

# Customer Handbook



### My Coastline

Our online service for your mobile, tablet and computer is the best way to get in touch.

- Report it** - tell us anything you need us to know
- Book it** - book and manage your repairs appointments
- View it** - see your accounts and make payments
- Manage it** - read our replies to you all in one place
- Find it** - lots of information about your home and our services

Download the app from your device's store, or click the My Coastline link at our website on mobile, tablet or computer.

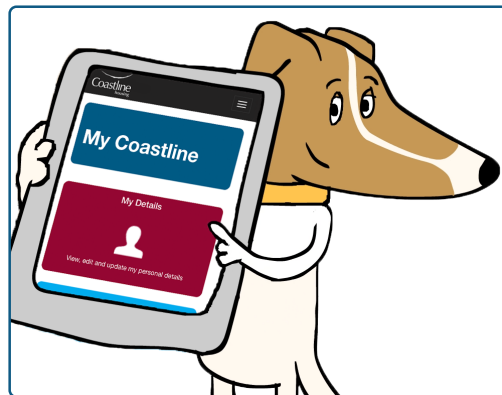


**Website** – [www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk)

**Email** - [customer.service@coastlinehousing.co.uk](mailto:customer.service@coastlinehousing.co.uk)

**Telephone** – on 01209 200200 our full phone service is available from 8:30am to 5pm, Monday to Friday, except for bank holidays.

**Relay UK** - Dial 18001 before the number you require if you are deaf, hard of hearing or speech impaired.



### Address

Coastline House, Barncoose Gateway Park, Pool, Redruth TR15 3RQ

Your Customer Handbook is a brief introduction to services available to you as a customer, as well as your rights and responsibilities.

For more information, you can visit My Coastline and search our Knowledge Base.

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## About our services

### Need help with your rent?

If you have any worries about paying your rent, managing your finances or issues with debts, contact our Income Management Team. We can offer help to maximise your income and reduce your expenditure. We work closely a number of partner agencies, so if you would like more expert advice we can refer you to the most appropriate support. You can manage your account through My Coastline and contact us for support and advice.

We have colleagues dedicated to offering extra support to customers who may be facing financial or general wellbeing issues.

Anna-Marie and Katie work in our Income Team and have lots of knowledge to be able to support customers who might be struggling with rent arrears, debt, budgeting, benefits such as Universal Credit, or need some help applying for funding for white goods and other essential items.

### Need to report a repair?

To report repairs use [My Coastline](#). You can select the type of repair you need and for most repairs you can book your own appointment at a convenient time.

For any emergency repairs, you can call us 24 hours a day on 01209 200200.

### Having issues with anti-social behaviour?

Coastline recognises how stressful being the victim of anti-social behaviour can be, so we aim to deal with all concerns as early as possible. Our Tenancy Management Team is Anti-Social Behaviour Accredited, so you can trust in professional and effective support. You can also report any incidents or concerns through [My Coastline](#).

### Thinking of moving home?

We advertise our properties through Cornwall HomeChoice, which is run by Cornwall Council. To find out more information or register visit [www.cornwall.gov.uk/housing/homechoice-housing-register/](http://www.cornwall.gov.uk/housing/homechoice-housing-register/)

You can also contact our Lettings Team through [My Coastline](#) if you have any questions about moving in to one of our properties.

### Looking for Extra Care housing?

Our Miners Court Extra Care scheme in Redruth consists of 64 flats and has Care and Support Assistants on-site 24 hours a day, allowing residents to live independently in their self-contained home. To find out more about Miners Court and how to apply, head to our website [www.coastlinehousing.co.uk/extra-care-housing/](http://www.coastlinehousing.co.uk/extra-care-housing/)

### Would you like some help to live independently?

Customers in our Older Persons accommodation receive this extra telephone monitoring service. OkEachDay is a contact service that positively confirms your safety either each day, or once a month depending on your needs. You can find out more at [www.alertacall.com](http://www.alertacall.com) or contact us through [My Coastline](#).



## Need a garage for your vehicle?

We have garages across Camborne, Helston, Redruth and some of our rural areas. Garages are to be used only for the storage of motor vehicles.

Visit our website at [www.coastlinehousing.co.uk/rental-customers/garages/](http://www.coastlinehousing.co.uk/rental-customers/garages/) to find a list of our garage locations or contact us using [My Coastline](#).

# Are You Struggling?

We are here to help!



