

STREETS AHEAD

THE MAGAZINE FOR FREEBRIDGE COMMUNITY HOUSING TENANTS

HELP US UPDATE YOUR DETAILS

PG3 - Update your details and be in with a chance to win!

RENT INCREASE

PG4 - What you need to know and how we can help.

OUT & ABOUT

PG15 - See where we'll be Out & About in Norfolk this year!

**FRONT COVER:
BRANCASTER**

Freebridge
COMMUNITY HOUSING

ISSUE #1 - 2025

WELCOME TO STREETS AHEAD

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Anita Jones
Chief Executive



Hello all and a very warm welcome to our Spring edition of Streets Ahead.

I start every column with 'it's been a busy few months and this one is no different.

We've had some great news as we've stepped into spring with the government announcing Freebridge as one of the housing associations to receive £2.5million in funding from the Government's Warm Homes: Social Housing Fund for Wave 3.

With Freebridge matching this funding, we'll be able to further improve the energy efficiency of around 250 homes over the next three years through this initiative alone, and build on the progress we've made recently through the Social Housing Decarbonisation Fund Wave 2.1

On top of this, our latest Tenant Satisfaction Measures show strong improvements in key areas like repairs. The positive changes we've been making are delivering real results, and we're committed to continuing this momentum.

I also wanted to let you know that in the year ahead, we have committed to investing £21.5m into your homes. This is the largest single-year investment, which will significantly enhance areas such as roofing, kitchens, bathrooms, and heating.

Today, as I write this, the government reaffirmed its commitment to delivering 1.5

million more homes across the UK—the biggest boost to social and affordable housing in a generation. Freebridge is playing its part, building new homes in locations such as Brancaster, Watlington, Stoke Ferry, Outwell, and Downham Market.

Recently, we hosted a community event in Brancaster Staithe to discuss our nearly completed new homes. We also held an event in Watlington and have another scheduled in Outwell in the coming weeks. If you are interested in learning more about the homes we are building, I encourage you to attend and speak with our team

Finally, I want to say thank you to the customers that the team and I met on our most recent Out and About day in Downham Market. I attend most of these sessions along with Board Members and colleagues from across the whole organisation to meet and speak with you about what's going well and what needs to be improved – these days are incredibly important, enabling us all to get valuable feedback and I look forward to continuing to meet with many more of you in the months ahead.

Anita



To fill in our survey,
scan the QR or
follow this link:
[forms.office.com/e/
SR9BF9HqL3](https://forms.office.com/e/SR9BF9HqL3)



HELP US UPDATE YOUR DETAILS!

Update your details and be in with the chance to win a £50 shopping voucher!

That's right, update your customer details by filling out our short survey, and you could win a £50 shopping voucher!

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 support you and your family best.

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 in April, May and June.

Each entrant is allowed to complete the survey only once.

YOUR CHANCE TO WIN!



You have ~~four~~ rent free weeks in 2025 - they are the weeks starting 7th + 14th April & 15th + 22nd December

RENT INCREASE FOR 2025/26: WHAT YOU NEED TO KNOW

Your annual rent letter should now be with you, confirming your new rent for the year ahead from Monday 7th April 2025.

Like all housing associations locally and nationally, we set our rent charges in line with regulations set by the governments rent standard, and with the national inflation level.

Freebridge continues to charge some of the lowest rents in West Norfolk, across both the private rented and social housing sectors.

We understand you may have questions about your rent, such as how it is set and what changes may mean to any benefits you may be entitled to, or where you can find support.

We've listed some questions and answers overleaf for you to help with any queries you may have, while we also have a dedicated page on our website freebridge.org.uk for you.

We're keen to keep the conversation going with you on rent and would like to show

you exactly where each pound spent in rent typically goes, which will also be available to view on our website.

If you are worried about paying your rent or bills, please do turn to page 07 for more information on how we may be able to help you.

If you claim Universal Credit, make sure you turn to page 06 for details on what you need to do to continue receiving the correct amount to cover your housing costs!

YOUR QUESTIONS ANSWERED

How is my rent worked out?

Registered providers of social housing including Freebridge must charge rents in accordance with the Rent Standard, as set by the Regulator of Social Housing.

