

STREETS AHEAD

THE MAGAZINE FOR FREEBRIDGE COMMUNITY HOUSING TENANTS

PROVIDING ACCESS

Allowing access to
your homes and why
it's important

REPAIRS 101

Explaining our
repairs process

UNIVERSAL CREDIT

Managed migration
information

WHAT'S ON

What's happening in
West Norfolk over
the next few months

OUR NEW HOMES IN DOCKING

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Freebridge
COMMUNITY HOUSING

WELCOME TO STREETS AHEAD

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Anita Jones
Chief Executive



Hello all and a very warm welcome to our second Streets Ahead of 2024.

As we head towards the halfway point of the year, I would like to express my sincere thanks to everyone who took part in our recent consultations including Awaab's Law and the Shaping the Future of our Homes through MyFreebridge.

Your valuable feedback has been instrumental in helping to steer direction and we are grateful for your continued support and participation. If you haven't signed up for MyFreebridge yet, I urge you to do so through our website and will enable you to engage in all future consultations as well as keeping updated on what's happening in our community.

You may have seen that the National Housing Federation has launched its campaign **#aplanforhousing** which we are proud to support. The campaign is calling on the party that forms the next government to make changes in its approach to housing with a clear long-term plan.

The social housing waiting list for the UK sits now at just over 1.2million which includes a list of 89,000 in the east of England. To give some context for scale, to keep up with demand for housing, the east of England alone needs an additional 18,000 affordable new homes, per year close to work, services

and education facilities. This is a mammoth mission.

On the development front, we have ambitious plans for the year ahead and earlier this month we were delighted to complete our development in Docking (as pictured on our front cover) as well as getting underway in Brancaster and completing on more homes in Salters Road.

Stoke Ferry and Outwell will also be moving ahead soon, helping us to provide more new affordable homes to those who need them. In the words of Shelter 'When we build social housing, we're building better lives.' As someone who grew up in Social Housing, I couldn't have put it better myself.

Last month we launched our managed service and materials and waste partnership, moving away from our Hamlin Way site to a purpose-built and dedicated Fulfilment Centre at Travis Perkins' King's Lynn site to provide our business with a streamlined service which will make ordering more convenient for our operatives, enhance our operational efficiencies and continue to improve our customer delivery.

We also rolled out our new scheduling system for colleagues, enabling us to spend less time on the road travelling and more time delivering repairs for our customers.

I'm also pleased to be able to tell you that in the coming weeks, the Social Supermarket in

partnership with The Beacon, Lily, Norfolk Community Foundation, and Imagine Norfolk will be opening on Walpole Road in North Lynn. My thanks to everyone who has worked hard to bring this to completion. We will be telling you more about this soon so please do keep your eyes peeled.

You will know that keeping you safe in your homes is our top priority. Recently we have been faced with some access challenges, however it's vital for us to carry out these safety inspections to keep you and your property secure. If you cannot make an appointment, please do talk to us so that we can make one that works best for you.

Before I sign off for this issue, I wanted to mention the Hero Awards which I attended last month and where Freebridge were a proud sponsor of the Neighbour of the Year Award. The awards, which I am always pleased to attend shone a light on those making a real difference in our community. My congratulations to all the nominees and winners and to those who go the extra mile continuing to make West Norfolk a great place to live.

Anita



ACCESS TO YOUR HOME

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

It's with that in mind that we are asking for your help to make sure we're able to do this to the best of our ability.

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 didn't let 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.

For your own peace of mind and the safety of yourself and your families, ensuring we are able to complete these key appointments is vitally important.

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



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

@ Email HCM@Freebridge.org.uk or;

☎ call us on **03332 404 444**

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



REMINDER ABOUT COMMUNAL AREAS

Some of you live in a Freebridge home that also has a communal area.

By that, we mean all internal or external areas that are shared – which can include (but is not limited to) corridors, hallways, stairwells, lobbies, walkways and under stairs.

