputee families across the country!

If you'd like to donate to Wendy's fundraising, you can email communications@freebridge.org.uk and we'll point you in the right direction.



AT THE DISCOVERY CENTRE, COLUMBIA WAY, KING'S LYNN PE30 2LA

HALLOWEEN PARTY

THURSDAY 30 OCTOBER 2025
12-3PM

ARTS & CRAFTS, DISCO & RAFFLE
FREE EVENT • BEST DRESSED COMP

Keep an eye out
on our Facebook
page for more
about our
Santa's Grotto
event which will
be taking place
in December
again too!

Check out our Facebook page for the latest!
facebook.com/discoverycentrekingslynn



COMMUNITY SPIRIT SHINES AT DISCOVERY FUN DAY

It was all smiles at this year's Summer Fun Day at The Discovery Centre!

The Discovery Centre, which is run by Freebridge Community Housing, put on a day packed full of free activities as they welcomed families and partners from across the county to the event.

Held at our North Lynn-based Community Centre in August, the event attracted more than 150 children and families from the local community.

There was a host of entertainment and free fun to be had on the day, thanks to appearances from: Alive, the SOS Bus, Norfolk Police and cadets, BOOST, and Early Childhood and Family Services, as well as the Family Hub, King's Trust, Healthy Child Services and Community Dental Services.

Hannah Hooks, Placeshaping Manager at Freebridge, said: "It was fantastic to see so many families and partners come together for a day full of fun, information sharing, and community spirit.

"Our annual Summer Fun Day continues to be a highlight for the local community, and we're excited to keep developing events for all age groups over the year ahead.

"Days like these highlight the power of partnership and what we can achieve when we work together. A huge thank you to everyone who helped make it such a success."

There were plenty of activities taking place throughout the day, including family networking, a bouncy castle, trampolining, a Tetris-themed game, and fun-filled crafts, while there was also a DJ present.

Those in attendance could also visit Walpole Whippy, Bap it Stick it Wrap it, and Face Painting by ABC Entertainment.

If you'd like to know more about any upcoming events at The Discovery Centre, you can follow the dedicated Facebook page here: facebook.com/discoverycentrekingslynn/





LANDLINES ARE GOING DIGITAL ARE YOU READY?

All Freebridge customers should be aware that the digital landline is coming soon

That's because the UK's traditional home phone network is undergoing a major upgrade, with most landline calls set to be routed over broadband within the next few years.

The old analogue landline network is being replaced with a new digital system called Voice over Internet Protocol (VoIP), which will be fully implemented by January 2027.

The change has already begun in some areas, and while the process should be straightforward, some preparation can help ensure a smoother transition.

Your existing phone number will remain the same and most handsets will continue to work on the new system. For households already using VoIP or internet based calls, or those

relying solely on mobile phones, no action is needed.

For others, it is important to check whether any additional equipment - such as telecare devices, burglar alarms or fax machines - is connected to your landline.

Contact the manufacturers of these devices to confirm if they are compatible with digital services and inform your phone company of any equipment in use, especially if you are a vulnerable customer.

If you have broadband, the change may be as simple as moving your phone connection from the wall socket to your broadband router. Those without broadband should await guidance from their provider, as solutions will be offered to ensure continued service.

It is worth noting that digital landlines will not work during power cuts, so keeping a charged mobile phone for emergencies is recommended.

Telephone companies, working alongside local authorities and telecare providers, are offering additional support for customers with specific needs, and anyone relying heavily on a landline is encouraged to contact their provider early.

Sharing this information with friends, family and neighbours can help ensure that everyone is ready for the switchover.

If you are concerned by the switchover or need any assistance, call us on 03332 4044 444.

AWAAB'S LAW: A NEW ERA FOR SAFER HOMES

From 27 October 2025, Awaab's Law will come into effect across England's social housing sector.

Named in memory of two-year-old Awaab Ishak, who tragically died in 2020 due to prolonged exposure to mould in his social home, this law will ensure that no tenant is left living in unsafe or unhealthy conditions.

Awaab's Law introduces strict legal timeframes for social landlords, such as Freebridge, to investigate and fix serious health hazards in homes, starting with damp and mould.

It forms part of the government's wider effort to improve housing standards and protect tenants' health and wellbeing.

What does it mean for you?

As a Freebridge tenant, here's what you can expect under Awaab's Law:

- Emergency hazards (like severe mould) must be investigated and made safe within 24 hours.
- Significant hazards must be investigated within ten working days, with

repairs starting within five working days of the investigation.