Social rent levels are set by a reference to a formula-based method to ensure that similar rents are paid for similar properties. The current method is created on the basis that social rents take account of:

- which county the property is in
- local earnings
- the number of bedrooms in a property

Every year the Regulator of Social Housing and The Government publish advice on how to update the formula to the new annual Consumer Price Index and calculate rent increases using the correct annual percentage to change their rent.

What if I claim Universal Credit?

If you claim Universal Credit, you will get a 'to do' prompt on your online Universal Credit account to update your new housing costs. On 7th April you must complete this 'to do' by updating your new rent and service charges if applicable.

If you have a telephone claim, on 7th April you will need to call Universal Credit on 0800 328 5644 to tell them that your rent has changed.

If you fail to do so, then your Universal Credit claim will be calculated incorrectly and as a result you may not be paid what you are entitled to. If you report the change late, your payments will not be backdated.

Please be advised that this change cannot be reported in advance of 7th April.

What if I claim Housing Benefit?

If you claim Housing Benefit, we will contact your local council to tell them your new rent.

Following this letter, you will get another letter from the council telling you how much benefit you will get, and it will tell you how much of the rent you must pay yourself.

I pay a service charge, how is this calculated?

Service charges are calculated by reviewing the actual costs incurred for services during late 2023/24 and early 2024/25. We then apply any over or under charges from previous years in order to calculate the weekly figure that you will pay from April 2025. If one of your charges is zero in 2025/26 it is likely to be because our estimate last year was too high.

Have more questions? Visit our website <https://www.freebridge.org.uk/freebridge-customer/about-my-home/paying-your-rent> for more information.





UNIVERSAL CREDIT: YOUR CLAIM, YOUR RESPONSIBILITY

Don't forget! You need to update your Universal Credit account online with your new rent and service charges.



You will be sent a to-do on 7th April called 'Confirm your housing costs'.

On Monday 7th April, you'll need to login to your Universal Credit (UC) account and complete the to-do. You must only use the 'Confirm your housing costs' to-do to report these changes.

If you have a telephone claim then you need to call Universal Credit on 0800 328 5644 on 7th April 2025 and tell them your new rent and service charges. **Please be advised that this change cannot be reported in advance of 7th April.**

If this date has passed and you haven't reported the change, please ensure you do it now.

Your new rent and service charge details can be found on page three of your **Rent Change letter** that you will have recently received from us.

Please ensure that you enter the charges exactly as they are detailed on your Rent Change letter. You will need to select 'weekly' as the payment frequency.

If you don't update your claim, then your Universal Credit will be calculated incorrectly. As a result, you may not be paid what you are entitled to. If you report the change late, your payments will not be backdated.

Your monthly housing costs element is calculated by the

DWP taking into account our four "rent free weeks". This means you will get the same housing costs every month. So even though you are not charged rent by us for weeks commencing 7th and 14th April 2025 you will still need to pay your full month housing costs to your rent account in April.

If you need any support please call us on 03332 404 444 (option 3) during our opening hours to speak with our Income Team.



HOW CAN WE HELP?

With our rent increase for 2025/26, we want to provide our customers with as much support as possible when it comes to paying your rent.

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

- Access to our Support Fund which was set up to help those that need it
- One-to-one reviews with a member of our Tenancy Support Team to identify what support we can offer

- We'll provide information and advice that you need about paying your rent and financial help available to you
- We'll help you with money management and budgeting
- We'll assess whether you could be eligible for any benefits or Universal Credit

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

Have you migrated onto Universal Credit as part of the DWP Managed Migration Process?

If your answer is yes, you may receive the Transitional Element within your Universal Credit claim. You will be able to see this on your monthly payment statement.

The Transitional Element will reduce when you have any changes to your Universal Credit claim that result in an increase to your Universal Credit. Over time, the Transitional Element will erode or could be cancelled out altogether.

The rent increase from April, and the annual increase in benefit rates, will create an increase in your Universal Credit entitlement. This means that your Transitional Element will reduce by the same amount that your Universal Credit award increases by.



