

STREETS AHEAD

THE MAGAZINE FOR FREEBRIDGE COMMUNITY HOUSING CUSTOMERS

This years rent increase

PG4: What you need to know and how we can help

Freebridge's 20th birthday

PG7: Taking a look at our achievements over the last 20 years

Our Communities Team

PG14: Read about a day-in-the-life of one of our communities advisors and how they can help you

GLOVES ON IN NORTH LYNN

A new free boxing club has launched in North Lynn, giving local young people aged 9-16 a safe, supportive space to build confidence, fitness and discipline. More on Page 6.



Freebridge
COMMUNITY HOUSING

WELCOME TO STREETS AHEAD

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A message from the CEO

Anita Jones
Chief Executive



Welcome to our Spring edition of Streets Ahead. For us, spring also marks the start of a new chapter – a new year of *Building Better Futures*.

Over the next five years, our work will be guided by a new Corporate Strategy. We know strategies can sometimes sound distant or full of jargon, but this one is straightforward. It's about what matters most to you: safe, good quality homes, listening to customers, and making sensible decisions that look after homes, not just for today, but for the future too.

At the heart of the strategy is a commitment to measure success not just by what we deliver, but by how it feels to live in one of our homes. That means focusing on customer satisfaction, the condition of homes, and making sure the choices we make now stand the test of time.

One of the biggest changes is the emphasis on existing homes. Investment in home quality, safety, and condition, is essential for health, wellbeing and trust - which is why more of our budget is now being directed towards repairs, maintenance and planned improvements.

You've told us that repairs and communication around them really matter, and the strategy reflects that feedback. Over the coming years, we'll continue to improve our repairs service, fix more problems first time and reduce the need for repeat visits. Just as importantly, we're committed to keeping you better informed, so you know what's happening in your home, when work will take place and why it's needed.

The strategy also looks ahead. We're committed to bringing all homes up to EPC C by 2035, helping to make them warmer, more energy efficient and cheaper to run. To do this responsibly, we're planning investment over the long term, aligning improvements with new standards, environmental expectations and regulatory requirements.

While our plans include building more than 200 new homes by 2031. New development will be financially sustainable and balanced with continued reinvestment in the homes people already live in.

Taken together, our corporate strategy, asset plans and budgets are designed to give



Building Better Futures 2026-31: Our new strategy for the years ahead

We've launched our new strategy, Building Better Futures 2026-31, which sets out what we want to achieve between now and 2031 and, most importantly, how this will make a real difference for our customers and communities.

you, our customers, greater certainty and confidence. By targeting investment where it will have the greatest impact, prioritising repairs and major improvements like kitchens, bathrooms and roofs, and planning carefully for the future, we're working to ensure homes are safe, well maintained and fit for the years ahead.

Over the coming months, we'll keep sharing updates on what this means for your home and neighbourhood. Thank you for continuing to share your views with us - they help shape the decisions we make and ensure your home is somewhere you feel safe, comfortable and proud to live.

Anita

At its heart, our strategy is about providing safe, good quality homes and a reliable service you can trust. Over the next five years, we're focused on improving the everyday experience for customers. That means a better repairs service, well-maintained homes and neighbourhoods, and quicker resolution of issues by getting things right first time. We're also committed to being clearer and more open about what we're doing and when, so you always know what's happening and why.

We're also investing more in existing homes, while also planning to build more than 200 new homes across West and North Norfolk. This will help meet local housing need and ensure we can continue supporting our communities for the long-term. Alongside this, we'll keep strengthening partnerships and using our resources wisely, so we remain financially strong and sustainable.

Looking ahead, we're also improving how customers access our services. This includes developing new online options, and giving you more choice and flexibility to contact us in ways that suit you. We're working towards making homes warmer and more energy efficient too, helping to reduce bills and improve comfort.

Finally, we know that great services depend on great people. We're investing in our colleagues through training, apprenticeships and a positive workplace culture, so they are supported to do their best work for you.

None of this can be achieved without listening to the people who live in our homes. Our strategy has been shaped with customer input, and we'll continue to involve you as we deliver it.

By working together, we aim to create better homes, better services and stronger communities – now and for the future.

