

STREETS AHEAD

THE MAGAZINE FOR FREEBRIDGE COMMUNITY HOUSING CUSTOMERS

Fire safety in the summer months

PG04: Important summer advice from our Fire Safety Team

Keeping our communities safe

PG14: Our approach to anti-social behaviour and customers' responsibilities

SCHOOL'S OUT FOR SUMMER!

Check out PG20 for our competition and for some handy tips on how to keep children entertained over the summer holidays!

Freebridge
COMMUNITY HOUSING

WELCOME TO STREETS AHEAD

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A message from the CEO

Anita Jones
Chief Executive



I hope you're keeping well and managing to stay cool during the very warm weather we've been having.

I'm pleased to share that our latest Tenant Satisfaction Measures (TSMs) show overall satisfaction with Freebridge has increased again to 69.8%. This is the third year in a row that satisfaction has improved, which is encouraging because it shows that the changes we are making are starting to make a difference for customers.

We know there is still more to do, and we will not lose sight of that. But these results show we are moving in the right direction and give us a strong foundation as we begin delivering our new five-year strategy, Building Better Futures 2026–2031.

In the last edition of Streets Ahead, I shared that we were launching our new strategy. Since then, we've been turning those commitments into actions and focusing on what they mean for customers every day.

Although the strategy looks ahead over the next five years, its success will be measured in very practical ways: **homes that are safe and well maintained, services that are easier to access**

and more reliable, and a landlord that listens carefully and acts on what customers tell us.

Our strategy is built around four priorities: **delivering a reliable customer experience, supporting sustainable growth, being a great place to work, and achieving value for money.** In simple terms, this means making sure we use our resources well so we can continue investing in homes, improving services, supporting communities and planning responsibly for the future.

You will see these priorities reflected throughout this magazine. From fire safety and energy efficiency to community support and examples of how customer feedback is shaping what we do, each story shows how the strategy is being put into action in ways that matter locally.

Listening to customers remains at the heart of this work. We know the best decisions are made when they are shaped by the people who use our services. That means continuing to listen through the Customer Insight Panel, Community Voice surveys and consultations, and new drop-in events later this year. It also means going to

where our customers are, so more people have the chance to share their views in a way that works for them.

As we move forward, we will continue to be honest about our progress, clear about the challenges we face, and focused on fairness, respect and the diverse needs of the people and communities we serve. Above all, we remain committed to our purpose: providing safe, good-quality homes for people in need across West and North Norfolk.

We are also currently undergoing our inspection by the Regulator of Social Housing, which takes place every four years. As part of this, inspectors are speaking directly with customers, as well as colleagues, to understand what it is like to receive services from Freebridge. This independent feedback is an important part of the process. It helps test whether we are doing what we say we will do, and whether customers feel listened to, respected and able to influence the services they receive.

Thank you for your continued support, feedback and involvement. Your voice helps us improve, and together we can keep building better futures for customers, communities and colleagues.

Anita



Our latest Tenant Satisfaction Measure (TSM) results

We're pleased to be able to share our 2025/26 Tenant Satisfaction Measures (TSM) survey results with you all.

TSMs, which include 22 key measures (10 performance measures and 12 survey measures), are a set of standards that help assess how well landlords are doing - and it is a legal requirement for landlords to report them to the Regulator of Social Housing.

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

We've included a graphic on this page to show you how

we fared, but we're delighted to share that:

- Overall satisfaction has increased by 3.9% since last year
- Our approach to complaints handling has improved by 10.2% since last year
- All other measures, barring one, have increased in satisfaction since last year

Please see the full results on our website in the 'how we're performing' section - or you can scan the QR code here:





Fire safety in the summer months

Important summer advice from our Fire Safety Team

As the weather gets warmer, we wanted to share a few tips on how you can safely enjoy your outdoor spaces this summer.

Our Fire Safety Team are here to help and are pleased to be able to share best practice when it comes to a few key areas.

Hot and dry conditions can make fires spread very quickly, putting homes, neighbours, and green spaces at risk.

In Norfolk, extreme heat and wildfires have already caused serious damage in recent years, including the loss of homes

and harm to the countryside and wildlife. We also know that garden fires have affected local properties.

Please help keep yourself and others safe by following this advice during hot and dry weather:

- Do not leave bottles, glass, or other reflective items on grass or in gardens, as they can contribute to fires in strong sunlight.
- Do not use BBQs in parks, fields, open grassland, or wooded areas.

