

CoastLines

THE MAGAZINE FOR COASTLINE CUSTOMERS | ISSUE 58 | SPRING 2024

Neighbourhood Action Days



Making a difference
in your communities

Plus



Customer at the Heart
award winners



We raise over £9,000
for Man Down



Fun and games at
our Miners Court
Day Centre



A look at the work of
our fantastic volunteers



#coastlineconversation

search for Coastline Housing @Coastlinehouse @Coastlinehousing



Are you ready to enter our
2024 garden competition?
Find out how inside

Welcome

Welcome to the Spring edition of Coast Lines

In this edition we bring you a wide variety of articles and features about what we've been up to over the past six months.

The winners of our Customer at the Heart awards are featured in this issue. We absolutely love this annual event as it showcases just how much kindness and goodwill there is in local neighbourhoods, as well as how many local organisations are working hard to make a difference in people's lives. It won't be long until we open the nominations for this year's awards so do keep an eye out for that.

We've got lots of other news about what we've been doing out and about in your communities and how you can get more involved in the work we're doing. Look out for the forthcoming dates of our next neighbourhood action days to see when we'll be coming to visit a community near you.

The call for entries to our garden competition for 2024 has already gone out and we're accepting your nominations now. We look forward to seeing lots of great photos of your gardens over the coming weeks.

As always, if you would like to contribute to this magazine or have any ideas about what we should feature, please do get in touch.

Best wishes
The Coastline Communications Team

Customer Communications Team

We have a dedicated Customer Communications Team. Members work with colleagues across Coastline to give their thoughts on documents before they go to print. They look at things like how easy the text is to read, whether the information is clear and whether the documents look attractive and interesting.

If you would like to get involved and be a part of this group, get in touch with us through any of the usual ways and we will give you the details.

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Tel 01209 200200
Email: customer.service@coastlinehousing.co.uk
Or visit our website www.coastlinehousing.co.uk



Remember! You can also report repairs, pay rent and a variety of other things through My Coastline. Search for Coastline Housing in your app store.

You can also follow our regular updates on Facebook, Twitter and Instagram.

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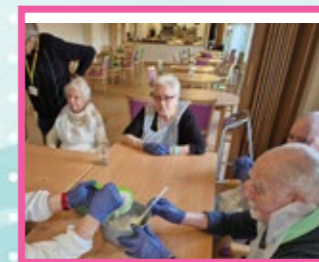
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Coastline raises over £9,000 for mental health organisation Man Down

Shining stars

Awards honour kindness and community spirit across Cornwall

At the end of last year we presented a number of 'Customer at the Heart' Awards to recognise the many ways in which people have made a difference to the lives of others by offering their kindness, help and inspiration, with winners voted for by Coastline customers

Receiving the award for **Green Champion** was **Charles Allwright**. He has been involved with the Pengegon Allotment Association for 50 years on the Pengegon Estate in Camborne and is currently the Chair. He shares his produce with friends, family and sometimes Cornwall Neighbourhoods for Change. Running the allotments gives lots of people in the local community the ability to grow their own food and Charles is always there with some patient advice.

Jack Brown received the **Young Hero Award** for using his skills and passion to help produce an accredited creative writing course at Coastline's Homeless Service. This has been an inspiration and motivation to many clients. Jack was praised for his thoughtfulness and empathy to others, always reaching out to connect and help people.

Laura Allsworth has been coordinating the West Cornwall Shoebox Appeal for a number of years and was given the **Partnership Working Award**. The shoebox project focuses on local communities creating shoeboxes with essential items and gifts for people who are homeless or at risk of becoming homeless, to be given out over the Christmas period. Thanks to her hard work, customers of Coastline's Homeless Service have benefitted from receiving a shoebox at Christmas each year and having something to open during what can be a difficult time for many. Customers thought she was truly an unsung local hero.