- If repairs can't begin within that time, they must start within 12 weeks, and you may be offered alternative accommodation if your home is unsafe.
- You'll receive a written summary of the investigation within three working days of it concluding.
- Landlords must keep you informed throughout the process and provide advice on staying safe.

These requirements are now part of your tenancy agreement, meaning you have the legal right to hold Freebridge accountable if we don't act within these timeframes

From 2026 and 2027, Awaab's Law will expand to cover more hazards including fire risks, electrical faults, and excess cold or heat.

ACCESS TO YOUR HOME

Keeping you safe in your home is of the utmost importance to Freebridge.

When it comes to you giving us access to your homes, it is vitally important that you allow us to carry out key inspections - such as electric and gas checks, damp and mould investigations and fire door appointments - when we need to.

When denying us access by not keeping an appointment you have made with us or simply not letting us in when we arrived for these inspections, you are putting your own safety at risk.

Of course, we understand that you all lead busy lives and that you can't agree to every appointment that is offered to you. So, it's important that you let us know when an appointment doesn't work for you so we can reschedule - and make sure your home is safe at the earliest opportunity.

So, if you can't be there, please let us know and we'll come another time!

**WE CALLED WHILE
YOU WERE OUT...**

PLEASE CONTACT US USING THE DETAILS ON
THE BACK OF THIS CARD





ARE YOU READY FOR MANAGED MIGRATION?

It's important that you are aware that the Department for Work and Pensions (DWP) is now in its final phase of the rollout of Universal Credit (UC)

If you are of working age and claim any of the following, then you will receive your Migration Notice very soon. Your Migration Notice is your invitation to claim UC instead and all existing claimants of the following will receive their Notice by the beginning of October 2025:

- Income-Related Employment and Support Allowance (ESA)
- Income Support
- Income-Based Jobseekers Allowance (JSA)
- Housing Benefit



IMPORTANT: If you receive a Migration Notice, then your 'legacy' benefits will end whether you apply for UC or not, so please do not ignore it!

If you need help claiming UC, or would like some advice, please do contact our Income Team by calling 03332 404 444.

What do I need to do?

Once you have received your Migration Notice, you will need to apply for UC.

You will need to do this by the date stated on your notice; this is your Deadline Day and will be three months and one day after your notice was issued.

What if I need more time?

If you are going to be unable to make your claim for UC by the deadline, you can ask the DWP for an extension to this deadline.

Perhaps you might need more time to get advice? Or to get the documentation, evidence or information needed to make a successful claim for UC?

If that's the case, call the DWP Migration Notice helpline on 0800 169 0328.

I've not had a letter about the move to UC, but a neighbour has. Should I just make a claim?

You do not have to do anything until you personally receive your Migration Notice from the DWP informing you that you need to claim.

If you claim UC before you receive your Migration Notice, you will not be entitled to any Transitional Protection that you may be entitled to.

I'm already struggling to pay my rent. I'm worried that this may get more difficult on UC, what should I do?

Please don't worry. Speak to a member of our Income team who can check that you are getting all of the benefits that you are entitled to.

IMPORTANT! It is your responsibility to make sure your rent is paid. Failing to pay your rent could put your tenancy at risk. Speak to a member of the Income team if you are worried about how you will pay your rent when you move onto UC.

I'm getting Income-Related ESA. Will I need to have another medical assessment when I move on to UC?

No. Your current 'work capability status' should transfer to UC. If you are in the ESA Support Group, then you will be in the Limited Capability for Work Related Activities (LCWRA) Group on UC.

If you are in the ESA Work Related Activity Group, then you will be in the Limited Capability for Work (LCW) Group on UC. As this 'status' should transfer to your UC award, the move to UC should not trigger a new medical assessment (Work Capability Assessment).

