

STREETS AHEAD

THE MAGAZINE FOR FREEBRIDGE COMMUNITY HOUSING CUSTOMERS

WINTER SUPPORT

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COMMUNITIES TEAM

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STAYING SAFE THIS CHRISTMAS

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MERRY CHRISTMAS & A HAPPY NEW YEAR

Take a look at our opening hours on Page 3, including what to do if there's an emergency during this time

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 final Streets Ahead of 2025.

As we approach the end of the year, I want to take a moment to reflect on the incredible resilience and spirit shown by our communities across west and north Norfolk. This winter, our focus remains firmly on supporting one another, whether through practical help, community connection, or simply a kind word.

I'm delighted to share that our Customer Insight Panel has worked with Norfolk Community Foundation on decisions of where our Freebridge Community Fund will be placed this year. We saw a record number of applications, and they had some difficult decisions to make, however they have shown great insight into ensuring the fund has as much positive reach with our customers as possible.

Our Customer Insight Panel played a key role in selecting recipients, ensuring that support reaches those making a real difference on the ground. It's inspiring to see how these projects foster wellbeing, tackle disadvantage, and strengthen the fabric of our neighbourhoods.

Your feedback continues to shape our services. Our new Customer Experience (CX) Team, launched earlier this year, is now the first point of contact for repairs, tenancy queries, and general support.

The team's dedication to listen and respond quickly has already made a positive impact, and we're committed to building on this progress in 2026. Later in this issue you will also hear about our Communities team who are working in patches so that you, our customers, will see a regular familiar face.

Last week marked the inaugural North Lynn RISE Awards – an inspiring celebration of community spirit and resilience. We were proud to support this fantastic event, which champions empowerment and drives lasting positive change for local residents. Together, we're building a stronger, more connected North Lynn.

As the festive season approaches, I want to thank every customer, colleague, and partner for your contributions throughout 2025. Whether you've volunteered, supported a neighbour, or shared your ideas, you are what makes our communities thrive.

On behalf of everyone at Freebridge, I wish you a merry festive break, however you celebrate.

Anita



CHRISTMAS & NEW YEAR OPENING HOURS

Our reception will be closed from 12noon on **Wednesday, 24 December 2025** and will re-open on **Monday, 5 January 2026 (8.45am).**

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

This can include problems with serious anti-social behaviour, domestic abuse, homelessness, flood or fire.

Please do also contact us if you are in need of emergency food or energy vouchers, as we will have colleagues available to help during this time.

Wishing you all a Merry Christmas and a Happy New Year from everyone at Freebridge!



Want to let us know about a problem in your home?

@ Email cxsupport@freebridge.org.uk or;

📞 call us on **03332 404 444** and choose option 1

If your contact is about a repair, please do send us any photos relating to your concern as it will help the team in logging your repair on our system.

IN AN EMERGENCY, PLEASE CALL US AS YOUR EMAIL MAY NOT GET PICKED UP INSTANTLY

OUR WINTER SUPPORT FOR YOU

Winter often brings higher costs and extra pressures, and we want to make sure you feel supported throughout the colder months. From health and safety to housing, warmth, and general well-being, we're here to help keep you comfortable and informed.

Our Winter Response Plan runs from 1 November to 28 February. Here's how we'll be supporting you this season:

- **Housing partnerships:** We're working closely with local authorities to prioritise housing for people experiencing homelessness or facing urgent housing needs.
- **Warm hubs:** Join us at The Discovery Centre in North Lynn every Thursday from 10 AM to 12 PM. Our Warm Hubs offer a friendly space for the whole community, offering different free activities each week (more over the page).
- **Outreach:** We'll be making telephone check-ins with residents aged 75+ who don't live in sheltered schemes, ensuring they know about all the support available to them this winter.
- **Support fund:** We're providing help through energy and food vouchers, available to all customers - including those living in sheltered accommodation.

If you, or somebody you know, would benefit from accessing our Support Fund, both our Income Team and Communities Team will be very happy to help.



