

STREETS AHEAD

THE MAGAZINE FOR FREEBRIDGE COMMUNITY HOUSING TENANTS

LATEST TSM RESULTS

PG5 - We're pleased to share our improved scores for 2024-25

OUR COMPLAINTS PROCESS

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FREEBRIDGE PARTNERS WITH NORFOLK & WAVENEY MIND

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ARE YOUR DETAILS UP-TO-DATE?

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A message about Shareholding

When Freebridge was founded in 2006 following the stock transfer from The Borough Council of King's Lynn and West Norfolk (BCKLWN), we launched a share offering to give our customers a real say in how we operate.

But engagement with this offering has always been low, particularly over the past five years, with less than 30% of shareholders responding to communications, and just ten regularly attending our Annual General Meetings.

That tells us something isn't working. We have spoken to many of our shareholders who agree it's time for change - so we want to make it happen together.

At the same time, more tenants are engaging with us through Customer Voice Panels, our tenant engagement platform (myFreebridge) and community events.

Now, we need to re-think how we connect with shareholders, too. Under our Customer Voice structure, where all voices are essential in shaping the future of Freebridge, we are considering ending the shareholding offer and replacing it with improved engagement opportunities – all based on your feedback.

This isn't just a formality. It's about real change. The more voices we hear, the better decisions we can make - ones that can truly support you.

We're committed to improving engagement, but this has to be a two-way conversation.

All of our customers are invited to share their thoughts on the future of our shareholder offering by emailing us at customervoice@freebridge.org.uk or by writing to us via Customer Voice, Freebridge Community Housing, Juniper House, Austin Street, King's Lynn, PE30 1DZ.

**Let us know your thoughts
by Friday, 18th July by emailing
customervoice@freebridge.org.uk**

A message from the CEO

Anita Jones
Chief Executive



I'm delighted to welcome you to this issue, and a big hello if you're one of our new customers at Freebridge. If this is your first time reading Streets Ahead, we're so pleased to have you with us!

As a customer, you might've recently received a text or email from us asking about a repair. That's because we're taking a closer look at how we deliver repairs, whether it's a dripping tap or something more complex, handled by our own teams or trusted contractors. Your feedback helps us understand what's working well and where we can do better.

We know life's busy, so we've made the survey super simple. If you get a link via SMS or email, just tap it and answer a few quick questions. That's it!

Your input really matters and by sharing your thoughts with us, you help shape how we work and ensure we stay open and transparent. We're committed to keeping you informed whether it's through this magazine or on our website so you can see how we're doing and where we're headed.

We've also launched our 2025 Customer Data Survey, and we'd

love for you to take part. It only takes five minutes, but it makes a big difference and means we can:

- Contact you quickly if there's an urgent issue affecting your home or area
- Tailor our services to better meet your needs
- Make sure you're receiving the right support, especially if your circumstances change
- Keep you informed about the things that matter most to you - whether that's community events, service updates, or opportunities to get involved

Speaking of getting involved, this issue features a great piece from one of our Tenant Panel members, Dexter, who shares his experience and why having a voice matters, and I'm pleased to say that we'll soon be sharing more about how you can have your say, in your way.

If you haven't done so already, please do sign up to MyFreebridge It's your personal online account where you can have your say on our policies and decisions that affect you

And finally, I want to highlight a major development that's been making local headlines: Devolution. Norfolk is on track

to establish a new mayor-led authority by May 2026. But what does this mean for West and North Norfolk?

In short: more local power, faster decisions, and a stronger voice for our communities.

The proposed changes will bring greater local control over housing and planning, accelerate the delivery of affordable homes and infrastructure, and place more decision-making in the hands of the people who live and work here. Services like social care will become more locally focused, better reflecting the needs of our area.

As a community-based housing association, we fully support this direction and remain committed to playing our part in shaping and supporting these changes, ensuring your voice is heard every step of the way.

Have a great, summer I look forward to meeting more of you on our Out & About's.