You have *four* rent free weeks in 2026 - they are the weeks starting 6th + 13th April & 14th + 21st December

RENT INCREASE FOR 2026/27: WHAT YOU NEED TO KNOW

Your annual rent letter should now be with you, confirming your new rent for the year ahead from April 1st.

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 and North 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 on the following page to help you with any queries you may have, while we also have a dedicated page on our website [freebridge.org.uk](https://www.freebridge.org.uk) for you to visit.

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 carry on reading for more information on how we may be able to help you.

**Want to talk to us about your rent?
Email income@freebridge.org.uk or call us on 0333 240 4444.**

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 make sure 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

This year's increase is 4.8 per cent, which is based on direction from the Government to the Social Housing Regulator of the Consumer Price Index (CPI) for the September preceding the rent increase, plus 1 per cent.

What if I claim Universal Credit?

If you claim Universal Credit (UC), you will get a 'to do' prompt on your online UC account to update your new housing costs. On 6th April, you must complete this by updating your new rent and service charges if applicable.

If you fail to do so, then your UC claim will be calculated incorrectly and, as a result, you

may not be paid what you are entitled to. Be aware that, if you report the change late, your payments will not be backdated.

What if I claim Housing Benefit?

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

Following your 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 2024/25 and early 2025/26. We then apply any over or under charges from previous years in order to calculate the weekly figure that you will pay from April 2026.

If one of your charges is zero in 2026/27 it is likely to be because our estimate last year was too high.

Have more questions? Visit our website freebridge.org.uk for more information.





North Lynn kids pull on the gloves at new free boxing club

A free boxing club has been launched for young people in North Lynn, thanks to a collaboration between local organisations committed to improving health, wellbeing and community engagement.

Freebridge Community Housing, Rise North Lynn, West Norfolk Moves, and Heros Gym, with the support of Cllr Austen Moore (North Lynn Ward), have come together to create the North Lynn Boxing Academy, hosted every Monday at the Discovery Centre, Columbia Way.

Open to boys and girls aged 9-16, the weekly sessions offer a welcoming introduction to boxing for beginners. Each class focuses on building confidence, developing physical fitness, and teaching discipline in a safe, positive and supportive environment.

Training is delivered by coaches from Heros Gym, including former boxer and highly respected local coach Mel Payne.

Abbie Panks, Head of Communications and Engagement at Freebridge, said: "The North Lynn Boxing Academy is a brilliant example of what can happen when local organisations, community champions and partners come together with a shared purpose.

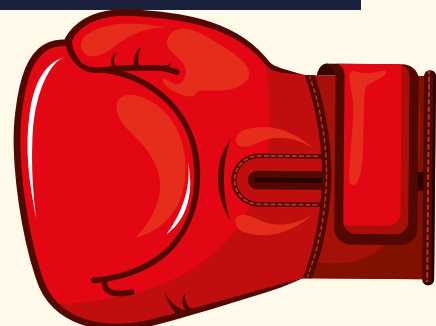
"By combining our strengths, listening to what young people told us they needed, and removing the barriers that can often prevent families from accessing opportunities, we've created something that genuinely reflects and supports our community."

Cllr Moore, added: "I think boxing is a great sport for young

people, because it teaches resilience and discipline, while proving an outlet to let-off steam. Both boys and girls can learn an awful lot from it."

The club, which launched on Monday 12 January, runs sessions for children aged 9-12 from 4pm to 5pm, followed by a session for those aged 13-16 from 5pm to 6pm.

You can visit the Discovery Centre page on Facebook (facebook.com/discoverycommunitycentre) and message us to book a space, pending availability.





Freebridge
COMMUNITY HOUSING

Important milestones give us a perfect chance to pause, reflect and celebrate – and we’re no different at Freebridge. This year, we mark an important landmark of our own as we turn 20 years old!

Building on the strong foundations set in our early years, our story isn’t just about homes; it’s about people too. Since our inception in 2006, Freebridge’s role has grown and strengthened over time.

We’re very proud to work side-by-side with our customers, partners and other local organisations. Together, we’re supporting wellbeing, building stronger communities, and making sure customers have a real voice in shaping the services that matter most to you.