We'd like to chat about that space with you for a moment.

As your landlord, we're committed to doing all that we can to keep you and the buildings you live in safe - and we know that doing what you can to help us achieve that is equally important to you.

While the vast majority of you comply with what is set out in your tenancy or lease agreements, there are some residents who continue to store items in communal areas.

Unfortunately, this compromises everyone's safety and is something we'd ask you not to do.

This is because items left in communal areas can block

emergency exit routes, cause a slipping or tripping hazard and can even create a fire risk.

The kind of items we are talking about here are varied, with some common examples listed below:

- Prams
- Bikes
- Scooters
- Door mats
- Shoes

Likewise, any furniture, electrical goods and other household items shouldn't be left in communal areas. These can create a fire hazard or risk to other residents, most notably small children.

You also shouldn't put up any decorations, such as Christmas lights, or leave any of your personal belongings in any communal space.

If you have any questions about storage and what your options are, or are concerned about safety in communal areas, please do call us on 03332 404 444.

Your health and safety will always be our priority and we'd ask you to consult the communal area guidance leaflet that you should have. If you haven't got that document, please do email communications@freebridge.org.uk and we can send you a copy, or you can find it on our website!



Need to let us know about a problem in your communal area?

- @ Email HCM@freebridge.org.uk for any concerns regarding damage or safety
- @ Email tenancyenquiries@freebridge.org.uk for any concerns regarding anti-social behaviour (ASB)





MAKING IMPROVEMENTS TO YOUR HOME

Did you know that you can now make a landlord permission request through our website?

We understand that part of making a house your own home is to put your own personal stamp on it. We're here to help you with this, and to do this we've simplified the process into three categories:

1. No Permission Needed

Feel free to make certain changes within your home without needing our permission.

2. Seek Permission First

For specific alterations, it's important to get our approval before making any changes. We're here to guide you through this process.

3. Not Allowed

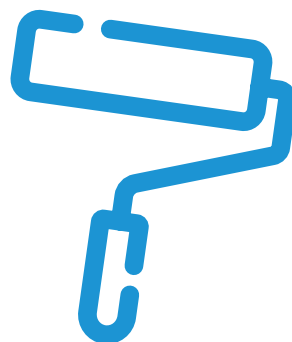
There are some changes that cannot be made to your home. Please refer to our guidelines for more information on what falls into this category.



You have the right to request alterations to your home. We aim to accommodate your needs and expectations. However, there are situations where we may need to refuse permission, primarily when changes could affect safety or property value.

For a full list of what we do and don't allow, along with the things you don't need to ask us permission for, please see our website: freebridge.org.uk/freebridge-customer/landlord-permissions

Or you can scan the QR code with your phone!



REPAIRS 101

We understand that contacting us about repairs at your home is a very important part of our relationship with you.

It's with that in mind that we thought you'd appreciate a refresher on how this process works.

When you contact us to report a repair, our trained coordinators will diagnose your request and prioritise the work that needs doing - giving the most appropriate appointment for the job needed to you.

With any repair, accompanying your request with a photo or video is hugely important as it allows us to better diagnose your issue in the first instance.

EMERGENCY REPAIRS

Emergency repairs deal with any defect that could affect the health, safety, or security of you, or somebody in your home.

This is also the case if there's an immediate risk which affects the structure of your home.

We aim to respond to emergency repairs within 24 hours.

Examples of an emergency repair:

- Total loss of heating or hot water
- Unsafe electrical fittings
- Serious roof leak
- Serious water leak
- Property unsecure (e.g. lost keys)

URGENT REPAIRS

An urgent repair is to fix a defect that does not cause

immediate risk to the health, safety or security of you or somebody in your home.

Although it's not an emergency, it still needs to be carried out quickly to make sure that it doesn't get worse.

We aim to respond to urgent repairs within 7 days.