Lisa O'Kane and **Sian Corban** were given the **Your Next Step** award for a project they have been working on to help families who have children with additional needs. Lisa and Sian are both single parents who bonded through their shared experiences. They created a Community Interest Company called



Green Champion Winner - Charles Allwright



Best Garden Winner - Kathryn Dearden



Best Partnership Working Award Winner - Laura Allsworth



Your Next Step Winners - Lisa O'Kane and Sian Corban



Partner Programme Winner - Kevin Brennan



Young Hero Award Winner - Jack Brown

Hidden Treasures thanks to support from the European Social Funded Building Futures programme of which Coastline Housing was a delivery partner. They are planning to provide affordable, inclusive and regulated childcare, overnight short breaks, play schemes and holiday camps for families in Cornwall who have children with additional needs. They also plan to begin a community growing project and donate 50% of all the fresh produce to families identified as in need, living in impoverished areas of Cornwall.

The **Community Volunteer** award was given to **Lynne Cawkwell** for the amazing asset she has become to the Miners Court Day Centre Team in Redruth. Lynne retired in 2020 after working for many years in the catering department at Treliske Hospital. She decided a volunteering opportunity with Coastline would be a great way to get back out into the local community and give something back. Lynne now plays a pivotal role in the organisation and running of activities for customers two days a week in the Day Centre. She was nominated for being kind, caring and inspiring others to volunteer too.

Kevin Brennan became a volunteer in the Partner Programme with Coastline's Homeless Service, working as a garden volunteer and donating his time to allotments every week. He also imparts his knowledge to other customers who want to help out. This led to him being awarded the **Partner Programme** accolade.

Nigel Trevena was given an award for the work he does with the **'Miners Minders'** group at Miners Court, befriending other new customers who move into the Extra Care scheme. Customers fed back that they wanted more activities in the evenings so, as Nigel had an interest in playing cards, he volunteered to take on a weekly games night. He has since also helped with weekly coffee mornings and fundraising events.

Wendy James received the **Good Neighbour Award** after the impact she made since moving into Veor House, Camborne. Wendy is fantastic at communicating with her neighbours, making sure their voices are heard and their questions are answered. She attends meetings between residents and colleagues from Coastline's Tenancy Team and articulates everyone's views in a diplomatic and assertive way.



Community Volunteer of the year Winner - Lynne Cawkwell



Miners Minders Winner - Nigel Trevena



Good Neighbour Winner - Wendy James

John Stevens and **Wendy James** were also presented with **Long Service Awards** – a category that isn't voted on, but is awarded by Coastline to recognise and value the dedication of volunteers. Both John and Wendy have volunteered for over ten years, and have contributed so much in that time.

Finally, the award for **Best Garden** was given to **Kathryn Dearden** of Redruth for having transformed her garden since moving in. The beautiful, colourful space was spotted by Coastline colleagues whilst out in the community, and they nominated her for recognition.

Allister Young, CEO at Coastline Housing, said: "It was truly inspiring to hear all the many ways in which our award winners and runner ups are helping people in their local communities day in, day out. In a time when many of us are bombarded with negative news headlines on a daily basis, it's a heartening reminder of the innate goodness in people and the acts of kindness that happen on a daily basis on our doorsteps. Many congratulations to all our worthy winners."

Come and meet the Community Investment Team

Careers fair visit



We visited the Humphry Davy School careers fair in Penzance at the start of this year, along with some other fantastic Cornish businesses, talking to the students about future career opportunities. Our stall was busy throughout the day and we were delighted to talk to so many young people about the wide variety of careers available in the housing industry. We'll be attending more local careers fairs and roadshows this year, so tell any young people in your homes to keep an eye out for us and come and say hi!



Members of our Community Investment Team are now regularly visiting local neighbourhoods to speak with customers and answer any questions they might have. We would love to speak to any customers who would like to engage with us and become more involved with their local communities and Coastline.



Pictured here is Laura from Coastline at the **Helston Community Larder** which runs from 3pm-4pm on a Tuesday at the Helston Family Hub, TR13 8JF. A member of the Coastline team will be there on the second Tuesday of each month.

You can also find team members at these other locations each month:

Camborne Clothes Bank, 2pm-4pm, Camborne Parish Church Hall (we'll be there on the first Tuesday of the month)

Camborne Community Larder, 9am-10:30am, Camborne Library (we'll be there on the third Monday of the month)

Redruth Community Larder, 9am-10:30am, Bethel Community Church (we'll be there on the fourth Tuesday of the month)

We'll look forward to seeing you soon!