Anita

Last years fund winners along with Freebridge employees and customer voice panel members



FREEBRIDGE COMMUNITY FUND SUPPORTS LOCAL PROJECTS

Each year, our Freebridge Community Fund helps local charities and groups turn their ideas into reality.

Organisations submit proposals outlining what they need and how it will benefit their communities. Our Customer Voice panel then carefully review each application and decide where the funding will make the biggest difference.

Last year, we awarded a total of £40,000 to the following local groups and charities:

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

We wanted to share the fantastic work that two of these groups have managed to achieve with this funding - and the results speak for themselves.

Docking Playing Fields used their grant to transform their Pavilion into a true community hub.

"We were able to have new vinyl coverings in the toilets, carpet tiles in our meeting area and new vinyl to complete our new kitchen area," they shared.

These improvements have opened the doors to a variety of local activities. They added: "We were never able to provide this before, now Docking Rangers Football Club, a craft group, and even a singing duo all use the space regularly."

The Wild Hub used their funding to run monthly wellbeing sessions for people facing anxiety, isolation, and long-term health conditions.

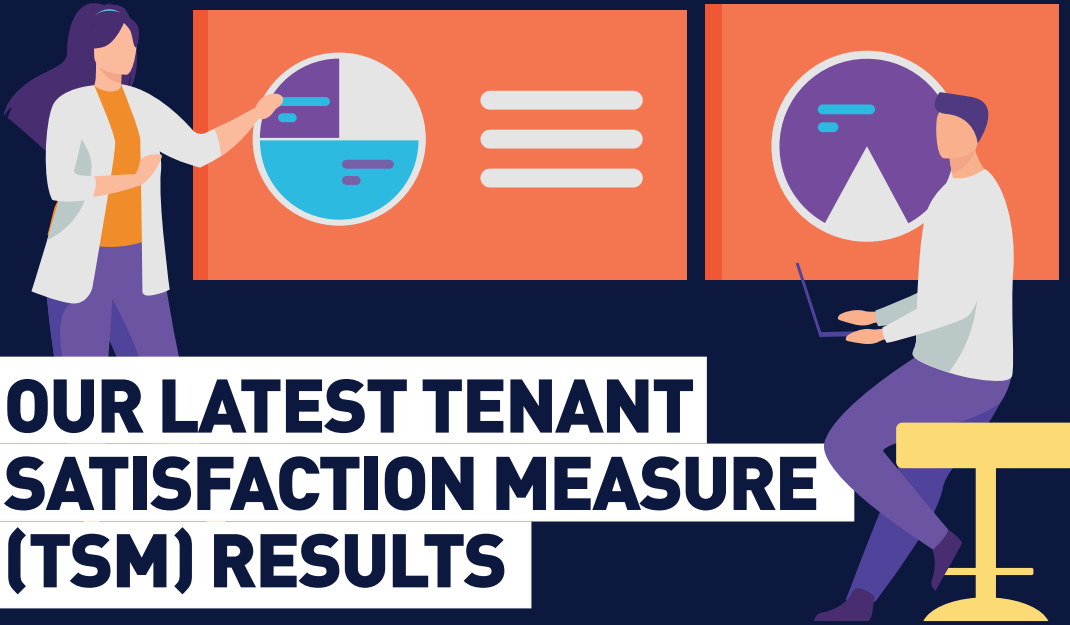
One participant told us: "This session was exactly what

I needed - positivity and gentle, beneficial movement."

The team also ran creative activities for children and families, helping build confidence, connection, and community. "None of this would have been possible without the Freebridge Community Fund," they said. "Your support has helped us reach those who need it most."

We're so proud to support initiatives that have such a meaningful impact in our local community - and we're excited to do it all again soon!

Applications for our next round of funding will open shortly. If you're part of a local group or charity with a project in mind, keep an eye on our Facebook page facebook.com/freebridge for updates!



OUR LATEST TENANT SATISFACTION MEASURE (TSM) RESULTS

We're very pleased to be able to share the results of our latest Tenant Satisfaction Measures survey with you.