Examples of an urgent repair:

- Contained water leak from any type of fitting
- Toilet cistern and pan problems
- Faulty extractor fan affecting the electrics

ROUTINE REPAIRS

A routine repair will be carried out to fix a defect which is neither an emergency or urgent and isn't causing discomfort, inconvenience or nuisance to you or somebody in your home. It also won't affect the long-term deterioration of the building.

We aim to respond to routine repairs within 28 days.

Examples of a routine repair:

- Make safe and repair fencing, gates and garage doors
- Dripping/leaking tap or shower unit
- Blocked or broken guttering
- Ease and adjust of doors and windows (eg drafts, handles and catches)



HOW TO CONTACT US

The best way to report a repair to us is by emailing hcm@freebridge.org.uk.

As mentioned above, attaching any photos or videos relating to your repair will be vital in helping us decide the best way forward.

However, if you have an emergency, please do contact us as soon as possible by calling 03332 404 444.



OUT & ABOUT 2024

June

Our Out and About programme is something our Freebridge colleagues really enjoy taking part in each year.

This initiative sees us visit you, our customers, directly in your homes so that we can speak with you and understand what you want from us a little better.

We want to be able to provide you with a level of customer service that you'd expect - and this process always offers us great insight into where we are hitting our mark, as well as where we are falling short.

This programme supports one of our key objectives, to provide excellent customer service, and allows us to connect directly with you, our customers. We visit your homes so that we can better understand exactly what you need and to make sure you feel that Freebridge are providing you with a service that is what you'd expect.

So far in 2024 we've been Out and About on April 17th and May 15th, but we've got three more dates to make you aware of!

On June 10th we'll be in Gaywood, with the Community Plan very much on the agenda. July 10th will then see us visiting those of you who we are missing key data for, while we also have an outing pencilled in for September 18th.

We look forward to seeing many of you on those dates!

If we've been to your area over the past few months and missed you, please do give us a call on 03332 404 444 and let us know anything that you wanted to tell us in person.



July



September



MOVING TO UNIVERSAL CREDIT

MANAGED MIGRATION



Universal Credit is simplifying the benefits system by combining the following six benefits and tax credits (Housing Benefit, Income Support, Income-Based Job Seekers Allowance, Income-Related Employment and Support Allowance, Working Tax Credits and Child and Tax Credits) into one single monthly payment.

From April 2024, the Department for Work and Pensions is writing to some people who receive these benefits to let them know that they need to claim Universal Credit instead, to ensure they still continue receiving financial support. This letter is called a 'Migration Notice'.

You do not need to take any action until you receive your Migration Notice letter, however when you do, it's important you check the date that you will need to claim by as you won't be moved automatically.

Please don't ignore your letter as it explains what you need to do next.

It also provides information on the help available to prevent you from missing out on financial support from the government.

If you want some help with your Universal Credit application or you're concerned about managing your income until you receive your first Universal Credit payment, there are different types of support available: [ucmove.campaign.gov.uk/universal-credit/support-and-independent-advice/](https://www.gov.uk/universal-credit/support-and-independent-advice/)

If you have any questions, please get in touch with our Income Team by calling 03332 404 444, and press option 3 or email income@freebridge.org.uk to talk more about how we can help.

Over the page is a simple timeline to show when you can expect your letter for managed migration of these benefits



TAX CREDITS

These should have all been sent by the end of March 2024.

**MARCH
2024****TAX CREDITS WITH
HOUSING BENEFIT**

From April 2024.

**APRIL
2024****INCOME SUPPORT**

From April 2024.

**HOUSING
BENEFIT ONLY**

From June 2024.

**JUNE
2024****INCOME RELATED
EMPLOYMENT SUPPORT
ALLOWANCE WITH
CHILD TAX CREDITS**

From July 2024.

**JULY
2024****TAX CREDITS
(PENSION AGE)**

From August 2024.

**AUGUST
2024****INCOME-BASED
JOBSEEKERS
ALLOWANCE**

From September 2024.

