

Media Release

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Freebridge announce plans to support community during winter months

Freebridge Community Housing have announced plans to provide additional support to tenants and the wider community in West Norfolk over the winter months.

Sophie Bates, Freebridge's Director of Housing said: "Given the very real concerns people have about the situation with the coronavirus pandemic, Freebridge's top priority continues to be the health and safety of our customers and our workforce. We do also understand though, that as a community housing organisation we need to work to provide additional support to our more vulnerable customers and the wider community throughout the winter months given the additional stresses and strains that coronavirus brings."

Activities planned for the next few months include:

- making regular welfare telephone calls to tenants over the age of 60, including daily calls, and some home visits, to our more vulnerable tenants,
- providing additional financial and welfare support,
- providing additional advice and guidance to people who have become unemployed as a result of the knock-on effects of coronavirus – we have taken on a number of additional employees to help do this,
- facilitating urgent temporary accommodation requests from partner organisations,
- identifying suitable empty properties for use as isolation units,
- providing support to partner organisations in respect of the supply of food parcels for those in need, *and*
- a programme of activities for young people to keep them active and entertained.

Sophie Bates, Freebridge's Director of Housing said: "We will achieve some of these activities through the work of our teams here at Freebridge, however some of them will be achieved through working in partnership with other organisations across West Norfolk including the Purfleet Trust, the Borough Council of King's Lynn & West Norfolk, the Princes Trust, St Edmunds Academy, Lily, West Norfolk Mind and the College of West Anglia."

"Freebridge's vision is to support a better West Norfolk and we know that by making a concerted effort to support the community during the winter months we can help make a real difference."

Details of specific activities will be announced over the next few months.

If the meantime if you have any concerns or questions please do get in touch with our Customer Service Team on 03332 404 444, or email them at enquiries@freebridge.org.uk