- If you are using a disposable BBQ, make sure it is raised off the ground and fully cooled before disposal.
- Take extra care when using BBQs, fire pits, or bonfires near homes, sheds, fences, dry grass, or open land.
- Do not use charcoal BBQs, fire pits, or patio heaters on balconies.

By taking these simple precautions, you can help protect your home, your neighbours, and your community.



Smoking safety in your home

Fires caused by smoking remain one of the biggest causes of accidental fire deaths in the home.

Please remember:

- Do not drop cigarettes or matches onto dry grass, soil, or other outdoor areas.
- Make sure cigarettes are fully out before throwing them away.
- Never throw cigarettes from car windows, as they can easily start roadside fires.
- Make sure you have a working smoke alarm on every floor of your home and test it regularly.
- Always use a proper ashtray that will not tip over.
- Check that cigarette ends, cigars, or pipe tobacco are fully extinguished before disposal.
- Never smoke in bed.
- Never empty ash into a waste bin indoors.
- Do not smoke if you feel sleepy, if you have been drinking alcohol, or taking medication that makes you drowsy.
- Never leave a lit cigarette, cigar, or pipe unattended.
- Keep matches and lighters out of reach of children.

Have you tested your fire alarm recently?

We recommend you test your alarm every Tuesday. If your alarm doesn't sound, it's usually due to the battery running low - if you are concerned that your alarm isn't working correctly, get in touch with us straight away by calling 03332 404 444.

#TestItTuesday



Change of fire contractor

We're pleased to let you know that we are now working with the Bell Group for all of our passive fire-related jobs.

Bell are one of the UK's largest property services contractors, delivering commercial property services at national scale.

When we say passive fire-related jobs, this includes jobs such as fire door replacements and fire stopping, for example.

What does this mean for our customers?

New personnel will conduct inspections and surveys on-site.

Bell may contact you to arrange survey appointments.

Access to your property may be needed for checks, with appointments scheduled in advance.

Please be aware that no new action is required from Freebridge customers – so if you are contacted with a query on this matter, please do be reassured.

If you have any questions or concerns, please email Fire.safety@freebridge.org.uk and we'll come back to you.



Discovery Summer Fun Day

FRIDAY 14th AUGUST 2026

10am - 2pm

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

Join us for creative activities with KL Creative Studios, dance along at our family disco, enjoy tasty treats from Walpole Whippy and our food van, pick up a goodie bag from Alive, and meet Norfolk Fire & Rescue Service with their fire engine (subject to emergency call-outs).

There's something for everyone, with plenty more surprises on the day!

Freebridge
COMMUNITY HOUSING

Find out more at facebook.com/discoverycentrekingslynn



Discover your wings

If you visit our Discovery Centre in North Lynn, you'll come face-to-face with something a little bit special in the main hall.

Our Placeshaping Team have headed up a 'Wings Project', which brought together local schools and families from the community to create something rather lovely.

All involved created individual feathers, which have now been assembled into a large pair of display wings that you can see on the far wall of the main hall at Discovery.

Each feather represents creativity and community spirit, as well as everyone involved coming together to create something special.

The wings are made up of 160 feathers from Howard Junior school, 260 feathers from St Germans, Wimbotsham and Magdalen schools combined, with a further 50 feathers created by children who attended our Summer Fun Day at Discovery.

Why not visit the Discovery Centre and check this out for yourself? Who knows where your wings will take you!



**COME AND JOIN US
AT THE DISCOVERY
CENTRE ON
FRIDAY, AUGUST 7
12NOON - 2.30PM**

Come along and help us to raise money for Breast Cancer. We'll have cakes, plus hot and cold drinks for sale!

**BAKE FOR SCIENCE.
BAKE FOR SUPPORT.
BAKE FOR CHANGE.**

In aid of

**BREAST
CANCER
NOW**



Let's talk about Pension Credits

We often talk to you about benefit eligibility in Streets Ahead – and this edition we'd like to explore Pension Credit, which is one of the more under-claimed benefits.

What is it? Well, Pension Credit is a tax-free, means-tested benefit in the UK designed to help retirees on low incomes with their living costs.

Separate from the State Pension, it tops up your weekly income to a guaranteed minimum level and can unlock access to numerous other helpful concessions.

Eligibility

You must live in England, Scotland or Wales and have reached State Pension age to qualify for Pension Credit. So, as you're a Freebridge customer, you are already halfway there.