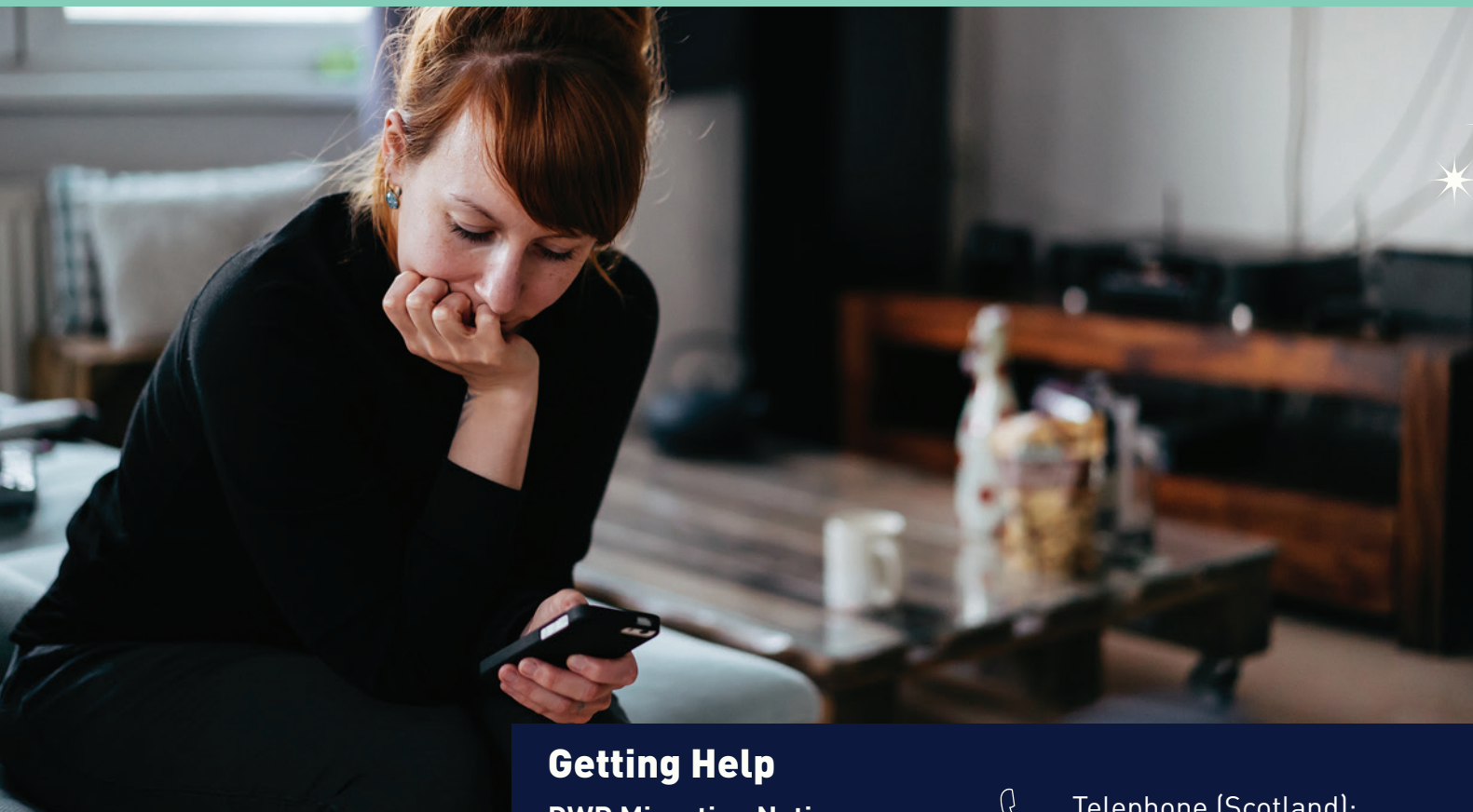
I receive Income-Related ESA and Housing Benefit for myself and my partner. We've been told that my partner will have to start looking for work when we claim UC - is that right?

One key difference between Income-Related ESA and UC is that both members of a couple need to agree a Claimant Commitment.

Your partner will need to attend a new claim interview to discuss this. Whether their Claimant Commitment will include the need for them to look for work or not will depend on their personal circumstances.

If they are the main carer of a child under three, or the full-time carer of a severely disabled person, then they cannot be required to look for work. Or if they are unfit for work themselves, they will need to provide a Fit Note and complete a Work Capability Assessment.





I've missed my deadline and my legacy benefits have stopped, so I'm now struggling financially. What should I do?

You need to make a claim for UC as soon as possible!

If you make your claim no later than one month after your deadline, your UC will be backdated and there will be no gap between your 'legacy' benefits ending and UC starting (and you could still receive any Transitional Protection you are entitled to).

If it is over a month since your deadline, you can still claim UC (but there may be a gap in your entitlements, and no entitlement to Transitional Protection).

IMPORTANT! Your claim is not made until you have completed all the sections and pressed 'submit'.