Here’s to 20 years of progress – and looking ahead to the future.

The first 10 years at a glance...

2006

Freebridge formed with the housing transfer from Borough Council of King's Lynn & West Norfolk

2007

£1.25 million spent each month on the Decent Homes programme

2008

Refurbishments to communal areas and kitchens at Sheltered Schemes

2009

Let's Talk Roadshow visited 52 locations over the summer months

2010

The Freebridge Community Fund launched with 11 groups successfully bidding for funding in the first year

2011

The Freebridge Tenant Panel was created - allowing customers to scrutinise key areas of Freebridge's work

Freebridge at 20: Key milestones over the last decade

2012

Was also the year we gave the keys to the tenants of our 100th new home at George Morley Court in King's Lynn

2013

Started work building some energy efficient Passivhaus homes and made our first appearance on the Sunday Times Top 100 Best Companies Not for Profit list

2014

Saw us complete Millfleet Court, the first phase of the Hillington Square project, which was launched with the help of Brandon Lewis MP the Minister for Housing

2015

25 more new homes at Keeble Court in King's Lynn on the site of the old Pilot Cinema (Zoots). And employees raised over £6,000 for our three chosen charities - the King's Lynn Samaritans, the Macmillan Cancer Information and Support Centre at the Queen Elizabeth Hospital, and the East Anglian Air Ambulance.

2016

Celebrating 10 years of Freebridge

In 2016, Freebridge marked its 10th anniversary, reflecting on a decade of progress since the transfer and the improvements made to homes, services and communities across West Norfolk. The milestone was celebrated through Streets Ahead and community activity, recognising how far the organisation had come since its launch in 2006.



2019

Award-winning regeneration

Freebridge's major regeneration work at Hillington Square received further external awards, recognising the wider social impact of the project and reinforcing Freebridge's reputation for delivering complex regeneration that benefits whole communities.



2020

Supporting communities through challenging times

2020-2021: Throughout the pandemic years, Freebridge continued to support customers and local communities, including the ongoing delivery of the Freebridge Support Fund.



2023 Strong Governance confirmed

Following an In-Depth Assessment by the Regulator of Social Housing, Freebridge retained a G1 governance rating, confirming strong oversight and effective leadership. This provided external assurance that the organisation remained well-run and compliant during a period of sector-wide challenge.

2024 Growing the Customer Voice

Freebridge continued to embed its Customer Voice Framework, ensuring customer insight feeds directly into decision-making at board and committee level. This marked a further step forward in transparency, accountability and engagement.

2024 Investing more in homes

2024–2025: By 2025, we had significantly increased investment in existing homes. Reinvestment rose to over 21%, placing the organisation above sector peers and demonstrating a clear commitment to improving the quality, sustainability and longevity of homes

2025 Understanding homes better

By 2025, 85% of homes had been surveyed through an up-to-date stock condition programme, improving data quality and supporting further long-term planning for maintenance and investment.

2026 Giving back to our communities

In 2024–25, our Community Fund awarded £40,000 to local charities and community groups, supporting projects focused on food security, mental health, legal advice, skills and inclusion. Demand far exceeded available funding, highlighting the fund’s importance locally.



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!



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



myfreebridge



Support for our community from The Purfleet Trust

The Purfleet Trust is a local charity that supports people that are experiencing homelessness and crisis in West Norfolk.

Every year, Purfleet support more than 1,000 people with their projects to help vulnerable people improve their lives and make steps towards a brighter future.

Purfleet provide emergency homelessness support at their Health and Wellbeing Centre at Austin Fields, King's Lynn.

Not only do they provide housing support, but also vital resources - like breakfasts and lunches, showers, laundry facilities, and an on-site gym.

To support the wider community, The Purfleet Trust launched the Purfleet Pantry social supermarket in South Lynn a few years ago.

Social supermarkets are community-focused shops that give access to food and essentials at affordable prices. The Purfleet Pantry is not a means-tested service, meaning that anyone who feels they need to shop there, can do.