More support can be found on our website, scan the QR or head to: freebridge.org.uk/freebridge-customer/welfare-and-support/winter-support

If you need additional help please do contact our Income Team at income@freebridge.org.uk or call us on 03332 404 444, and choose option 1.





WARM HUBS

AT DISCOVERY CENTRE

DECEMBER 2025 - MARCH 2026

Since late November, our Discovery Centre in North Lynn has been opening up as a warm hub – and it will continue to do so over the cold winter months.

These warm hubs take place every Thursday (excluding Christmas Day and New Year's Day) and will run all the way through to March 5th, 2026.

Our warm hubs offer people from the community a space to escape the cold conditions and have a warm drink, while also

providing the chance to take part in different activities each week.

Since they got under way, we've put on events such as bingo, wreath making and festive pottery painting, while also serving mince pies and hot chocolate.

The warm hubs will continue to run from 10am-midday and are open to all.

If you know anybody, Freebridge customer or not, who you feel might benefit from our warm hubs, please do let them know.

Warm Hubs (Every Thursday 10am - 12noon)

08 Jan	Cake, coffee, tea & chat
15 Jan	Soup lunch
22 Jan	Seated yoga
29 Jan	Laughter yoga
05 Feb	Movie & popcorn
12 Feb	Valentines card making
19 Feb	Soup lunch
26 Feb	Cakes & chat
05 Mar	Soup lunch

Free hot drinks and biscuits available at sessions



For additional information please head to our Facebook page at facebook.com/discoverycentrekingslynn or scan here!



Discovery Centre, Columbia Way, King's Lynn PE30 2LA

Discovery Centre
A PLACESHAPING COMMUNITY CENTRE



Should you want to send a general email to our Communities Team, you can do so at communitiesteam@freebridge.org.uk.

INTRODUCING OUR NEW COMMUNITIES TEAM

We're pleased to share an important update about how we're evolving our support for you and the communities that Freebridge serve.

Since our last edition of Streets Ahead, our Communities Team have begun working in a new way, with each team member now assigned to a dedicated neighbourhood patch.

This change is shaped by your feedback from our Tenant Satisfaction Measures (TSMs) and our engaged customer platforms - and is all about building stronger, more connected communities.

You will now regularly see a familiar and friendly Freebridge colleague in your area - and this will be someone that you get to know and trust.

What this means is that each customer now has a named Communities Advisor as their go-to contact for anything related to their home or community.

These Advisors will understand the unique needs of their patch and be committed to helping customers thrive both at home and in the wider community.

Our Communities Team will be out and about more through visits, estate inspections, and community activity, making it easier for you to connect with us.

This increased visibility means we can offer consistent and personalised support, respond

faster, and will allow us to build stronger relationships with you.

It will also allow Freebridge to tailor our services to what really makes a difference for you.

By now, you should have heard from us about who your new Communities Advisor is - as well as how best to get in touch with them.

While this is a new approach, one thing remains the same: our dedication to excellent customer service and understanding what matters most to you.



KEEP THE SPARKLE, DITCH THE SPARKS: CHRISTMAS BATTERY SAFETY TIPS

They are an ever-present in many homes, but the presence of lithium batteries always rises at Christmas time.

More devices such as electronic toys, musical cards, e-bikes, and vapes will be entering your homes, which can lead to increased fire and injury hazards.

If these batteries become damaged or begin to fail, they can start fires which can quickly spread out of control and cause a serious fire in just a few minutes.

This is especially dangerous in larger items such as e-bikes, e-scooters and mobility scooters.

Lithium battery fires are on the increase across the country, so we've created a helpful checklist to help keep you safe at home:

- Store and charge larger items with lithium batteries, such as e-bikes or e-scooters outside of your home. We would recommend doing this in a garage or outbuilding, where possible. If you need to charge them

inside, it's best to do so in a room with a door that can be closed and not anywhere that could block your exit, like a hallway.