In 2020, the government released the Social Housing White Paper, which set out ways for landlords in England to improve their services and make sure tenants' voices are heard.

As a result, Tenant Satisfaction Measures (TSMs) were introduced. These are a set of standards that help assess how well landlords are doing. Since April 2023, it has been a legal requirement for landlords to report their TSMs to the Regulator of Social Housing.

We are measured against these standards to ensure we are open and transparent about our performance.

TSMs include 22 key measures, split into two groups:

- 10 performance measures – based on management and service data
- 12 customer survey measures – based on direct feedback from tenants

A big thank you to the 653 tenants who gave us feedback

this time around. Our results are here for you all to see in the graphic on this page.

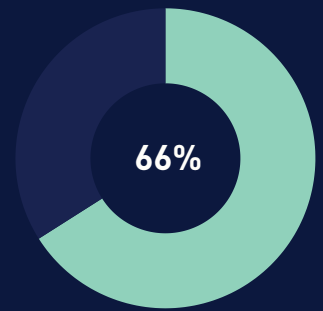
We're delighted to let you know that we've seen improvements across the board in this round of TSMs.

This includes:

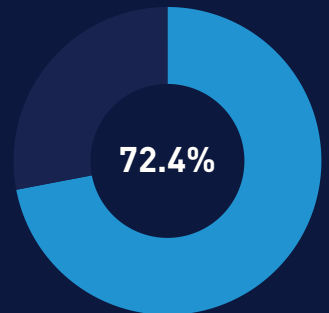
- Overall satisfaction: Up 6.2% from 59.8% to 66%
- Satisfaction with repairs: Up 10.3% from 62.1% to 72.4%
- Satisfaction with time taken to complete most recent repair: Up 7.7% from 56.2% to 63.9%
- Satisfaction that the home is well maintained: Up 6.8% from 59% to 65.8%

We will continue to do our best to provide you with excellent customer service and will do our utmost to ensure that our TSM ratings continue to improve.

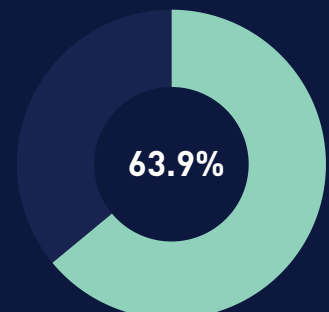
Our TSMs were carried out independently by TLF. If you'd like to see their methodology and assurance of approach, plus all of our other TSM results, please visit the Performance area on our website.



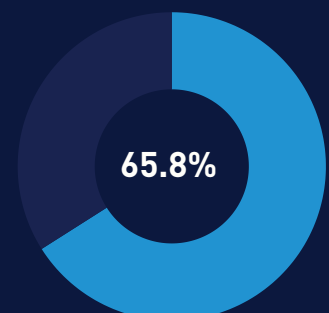
Overall satisfaction



Satisfaction with repairs



Satisfaction with time taken to complete most recent repair



Satisfaction that the home is well maintained

ARE YOUR DETAILS UP-TO-DATE?

Update your details and be in with the chance to win 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!

To fill in our survey, scan the QR or follow this link:

forms.office.com/e/SR9BF9HqL3



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!

WINNERS!

April: Toni from East Winch
May: Christine from Emneth

We'll be in touch with you both about your prizes!

YOUNG COMPANY OPEN AUDITIONS

Sunday 7 September 2025
King's Lynn Town Hall



Rehearsals start 28 November 2025
Show opens 9 Dec 2025 | Show closes 4 Jan 2026

To register, visit the Young Company page at:
jordanproductionsltd.co.uk



JordanProductions

Alive
corn exchange

Check out our competition with Alive on page 21!

SPOTLIGHT: ON OUR COMPLAINTS PROCESS



It's important to us that our tenants understand how to make a complaint if they're unhappy with a service provided by us.

This is why each edition of Streets Ahead includes a dedicated page to ensure you are able to begin this process correctly (this is on page 18).

We'd like to take that further in this edition and help you understand how the complaints process works.