You can also visit our website at any time to find out more about getting involved, sharing your views on our services and helping us to make decisions.

If there's a community initiative near you that Coastline customers attend and you would like us to drop in, just let us know by emailing getinvolved@coastlinehousing.co.uk

Changes to Cornwall Council rubbish and recycling collections

Cornwall Council is rolling out new weekly food waste and fortnightly rubbish collections across Cornwall from 2023 to 2025 to help us waste less and recycle more.

The current fortnightly recycling service will stay the same with people sorting their recycling at home into the different coloured bags and black box.

The new service will give every household a way to contribute to the priority of creating a thriving and sustainable Cornwall. This will include a new separate food waste collection service.



Cornwall Council will give every household new bins suitable for their property to help reduce street litter and Keep Cornwall Clean.

Look out for your 'Get Ready for Your New Collections' leaflet in the post. This will inform you well in advance when your area will be due for the new collections. If you haven't received this leaflet or new bins haven't been delivered to yet, you're still on the current weekly rubbish and fortnightly recycling service.



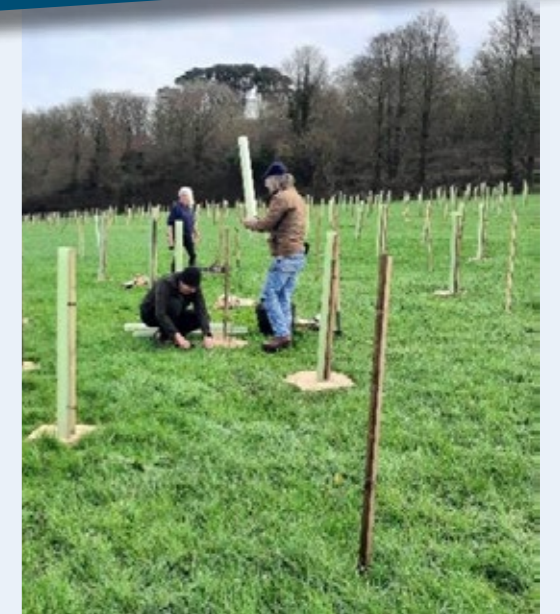
Visit Cornwall Council's website for more information.

Conservation projects in Cornwall

Clients from our Homeless Service have been getting out and about helping with local conservation projects.

At the start of February, some residents from our Homeless Service and one of our volunteers joined the National Trust tree planting day to help tackle climate change. The goal was to help towards the planting of over **8,000** trees to create a new woodland next to Helston.

The residents learned lots about tree planting and woodland regeneration. They showed their dedication to the cause by working hard with two residents planting over **50** trees in two hours.



Residents and volunteers also took part in a beach clean at Porthtowan, organised by St Agnes Marine Conservation Group. This was part of Cornwall Wildlife Trust's 'Love Your Beach' weekend. It aims to bring people together from all walks of life across Cornwall's communities to make a difference for our coastal environment.

In total, the Porthtowan beach clean netted a whopping **11.5kg** of rubbish. Well done all!

Hamper giveaway

Across the year, we ask customers to fill in a satisfaction survey if we've done work to their home, asking for their feedback.

At the end of each year, all these surveys go into a random draw and the winner receives a hamper of goodies in time for Christmas.

Mr Edwards from St Keverne was the lucky winner in 2023. The happy operatives delivering the hamper are father and son duo Dean and Kyler Tutchings from our Roofing Team. Dean and Kyler were part of the team that worked on the re-roofing project in St Keverne last year as part of our ongoing programme to keep our properties in good repair.

The hamper itself was donated to Coastline by Bradfords Building Supplies so we're very grateful for this too.



Neighbourhood Action Days



We held a successful Neighbourhood Action Day in Helston over October half term.

Our colleagues worked with local residents to remove various items of rubbish including old bikes, a trampoline, unwanted furniture and much more. In total we took away three large van loads of items to be disposed of.

Colleagues from our Tenancy Team, Income Management Team and Community Investment Team were all on hand to answer customer questions and give some help where they could on the day too.