- Keep an eye out for warning signs that your battery might be failing and becoming a fire risk.
- Always charge your battery while you are at home and awake. If a fire starts while you are out or asleep, you won't be able to call 999 quickly.
- Make sure your battery and charger meet UK safety standards.
- Use the correct charger for your battery. This will either be the one that came with the product, or one that has been recommended by its manufacturer. Make sure to buy from a reputable seller and avoid cheap versions available in places such as market stalls or online marketplaces.

- If a battery is already hot, don't charge it.
- Make sure you leave chargers and battery packs uncovered. Covering them could lead to a fire.
- Unplug your charger once the battery has charged, as overcharging can result in a fire
- Fit smoke alarms in the area where you charge your batteries, then test them once a week to make sure they're working. Remember, test it Tuesday!

Remember, lithium batteries should not be placed in the same bins as your regular rubbish or recycling due to the risk of fire.

Most supermarkets have battery disposal bins and some councils in Norfolk run a special weekly battery collection service. You should check with your local authority for advice on how to safely dispose of your batteries.



OUR NEW HOMES IN BRANCASTER



By investing in high-quality, energy-efficient homes, we're helping to secure the future of coastal villages like Brancaster Staithe, ensuring they remain vibrant, inclusive, and resilient for generations to come

We're very proud to announce the completion of our new affordable housing development in the heart of Brancaster Staithe.

The development, comprising of 12 homes, has been built on the former site of Freebridge properties that were damaged beyond repair during a major fire in July 2022, caused by electrical storm.

The development was made possible thanks to funding from Freebridge and Homes England's Affordable Homes Programme, and includes seven three-bedroom houses, four two-bedroom houses, and one two-bedroom flat.

All properties are designated as affordable housing, helping to

address the shortage of suitable homes for local families.

Among those celebrating the unveiling was Marlene Keeling, a former resident of one of the original homes, who returned to cut the ribbon on her brand-new house.

Marlene was joined by her family members, Freebridge CEO, Anita Jones, and North-West Norfolk MP, James Wild, as well as Brancaster Staithe Parish Council and representatives involved in the design and construction.

Mr Wild commented: "The design of these new homes shows a great respect for the village's character with their quintessentially Norfolk flint work and red brick detailing

to their modern touches from solar panels to EV charging.

"Having supported this project from its beginning after the original houses were damaged in the 2022 heatwave, it's great to see these homes ready for local families to move into".

Anita Jones added: "We're proud to mark the completion of these new homes in Brancaster Staithe, an important milestone in our commitment to supporting sustainable communities across West and North Norfolk.

"This development goes beyond bricks and mortar; it's about enabling local people to remain rooted in the places they call home, despite growing pressures from second home ownership and rising housing costs.

"By investing in high-quality, energy-efficient homes, we're helping to secure the future of coastal villages like Brancaster Staithe, ensuring they remain vibrant, inclusive, and resilient for generations to come".



IMPORTANT CHANGES TO UNIVERSAL CREDIT COMING IN 2026

An element of Universal Credit (UC) is changing next year – and we want to help get you prepared.

From 6 April 2026, the monthly payment for the Limited Capability for Work-Related Activity (LCWRA) element of UC will be significantly reduced for new claimants.

The current award is £423.27 per month, but for those people who become entitled to the LCWRA element on or after 6 April, the benefit will be the new reduced rate of £217.26 per month instead.

In order to receive the higher award of LCWRA, customers will need to have been a 'pre 2026 claimant'. This simply means that you must have been entitled to both UC and LCWRA within your existing claim on 5th April 2026, unless your medical needs meet specific criteria.

For those of you who are going to make new UC claims, please be aware of this.

The deadline to make a new claim with the potential to be protected by the 'pre 2026 claimant' rule is 5 January 2026 (subject to individual circumstances and medical conditions meeting the current criteria).

This January deadline does not apply if you are currently on Employment Support Allowance (ESA) in the Support Group – these customers they can still make a new claim for UC on or before 5th April 2026 and will be protected under the old rate.

Please be aware that we will be issuing some more targeted communications on this soon.

If you have any questions or concerns, please do call our Income Team on 0333 240 4444 or email income@freebridge.org.uk.