It's important to know that there is a difference between contacting us with a request for service and making an official complaint.

We would always aim to resolve any problems you may have before you feel it is necessary to begin the official complaint process, but understand that sometimes you will feel the need to escalate your situation.

If you do want to make a complaint, the most common method is by reaching out

to us via the email address feedback@freebridge.org.uk.

You may also call our Feedback Team to begin the process of making an official complaint on **03332 404 444**.

Once you have made an official complaint, our Feedback Team has five working days to officially respond to you. In the first instance, our team will call you to attempt to understand your complaint better.

The purpose of this call is for us to understand the reason for the complaint, and also the resolution that you would like.

You may, for example, have encountered delays with a repair or an issue with your home. The Feedback Team will work to provide you with a resolution and to assess if compensation is applicable, based upon the nature of the complaint.

Once this is determined, we will write a letter to you acknowledge and summarise your complaint. We'll also let

you know which Freebridge staff member will be handling your complaint, their contact details and a date for when you'll get a response from us.

An investigation with the relevant department then takes place. Once completed, we will write to you within ten working days with our findings in what is called a Stage One response letter.

We'll tell you what went wrong and provide a resolution to stop it from happening again, as well as providing you with the learnings we took from this complaint.

At this point, our Feedback Team will continue to monitor the progress of the resolution provided in our Stage One response letter. However, should you not be happy with the resolution we have offered, your complaint moves on to Stage Two.

The process here is very similar, but Freebridge now has 20 working days to come back

Did you know we have a short explainer video on how our complaints process works over on our website? You can take a look at it on our page: freebridge.org.uk/freebridge-customer/complaints-compliments or scan the QR code



to you. During this period, a senior Freebridge member of staff – who was not involved in Stage One of the process – will now look at your complaint and come back to you with their findings and a proposed resolution.

Should you still be unhappy after receiving this information, your complaint will be passed to the Housing Ombudsman, who will investigate.

The possible outcomes of the Ombudsman are all published nationally and can be:

- No Maladministration
- Maladministration
- Severe Maladministration

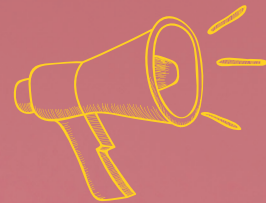
That's as far as your complaint can possibly travel.

We hope you've found this article helpful and informative. You can read more about our complaints process, over on our website (a link to this can be found to the right).

You may notice we've been sharing short explainer videos about several of our processes. We also share these on our social media page from time-to-time - make sure you check it out over at



facebook.com/freebridge



CUSTOMER VOICE UPDATE

What an exciting quarter it's been – and the spotlight has been firmly on you!

We've been busy launching new ways for you to get involved through myFreebridge, making it easier than ever to share your views and shape the services we deliver.

As one of our valued armchair advisors, your voice helps guide our Service Champions and Customer Ambassadors and ensures that we're listening to what really matters to Freebridge tenants.

One of the biggest highlights has been the launch of our Mystery Shopper initiative (check page 18 for more on this).

This is your chance to tell us how we're doing – whether we've impressed you, or missed the mark. You can 'mystery shop' a range of areas, including: reception, home visits, how we handle calls, your local neighbourhood, drop-in sessions, and even the Discovery Centre.

All you need to do is register on myFreebridge and click on the Mystery Shopper page. For transparency, I'll know who has taken part, but unless you tick the box to share your name, your feedback stays anonymous to the wider Freebridge team.

Every report you complete enters you into a lucky draw – and the more you take part in, the more chances you have to win! Prefer paper? No problem – just call our main switchboard on **03332 404444** and we'll send a form straight to you.

We've also opened the door for you to help shape our policies. Earlier this year, we invited you to take part in consultations via myFreebridge, and your feedback has already made a difference.

Thanks to your input, we've updated our repairs policy to better support people with additional needs, and we've had confirmation that our approach to supporting vulnerable customers is right on track.

Keep an eye on the 'Shape the Future in Minutes' page on myFreebridge – more opportunities to influence are on the way.