On average, shoppers at the Purfleet Pantry save 37 per cent compared to a traditional supermarket, while still having the variety of name brand products that we expect to see in a supermarket.

The Purfleet Pantry also holds a number of free workshops and activity sessions, which are perfect for families during the school holidays.

An important local charity, The Purfleet Trust is always growing to meet the needs of the community in West Norfolk, while always being committed

to supporting the people who most need it.

Want to help? There are a number of ways you can support The Purfleet Trust and make a difference, from volunteering to fundraising and much more.

The Purfleet Trust have recently released their latest Impact Report, which describes how they've made a difference over the past year. Read that by scanning the QR code on this page or by visiting purfleettrust.org.uk/impact-report-2025



Community Fund awards support to local people and projects

This year we have awarded £40,000 to local charities and community groups through its Community Fund, supporting projects that make a real difference to people's lives.

For 2025, demand for the fund again was exceptionally high. More than £110,000 worth of applications were received, meaning the Customer Insight Panel faced some very difficult decisions. With support from Norfolk Community Foundation, the panel carefully

considered each application to make sure funding was directed where it would have the greatest impact.

The projects chosen focus on some of the most pressing challenges facing our communities, including food insecurity, housing and

homelessness, access to legal advice, mental health support, skills development and social inclusion. Many of the funded projects directly support Freebridge customers, while also benefiting the wider community.

Projects funded in 2025

King's Lynn Night Shelter received **£4,518.40** to provide 24 hour emergency accommodation, meals, laundry facilities and pastoral care for people experiencing homelessness. The service also supports Freebridge customers in crisis and involves around 60 volunteers, helping to reduce inequalities and strengthen community cohesion.

Hanseatic Union was awarded **£2,500** to deliver its "Food for Thought" classes in North Lynn, Fairstead and Highgate. These sessions focus on nutrition, budgeting and cooking, supporting migrants and local residents, including Freebridge customers, to live more healthily and build community connections.

Mundesley Haig Bowls Club received **£1,650** to purchase a new lawn mower, improving local facilities and helping the club continue to offer inclusive social and physical activities in a rural area.

Norfolk Community Law Service was awarded **£4,518.40** to provide free legal advice and outreach for Freebridge customers. The funding supports people dealing with issues such as domestic abuse, family law, debt and immigration, helping to prevent problems from escalating into crisis.

North Lynn Food Hub received **£4,518.40** to provide £25 store credit for 183 households, many of them Freebridge customers. Alongside affordable food, the hub offers wraparound support and relies on volunteers to help prevent food poverty and financial hardship.

North Lynn Methodist Church was awarded **£1,537** to provide training for volunteers, many of whom are Freebridge customers. Courses include first aid, food safety and fire safety, improving employability while strengthening an important community hub.

Open Road Norfolk received **£2,500** to run construction workshops for young people at risk of exclusion or not in education, employment or training. Around 50 students will benefit, with 40 gaining qualifications and practical skills that can lead to employment opportunities.



£40k
awarded to
local groups &
charities!


Together, these projects improve access to essential services, strengthen food security, boost skills and employment opportunities, and support mental health and wellbeing. They also bring people together, helping community spaces thrive and ensuring support reaches both urban and rural areas.

Funded projects span King's Lynn, North Lynn, Downham Market, South Lynn, Snettisham, Mundesley, South Creake and surrounding villages, ensuring the Community Fund continues to have a meaningful and wide reaching impact.



**Interested
in applying
for the fund
in 2026?**

**Head to
page 21
for more
information
on how!**



8:56 Foundation was awarded **£4,518.40** to run a retreat for men experiencing mental health difficulties. The project aims to reduce isolation, build resilience and encourage wellbeing through shared activities and teamwork.

Snettisham Beach Sailing Club received **£1,080** to provide accessible sailing sessions for Vision Norfolk and Purfleet Trust service users. Around 120 people will benefit, including people with disabilities and those experiencing homelessness, with strong volunteer involvement supporting social inclusion.

South Creake War Memorial Institute was awarded **£815** to upgrade its audio visual system, enabling more community activities and improving access for local residents, including those living in housing association homes.