For more rent support and how we can help, scan the QR code to head to our website

Contact us:

Freebridge Community Housing
Juniper House
Austin Street
King's Lynn
Norfolk PE30 1DZ

Main Telephone: 03332 404 444 (option 3 for Income)

Email the Income Team:
income@freebridge.org.uk

Office Opening Hours:
8:45am - 5:15pm (Mon-Thurs),
8:45am - 4:45pm (Fri)

Closed on Bank Holidays,
Saturday and Sunday

Out of Office Hours:
The main telephone number
(03332 404 444) will divert to our
24-hour emergency service

COME AND JOIN US AT OUR DEVELOPMENT DROP-IN IN OUTWELL



We're gearing up for our next development event, this time in Outwell!

We've been visiting you in villages where we currently have developments to provide more information and to help answer any questions around the Homechoice bidding process and to explain the Shared Ownership process to those that want to know.

We're going to be visiting Outwell Village Hall on Wednesday 16th April 2025 between 4.30pm - 6.30pm.

We also wanted to take a brief moment to thank those of you who visited us over in Brancaster in February, and Watlington in March - we had a great range of people join us

from both our current tenants and members of the public that just wanted to find out more.

Please do come along if you'd like to know more or you have any questions - we'll have members from our Development and Lettings Teams there!

Outwell Village Hall can be found at Wisbech Rd, Outwell, Wisbech PE14 8PA



**OUR
OUTWELL
SITE**



18

**Shared
Ownership
Homes**

32

**Affordable
Rent Homes**



**On track to
be available
from
Sept 2025 -
Jan 2026**

KEEPING YOUR HOME SAFE: THE IMPORTANCE OF EICRs



At Freebridge, the safety of our tenants is our top priority. One crucial part of maintaining a safe home is ensuring that the electrical systems are in good working order.

That's where an Electrical Installation Condition Report (EICR) comes in!

But what exactly is an EICR, and why is it so important?

In this article, we'll explain what an EICR is, why it matters for your safety, how often it's carried out, and who conducts it - so you can have peace of mind knowing your home's electrical system is up to standard.

What is an EICR?

An EICR is a formal document that assesses the safety and condition of an electrical installation within a property.

It is conducted by a qualified electrician to ensure compliance with regulations and identify potential hazards.

Why are EICR so important for all our tenants?

Electrical faults can lead to dangerous situations like fires, electric shocks, or even fatalities.

An EICR helps identify any hazards or potential issues with the electrical system before they become serious problems.

How often do we undertake an EICR in your property?

EICR's are conducted every five years (or at the change of tenancy).

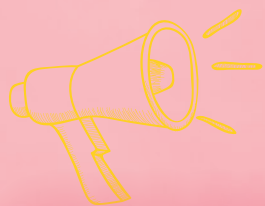
Who will complete the EICR?

Freebridge will use either our own electricians or Elecsure to carry out the EICR.

Do all properties require an EICR?

They absolutely do - and it is a legal requirement for this work to be undertaken. This is why it is vital for all tenants to allow Freebridge access to your home for us to carry out the works. Please be aware of this, as failing to be compliant and not giving us access to do this work at your home will unfortunately result in legal action.

If you have any further questions, you can email communications@freebridge.org.uk and we will be able to put you in touch with a specialist member of our team.



CUSTOMER VOICE UPDATE

It's been a busy and exciting quarter for myFreebridge! It's been an action-packed few months for the team, with fantastic progress in customer involvement and service improvements. Here's what we've been up to recently...

760 COMMUNITY VOICES: INFLUENCING POLICIES THAT MATTER

Under the myFreebridge framework, we're committed to giving customers the opportunity to influence key decisions.

So far, we've held five policy consultations this year, inviting customer feedback on:

- Appeals Policy
- Dealing with Unreasonably Persistent Complainants & Abusive Individuals Policy
- Safeguarding Adults at Risk of Abuse or Neglect Policy
- Safeguarding Children & Young People Policy

- Rechargeable Works Policy (currently under consultation)

Here's how your voices have made a difference:

- Appeals Policy – Will be rewritten in plain English and include a simple explanation leaflet. A new paragraph on vulnerability will also be added.
- Unreasonably Persistent Complainants & Abusive Individuals Policy – A review panel will be set up, including an Executive Team member, Complaints Manager, Head of Service,

and a Governing Body representative to assess cases fairly and explore root causes.