Looking ahead, in the next quarter we'll be focusing on our engagement framework, working closely with your Service Champions and Customer Ambassadors to make sure even more voices are heard.

As always, I'd love to hear from you – whether it's an idea, a comment, or just a quick hello.

Drop me an email at customervoice@freebridge.org.uk or give me a call on 03332 404444 (hold and ask to speak to Customer Voice).



Bex

Freebridge's
Customer
Voice Lead



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

A FANTASTIC JOURNEY: HELPING VOICE THE VIEWS OF ALL TENANTS

I became a Service Champion right at the very beginning of the concept.

I took the view that, if you want things to change, you have to be prepared to stand up and voice what you believe to be wrong and offer constructive criticism and advice on what needs to change.

First, a little background on me. After serving in the military at home and abroad, I was employed by Delmonte as a seamer mechanic, before taking a job driving for a courier service and parcel delivery company. I worked for the company for 45 years and was promoted to the position of Operations Manager.

As Service Champions, we study the Tenant Satisfaction Measures (TSMs) and suggest ways for Freebridge to improve.

In our latest quarterly meeting, we took time to reflect on the progress we've made over the past few months. A key part of this session was dedicated to recapping and reviewing the various areas we had scrutinised throughout the quarter.

This allowed us to assess how effectively we addressed each element, identify any gaps, and make sure that no aspect

of service delivery had been overlooked.

The level of engagement and input from those who participated was high and the quality of discussion was constructive and forward-looking, highlighting the continued commitment of our team to driving improvement.

Looking ahead, we are entering a particularly exciting phase, with several new initiatives and opportunities on the horizon.

These upcoming developments promise to bring fresh energy to our work and further enhance the impact within the group. We are confident that the next quarter will build on our foundations and deliver even stronger outcomes.

You, as a Freebridge tenant too, can really help us continue this positive work. We get much of our information from the tenant

surveys, so if you are sent one or see one on myFreebridge, please take a few minutes to fill it in and/or return it. This helps us a great deal in seeing how tenants feel about the service they receive and where we, as Service Champions and Customer Ambassadors, need to concentrate our efforts.

I'd like to think that in the three years I have been doing this we have been heard, listened to and have helped create policies to help both tenants and Freebridge improve.

I've also made many friends and have learned a lot. It has been a fantastic and educational journey that I would recommend to anyone who is willing to have their say.

We are not about personal problems but voicing the views of all tenants. I hope to see more improvements in the future!



Dexter

**Freebridge
Service
Champion**

SAVE THE DATE FOR THE

Discovery Summer Fun Day

Free event!

FRIDAY 15th AUGUST 2025

**at Discovery Community Centre
Columbia Way, North Lynn, PE30 2LA**

Freebridge
COMMUNITY HOUSING

Find out more at facebook.com/discoverycentrekingsslynn

HELP TO SAVE

Are you working and receiving Universal Credit?

The Government's Help to Save scheme gives Universal Credit (UC) claimants who are also working, a savings boost – and it's become even more accessible this year.

Now open to more UC claimants, the scheme offers a 50% bonus on the amount saved, paying up to £1,200 over four years.

You can save between £1 and £50 a month, but you don't have to save every month.

At the end of two and four years, you're paid a 50% bonus, up to the maximum £1,200. It's easy to access, so you can make withdrawals at any time if you need to.

How does the bonus work?

- **First 50% bonus paid after two years.** Based on the highest balance during the first two years (max £600 bonus).
- **Second 50% bonus paid after four years.** Based on the difference between the highest balance in years three and four and the highest

balance during the first two years (max £600 bonus).

As of 6th April this year, the eligibility criteria for the UK's Help to Save scheme have been updated.

To qualify, you must:

- **Be a UK resident**, or be posted overseas as a Crown servant, a member of the armed forces, or their spouse/civil partner
- **Receive Universal Credit**
- **Have earned £1 or more in your last monthly assessment period** (this applies to you and your partner if it's a joint claim)

The Help to Save scheme deadline has also been extended, allowing you to open an account until April 2027.