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



Freebridge
COMMUNITY HOUSING



FAMILIES FLOCKED FOR FRIGHTS AND FUN AT THE DISCOVERY CENTRE

The 2025 Halloween Party at our Discovery Centre was a frightfully fantastic celebration and we were thrilled to welcome hundreds of guests to the Community Centre in North Lynn on Thursday, 30 October.

From the moment the doors opened, the atmosphere was buzzing with excitement. The free-to-attend event featured a lively themed disco, creative face painting, a spooky letter hunt with prizes, and a crowd-favourite fancy dress competition plus much more!

Families also enjoyed scary storytelling sessions hosted by

Norfolk Libraries, and had the chance to capture memories with a spooky photo backdrop.

The Borough Beat Your Bills team, were also in attendance and chatted with families about energy-saving tips and the range of council services available to support residents this winter.

Thank you to everyone who joined us - your costumes, creativity, and community spirit made this Halloween one to remember!





Abi

**Freebridge
Customer Insight
Panel Member**

What does it mean being on the Customer Insight Panel?

Hi, I'm Abigail, and I've been part of Freebridge's Customer Insight Panel (CIP) since 2023.

I first got involved because I wanted to make a difference for customers like me, and honestly, it's been such a rewarding experience!

So, what is the CIP? Think of it as a group of customers who work with Freebridge to make sure our voices are heard.

We look at how services are delivered by Freebridge, carry out scrutiny reviews, and give feedback that really helps shape improvements.

It's not just talking, it's about making things better for everyone.

What do I enjoy most? It's definitely the teamwork, and the feeling that our opinions matter.

I've learned so much about how housing services work, and it's great to see changes happen because of something we've suggested.

Does the CIP make a difference? Absolutely!

We've helped improve communication, customer service, and policies – which are all things that directly impact customers! It's satisfying to know we're part of that positive change.

If you're a Freebridge customer and you care about your community, I'd highly recommend joining.

You don't need special skills, just a willingness to get involved, share your views and speak up for customers. Plus, you'll meet some great people along the way.

Want to know more? Get in touch with Freebridge or check out their website www.freebridge.org.uk.

Your voice really can make a difference...why not use it?



STAYING SAFE THIS CHRISTMAS TIME

The festive season is a time when many of you will be celebrating with family, friends and loved ones.

But it's also a time to be extra vigilant about fire safety – especially with items such as Christmas trees, lights and candles all thrown into the mix.

We caught up with our Freebridge Safety Team, who have shared the following tips to ensure you all have a happy, and indeed safe, Christmas this year.

Shared communal areas

Freebridge has a zero-tolerance approach to personal items being stored within the shared communal areas.

Over the festive period, we relax this slightly to allow customers to display a Christmas wreath on your entrance doors. It is, however, important that any fixing used does not damage the door. You should use a fixing that can be stuck to the door face.

No other types of decorations or lights are permitted within the shared areas and should be displayed within your home or. In the case of our grouped homes, decorations can be displayed within the communal lounge.

Christmas trees

Whether you prefer having a real or artificial Christmas tree

in your home, both can pose fire risks if not handled properly.

Real trees: Ensure your tree is fresh – a dry tree is highly flammable. Keep it watered daily, and ensure the base of the tree is always filled with water.

Artificial trees: Choose one that is fire-retardant. Look for a label that confirms the tree complies with fire safety standards.

Position of trees: Keep your tree away from heat sources like radiators, fireplaces, and candles. Ensure it's a safe distance from exits.

Christmas lights

Putting lights up at your home is another festive favourite, but can be a fire hazard if not done safely.

Check for damage: Check all wiring, plugs, and bulbs for signs of damage or wear before putting your lights up – you should discard any faulty lights.

Be certified: You should only use lights that carry the British Standard mark or CE marking.

Don't overload: Please be sure to avoid overloading plug sockets by connecting too many

sets of lights. Always follow manufacturer guidelines for the number of lights that can be safely used on a single socket.

Safe usage: Always turn off Christmas lights when you leave the house or go to bed. Maybe consider using a timer for this.