If you have a partner

You must include your partner on your application for Pension Credit.

A partner is either:

- your husband, wife or civil partner - if you live with them
- someone you live with as a couple, without being married or in a civil partnership

You'll be eligible if either:

- you and your partner have both reached State Pension age
- one of you is getting Housing Benefit for people over State Pension age

Your income

When you apply for Pension Credit your income is calculated. If you have a partner, your income is calculated together.

Pension Credit tops up:

- your weekly income to £238 if you're single
- your joint weekly income to £363.25 if you have a partner

If your income is higher, you might still be eligible for Pension Credit if you have a disability, you care for someone, you have savings or you have housing costs.

What counts as income

Your income includes:

- State Pension
- other pensions
- earnings from employment and self-employment
- most social security benefits, for example Carer's Allowance

What does not count as income

Not all benefits are counted as income. For example, the following are not counted:

- Adult Disability Payment
- Attendance Allowance
- Child Benefit
- Christmas Bonus



- Council Tax Reduction
- Disability Living Allowance
- Housing Benefit
- Pension Age Disability Payment
- Personal Independence Payment
- Scottish Adult Disability Living Allowance
- social fund payments like Winter Fuel Payment

If you've deferred your pension

If you're entitled to a personal or workplace pension and you have not claimed it yet, the amount you'd expect to get still counts as income.

If you've deferred your State Pension, the amount of State Pension you would get is counted as income.

You cannot build up extra amounts for deferring your State Pension if you or your partner are getting Pension Credit.

Your savings and investments

If you have £10,000 or less in savings and investments this will not affect your Pension Credit.

If you have more than £10,000, every £500 over £10,000 counts as £1 income a week. For example, if you have £11,000 in savings, this counts as £2 income a week.

Please call us on 03332 404 444 if you have any questions.

You can also reach out to Norfolk Citizen's Advice here citizensadvice.org.uk/about-us/contact-us/local-citizens-advice/0014K000009EMIPQA4/.



Freebridge Community Fund: Applications are in

We are pleased to say that we have been inundated with applications for access to our Community Fund!

This fund is open to charities and groups who run projects that make a difference in West and North Norfolk – and is run with support from the Norfolk Community Foundation.

The deadline for applications is now closed, but we will be back in touch

with you all when we have news of who has been chosen for support this year.

Grants of up to £5,000 are available per application, with priority given to projects that benefit Freebridge tenants and communities.

And, to celebrate our 20th birthday, we're delighted to be able to hand out a record amount of £50,000 this year!

Applications for this year's Community Fund have now closed, with reviewing due to take place in September.

Groups that are successful will be contacted by Norfolk Community Foundation.

A huge thank you goes to our Customer Insight Panel, whose members dedicate their time to reviewing applications and helping decide where the funding should go.

Their knowledge and insight help ensure the fund supports projects that have the greatest impact in our communities.



The Purfleet Trust opens new premises in South Lynn

The Purfleet Pantry social supermarket was launched in 2023 to support individuals and families across South Lynn.

Since opening, the Pantry has helped thousands of local people access affordable food, household essentials, and a range of valuable support services, including cooking classes, advice sessions, and community activities.

The Purfleet Trust announced this July that the Pantry will be relocating to the South Lynn Community Centre through an exciting partnership with the Borough Council.

This move marks an important new chapter for the Pantry.

The South Lynn Community Centre will provide a larger, more flexible space, enabling them to meet growing demand and expand the support available to local residents. Plans include the development of a community café, a wider programme of activities and events, and an enhanced charity shop, creating a welcoming community hub for everyone.

As their services continue to grow, so does the need for volunteers. Volunteering at the South Lynn Community Centre

is a fantastic opportunity to meet new people, support your local community, and play a vital role in helping individuals and families thrive. Coming on board to support them is a great opportunity to get involved with an exciting project as it begins to grow into something even bigger and better.

To find out more about volunteering with The Purfleet Trust, please email volunteer@purfleettrust.org.uk.

Need help finding work that is right for you?

Do you live in Norfolk?

Do you have a physical, medical, or mental health condition?

We got you, lets get to work!