- Safeguarding Adults Policy – To improve clarity, the policy will be rewritten in plain English and a supporting explanation leaflet will be created.
- Safeguarding Children & Young People Policy – No changes were recommended.

You can read the full feedback and Freebridge's responses on the myFreebridge page via our website freebridge.org.uk.



SERVICE CHAMPIONS: MAKING A DIFFERENCE TO YOUR SERVICES

Our Service Champions have been working hard to improve the services you receive.

- Stage 2 Complaint Case Study – Their final report with recommendations for improvements, based on reviewing four anonymous Stage 2 complaints, has been submitted to Freebridge.
- Scrutiny Project: Repairs Service – Their review has been completed, and an action plan is now in development based on their findings. This plan will be shared at their annual workshop later this month.



Want to get involved?

As you can see, more customers are helping to shape the future of Freebridge - and you can too!

If you'd like to take part in future consultations, please visit [myFreebridge freebridgecommunityhousing.uk/engagementhq.com/shape-the-future](https://myFreebridge.freebridgecommunityhousing.uk/engagementhq.com/shape-the-future)

If you cannot access myFreebridge, let us know. Call us on 0333 240 4444 and ask for the Customer Voice Team - we'll help you find a way to have your say.

Together, we're making a difference!

LAUNCHING THE MYSTERY SHOPPER INITIATIVE

A huge milestone this quarter was launching the Mystery Shopper Initiative - an idea developed by Service Champions and backed by Customer Ambassadors.

Together, they identified key service areas where customer insight is needed and even helped shape the survey questions.

This initiative is designed by customers, for customers, giving you the chance to share feedback anonymously from the comfort of your own home.

If you'd like to take part, click freebridgecommunityhousing.uk/engagementhq.com/mystery-shoppers to learn more.

BUILDING STRONGER SCRUTINY SKILLS

All Service Champions and Customer Ambassadors have now completed TPAS training in scrutiny.

This means they have a clearer understanding of what scrutiny is, how to challenge and review Freebridge's services effectively, how their work makes a real impact on the business - and, ultimately, on the services you receive.



Bex

Freebridge's
Customer
Voice Lead

GROWING WITH FREEBRIDGE: MY JOURNEY AS A SERVICE CHAMPION

Two years ago, I became a Service Champion - and I can hardly believe how much I've grown since then.

I used to be very quiet, though my Service Champion colleagues might not believe that now! This role has transformed my confidence, thanks to both in-house training, workshops and expert guidance from TPAS, England's leading tenant engagement organisation.

Through this training, I've learned to assess situations objectively, viewing them from both a tenant's perspective and Freebridge's. This balanced approach has enabled our team to scrutinise Tenant Satisfaction Measures (TSMs), identify opportunities for improvement, and drive positive change in customer service, repairs and maintenance, and complaints handling.

We also monitor how the customer voice is heard, ensuring tenants' feedback translates into meaningful action and greater satisfaction.

As part of our role, we have invited Freebridge managers to speak with us about their departments, asking probing questions to gain a deeper understanding and explore areas for improvement.

We've also spent time out on the roads with the repairs and maintenance teams, seeing first-hand the daily

interactions between operatives and tenants, highlighting any issues. One of the most rewarding experiences for me was participating in the Out and About days, where we had the opportunity to visit tenants in their homes, listen to their experiences, and gather valuable insights.

Our work has already led to significant, tangible improvements that benefit tenants and the wider community. Seeing these positive changes unfold has

been incredibly rewarding, and I'm proud to be part of a team that is making a real difference.

On a personal level, the confidence and knowledge I have gained through this role have led me to take on an even greater responsibility - becoming Freebridge's first Tenant Board Apprentice.

This opportunity is a testament to how much I have grown, and I look forward to continuing to be a voice for tenants and a champion for positive change.



myfreebridge

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:
freebridgecommunityhousing.uk.engagementhq.com





HELPING YOU THROUGH OUR SUPPORT FUND

Having just worked our way through a very cold winter, we understand that times may be tough financially at times.

With that in mind, we want you to know that Freebridge are here to help, if we are able to.

Are you aware that we have a Support Fund that you might be eligible to access if you need financial support?

So far in 2024/25, we have provided our customers with a total of £70,772.80 via our Support Fund.