Contact Anna-Marie & Katie to see if you are eligible for support from Coastline's Hardship Fund.



rent arrears



benefits



white goods

We offer a wealth of knowledge around benefits, debt support & employment support.



01209 200200

WelfareReform@coastlinehousing.co.uk



## What you're responsible for

Below are just a few key things for you to be aware of when you've just moved in. You can find more information in your Tenancy Agreement.

### Paying your rent

You will need to pay your rent as set out in your Tenancy Agreement. You can check your rent account 24 hours a day, seven days a week using My Coastline. You can also see the history of your rent account and the charges that you are due to pay.

If you think you will have any problems paying your rent you should contact us as soon as possible. Our Income Management Team may be able to support you with your finances or set-up a payment plan. contact us on [My Coastline](#) or find out more information at [www.coastlinehousing.co.uk/payments/financial-support/](http://www.coastlinehousing.co.uk/payments/financial-support/)

### Keeping your property clean and in good condition

You are responsible for minor repairs, such as changing light bulbs and unblocking drains.

You are also expected to take reasonable care of your home, such as ensuring there is adequate ventilation and your home is regularly cleaned.

#### Some of the key things that you are responsible for

More information and a detailed list can be seen on My Coastline, including short videos to help guide you through some minor repairs.

Blockages in sinks, showers, baths & toilets	Toilet seats
Replacing light bulbs and tubes	Sheds
Keeping your garden clear and tidy	Your carpets
Washing machine and drier plumbing	Pest and vermin control
Keys to your home	Your own gas appliances
Your own electric appliances	Curtain rails

## Insuring your contents

The building will already be insured for any structural issues, but you need to make sure you have your own contents insurance to cover damage to any of your possessions.

### Getting our permission

You will only be able to make alterations to your property if you get written consent from Coastline. We will not normally give permission for any structural alterations. If you do make alterations without permission, we may ask you to put the property back to how it was – at your own cost.

You won't normally need our permission to keep a pet at your home, but there are restrictions on numbers of pets and certain breeds.

Our Pet Policy and the Alterations & Improvements Policy are online at [www.coastlinehousing.co.uk/rental-customers/making-changes-to-your-home/](http://www.coastlinehousing.co.uk/rental-customers/making-changes-to-your-home/)

### Keeping your details up to date

You can manage your household and account details on [My Coastline](#). It's especially important we have your most up to date contact information, but we also need to be aware if anyone moves in to or out of your home.

### Moving out

Although we hope you're enjoying your new home, there may come a time that you want to leave. It's important that you give us the right amount of notice as getting it wrong could mean you get charged additional rent even after returning the keys.

Your tenancy agreement will tell you the amount of notice you will need to give to end your tenancy. If you're thinking of giving notice and want to check this, you can contact us using [My Coastline](#).

## What we're responsible for

You can find a full list of our responsibilities inside your Tenancy Agreement. Below are a few responsibilities that we want you to be aware of when you move into your new home.

### Maintenance and repairs to your home

We aim to provide you with good quality, affordable housing within a safe and secure environment. To report any general repairs use our online service, [My Coastline](#). Most repairs reported this way will give you a choice of appointments.

Our contractor, Blue Flame, handles any issues with your gas, electric and heating. You can email them at [coastline@blueflamegas.co.uk](mailto:coastline@blueflamegas.co.uk) or call our main number on 01209 200200 and follow the options.

Emergency repairs must be reported by telephone by calling us on 01209 200200. Lines are open 24 hours a day, seven days a week.

### Some key things that Coastline is responsible for

More information and a detailed list can be seen on [My Coastline](#).

Windows, doors and roofs	Electrical wiring
Decorating the outside of your home	Heating, power & light fittings
Fences, walls and gates	Water and gas pipes
Pathways and steps	Gutters and drainage
Ceilings and plasterwork	Outbuildings and garages
Shared areas, both inside & outside	Taps, sinks, baths and toilets

### Maintenance of shared areas

You may have communal areas around your home, such as grassed areas and pathways. We check their condition as part of our Community Standard Inspections (see page 13). The maintenance and upkeep costs may be included in any service charges you pay. If you live in a flat we will also maintain the internal areas, which may include communal cleaning

and communal electric supplies. For more information, including about any service charges, please visit [My Coastline](#) and search our Knowledge Base where you can find lots of information about common queries.