Come and meet our friendly Employment Specialists at the North
Lynn Discovery Centre, Columbia Way, King's Lynn ,PE30 2LA

Every second Tuesday of the month 1:30pm —3:30pm

And the last Thursday of the month 10am—12pm

Relax



Chat

CONNECT TO WORK

Funded by **UK Government**



Working Well Norfolk

Delivering **CONNECT TO WORK**



shaw trust

future
projects





You said, we did

It's been a busy quarter for our Customer Insight Panel, who have taken great strides in helping make their recommendations on service improvements at Freebridge a reality.

With that in mind, we thought we'd share their progress with you all in the form of a 'you said, we did' update.

This also includes what you have been telling us about what matters most to you via surveys and consultations on myFreebridge, as well as conversations you've had with Freebridge colleagues.

A few clear priorities came through, as you said that you wanted:

- Safe, good-quality homes
- A reliable, consistent service
- Repairs done right, first time
- Staff who are visible and accountable
- Clear communication and named contacts
- Neighbourhoods you feel proud of

Here's what you said, and what we've done so far:

Repairs and maintenance

You said:

It wasn't always clear what repair we were contacting you

about or what work was being carried out.

We did:

We now include a repair reference and a short description of the work in our repair texts and emails, so you know exactly what to expect.

You said:

There were times when repairs felt delayed with little update.

We did:

We are improving how we update customers when repair dates change and confirming when work has been completed.

We also:

- Prioritised backlog reduction and communication improvements
- Invested heavily in repairs, improving satisfaction by over 13%
- Continued working with the Customer Insight Panel to improve the repairs journey

Complaints and resolving issues

You said:

Some issues escalated into complaints because problems weren't resolved early enough.

We did:

We are strengthening ownership and follow-up, so you receive clearer updates and confirmation when issues are fully resolved.

You said:

You want to see learning from complaints, not just apologies.

We did:

We now track learning from complaints and share the service improvements made as a result.

We also:

- Made complaint handling a top improvement priority
- Increased scrutiny at Board and Committee level
- Commissioned an independent review
- Achieved +10.2% improvement in satisfaction with complaint handling

Communication and accessibility

You said:



WE WANT TO HEAR FROM YOU



Want to join the Customer Insight Panel?

Some letters and messages were too long.

We did:

We are simplifying our letters and focusing on what matters most, including what has changed, when it starts and where to get help.

Keeping track of progress

You can visit the 'You said, we did' page on our website – which can be found in the 'who we are' section.



To head to our 'You said, we did' page, you can scan the QR or key in the following address:
freebridge.org.uk/who-we-are/you-said-we-did

We're always looking for more customers to join our Customer Insight Panel – a group of residents who help shape services, influence decisions and make sure customer voices are heard.

The panel plays an important role in holding Freebridge to account and provides customer assurance that services meet the Regulator of Social Housing's Consumer Standards.

We welcomed two new members for the June meeting and would be keen to hear from more of you.

If you'd like to declare your interest, please scan the QR or head to freebridge.org.uk/who-we-are/join-the-customer-insight-panel and we'll come back to you!





Keeping our communities safe: Our approach to ASB

Back in December's edition of *Streets Ahead*, we shared an article with you regarding Anti-Social Behaviour (ASB). That piece explored what exactly ASB was, as well as what it isn't, too.

As we said back then, a key element of keeping our customers safe in their homes is ensuring that ASB is kept under control within our communities throughout west and north Norfolk.

We'd like to continue that discussion on ASB with you this edition, this time touching on customer responsibilities, intervention and early action, case management, enforcement, and partner agencies.

Customer Responsibilities

Freebridge customers are expected to respect both their neighbours, and the community they live in.

With that in mind, we encourage customers to:

- Resolve issues directly when it is safe to do so
- Be realistic about our role as landlord

- Take responsibility for minor disputes
- Maintain regular contact with us
- Respect others' lifestyles and reasonable disturbances
- Cooperate in investigations (e.g. witness statements, court attendance)
- Be considerate to neighbours
- Not commit or allow ASB by visitors
- Report crimes, harassment, domestic abuse, or ASB
- Use evidence tools (like the Noise App)
- Intervene with early action

When investigating ASB, Freebridge may use any of the following:

- Interviews
- Warnings (recorded)

- Acceptable Behaviour Agreements (ABAs)
- Good Neighbour Agreements (GNAs)
- Mediation
- Referrals to support services
- Enforcing tenancy terms
- Case management

In all cases that we are looking into, Freebridge will:

- Treat complainants fairly and with empathy
- Triage reports and advise if they're out of scope
- Assign a lead officer
- Contact you within five working days (or one day for serious cases)
- Carry out a risk assessment if needed
- Agree next steps with you
- Keep you updated (usually



every two weeks)

- Review actions at least every month
- Deliver enforcement

When needed, we may use:

- Injunctions (with requirements or prohibitions)
- Possession proceedings
- Mandatory possession (Ground 7a, Housing Act 1988)
- Section 21 notices (for starter tenancies)
- Eviction
- The powers of other agencies

We may ask partner agencies to use powers like:

- Community Protection Warnings/Notices
- Closure Orders
- Criminal Behaviour Orders
- Closing Cases
- When we may close ASB cases

We will try to contact you before closing a case. If we can't reach you, you'll receive a written explanation.

Cases may close when:

- ASB did not happen or has stopped
- All appropriate actions are completed
- A more suitable agency is handling it

- The complainant or witnesses don't engage
- You don't provide needed information
- There's insufficient evidence
- No further action is possible
- The complaint is deemed malicious

**Please call us on
03332 404 444 and ask for our
ASB and Safeguarding Team
if you'd like to talk to us about
ASB. You can also email
ASB@freebridge.org.uk
if you'd prefer to.**



Creating comfortable, energy-efficient homes

If your Freebridge home has a low Energy Performance Certificate (EPC), there's a chance you'll be contacted by us regarding domestic energy efficiency improvements (or retrofitting, as you may have heard it called) at some point in the future.

We appreciate that the thought of having extensive works done on your home can be worrying, so we wanted to offer some insight on how the process works.

It's important to know that we're only able to offer these upgrades to a small number of homes at any one time – and that we cannot take requests.

Currently, only our lowest performing homes when it comes to Energy Performance Certificate (EPC) ratings are being considered for these improvements.

A

B

C

D

E

F

Understanding EPC

An Energy Performance Certificate (EPC) rates your property's energy efficiency and environmental impact on a scale from A (most efficient) to G (least efficient).

It is legally required when you buy, sell, or rent out a home, and it remains valid for 10 years.

The certificate uses a scoring system from 1 to 100 to assess your heating, lighting, and insulation costs.

Band A (92+ points): Highly efficient, very low bills.

Band B & C (69–91 points): Good to excellent efficiency.

Band D (55–68 points): Average, typically the most common rating for UK housing.

Band E (39–54 points): Below average.

Band F & G (1–38 points): Inefficient, requires improvement.



I just love living here!



Customer testimonial

We recently spoke to a customer about the energy efficiency works we undertook at her home.

This home was an EPC F prior to the works, meaning it didn't perform very well energy-wise. But, following extensive retrofitting works, it's now up to EPC B – making the customer's home feel, in their own words, 'warm and cosy'.

Working alongside LivGreen, a complete retrofit was carried out at this home – including replacing the old, inefficient electric storage heaters with an air source heat pump (ASHP), topping up the loft insulation to 300mm, and the installation of Solar PV (photovoltaic) panels.

New extractor fans were also fitted, alongside low energy lighting.

The customer said: "Before I had the solar panels and the heat pump, I was paying around £110 per month with the old set-up. Now it's about £30 a month.

"My house is now very warm. Whenever the sun is out I can turn all of the radiators off! I feel very lucky to live here, it's so warm and cosy.

"I did say, why me? And I was told my home had an EPC rating of F. I'm told it has now been improved to a B, which is brilliant! I just love living here!"



Keeping visits safe for everyone

All Freebridge customers will, at some stage, have an appointment with us at your home.

Be it for a repair, a meeting with a Communities Advisor, or welcoming one of our surveyors, there are many reasons why one of our colleagues will visit you.

It's very important to us that both you and Freebridge colleagues feel safe when these visits take place.

When Freebridge staff visit your home, we kindly ask that any dogs are kept under control and safely secured.

This helps ensure the safety and comfort of both

our colleagues, and your household, allowing us to carry out our work effectively.

There are simple ways you can do this, such as keeping your dog in another room, using a crate, or having them on a lead while we are present.

If possible, asking a friend or family member to look after your pet during longer visits can also help.

Thank you for your cooperation in helping us create a safe and welcoming environment for everyone.



Electrical safety for sheds and outbuildings

As Freebridge do not provide customers with power to outbuildings and sheds, we'd like to share some key fire safety advice and requirements with you should you wish to do so.