You can pay in to your Help to Save account by debit card, standing order or bank transfer, and can make as many deposits as you like each month, provided you don't pay in more than £50 per month overall.

How do I apply?

Online at Help to Save on Gov.uk. It'll require you to sign in to your Government Gateway account (the same details you use for your personal UC) – or you can call HMRC on 0300 322 7093. Alternatively, you can use the HMRC app.



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.

So, what is a talent pool? It's a way for us to stay in touch with people who might be interested in working with us in the future. It's not a job application - but it does mean you'll be the first to hear about new roles, training opportunities, and ways to grow your skills when the time is right for you.

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




**GET
GROWING!**

JOIN OUR EXCITING GARDENING COMPETITION!

 **Get Growing! Our 2025
Gardening Competition is
Now Open** 

**For more information on how to
enter, please head to
[freebridgecommunity
housing.uk.engagementhq.
com/freebridge-gardening
-competition](https://freebridgecommunityhousing.uk/engagement/hq.com/freebridge-gardening-competition)**

Or scan the QR code



**Deadline:
Friday 1st August 2025**

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



DROP-IN, FEEL BETTER: FREEBRIDGE PARTNERS WITH MIND TO SUPPORT MENTAL HEALTH

We'd like to make you all aware of the work we've been doing with Norfolk and Waveney Mind to help some of our tenants.

Norfolk and Waveney Mind are a charity who offer information, advice and support to people who may have mental health problems. They are affiliated to national charity Mind, who also lobby the government and local authorities on their behalf.

Since March, we've been working in partnership with them at some of our homes on sheltered schemes - and they've been using our communal areas to host multiple group sessions.

These drop-in groups are varied and include activities such as coffee club, quizzes and crafts, while there is also the chance to talk to the Mind team one-to-one.

Norfolk and Waveney Mind have also put on Lunch Club Plus in our Neville Court (Heacham) communal area, with a charge to cover costs incorporated (there's a discount for Freebridge tenants - see page 17).

Norfolk and Waveney Mind's West Norfolk Coordinator, Aimee Kingsbury, said: "We want these groups to be as relaxed as possible and a safe space for those who choose to come along.

"We are here to provide support to people, especially those who feel isolated and find it hard to access the support and services that are available to them.

"We are also able to signpost and recommend other services to anybody who we feel that could benefit from them.

"There is absolutely no referral or regular commitment needed. People can just





come and go as they please, whenever they feel like it.

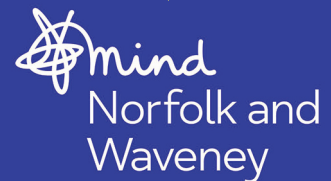
"We aim to be as welcoming as possible and our groups are a friendly place to be.

"We'd urge all Freebridge tenants to come and join us if you are able."

These group sessions are not just for our tenants living on schemes. Anybody who feels they would benefit from attending can do so.



UPCOMING NORFOLK AND WAVENEY MIND GROUP SESSIONS AT OUR SHELTERED SCHEMES



Neville Court (Community Room)

Address: Neville Road, Heacham, PE31 7SP

Mondays (weekly – all FREE to attend):

11.30am-1pm – ladies' group

2pm-3pm – craft group

11am-3pm – drop-in support

Thursdays (weekly):

10am- 3pm – lunch club plus* (cooked dinner provided). This is a paid for group, at a cost of £25 for a half day, £47.50 for a full day (Freebridge tenants pay £12.50).

*For 50 years and over only (early stages of dementia and/or physical and mental health problems).

Beaupre Hall

Address: Outwell, PE14 8SG

Wednesday (every first Wednesday of the month – FREE to attend): 2pm-4pm – drop-in support.

Sutton Lea

Address: Burnham Market, PE31 8EU

Thursday (every third Thursday of the month – FREE to attend): 10am-noon – drop-in support.

For more information you can email Aimee.kingsbury@norfolkandwaveneymind.org.uk

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!