It's all part of our Responsible Neighbourhood Management programme as we continue to make a positive difference to our communities across Cornwall.

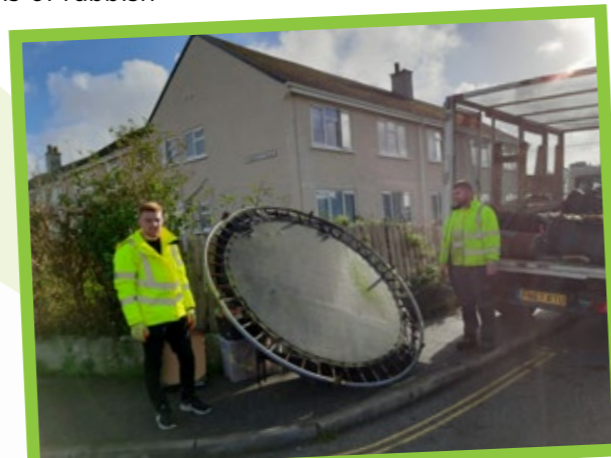
We received lots of positive feedback from customers in the area about this event and we are really pleased it's made a difference.

Our last Neighbourhood Action Day took place in Camborne around Manor Road, Morab Road and Pengwarras – we will bring you news of this in our next edition.

So far, we also have plans to hold Neighbourhood Action Days on the following dates:

- **Thursday 1st August – Camborne – Gwelmor, Stray Park Road, Penforth and Beacon Fields**
- **Wednesday 14th August – Illogan/Pool – Treloweth Road, Tangye Road**
- **Wednesday 28th August – Mabe – Gweal Darras**
- **Thursday 30th October – Redruth – Montague Avenue, Tresaderns Road, Morla Lane, Pond Lane, Edmund Road**

If you live in any of these areas, look out for more information coming directly to you nearer the time.



Are you interested in volunteering?

Miners Court in Redruth needs volunteers to help in the laundry, assisting customers with their washing/ drying and returning these to customers' flats.

We offer a full induction, a wide range of training, time credits and travel expenses to our volunteers.

If you would be interested in joining our dedicated team of volunteers then please contact our **Volunteer Manager** via **01209 200266** or email **getinvolved@coastlinehousing.co.uk**



Garden competition roadshow – will you be a part of it?

Coastline's garden competition is going to look a bit different this year! We will be recognising the contributions customers make to their local environments by holding a garden competition roadshow.

Nominations opened on Thursday 4th April and close on Friday 19th July.

Voting will take place with Involved Customers in July, and winners will be made aware in August.



To nominate yourself or a Coastline neighbour:

1. Email up to three photos of the garden to getinvolved@coastlinehousing.co.uk
2. Title the email 'Garden Competition'
3. Include your name, contact address and phone number, and if you're nominating someone else, please include their details as well, with their consent to do so

Nominations can be for individual gardens, communal gardens, garden projects, greenspaces, and pots or window boxes. Please note that all nominees must be Coastline customers.

All nominees will receive recognition for their efforts, and winners will receive a visit from the Community Investment Team, members of the Senior Leadership Team and Board in early September.

We look forward to receiving your nominations.



Miners Court Day Centre

It's been a busy and fun few months for visitors to our Day Centre at Miners Court in Redruth. They've been working with staff and volunteers to celebrate and mark various occasions including Valentines Day, Halloween, Mothers Day, Remembrance Day and more.

Visitors have enjoyed creating artwork and trying their hand at new crafts, either to create displays for the Day Centre or things to take home with them and gift to family members.

They have also been doing lots of baking, making sausage rolls, coffee cake and more. As well as all

this, there are weekly games of bingo, cards, chair exercises and music to sing and dance to.

The Day Centre runs every Monday, Tuesday and Thursday from 9.30am to 3.30pm. Prices are £31.13 for a whole day or £15.56 for half a day.

If you are interested in coming along to meet new people, enjoy a range of activities or reconnect with old friends, give them a call on **01209 217970**.

Everyone who spends time here is supported by our fully trained carers and friendly Day Centre staff.