Getting Help

DWP Migration Notice Helpline



0800 169 0328 (calls are free from mobiles and landlines)

Open Monday to Friday, 8am to 6pm



Telephone (Scotland):
0800 023 2581



Relay UK / Textphone:
18001 then appropriate
phone number above

Open Monday to Friday, 8am to 6pm

DWP Universal Credit Helpline



0800 328 5644 (calls are free from mobiles and landlines)



Textphone:
0800 328 1344



Welsh language:
0800 328 1744

Open Monday to Friday, 8am to 6pm

Advice Local



advice.local.uk

For details of independent advice organisations across the UK

Money Helper



moneyhelper.org.uk



0800 138 7777 (calls are free from mobiles and landlines)

Citizens Advice Help to Claim Service



[citizensadvice.org.uk/
about-us/contact-us/
contact-us/help-to-
claim/](http://citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/)



(England / Wales):
0800 144 8 444



Telephone (Welsh
language):
08000 241 220

And as a final reminder, if you need help claiming UC, or would like some advice, please do contact our Income Team by calling 03332 404 444.



If you haven't already,
make sure you sign up to
myFreebridge, our online
platform for us to share
information with you, and for
you to voice your opinions!



Register by scanning
here, or heading to the
myFreebridge site:
[freebridge
communityhousing.
uk.engagementhq.com](https://freebridgecommunityhousing.uk.engagementhq.com)

BECOME A MYSTERY SHOPPER!

If you've recently used a
Freebridge service or are
planning to do so, we'd love
to hear your feedback as a
Mystery Shopper!

Why should you do this? Well,
your feedback will be crucial in
helping Freebridge identify what
is working well and what needs
attention.



To complete a survey, and
to find out about how you
can be in with a chance
of winning £250 worth of
high street vouchers, scan
the QR code or head to:
[freebridgecommunityhousing.
uk.engagementhq.com/
mystery-shoppers](https://freebridgecommunityhousing.uk.engagementhq.com/mystery-shoppers)




The Freebridge Health & Safety Team



HEALTH & SAFETY: IMPORTANT MESSAGES

As we head into the autumn months, the days will start to feel cooler and the evenings darker. That can only mean one thing - Bonfire Night is just around the corner!

Celebrated every year on November 5th, Bonfire Night (or Guy Fawkes Night, as some call it) is a time when communities come together to enjoy bonfires, fireworks, and a bit of seasonal fun.

Whether you're planning to attend a big local event or prefer a cosy celebration with friends and family in your own garden, it's a great opportunity to enjoy the excitement of the season.

If you're planning to celebrate Bonfire Night at home, we know sparklers and fireworks can

be part of the fun – and you're welcome to enjoy them in your garden, at your own risk.

However, we kindly ask Freebridge tenants to avoid having bonfires on your property.

While they're a traditional part of the celebration, they can pose safety risks and cause damage, so we'd really appreciate your co-operation in keeping things safe for everyone.

If you are thinking of using fireworks, please consider the

following guidance:

- Only buy fireworks with a CE mark (European safety standard)
- Use reputable retailers – avoid markets, car boot sales, or roadside sellers
- Store fireworks safely in a closed box
- Read and follow instructions carefully
- Never return to a firework once it's been lit

Please also remember to be

considerate of other people within your community when celebrating Bonfire Night.

Some people may find the sound and smell of fireworks and bonfires distressing and potentially upsetting, causing stress and anxiety.

Young children and babies can also be scared of the loud noises fireworks make, especially as fireworks are usually let off at night when they may already be in bed.

Please remember that pets and other animals can become frightened during this period, too.

If you have pets, it is advised to bring them indoors before dark and to do your best to block out sights and sounds by closing curtains and either watching TV or listening to music.

Distracting your pet and providing them with a safe space is the best way to keep them calm.

After the celebrations, you may have some cleaning up to do when it comes to the disposal of used fireworks

It is recommended to soak used fireworks in water for at least 48 hours before getting rid of them. This helps to ensure that any remaining explosive materials are rendered inert.

After soaking, you can dispose of the fireworks in your general waste bin. Just ensure they are placed in a plastic bag to prevent them from drying out.

BALCONY SAFETY

For those of you who have them, balconies are an extension of your Freebridge home.

But they must be used responsibly to ensure safety for both you and your neighbours.