Cooking at Christmas

Who doesn't love Christmas dinner? The kitchen is often the centre of activity during the Christmas period, but it's also where many fires start.

Stay present: You should always stay in the kitchen while cooking and keep a close eye on all appliances. If you need to leave the room, turn off the stove or oven.

Be combustible aware: Be sure to keep combustible items like tea towels, paper towels, and oven mitts away from heat sources, such as the stove, grill, and oven.





WHEN A CANDLE BECOMES A FIRE HAZARD: A REAL-LIFE WAKE-UP CALL

We know that burning candles at home is particularly popular at this time of year.

But we wanted to share a cautionary tale with you all, following a recent fire in one of our homes.

As you can see from the picture featured on this page, which we have used with the permission of one of our customers, not taking the necessary precautions when burning a candle can have disastrous results.

The image is the result of what happened when a candle was left to burn after our customer had gone to bed.

Fortunately, nobody was harmed – but you can see the damage it caused.

Candles are a beautiful way to enhance your home, but can be a significant fire hazard if not used responsibly.

With that in mind, we would always recommend that you use a battery powered candle if possible.

If that is not possible, please do take a moment to read the advice of our Fire Safety Team, who have made the following recommendations:

- **Keep candles away from flammable materials:** Always place candles away from decorations, wrapping paper, curtains, and any other flammable materials.



- **Supervise candles:** Never leave candles burning unattended, and always keep them out of reach of children and pets.
- **Extinguish before bed:** Always make sure candles are fully extinguished before

you go to sleep or leave the room.

- **Use a stable holder:** Place candles in stable holders or lanterns to catch any drips and prevent the candle from tipping over.

WHAT IS ANTI-SOCIAL BEHAVIOUR?

At Freebridge, we are dedicated to fostering safe and supportive communities throughout west and north Norfolk.

A key element of keeping our customers safe in their homes is ensuring that anti-social behaviour (ASB) is kept under control within those communities.

Understanding what exactly ASB is, and what you should contact us about, goes a long way to helping us keep your neighbourhood safe.

Likewise, learning what isn't ASB is equally as important – as is knowing who you should contact in different situations.

ASB is:

- Behaviour that has caused, or is likely to cause, harassment, alarm or distress.
- Behaviour that causes nuisance or annoyance in relation to someone's home.
- Behaviour that causes housing-related nuisance or annoyance.

ASB is not:

- Children playing, in their home, garden or communal areas at reasonable times of the day.
- Babies crying.
- Everyday household noise (TV, vacuum cleaners, washing machines, etc).
- DIY during reasonable hours.
- Dogs barking now and again.
- One-off parties or barbecues.
- Cooking smells or minor car maintenance.
- Boundary disputes, parking issues, or people being rude.
- Noise caused by disability or using mobility aids.



Reporting ASB or community safety issues

- Reports can be made via phone, email, website, portal, or in person.
- Reports from third-party representatives are accepted for vulnerable individuals, with the residents' consent.
- We may investigate reports made to external agencies, such as the police or local authority.
- Criminal matters should also be reported to the police.
- In emergencies, contact the police on 999 (urgent) or 101 (non-urgent).

Neighbourhood noise nuisance

One of the most common complaints that isn't usually ASB, we encourage residents to talk to the other party first (if safe) before making a noise nuisance complaint.

To investigate, we may ask you to keep incident diaries or use approved noise apps.

We promote mediation and suggest also reporting persistent noise to your local authority under the Environmental Protection Act 1990.

Reporting ASB to us

If you are vulnerable, a third party can report on your behalf (with your permission).

If the issue is a crime or threat to life, contact the Police.

We'll aim to respond - and will explain if we can't take action.

We also aim to keep complainants' identities confidential where possible.

In the next edition of Streets Ahead, we'll discuss customer responsibilities when it comes to ASB, how we manage cases, the kind of enforcement Freebridge may be required to use, when and why cases close, plus the powers of other agencies.