SWAN Youth Project (Norfolk) received **£2,500** to support the Love Downham Shop in Downham Market. The shop provides subsidised food and clothing to 585 members, alongside a warm space, support conversations and volunteering opportunities for young people at risk.

The Garage Trust Ltd was awarded **£4,344.40** to deliver a 10 week Creative Confidence arts programme for disadvantaged young people. The project focuses on building confidence, wellbeing and social connections, with many participants coming from Freebridge communities.

The Purfleet Trust received **£5,000** to support the Purfleet Pantry food hub, which helps more than 1,000 members, around 40 per cent of whom are Freebridge customers. The pantry provides affordable food, essential items and wider support to help people through difficult times.



A day-in-the-life of the Freebridge Communities Team

At Freebridge, our Communities Advisors are central to delivering our commitment to supporting the people and places we serve.

Working within dedicated neighbourhood patches, these Freebridge colleagues bring visibility, consistency, and care to our communities.

With that in mind, we wanted to give you a snapshot of what a day in the life of one of our Communities Advisors looks like...

Each day, our team combine proactive customer care with a deep understanding of their local areas.

They begin their day in their patch, planning visits, following up on tenant needs, and working with colleagues to deliver excellent service.

That extends from welcoming new customers during the viewing and sign-up step, to checking home safety, all the way to offering welfare and budgeting advice.

Every interaction is about helping our tenants sustain

secure and affordable homes.

Indeed, a Communities Advisor also provides financial support by working closely with our Income Team to help tenants keep rent accounts up to date, access benefits, and manage their finances confidently.

By sustaining tenancies and minimising arrears, they play a direct part in protecting homes and keeping rents lower for everyone.

Wellbeing and safety is also at the heart of what they do.

An advisor will ensure homes and communal areas are safe, well maintained, and compliant with regulations.

They conduct regular inspections, report and follow up on repairs, and act swiftly when issues arise.

This requires collaboration with our Repairs, Assets and

Customer Experience (CX) Teams, meaning our advisors play a key role in ensuring that their every interaction delivers a lasting impact for tenants.

Across our communities, these advisors are also given support from their team leaders – who provide guidance and oversight.

The leaders support their team in all aspects, giving them the tools to respond both confidently and effectively to the needs of their communities.

This approach ensures that our advisors are able to act efficiently, while also remaining connected to Freebridge’s wider goals. They are always visible in their respective patches, while also being proactive when it comes to safeguarding.

Whether resolving tenancy issues, identifying support needs, or collaborating with partner agencies, their goal is

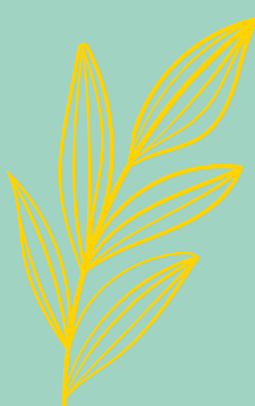


clear: to make every customer feel secure, supported, and proud of their home and community.

This approach reflects our values in action, listening to customers and taking accountability for outcomes.

Through their daily work, our Communities Advisors strengthen our neighbourhoods, build trust, and help create the conditions for people and places to thrive.

In short, they are local people with local knowledge, making a local impact.



At Freebridge, our customers are central to everything that we do - and nowhere is this more visible than in our Communities Team.

This is more than just completing property inspections, with each visit focused on much more than assessing the physical condition of a home.

These visits are central to tenancy sustainment and help build relationships between Freebridge and our customers.

Indeed, each visit reflects the team's commitment to making sure our customers feel seen and supported.

In recent months, the team have been supporting customers in many ways, including helping a customer whose home no longer met their medical needs, and have partnered up with MIND to

host drop-in sessions at our remote schemes.

These stories tell only a small part of the compassion and dedication shown by the Communities Team every week.

They offer support without judgement, they listen deeply, and they step in when our customers need someone to lean on.

Their work embodies Freebridge's values and we're proud to shine a light on the difference they are making across our communities.





New community notice board installed to support North Lynn residents

Pictured: From left – Scott Mulley (Purdy), Glen Soper (Purdy), Ben Griffin (RISE North Lynn), Jodie Goward (Freebridge Community Housing) and Rev Jon Price.