### Complaints and compliments

When we do things well, our customers often pay us compliments about our work. It's always great to get positive feedback and our staff really appreciate it. We record all your compliments, so if you think we have done something very well or a member of our team has gone that extra mile to help, please let us know by sending a message via [My Coastline](#) or email [customer.service@coastlinehousing.co.uk](mailto:customer.service@coastlinehousing.co.uk).

We are committed to providing a high standard, quality service to all our customers, but understand that sometimes you may wish to complain about an aspect of our service or bring to our attention something that is not working well.

Our full complaints policy and online form is available at [www.coastlinehousing.co.uk/contact-us/complaints/](http://www.coastlinehousing.co.uk/contact-us/complaints/). Alternatively you can submit a complaint by contacting us using [My Coastline](#).



## Your rights as a customer

### Exchange

If you are an assured tenant, you will normally have the right to exchange your home with other housing association or council tenants. If you're interested in this you can find out more information and register at [www.homeswapper.co.uk](http://www.homeswapper.co.uk) where you can then search for other tenants advertising their homes to exchange.

### Take in a lodger

You may be permitted to take in a lodger, as long as this doesn't lead to your home being overcrowded. As the tenancy holder, it's important to remember that you are responsible for the behaviour of your household members and your rent being paid.

If you'd like to take in a lodger you will need our written consent and we will also need your lodger's full name and date of birth.

### Succession

If you pass away, certain people may be able to take on your tenancy. A tenancy is only normally able to be passed on once. If you would like to find out your eligibility for someone else to take on your tenancy, please contact us on [My Coastline](#).

### Access your personal information

At Coastline we take the security of your personal information very seriously. If you would like to check what information we hold about you, contact us using [My Coastline](#).

## Community Standard Inspections

To help maintain standards of communal spaces, our Tenancy and Technical Services teams inspect communities to look at things like gardens, grounds maintenance, and health and safety in communal areas

Inspections take place across the year. The numbers of visits to each area are based on the following categories:

**Red** – monthly inspections

**Yellow** – quarterly inspections: March, June, September and December

**Green** – six-monthly inspections: June and December

Inspection dates are confirmed each month on our social media accounts.

Our aim is have to have every area move to at least the yellow category.

You can check the list of areas and categories on our website at [www.coastlinehousing.co.uk/community-standard/community-standard-inspections/](http://www.coastlinehousing.co.uk/community-standard/community-standard-inspections/)



## Our pledge to you



### Overall satisfaction

#### To build & maintain trust we will:

- Achieve high levels of customer satisfaction with our services
- Provide an inclusive and accessible involvement & engagement offer via the Coastline Conversation
- Respond to your digital contact within two working days, and all other contact within four working days
- Make it easy for you to contact us, however you choose



### Respectful & helpful engagement

#### To respect & listen to you we will:

- Answer to and support the Customer Voice group to act as a critical friend to Coastline
- Share and celebrate how your feedback influences services and identify areas for improvement
- Treat you as an individual, respecting your communication preferences, recognising and responding to your needs



### Responsible neighbourhood management

#### To take care of your neighbourhood we will:

- Take seriously and acknowledge reports of antisocial behaviour within one working day
- Keep our 'We're Always Listening' website page updated
- Visit your neighbourhoods regularly and act on improvements identified as part of our Community Standard Inspections



### Keeping properties in good repair

#### To keep your home in good repair we will:

- Complete repairs right first time
- Complete repairs within our target timeframes



### Effective handling of complaints

#### When things go wrong we will:

- Make it easy for you to raise concerns and complaints and try to put things right straight away
- Learn from the issues you raise to ensure we continually improve our services



### Maintaining building safety

#### To keep your home safe we will:

- Ensure all our homes will meet or exceed the Decent Homes Standard (2)
- Ensure all of our properties are compliant with all required building safety checks

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## Coastline Trust Charter



### Overall satisfaction

It is important to us that you trust us as your landlord, and we pride ourselves on making improvements based on listening to your feedback. You can expect us to:

- Be open, honest and accountable
- Use helpful and clear communication
- Be consistent, fair and respectful
- Treat you as an individual

### This will be achieved by:



### Respectful & helpful engagement

- Respectful interactions and active listening
- A range of opportunities to give feedback and hear how it is used
- Consultation ahead of significant changes to services



### Responsible neighbourhood management

- Clean and well-maintained shared areas
- Positive contributions to local communities
- Resolving community concerns and anti-social behaviour fairly and promptly



### Keeping properties in good repair

- Affordable, clean and secure homes free from disrepair
- Easy to use, good quality and timely repairs service
- Friendly and reliable customer service



### Effective handling of complaints

- Simple and accessible ways to raise issues
- Resolving issues before they become a complaint
- Learning from issues and complaints



### Maintaining building safety

- Listening to, take seriously and act upon any safety concerns
- Meeting or exceeding all legal safety requirements

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# Join the Coastline Conversation!