That number is made up of 728 food vouchers and 570 energy

vouchers between April 1st, 2024 and March 21st, 2025.

If you feel like you are struggling financially and need support, the best thing to do is call us on 0333 240 4444 and speak to our Income Team.

They will talk to you and understand the circumstances that have led you to this point, before seeing if there is anything that can be done to support you.

So, please do give us a call if you think you are in need of support and we'll do our very best to help if we are able.


If you need additional help please do contact our Tenancy Support Team at tenancysupport@freebridge.org.uk

or call us on **03332 404 444**, hold the line and then ask to speak to our Tenancy Support Team.



HELPFUL CONTACTS


**Citizens Advice
(Help To Claim)**

 0800 144 8 444

Relay UK (if you can't hear or speak on the phone, you can type what you want to say):
18001 then 0800 144 8 444

Website: ncab.org.uk

**Universal Credit Migration
Notice Helpline**


 0800 169 0328


Relay UK (call): 18001 then
0800 169 0328

(Monday to Friday, 8am to 6pm)

0800 phone numbers are
free to call from mobiles and
landlines.

**Universal Credit Helpline
(Department for Work and
Pensions (DWP))**


 0800 328 5644

 (Textphone)
0800 328 1344

(Monday to Friday, 8am to 6pm)

Website: gov.uk/universal-credit

Freebridge Income Team

 03332 404 444
– Option 3

@ income@freebridge.org.uk

FREE

Easter Party

Come celebrate
with us!

THUR 10 APRIL 2025
12PM – 2.30PM



Come and join us at the Discovery Centre in North Lynn for an exciting Easter Party, with lot's of great free activities for you to get involved in!



**FACE
PAINTING**

(THERE WILL BE A
CHARGE FOR THIS)



EGG HUNT



**CINEMA
CORNER**



**EASTER ARTS
& CRAFTS**



**FREE
REFRESHMENTS**

Discovery Centre
A PLACESHAPING COMMUNITY CENTRE



Pictured from left to right: Grace from our Lettings Team and Tom from our Performance Team were joined by Stuart Hellingsworth, MP Aid to Terry Jermy

FREEBRIDGE KICKS OFF OUT & ABOUT SEASON IN DOWNHAM MARKET!

One of the most exciting things about the early months of the year for everyone at Freebridge is revealing our new Out and About dates!

This initiative sees our colleagues visit you, our customers, directly in your homes so that we can engage with you and aim to better understand what you want from us as a landlord.

We want to be able to provide you with a level of customer service

that you'd expect - and our Out and Abouts offer us great insight into where we are excelling, as well as in which areas you feel we need further improvement.

The Out and Abouts in 2025 are already under way, with Freebridge colleagues visiting your homes in Downham Market on March 20th.

This year, each session will now have a gazebo in a central spot for you to visit.

We appreciate that many of you may not be home when we come and visit, so we hope that having the ability to come and see us will be a welcome change for you!



SAVE THE DATE!

Our other dates for 2025 are:

- **Thursday, 15th May** – South Lynn and Hillington Square
- **Thursday, 19th June** – The Walpoles
- **Thursday, 17th July** – Heacham, Hunstanton, Brancaster and Burnham Market
- **Thursday, 18th September** – Location TBC

If we missed you at our March Out and About and you have something you'd like to share with us - call us on 0332 404 444





My Home
Contents Insurance

Get a
quote today at

www.thistlemymhome.co.uk

Protect your
home contents from
**fire, theft and
water damage**

Contact My Home
on **0345 450 7288** or visit
www.thistlemymhome.co.uk





A REMINDER ON FIRE SAFETY

Both landlords and residents are responsible for checking and improving fire safety at your home.

You must make sure that you don't create a fire hazard in your home by, for example, storing flammable items on your balcony, or by blocking fire escape routes.

You should also test the fire alarm in your home each month and replace the batteries if they do not work. You must

tell us straight away if you cannot change the batteries yourself.

Please also avoid making changes at your home that could block escape routes.

If you have any concerns about safely exiting your home in an emergency or using fire safety equipment, please call us on 03332 404444.

And if you haven't already taken out home contents insurance, please take a look at the low-cost policies available via Thistle



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



DID YOU KNOW WE CAN HELP WITH YOUR MUTUAL EXCHANGE?