Here is some key guidance that all tenants should follow:

- Do not use barbecues, fire pits, chimineas, or any open flames.
- Never store or set off fireworks or flares from your balcony.
- Keep your balcony clear of rubbish and unnecessary items.
- Avoid soft furnishings, flags, and drying laundry that can

catch fire or blow away.

- Do not store flammable materials such as gas canisters or solvents.
- Never throw cigarettes off the balcony – they can start fires below.
- Use a proper ashtray and ensure contents are fully extinguished before disposal.

By following these guidelines, you can help maintain a safe environment for everyone.



SUPPORT FUND

We want to reassure you that, if you're facing financial difficulties, Freebridge is here to support you.

We may be able to assist you through our Support Fund, which some customers are eligible to access.

Our Support Fund provided Freebridge customers with more than £75,000 of assistance by way of food and energy vouchers in 2024/25.

If you're struggling and need assistance, please call us on **0333 240 4444** and ask to speak with a team member about the Support Fund.

They'll take the time to understand your situation and explore the support we may be able to offer.

Please don't hesitate to reach out – if you need help, we'll do everything we can to be there for you.

You can also reach out to us via email at tenancysupport@freebridge.org.uk.



YOUR CHANCE TO WIN!

It's giveaway time! We've got cinema tickets up for grabs for one lucky family and entering couldn't be easier!

Just fill in your details for a chance to win two adult and two children's tickets to see a film of your choice at Alive Corn Exchange Cinema, head to forms.cloud.microsoft/e/n5ysuAfbF1 or scan the QR code!



Closing date: Friday 31st October 2025



**Congratulations to
Sophie Barker for
winning the last
competition!**



LOOKING FOR A CAREER THAT MAKES A DIFFERENCE?

At Freebridge Community Housing, we're not just a landlord - we're here to support you in building a better and brighter future. That's why we're inviting you, our tenants, to express your interest in joining the Freebridge Talent Pool.

Whether you're thinking about returning to work, changing careers, or just exploring your options, joining the talent pool is a great place to start. By scanning the QR code below, you'll get connected to opportunities that could help you to take that next step - all right here at Freebridge!



Scan here to
join our
talent pool



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

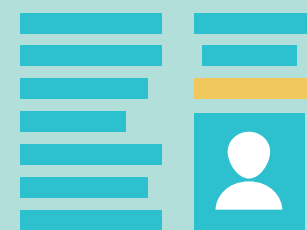
delivered to you, and want to receive a digital copy instead, just let us know, and we will arrange for you to be removed from our current mailing list.

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



Scan me to opt in to receive a digital version of Streets Ahead!

NEWS



COMPLAINTS & COMPLIMENTS AT FREEBRIDGE

It's very important to us that we are able to offer you the best customer service that 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: housing-ombudsman.org.uk

or by post at: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET



We do, of course, recognise that there will be times when you as a tenant find yourself unhappy with situations at home or within your community.

We understand you'll want to let us know about this and it is your right to tell us how you believe we can improve the service that we are offering to you.

We'd encourage you to contact us if you have an issue or an official complaint and will always be very happy to hear from you.

If you'd like to praise our service or if members of the Freebridge team have gone above and beyond to help you, we'd also like to know about it.

We are always analysing our performance - and your feedback is a key part of that.

So, your complaints, comments and compliments are important as they allow us to better shape the service we offer to you.

At Freebridge, we are committed to providing excellent customer service, which means we must always look at ourselves and how you feel we are performing.

Your feedback is vital and helps shape our services.

You can contact us by emailing feedback@freebridge.org.uk.

OUR PERFORMANCE

Performance for Q1 (April - June 2025)

Performance for past quarters can be found on our website:
freebridge.org.uk/who-we-are/performance



6,276

Responsive
repairs
jobs were
completed



101

Complaints were
received, with the
main theme of
complaints being
Property Condition



31

Compliments
were received



35

New homes
were
completed



25

 Days

Time taken to
complete
routine repairs

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: freebridge.org.uk

FACEBOOK: facebook.com/freebridge

X: @freebridge



TREATING EVERYONE FAIRLY

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.

The views expressed in this publication are those of contributors, and not necessarily those of Freebridge Community Housing. This entire publication is under copyright, and is not to be duplicated or reproduced in any way without permission.

IF YOU NEED ANY HELP TO UNDERSTAND THIS NEWSLETTER PLEASE GET IN TOUCH

This magazine is wrapped in 100% compostable film. Mailing film certified as biodegradable and compostable to the European standard EN13442.