**SEPT
2024****EMPLOYMENT &
SUPPORT
ALLOWANCE
(ESA) & ESA WITH
HOUSING BENEFIT**

Although not yet confirmed, it is anticipated to be between Autumn 2024 and December 2025.

**AUTUMN
2024 -
DECEMBER
2025***my*freebridgeFreebridge
COMMUNITY HOUSINGI'M A
FREEBRIDGE
CUSTOMERWORK
WITH
USWHO
WE
ARE**DID YOU KNOW?**

We've recently implemented a search bar on the Freebridge website!

We've been working with our Customer Ambassadors and Service Champions to see what improvements we can make to the website, and one of the things we could see we needed to change straight away, was how things were found on the website.

With the search bar now in place, we are hoping it will be a lot easier for our customers to find what they are looking for.

If you'd like to give us feedback on our website, or have some changes you could suggest, please take our survey over on myFreebridge.



You can find the survey by scanning here, or heading to the myFreebridge site:

[freebridge
communityhousing.
uk.engagementhq.com](https://freebridgecommunityhousing.uk.engagementhq.com)



CUSTOMER VOICE UPDATE

As we kick off the first quarter, there's exciting news to share!

Our Service Champions and Customer Ambassadors have dived into your feedback from the Tenant Satisfaction Measures (TSM) survey, and they are ready to focus their attention in the following areas:

- Overall repair service and time taken to complete a repair

- Freebridge's approach to complaint handling
- Freebridge's approach to listening to your views and acting upon them

At the May Service Champion Forum, your champions rolled up their sleeves to go through your Facebook messages, TSM, HCM survey and Hello Lamp Post comments that

are focused on our repair services. Your insights are the key for shaping our scrutiny action plans throughout the year and will guide the group as to where to shine a spotlight.

TENANT SATISFACTION MEASURES (TSMs)

The TSM results have been a goldmine of insights.

While there's always room to level up, we're thrilled to see nearly 10% of customers noticing a positive change in our services. It's proof that

the hard work behind the scenes, like our new repair scheduling system, is paying off! **Be sure to check out the video from TLF sharing these results - it's a great snapshot of where we're heading.**



You can find the video by scanning here, or heading to the myVoice section on the myFreebridge site:
freebridgecommunityhousing.uk.engagementhq.com



WE ARE RECRUITING!

Now, onto the really exciting bit—we're on the lookout for new team members!

Want to jump in and make a difference? Think you've got the spark to be part of our myFreebridge team? We're not just recruiting Service Champions and Customer Ambassadors; we're also looking for a new Board member with lived experiences of Freebridge Services. Plus, there's a brand-new committee forming, and we want YOU to be part of it. Head over to myFreebridge for all the details, and if you've got questions about any of these roles or the recruitment process, I'm just a message away.

Let's make 2024-25 our best year yet!



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

ARE YOU TELLING US WHAT YOU THINK OF YOUR REPAIR?

And here's some insider info - we've been testing a Repair Survey for post-repair feedback.

Over 3,000 of you received an invite and 250 awesome folks gave us their thoughts, with a whopping 84% saying

they were happy overall with their repair. Your feedback isn't just read and forgotten; it guides the decisions we make here at Freebridge. So, if you get a survey link after a repair, remember, your feedback truly counts!



Bex
 Freebridge's
 Customer
 Voice Lead



Once again we were proud to sponsor the 2024 Local Hero Awards!

The grand final of the Your Local Paper and Iliffe Media event was held at King's Lynn Corn Exchange on April 24th, with more than 600 people from across the community in attendance.

We were proud to sponsor Neighbour of The Year category again, with our CEO Anita Jones delighted to present the award to eventual winner Tony Foster.

Tony was honoured after setting up a helpful online network for

use by his community in Holme, which is near Hunstanton.

The event, which was hosted by military veteran and Invictus Games medallist JJ Chalmers, saw a host of other inspiring winners crowned including Paula Hall from Purfleet Trust who received the Lifetime Achievement Award.