📞 03332 404 444

@ safeguarding@freebridge.org.uk



FUTURE CAREERS CAN START HERE

If you or a family member who is looking to do some work experience, did you know that Freebridge might be able to help?

We may be able to offer work experience in one of our many teams across the organisation – from one of our trades such as plumbing and carpentry, all the way through to the Communications and Engagement team who produce this very magazine!

Currently, College of West Anglia Student Michael is with us as a work experience student. Alongside his weekly studies, he spends one day a week at Freebridge as part of his course.

“I’m studying T Level Design, Surveying, Planning and Construction,” said Michael. “We do practical stuff like

using 2D and 3D CAD to design buildings, as well as surveying both land and buildings.

“We also look at how things are built, different types of buildings and maintenance. It’s really varied.

“I’m looking to see as much of what happens at Freebridge as I possibly can during my time here.

“I’m looking forward to going out with Freebridge colleagues to do things like surveying homes. I’m also looking forward to being in the office and talking to people from different teams and understanding their perspectives on things.

“My aim is to get an Apprenticeship placement or to go to University once my course at college is done. So, I’m really looking forward to my time with Freebridge.”



If Michael’s experience sounds like something that could help you, please do email communications@freebridge.org.uk and let us know. We’ll need to understand what area of the organisation you’d be interested in, as well as your name and contact details.



MAKING THE FOOD SHOP MORE AFFORDABLE

We are a voluntary group with a mission to build a stronger community by providing affordable food and connecting people to useful services.

If you would like to know more about the project contact:

admin@nlfh.org | 01553 761516

Opening times:

Monday 12noon -3pm

Wednesday 12noon - 4pm

Friday 12noon - 3pm

4 Walpole Road, King's Lynn,
PE30 2DZ

Why not shop with us?

We offer everyday food, toiletries and cleaning products at affordable prices - and they are available to everyone.

To shop with us you need to be a member.

Membership costs £3 per year,
no hidden costs or surprises!

You just need to live in the PE30 2 area.

It's all possible thanks to our brilliant team
of volunteers and our wonderful partners.

We hope to see you soon!



BUILDING BRIGHTER FUTURES ACROSS WEST NORFOLK

We're pleased to be able to tell you that we have broken ground on two new sites across west Norfolk, with 69 new homes on the way.

29 homes are estimated for completion by mid-2027 at our development in Stoke Ferry, while 40 more at our Clenchwarton site should be finished by March 2028.

Both sites have benefitted from funding from Homes England.

At Stoke Ferry, we are very pleased to be working in partnership with builder EN Suiter Ltd and architect The Design Partnership to deliver the homes.

All of the new homes being built on this site, which is long-standing empty brownfield land off Lynn Road, will be 100 per cent affordable rented options.

We are also working to deliver a much-needed Village Hall car park as part of this development.

At Clenchwarton, the homes on our development will also be 100 per cent affordable.

Some 26 will be affordable rent, with the other 14 shared ownership opportunities. These homes will be a mixture of one, two, three and four bedroom houses.

We're teaming up with builder Burmor Construction to deliver these homes, with The Design Partnership again serving as architect.

We expect the ground works to be completed on the former Fosters Sports Field site by the end of next year.

We'll keep you updated on the progress of these developments in future editions of Streets Ahead and via our website freebridge.org.uk.



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!



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



Register by scanning
here, or heading to the
myFreebridge site:
freebridgecommunityhousing.uk/engagementhq.com






Media Partner
your local paper



WIN: YOUR CHANCE TO SEE JACK AND THE BEANSTALK THIS CHRISTMAS!

Christmas wouldn't be complete without a magical trip to the panto - and this year, Alive Corn Exchange is bringing the classic Jack and the Beanstalk to life in spectacular style!

We're giving one lucky family the chance to win four tickets (two adults and two children) to experience this fun-filled festive performance. Expect laughter, music, mayhem... maybe even a **giant** surprise!

Entering is easy - simply fill in your details at the link below (or scan the QR code) for your chance to win. If you're selected, we'll be in touch to arrange your visit on a date between 29 December 2025 and 4 January 2026.