It's common to have electrical supplies and appliances running in your outbuildings and sheds, but vitally important that this is done safely.

With that in mind, please follow the below steps when it comes to powering up your outbuildings:

Professional installation

You should not attempt DIY electrical work, run extension leads from your home to the outbuilding, or use unapproved portable heaters.

When it comes to heaters, always verify that your heater carries the British Standard (BS) Kitemark or a CE/UKCA mark.

All wiring must be safely trenched, armoured (a Steel Wired Armoured cable must be used), and properly grounded.

Specialised equipment

Your garages and sheds are exposed to damp, dust, and temperature changes all year round.

That means that any sockets, switches, and light fixtures must have an appropriate IP (Ingress Protection) rating. This is usually IP55 or higher and will help prevent short circuits caused by moisture.

RCD protection

It's important that your electrical supply is protected by a Residual Current Device (RCD). This acts as a fast-acting breaker to cut off power in the event of a fault or water ingress, drastically reducing fire and shock risks.

Safe storage and hazard management

Please remember that you should never store petrol, gas cylinders, or excessive flammable materials in an outbuilding with live electrics.

Our Support Fund



We've always taken a flexible approach to meeting a wide range of needs when it comes to allowing our customers access out Support Fund.

However, given the ongoing uncertainty in the Middle East, there has been a global spike in oil prices.

We understand that this has caused an increasingly urgent challenge for many of our customers who rely on oil to keep their homes going.

We know that a significant percentage of our homes are not connected to the gas network, meaning that many Freebridge customers rely on oil for heating and hot water.

Unlike gas and electricity, oil must be purchased in bulk - and recent increases mean that the cost of filling a tank has risen sharply.

With that in mind, we have decided that the Support Fund will primarily focus on supporting customers with the cost of oil at the present time.

If you are a customer who is struggling with the rising cost of oil, please do call us on 0333 240 4444 and ask to speak to a colleague regarding our Support Fund.



Home improvements made simple



We understand that part of making a Freebridge house your own home is putting your personal stamp on it.

For detailed information on what falls under each category, you should visit the '**landlord permissions**' page in the '**I'm a Freebridge customer**' section of our website.

Please be aware that, for any activities not listed, you will need to seek permission first.

We'll then tell you whether you can or cannot proceed with the change, and what criteria you may need to satisfy.

At the bottom of the Landlord Permissions page, you'll also find a form that you can fill in - should you need to seek permission to undertake works at your home.

As a quick guide to help you navigate landlord permission, we've simplified the process into three categories:

No permission needed

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

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.

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 can go directly to that page by scanning the QR code on this page, or heading to freebridge.org.uk/freebridge-customer/landlord-permissions





YOUR CHANCE TO WIN!

It's giveaway time! We've got cinema tickets up for grabs for one lucky family and entering couldn't be easier!

Just fill in your details for a chance to win two adult and two children's tickets to see a film of your choice at the Alive Corn Exchange Cinema. Head to forms.office.com/e/wWBgGdweGz or scan this QR code!

Closing date: Friday 14th August 2026

T&C's can be found on the form



Enter by 12 noon on Friday 14th August 2026 - winner will be drawn at random!



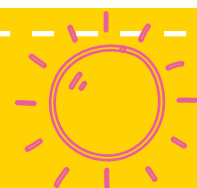
50
things to do

Looking for ideas to keep children active, curious and having fun?

Norfolk's 50 Things to Do Before You're Five is packed with simple, low-cost activities that help little ones learn, explore and enjoy **the outdoors**. From splashing in puddles to spotting wildlife, there's something for every family to enjoy together. Scan the QR code to discover all 50 activities and start your next adventure!



Scan the QR code to explore Norfolk's 50 Things to Do Before You're Five



We'll be sharing lots of free ideas over on our **Discovery Centre Facebook page too, so head over and keep an eye out!**

facebook.com/discoverycommunitycentre



ACCESS TO YOUR HOME



Keeping you safe in your home is extremely important to us here at 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!



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 very important to us that we're 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



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

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 Q4 (January - March 2026)

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

From our next issue we are going to be sharing a lot more about our performance - and this will be available on our website from mid-July



8,105

Responsive repairs jobs were completed



174

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



02

Compliments were received



657

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



37

New homes were completed



31

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

*James Banks, Head of Safety is the nominated lead for Health and
Safety as detailed in the Social Housing (Regulation) Act 2023.*



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