Anita Jones said: "I am so fond of these awards; it really does highlight the incredible people in west Norfolk making a real difference in our community. My congratulations go to all the winners and nominees."

Other sponsors on the night were: Rounce & Evans Property Management, WWSA Global Scaffolding Management, Greenyard, Your Local Paper, Learning Resources, Dukes Head Hotel, Iliffe Media, Alive, Borough Council of King's Lynn and West Norfolk, Russen & Turner and Adrian Flux.

Photo used is courtesy of Your Local Paper/Iliffe Media

ALIVE SUMMER OF PLAY!

Swimming
Tumble Teds
Tumble Tykes
KASET
Alive Adventures

£1 Alive Card
50p Alive
Concession Card
22 July - 30 August



Discounted rates apply for West Norfolk Residents Under 19 only with an Alive Card / Alive Concession card. Standard price applies to all other patrons. On sale

Borough Council of
King's Lynn &
West Norfolk





SOCIAL HOUSING DECARBONISATION FUND



I was happy with my existing heating and it was working well, so I wasn't sure what was proposed would benefit me. I was worried about the disruption that would be caused from the works, but all of the workmen were kind, friendly and very tidy.

We've been busy rolling out our retrofit decarbonisation scheme across West Norfolk as we continue our quest to address the climate challenge.

As a member of Independent East alongside Broadland Housing Association, Havebury Housing Partnership, Orwell Housing and Saffron Housing Trust, we were fortunate enough to receive £1.3 million worth of Government Social Housing Decarbonisation Fund (SHDF) Wave 2.1 funding.

We've added £1.4m worth of our own resources to that fund to create a pool of £2.7million to

be spent on delivering energy-efficient upgrades to 99 of our properties.

These updates will reduce our carbon emissions, increase energy efficiency and improve the energy performance certificates (EPC) in our homes.

One of the criteria for the funding is that we must achieve an EPC rating of C in each property by the time we have finished the works. To put that into context, the majority of the 99 properties we have identified for works had either E or D EPC ratings.

To date we have had 19 post EPC's – and you can see improvements on the table we've included on this page below.



Properties
rated EPC D/E

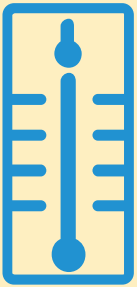
Converted to



Properties
rated EPC B/C



My whole house is now so much warmer than it was before and it is so much easier to keep the temperature consistent, with simple and easy to use controls. The warmer home has really helped with my arthritis, which always gets worse when it is cold.



On these 19 properties we have reduced the carbon emissions they produced by a combined 60 tonnes of CO₂e*, which is the equivalent to filling 60 hot air balloons (500m³ each), driving 222,950 miles in a diesel car or 60 direct flights from Paris to New York.

We're looking to install a number of measures at our properties, including low carbon heating technology such as:

- An air source heat pump (ASHP)
- New heating distribution systems
- An energy-efficient hot water storage cylinder
- Solar Photovoltaic (Solar PV) panels on the roof
- Upgrades to insulation where required
- Upgrades to ventilation where required

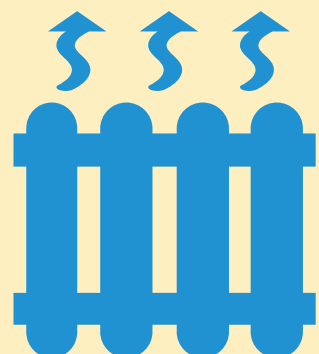


I'm not great with technology and didn't understand how the proposed systems would work, it sounded very complicated. But Freebridge sat with me and explained everything in simple terms. My neighbours have had theirs installed and I've only heard positive things, so now I'm excited to be having mine completed too.



A retrofit assessment and technical survey will also be carried out at each home, which will help to identify the recommended measures required to be installed.

Once that is completed, it's time for the work to begin!