Your role here is to observe our environment, ensure that it is well-maintained and that it meets your expectations. Perhaps you have been to the reception at our Juniper House office? Maybe you have held or attended a group at our Discovery Centre in North Lynn? Or you could simply have spoken to one of our teams on the phone.

If that's the case, sign up with our *myfreebridge* platform and fill out our form to let us know how we did!



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

Oh – and for every Mystery Shopper review you leave, you'll be entered into a lucky draw for a chance to win fantastic prizes, including £250 worth of high street vouchers. You can leave as many different reviews (no duplicates, please) as you like - and each one will be valid as an entry for the prize draw!



REMINDER TO OUR NEW CUSTOMERS!

If you have recently transferred to a Freebridge home, you should have reported your change of landlord to the Department for Work and Pensions (DWP).

If you haven't done so, please report this as a matter of priority. Please be advised that a note on your Journal is not sufficient to report this change.

Online claimants:

- Log into your UC account.
- Go to the homepage and click 'Report a change'.
- Select 'Where you live and what it costs'.
- Confirm Freebridge's details and enter your rent and service charges (monthly or weekly, as stated in your tenancy agreement).

Telephone claimants:

- Visit your local Jobcentre or call UC on **0800 328 5644**.

Please note: You must declare this change from 14th April 2025, even though this date has now passed.

If you want your Housing Cost Element paid directly to Freebridge, you must first update your landlord details with UC.

If you have any questions or need help with reporting this change, please reach out to our Income team on 03332 404 444 (option 3), pop into the office to see us or email us at universal.credit@freebridge.org.uk.



SUPPORT FUND

We want you all to know that, when times may be tough for you financially, Freebridge are here to help.

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

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

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

They will talk to you and together you can understand the circumstances that have led to you needing support, before seeing if there is anything Freebridge can do to help you.

Please do give us a call if you think you are in need of support, we'll do our utmost to help you.



Bing's Birthday

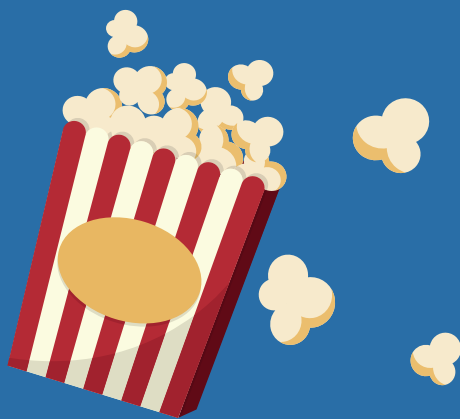


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**Book your
tickets today!**



Tuesday 8 & Wednesday 9 July
kingslynncornexchange.co.uk



YOUR CHANCE TO WIN!

It's that time again - we have some cinema tickets to give away to one lucky family, and all you need to do is fill in your details!

To be in with a chance of winning 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/iCdKjFJ6ac or scan the QR code below!



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!

Reminder to all Universal Credit (UC) claimants!

If you claim UC, it is your responsibility to update your claim every year with your new rent and service charges.

If you aren't sure whether you have completed this, please check your online UC Journal, (or telephone the UC Service Centre on **0800 328 5644** if you have a telephone-based claim) to ensure that this has been updated.

If you haven't updated this, the Housing Cost Element on your UC claim will be calculated incorrectly and, as a result, you may not be paid what you are entitled to.

If you need help checking whether this has been updated, please reach out to our Income Team on 03332 404 444 (option 3), pop into the office to see us or email us at universal.credit@freebridge.org.uk



COMPLAINTS & COMPLIMENTS AT FREEBRIDGE

It's massively important to Freebridge 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, however, recognise that there will be times when you as a tenant find yourself unhappy with a situation at home or within your community.

Naturally, 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'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.

Learn more about how your complaint is handled at Freebridge on pages 8-9

OUR PERFORMANCE

Performance for Q4 (January - March 2025)

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



6,427

Responsive
repairs
jobs were
completed



79

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



22

Compliments
were
received



140

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



33

New homes
were
completed



11

 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.

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