A new community notice board has been installed at the former Community Centre in North Lynn, helping local residents stay informed and connected with what's happening in their area.

The notice board has been donated by Purdy Contracts (part of Sureserve), working in partnership with Freebridge Community Housing, to support the work of RISE North Lynn, a community-led group focused on bringing people together and strengthening local connections.

The notice board will act as a central hub for sharing information about local events, activities, groups and opportunities across North Lynn. It provides an accessible way for residents of all ages to find out what's going on in their neighbourhood and how they can get involved.

Glen Soper, Build Operations Manager from Purdy contracts

said: "We're delighted to support North Lynn and the wider community. Local notice boards play an important role in sharing information and encouraging community involvement."

RISE North Lynn is a positive community initiative that celebrates local pride and encourages collaboration, inclusion and wellbeing. The group works to create opportunities for people to connect, support one another and contribute to positive change within the area.

A spokesperson for Freebridge Community Housing added: "Strong communities are built on connection, communication and collaboration and this new

notice board will make it easier for residents to stay informed, get involved and feel part of what's happening locally."

The installation of the new notice board reflects a shared commitment from Purdy Contracts, Freebridge Community Housing and RISE North Lynn to support community engagement and strengthen neighbourhood ties.

Rev Jon Price added: "This notice board gives us a visible, accessible way to share what's happening in North Lynn and invite people to take part. It's about creating opportunities, celebrating our community and helping residents feel connected and included."

Fire door safety: Protecting you and your home



Many of our customers live in a block of flats or group homes.

In these homes, the external door facing into an enclosed common escape route invariably should be a fire door, which protects these shared common areas from the spread of flames and smoke.

Please be aware that your fire door is more than just a door - it is a life-saving barrier.

This is because it is able to hold back flames and smoke, buying you and your neighbours precious time to escape and for firefighters to respond.

Please make sure you keep your fire door effective by following these steps:

- Never prop it open
- Check it closes fully without sticking or excessive gaps (gaps should be no bigger than the width of a pound coin)
- Report any damage (cracks, broken seals, loose handles, broken glass) immediately
- Keeping hallways and escape routes clear

A working fire door can mean the difference between safety and tragedy.

If you notice a problem with your fire door, contact your housing officer or Freebridge's CX Team straight away.

Get to know your fire alarms

Please make sure that you regularly check to see if your smoke and carbon monoxide (CO) alarms work.

You should have a smoke alarm on each floor, a CO alarm in rooms with fuel-burning appliances, and a heat alarm in your kitchen.

Please do press the test button on each of these alarms at least once a month, keep them clean, and be sure to report any broken alarms immediately.

Remember, Carbon Monoxide gas is known as a silent killer - as it is colourless and has no smell, meaning you cannot tell if it is around you.

Common appliances used for heating and cooking - such as boilers and wood or coal fires - can produce it if they are faulty or not installed properly.



Pictured: From left – Councillor Jacqueline Fry with Andrew and Alison, who are Freebridge colleagues



Out & About: Coming to see you in 2026

At the start of every year, everyone at Freebridge gets very excited about revealing our new Out and About dates!

This initiative sees our colleagues visit you 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 are falling short.

We'll ask you questions to ensure the information we have stored for you is correct, while you'll have a chance to let us know anything that might be concerning you - including reporting any repairs you may have.

The Out and Abouts in 2026 got under way on 12th March when our team visited Thetford and the surrounding areas.

As with last year, each session will see us have a central base for the day.

This means that Freebridge colleagues will be available for you to visit us at your own leisure - and we'll share where we're going to be on social media before we begin our visits to your area.

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

Speaking of last year, in total **we visited 2,484 homes** in our 2025 schedule, with **752 new repairs raised** and customers receiving **172 follow-up calls**.



SAVE THE DATE!

Our dates for 2026 are as follows:

- **Thursday, April 23** - Villages surrounding King's Lynn
- **Thursday, May 21** - Swaffham and surrounding area
- **Thursday, June 25** - King's Lynn
- **Thursday, July 16** - North Norfolk
- **Thursday, September 10** - Locations to be confirmed

If we ever miss you on an Out and About in your area, please do give us a call on 0332 404 444 and let us know anything you'd have liked to say in person.