The true cost of missed appointments

Each month, we turn up to around 80 jobs and find we can't get in to customers' homes either because no one is home or because no one wants to answer the door to us.

It costs an average of **£50** for each job we can't complete in wasted colleague time and fuel – that adds up to an astounding **£4,000** a month.

Planning and scheduling these jobs in at the office can also take up a lot of time.

Of course, visits where we are refused access also means longer waiting times for other customers who are very keen to have a repair or other type of visit from us.

If you know you aren't going to be at home or you receive an appointment that isn't convenient, please contact us to let us know and to rearrange. We would much rather do this so that we can focus our workforce in the most productive way for everyone involved and save Coastline money for the benefit of all our customers.

We're fully committed to keeping properties in good repair and ensuring everyone has a warm, safe and secure home, so we would really appreciate it if you could work with us to make sure that our teams are able to visit your home when they need to. Thanks!



Brick by brick

Coastline's Homeless Service received a kind donation from Bradfords Building Supplies of 80 building bricks.

People within the Homeless Service last month began a bricklaying course and, with the donation, were able to each build a flower pot.

A few people had their own extensive knowledge about bricklaying so contributed to the course by sharing their skills with others, making the day a team effort. Everyone was noticeably relaxed, got loads out of the course and went away happy with their achievements. A great result all round.



Possession order - granted

Positive community action and Neighbourhood Management leads to much needed home being brought back into habitable standard

Coastline has been successful in obtaining a possession order granted by the Court judge for a property that had fallen into a 'squalid' condition over a number of years, meaning that we have permission to take back control of the home and bring it back up to a good standard.

Over time the property had deteriorated and was becoming a concern for neighbours and our Tenancy Team.

Colleagues at Coastline spent years offering assistance to the tenants, offering a deep clean, attempting to visit the household for discussions, writing letters, attempting to make appointments and making referrals to other agencies. Sadly, the household refused to engage with us on any level and refused to allow us any access. It was becoming a grave health and safety concern for all and having an impact on the neighbourhood too.

In February this year, a judge heard the case and awarded Coastline Housing possession of the property. He also enforced court costs of £2,155 for

the tenant, plus extra costs to cover rent arrears and a daily charge until the keys were handed back to us.

The judge noted the many attempts to engage with the tenant and resolve issues over a long period of time, stating Coastline had done everything possible to support the household. He acknowledged that little effort had been made by the tenants to resolve any issues.

Seeking possession of a property is never something that we undertake lightly and we always try our hardest to work together with customers to resolve any issues wherever we can. However, when this becomes impossible to do and the situation starts to have a wider impact on other people too, we will take action and push for a positive result for all concerned.



We look forward to bringing this property back into a great condition and letting it out once again to other people in housing need locally.

Good as new!



Over the past year or so we have sadly had some properties that experienced severe fire damage.