* CO₂e - (Carbon dioxide equivalent or CO₂e means the number of metric tons of CO₂ emissions with the same global warming potential as one metric ton of another greenhouse gas)



NEW HOMES IN DOCKING

In the last edition of Streets Ahead we let you know about the new developments we're working on with our partners.

Well, one of them has reached completion since we last spoke to you – meaning we're pleased to be share some snaps from our delightful Docking development!

We're delighted to be able to showcase five affordable rental properties and two shared ownership homes, on Pound Lane in the village of Docking.

Laura Handford, Freebridge's Head of Service for New Homes, told us: "We have been in conversation with Hill Partnership about this scheme for several years now, so it is fantastic to see those discussions realised in these seven homes in Docking.

"Freebridge have been pleased to work with Hill in bringing

these homes forward which offer five much needed affordable rented and two shared ownership homes in West Norfolk."

We're looking forward to having new customers in these homes as soon as possible and are excited to update you on some of our other developments in future editions!

Our multi-skilled operative Sadko and Jacob next to his Freebridge van



HELPING YOUNG PEOPLE WITHIN WEST NORFOLK

Did you know that we are able to offer work placements and apprenticeships at Freebridge?

We were delighted to have three college students – Jacob, Sam and Liam – working in the field with our operatives during their Easter break.

The trio were able to help us complete works in empty properties that we are getting ready to go back to the market, as well as helping out on jobs in some of your homes!

Jacob, who was exclusively working on repairs at your homes with our responsive operatives, said: "I have really enjoyed the variety of jobs that I've been to. This has really helped me build my confidence and I'm hoping to be able to get a job with Freebridge later on in my life after qualifying."

Sam, meanwhile, was paired up with our engineering skilled electricians, added: "I've found this a very good experience, I feel that I'm being taught a lot. I'd like to do this job in the future, so I'm very thankful for the opportunity."

Finally, Liam was helping out at one of our empty properties with our multi-skilled operatives. He said: "It's been really good. I've been doing tiling, working on kitchens and fitting doors. It's something I want to do when I've finished with education and training and I've really enjoyed the experience so far."

Steve Manning, Freebridge's DLO Operations Manager, said: "We're so pleased to be able to support three local college students by offering them work placements. Our work experience colleagues have really enjoyed themselves, and maybe we've just met our operatives of the future."

Do you know somebody who could benefit from a work placement or an apprenticeship with us? Email communications@freebridge.org.uk and let us know.



WHAT'S ON... IN WEST NORFOLK



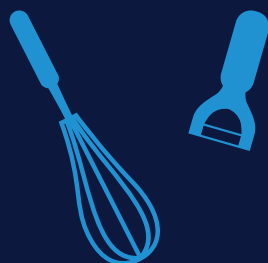
Saturday 1st - Sunday 2nd June 2024 – **Hanseatic Festival of Watersports**

Get ready for another free event in King's Lynn, with an incredible lineup of water ski racing, powerboat racing, Jet Ski racing, and more!



Every Tuesday throughout June & July – **Food For Thought**

With a different theme each week, go along and learn some new low cost culinary skills at The Beacon Café at North Lynn Methodist Church on Losinga Road, PE30 2DH.



Sunday 16th June 2024 – **Hunstanton Food & Drink Festival**

There will be 30 stalls along Hunstanton's High Street, including Heather's Kettle Corn with various flavours, North Creake-based Burn Valley Vineyard and The Norfolk Deli with a selection of cheeses and deli favourites.



Various dates through the summer – **RAF Bircham Newton Open Days**

Check our What's On page for key dates. Have a war fanatic in your family? The Heritage Centre at Bircham Newton has a unique collection of memorabilia from the former RAF station's past service, which spanned more than 44 years, including two world wars and the Cold War.



Saturday 31st August 2024 – **Alice in Wonderland Day**

Vancouver Quarter Event - keep a look out for details soon!