We're now using an app when we visit you!

When we see you on our 2026 Out and Abouts, there will be one major change that you'll notice from past years.

Moving forward, we will be using a new application (app) to record the answers to the questions we ask you on the day.

This new Out and About App will be based on a mobile phone, so please do be aware that at least one of the Freebridge team you meet at your home will be using it on the day.

Freebridge colleagues will always have ID with them when they are doing this Out and About visit to your home, so you can always ask them to show it to you if you are alarmed by this change.

By changing tact and embracing our new app-based method, your data is added electronically.

This not only a quicker method for Freebridge colleagues but also ensures your data is even safer than ever before.

Got a question about our Out and Abouts? Please do email communications@freebridge.org.uk and let us know.



**LOCAL ENERGY ADVICE
PARTNERSHIP**

Extra support with energy bills as Freebridge teams up with LEAP

We're delighted to be able to reveal that Freebridge have entered into a partnership with the Local Energy Advice Partnership (LEAP) to assist our tenants with energy bills and the cost-of-living.

LEAP helps to support as many people as possible who are at risk of going into fuel poverty. This service is open to all types of householders, including social housing tenants.

Thanks to the FREE energy advice service they can provide, those in need can stay warm and save money on their energy bills.

LEAP's efficiency advisors provide guidance and support that is specific to a person's energy efficiency needs, from referral, to home visit, to follow-up.

Our customer-facing teams have already received training from LEAP - and we are pleased to say that we are now able to submit referrals.

Please do get in touch with us if you would like help with a referral, or you can do it yourself via this link applyforleap.org.uk/apply/

You can reach us by calling 0333 240 4444 or emailing CXSupport@freebridge.org.uk.

Get **FREE** meal plans

**FREE FOR
EVERYONE
LIVING & WORKING
IN KING'S LYNN & WEST
NORFOLK**

**Fed up of deciding what to
cook every night?**

**Want to save money on
food shopping?**

Want to eat healthier?

Then this is for you!

**Get a new personalised meal
plan & shopping list every week
designed just for you - for FREE**



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Or visit



[FiveDinners.com/MyCommunity](https://www.fivedinners.com/MyCommunity)

Borough Council of
**King's Lynn &
West Norfolk**



Join over 30,000 other people enjoying FiveDinners meal plans

RRP £86 per year - but 100% FREE for everyone living & working in King's Lynn & West Norfolk

Apply for our Community Fund 2026!

To celebrate our 20th Birthday, we are welcoming applications from projects that make a difference in our communities.

If your group supports Freebridge customers or the wider community of West or North Norfolk, we want to hear from you.

Find out more and apply online at:

freebridge.org.uk/who-we-are/our-news/community-fund-2026



Freebridge
COMMUNITY HOUSING



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

It's vitally important to us that we're able to offer you the best customer service that we possibly can.

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

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

We'd encourage you to contact us if you have an issue or an official complaint and will always be 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 really like to know about that, too.

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 our service.

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.

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

OUR PERFORMANCE

Performance for Q3 (October - December 2025)

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



6,625

Responsive repairs jobs were completed



109

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



15

Compliments were received



459

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



12

New homes were completed



23

 Days

Time taken to complete routine repairs

HOW TO CONTACT US

VISIT or WRITE TO US at:

Juniper House, Austin Street,
King's Lynn, Norfolk PE30 1DZ

We're open between:

8.45am - 5.15pm (Monday-Thursday)

8.45am - 4.45pm (Friday)

and closed on Saturdays, Sundays and
Bank Holidays.

TELEPHONE: 03332 404 444

We've been made aware that some mobile
phone providers now charge for calling numbers
beginning with 0333, if your provider is one of
these you can also contact us on 0800 1691694 -
which is free from all numbers.

Out of office hours our main number diverts to
our 24 hour emergency service.

WEBSITE: freebridge.org.uk

FACEBOOK: facebook.com/freebridge

X: @freebridge



TREATING EVERYONE FAIRLY

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

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

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

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