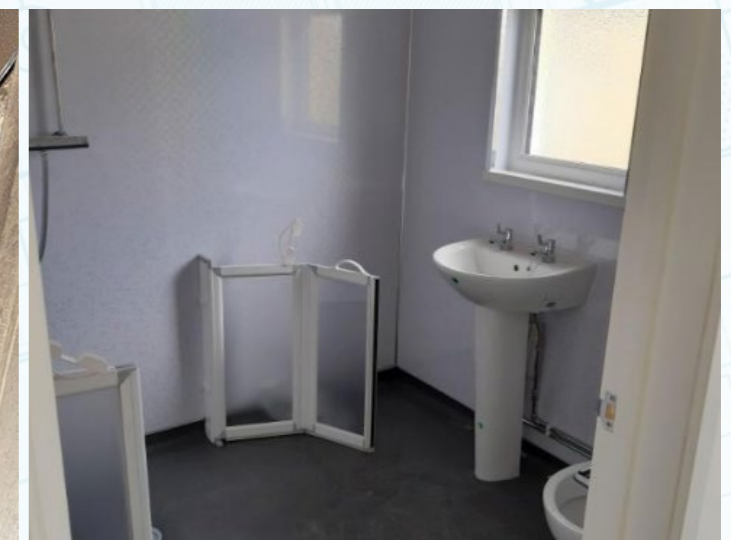
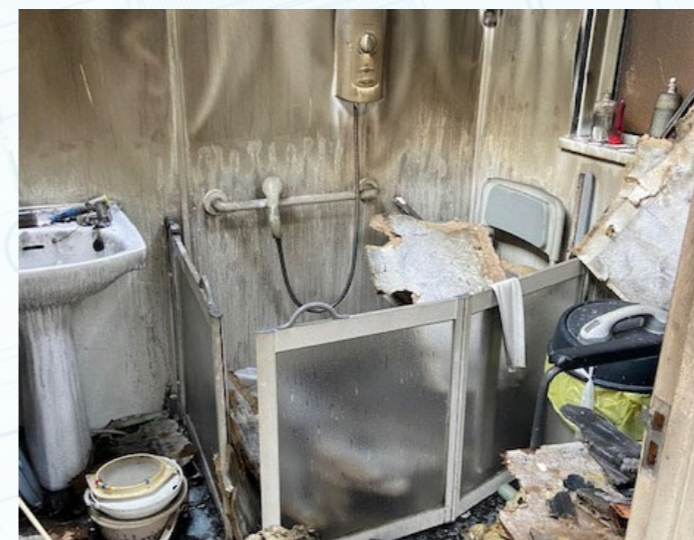
When a tragedy like this happens, we understand how distressing it can be and we work very quickly to find temporary alternative accommodation for the customers affected so that they have somewhere to stay while work to fix their home is carried out.

Where people have literally left in the middle of the night with nothing, their on-call colleagues have gone out of our way to buy them some new essentials and even visit the pharmacy to get vital prescription refills where needed.

Once everyone is safe, well settled and cared for, we then begin the job of assessing the fire damage, liaising with insurers and working to make safe and eventually fix the damaged homes.

Over the past year, our Services teams have completed 12 large scale damaged property remediation works. We've received great feedback from loss adjusters at our insurers for the way we've restored these homes and we thought you would like to see some of our before and after pictures.

When we are bringing a property back to life after fire damage, we always work closely with the resident to involve them in any new décor choices and keep them up to date as we go through the process.



Remember – while Coastline insures the fabric of the building, we do not insure the items inside your home. All customers are responsible for getting their own contents insurance. As you can see from these photos, it's incredibly important to have suitable contents insurance cover should the worst happen.

Community Standard Inspections



We've been visiting many more neighbourhoods over recent months as part of our rolling programme of Community Standard Inspections.

It's all part of our Responsible Neighbourhood Management programme and when we visit we look out for improvements made since the last inspection, checking gardens and picking up on any health and safety issues.

Do come and say hi if you see us out and about in your neighbourhood.

Keep an eye on your inbox and our social media channels to see when we are next due to visit you. If you have any concerns about safety issues or things like vandalism or fly tipping in your neighbourhood, there's no need to wait for an inspection – contact us through any of the usual channels to let us know about it so that we can put it right.



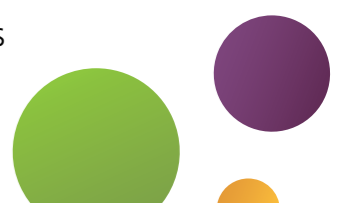
Successful ASB walkabout

At the end of last year, James Carter from our Tenancy Team represented Coastline on a walkabout in Connor Downs to talk to residents about Anti-Social Behaviour (ASB) issues.

It was a joint event with the Hayle Neighbourhood Police Team, Safer Cornwall, Cornwall Council, Ocean Housing and ourselves to canvas over 100 houses and speak to people about any ASB issues over the summer.



Everyone was pleased to hear that levels of ASB had significantly reduced in the area due to all these agencies working together to address issues with some individuals causing nuisance with their behaviour in this area.



Retrofit improvement programme launches



To potentially help improve the energy efficiency of Coastline's homes and meet the government targets to reduce carbon emissions, Coastline is embarking on a large-scale energy retrofit improvement programme of 151 properties.