For more things going on in the local area, make sure you check out the What's On page on myFreebridge!



Just announced!

Discovery Centre
A PLACESHAPING COMMUNITY CENTRE

Family Fun Day

WEDNESDAY 14TH AUGUST 2024

The Discovery Centre are back with another fun filled day for all of the family! Keep a look out for more details soon.



Discovery Centre
A PLACESHAPING COMMUNITY CENTRE

Check out some of the great things we have happening over at the Discovery Centre!

Every Monday 6-7pm –

Basketball

For those aged 11-17 years.

Various dates coming up –

The Wild Hub
Gardening Club

Check our Facebook page for the latest information on dates at times!

Sunday 11th August 2024 –

Big Sis Little Sis

Come and join us for an indoor car boot and table top sale.

Every Tuesday –

Believe Sport

For children with SEN needs.

Find us at facebook.com/discoverycentrekingslynn or scan here!



JOIN US FOR

THE BIG COMMUNITY LUNCH

BRING YOUR
OWN PICNIC!

TEA, COFFEE AND COLD
DRINKS WILL BE PROVIDED



WHEN & WHERE:

AT THE DISCOVERY CENTRE

SATURDAY 1ST JUNE 2024

11AM - 3PM



Discovery Centre

A PLACESHAPING COMMUNITY CENTRE

COLUMBIA WAY, NORTH LYNN, PE30 2LA

THE
WILD
HUB



MORE PARTNERS TO BE ANNOUNCED!



Follow us at facebook.com/discoverycentrekingslynn or
scan here for the latest updates!



eden
project



PARTNERED BY

Iceland | the food
WAREHOUSE

GREENE KING
BREAD & BUTTER

The Big Lunch brings
millions of people together
to share friendship, food and
fun in their communities - join in!

TheBigLunch.com



A STAKE IN FREEBRIDGE: HOW TO BECOME A SHAREHOLDER

Freebridge Community Housing is inviting its tenants to become shareholders. As a shareholder, you have the right to attend the Annual General Meeting and vote on major issues in the running of the organisation.

Shareholding is designed to increase tenants' stakeholding in their housing provider and is a way to become involved in what Freebridge does.

If you need more information about how to become a Freebridge shareholder or just want to know more contact the Governance Team on 03332 404 444 or email shareholderenquiries@freebridge.org.uk

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

It's vitally important to us that we 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: www.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!

However, we do understand that that there will always be times when you're unhappy with a situation at either your home or within your community.

Naturally, you'll want us to be aware of this and it is your right to contact us and let us know how we can improve the service we are offering to you.

With that in mind, we do encourage you to get in touch with us if you have an issue and will always be very happy to hear from you.

Of course, we'd also love to hear from you if you'd like to compliment our service! Likewise, if members of the Freebridge team have gone above and beyond to help you, we'd also like to hear from you.

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 shape the service we offer.

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

Feedback, be it positive or negative, really helps us and is always passed to leaders and managers within the Freebridge team, which helps us improve the way we operate.

October 2023**03**

compliments received

37

complaints received

Reasons for complaints

27	property condition
06	estate management
03	other

November 2023**03**

compliments received

23

complaints received

Reasons for complaints

20	property condition
01	estate management
02	other

December 2023**06**

compliments received

37

complaints received

Reasons for complaints

29	property condition
03	estate management
05	other

OUR PERFORMANCE

FOR QUARTER THREE (OCTOBER - DECEMBER 2023)**Complaints received 97**

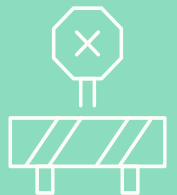
Our monthly average is 32.

**Repairs completed 7,232**

And that makes 19,138 repairs completed year to date (Q1 - Q3)

**Gained no access 362**

We gained no access on 362 of our properties that we haven't previously been able to access.

**New homes 50**

We began construction on site for 50 properties this quarter.

**Time taken to complete routine repairs 35 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



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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