We appreciate that you, our customers, want to find a home that perfectly suits your needs.

As is often the case in all walks of life, it's also a fact 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?

By visiting houseexchange.org.uk you can apply to join the House Exchange Register, which is the best way to go about this process.

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.

WHO CAN UNDERTAKE A MUTUAL EXCHANGE?

Tenants who have permission written into their tenancy agreement can mutually exchange.

However, you must obtain our 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.

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, £55.00 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

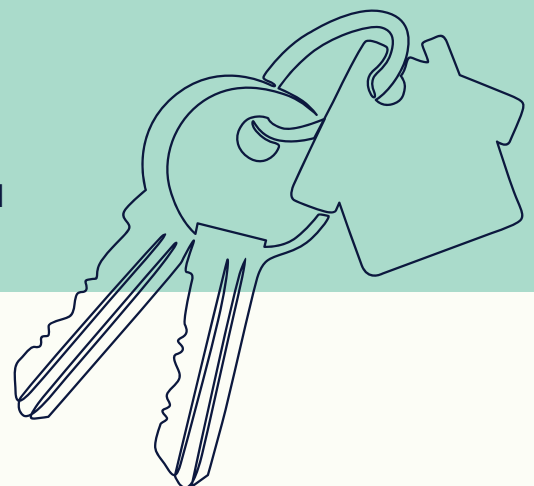
CONSIDER YOUR RESPONSIBILITIES

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



King's Lynn Corn Exchange

THE ROLLER BOYS



Tuesday 27 May

AS SEEN ON
**BRITAIN'S GOT
T★LENT**

entertainers presents

LEGEND

◆ THE MUSIC OF ◆

BOB MARLEY

Friday 6 June



kingslynncornexchange.co.uk

Box Office 01553 764864

THE ALL SINGING, ALL DANCING, ROLLER SKATING SENSATION

THE ROLLERBOYS



YOUR CHANCE TO WIN!

Experience the electrifying fusion of music, skating, and extreme stunts with The Rollerboys.

Hold on to your seats and prepare for the thrill of high-flying flips, spins, and jaw-dropping tricks. Whether they're tearing up the ramps or serenading the crowd, the Rollerboys will put on a show unlike anything you've seen before.

For your chance to win a pair of tickets for Tuesday 27 May, scan the QR code below or follow this link: forms.office.com/e/grCnXkCbLs

Win Roller Boys Tickets with Streets Ahead!



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!

COMPLAINTS & COMPLIMENTS AT FREEBRIDGE

At Freebridge, it's hugely important to us that we 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: housing-ombudsman.org.uk

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



Please note that this is
an updated address to
send by post!

We do understand, however, that there will be times when you find yourself unhappy with a situation at home or within your community.

Of course, you'll want us to know about this and it is your right to get in touch and tell us how you believe we can improve the service that we are offering to you. We very much encourage you to contact us if you have an issue and will always be very happy to hear from you.

We'd also love to have word from you if you'd like to praise our service. Likewise, if members of the Freebridge team have gone above and beyond to help you, we'd also like to know.

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.

October 2024**07**

compliments received

27

complaints received

Reasons for complaints

27	property condition
00	estate management
00	other

November 2024**06**

compliments received

22

complaints received

Reasons for complaints

22	property condition
00	estate management
00	other

December 2024**07**

compliments received

27

complaints received

Reasons for complaints

27	property condition
00	estate management
00	other

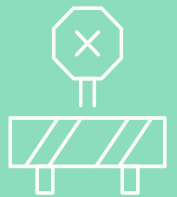
OUR PERFORMANCE

FOR QUARTER THREE (OCTOBER - DECEMBER 2024)**Complaints received 76****Repairs completed 6601**

That's an average of 1,862 repairs per month

**No access 502**

Our operative's were unable to access 502 of your homes (missed appointments by tenants)

**New homes 38**

These were the homes completed and handed over, we have a lot more on the way!

**Time taken to complete routine repairs 31 Days**

Our target is 28 days



Some complaints are added to more than one category, so they may not add up to the total number of complaints for that month!



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.

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.



Freebridge
COMMUNITY HOUSING