Stay informed & have your say....

Get involved & make an impact...

Help us decide....

However you choose to get involved, your priorities will be fed through to the Customer Voice group. They present a quarterly report to our Customer Experience Committee, giving a roundup of what matters most in Coastline communities, and identify areas which require attention or customer scrutiny and improvement.



Your voice matters!

Gain skills  
Meet new people  
Make a difference

Coastline



Stay informed & have your say

Annual and regular surveys  
Pop-up & community events  
Quarterly customer communication & consultation meetings  
CoastLines magazine  
Website & social media

Connect with us!

Find out more via:  
Coastline Conversation -  
Coastline Housing or email  
[getinvolved@coastlinehousing.co.uk](mailto:getinvolved@coastlinehousing.co.uk)

Get involved & make an impact 

Environmental group

Development group

Voids inspectors

Community standards inspectors

Mystery shopping

Volunteer scheme

Green space projects

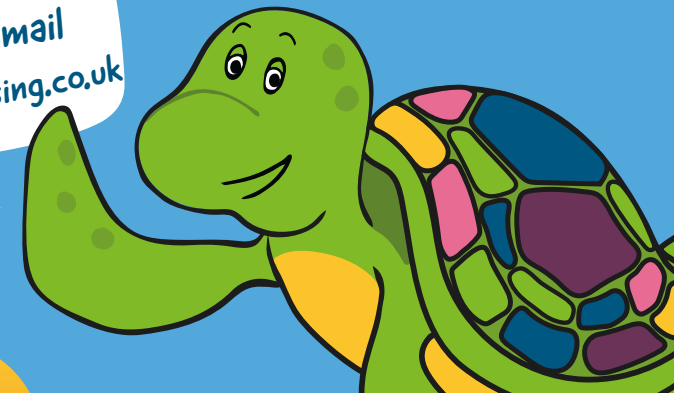
Youth engagement days

Your Next Step

Help us decide 

Customer Voice group

Customer Experience Committee



## How you can join the Coastline Conversation

All of our customers have the opportunity to get involved and help shape and improve Coastline's services.

There are different levels of involvement, so you can get involved and make a positive contribution in a way that suits your circumstances.

We want to encourage as many customers as possible to get involved, so we can offer lots of help, including help with travel expenses or childcare costs.

Here are some examples of how you can get involved and help shape the services available to you. If you'd like any more information please feel free to contact us using [My Coastline](#).

### Social Media and My Coastline

Coastline's Facebook, Twitter and Instagram accounts are always updated with news and useful information about services and ways to get involved.



## Voice of the Customer

You can influence what we do and make a real difference to the services we provide by completing our satisfaction surveys, which we usually send out after you've received one of our services and are available at the end of a call to our Customer Access Team.

### Your Next Step

We offer a range of back to work and training opportunities including:

- work placements – within Coastline Housing, Coastline Services, the Homeless Service and Miners Court Extra Care
- Coastline Construct – gain a CSCS card, complete a community project and get live building site experience working in a variety of trades
- volunteer opportunities – within Coastline Housing, Coastline Services, the Homeless Service and Miners Court Extra Care

More at [www.coastlinehousing.co.uk/help-and-advice/your-next-step/](http://www.coastlinehousing.co.uk/help-and-advice/your-next-step/)

### Committees and groups

You can volunteer your time and have your say in a variety of ways, and often from the comfort of your own home, at a time that suits you. See our Connect With Us menu of options (page 16) or visit [www.coastlinehousing.co.uk/coastline-conversation/have-your-say/](http://www.coastlinehousing.co.uk/coastline-conversation/have-your-say/).

There's a way to get involved to suit everyone's needs. If you would like any more information please contact us via [My Coastline](#), or at [getinvolved@coastlinehousing.co.uk](mailto:getinvolved@coastlinehousing.co.uk).

Join  
now!



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And at [www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk)

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