But hurry!

This is a quick-turnaround competition, and entries close at 4pm on Monday 22 December 2025.

We'll draw the winner randomly on Tuesday 23 December 2025.

Don't miss your chance to enjoy an unforgettable family performance! Good luck.

Enter by filling out this form or scanning the QR code: forms.cloud.micro-soft/e/wG2JX-F2rXJ



Congratulations to Emma from King's Lynn for winning the last competition!

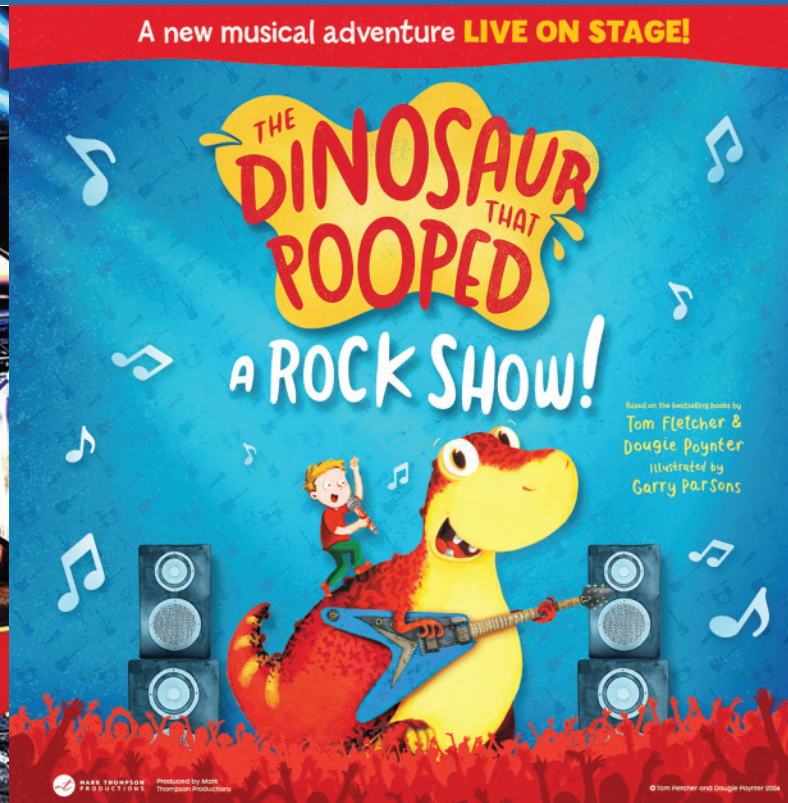


WHATS ON: ALIVE CORN EXCHANGE



Tap Factory | Wed 11 Feb 2026

Tap factory is an explosive high octane show that merges: Percussions, acrobatics, hip hop, music, urban tap dance & comedy



The Dinosaur That Pooped | Sun 22 Feb 2026

Adapted from the number 1 best-selling books by Tom Fletcher and Dougie Poynter, the whole family will have a poopy good time enjoying a brand, new story for the stage.



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

NEWS



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

COMPLAINTS & COMPLIMENTS AT FREEBRIDGE

At Freebridge, we strive 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 recognise that there will be times when you as a customer find yourself unhappy with situations at home, or within your community.

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

With that in mind, we'd encourage you to contact us if you have an issue or an official complaint to make, and will always be very happy to hear from you.

Likewise, if you'd like to praise our service or if members of the Freebridge team have gone out of their way to help you, we'd also like to know about it.

We're always analysing our performance - and your feedback is a vital part of that.

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

We are committed to providing our customers with excellent customer service, which means we must always look at ourselves and how you feel we are performing.

Your feedback is key and helps shape our services.

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

OUR PERFORMANCE

Performance for Q2 (July - September 2025)

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



5,462

Responsive
repairs
jobs were
completed



121

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



19

Compliments
were received



399

No accesses
(where we couldn't
gain access to your
homes to carry out
works or inspections)



40

New homes
were
completed



30

 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



member
tpas

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.

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Freebridge
COMMUNITY HOUSING