These properties have been identified for inclusion within this programme for which Coastline Housing has received part funding through the Social Housing Decarbonisation Fund. The areas identified are Mullion, St. Keverne, Lanner, St. Day, Constantine, Mawnan Smith, Mawgan, Ruan Minor, Porthleven and Germoe.

The Committee on Climate Change estimates that around 40% of national annual energy consumption and 33% of national annual emissions come from domestic properties, so this project aims to help our customers keep warm in their home, reduce energy use and costs, and improve the environmental impact of Coastline's homes.

The first step in this programme is for Coastline to undertake a full property assessment; to do this we have partnered up with external consultants, Taylor Lewis who will be managing the delivery of the project on our behalf.

The assessment of these home will specifically look at things like:

- the heating system
- levels of insulation in the home
- windows, doors and any areas of draughts or cold spots
- air circulation
- occupancy and how the home is used
- other areas that may impact on how warm the home is and energy use



Customer Engagement Event in Mullion

The SHDF customer engagement event, held in December, was an opportunity for customers from Mullion to speak to Coastline colleagues, and members of partner agencies, to find out more about the planned improvements and upgrades to their homes- Taylor Lewis, LCX Low Carbon Exchange, and Blue Flame. Information boards were available to read, and the

Customer Liaison Co-ordinators, Anicka and Adrian, were on hand with Mark Reed (Projects and Technical Officer) to take customer queries and advise which expert to speak to.



Customer Benefit

The good news is if your home has been identified and you have been contacted for inclusion within this project it will not cost you anything and will help reduce your energy bills, keep your home warmer, and reduce carbon emissions in the longer term.

This project will bring indirect financial benefits to you as a customer by improving the energy efficiency of your home.

The first phase of the project will commence in Mullion.

We will host information events, and door knocking days to keep customers in each phase of the project updated on the next steps, as the project progresses.

Our Project Lead Taylor Lewis, and contractors, along with our Customer Liaison Coordinators at Coastline, have surveyed 140 out of 151 properties on the project, so that's 92.7%.





Universal Credit and the 53 week rent year

Coastline has added its voice to a movement being brought about by the National Housing Federation to ask the government to amend Universal Credit regulations to take into account the 53-week rent year for 2024.

Many have raised the problem with a Universal Credit calculation for people with weekly tenancies in years where there are 53 rent charges.

Legislation restricts the calculation of Universal Credit to the weekly rent multiplied by a maximum of 52 weeks, and Universal Credit is paid on a monthly cycle. Where a tenant has a weekly rental liability, they will have to make either four or five rent payments in any one month, depending on which day the month begins. This means that tenants are underpaid Universal Credit in months where there are five weeks.

We feel this is unfair and puts extra pressures on many of our customers in a time where we are living through a cost of living crisis.

We will keep you updated as the campaign progresses. In the meantime, if you are struggling with rent payments in any way, it's important that you talk to us about it early for help and advice. You can contact us in any of the usual ways.



Case study: team work leads to a life change

Thanks to some joint working between our **Tenancy Team** and our **Income Team**, the life of a Coastline customer has started to turn around and head in a more positive direction.

Colleagues from these teams did a joint visit recently with a customer who was a single mum of three, struggling with finances, rent and more.

Our Welfare Team, after previous phone calls with the customer, had managed to secure a fridge freezer and two toddler beds through our **Sustainability Fund**, which the customer desperately needed. This was followed up by an in-person visit as both colleagues sensed things still weren't right.

At the visit it became apparent there was a hoarding issue. Mum and three children were all sleeping in a small room downstairs, unable to use the other front room or go upstairs due to the amount of items on the stairs, landing and bedrooms.

Colleagues had a good chat with the customer, talking over fire safety and the need to refer her to other agencies for help which she agreed with.

The customer has since had a visit with a **social worker** and **child services worker**. It's been agreed that they will work with her, a declutter and deep clean will be arranged and the cleaning team will work with her at her pace to clear things away. The **Fire Service** will also attend to offer fire safety advice and talk about the importance of having clear exits.



This is a great example of how we can help customers in ways that you might not necessarily expect. If you are struggling to pay your rent or look after your home in any way, please do reach out to us and see if we can help.

Join the Coastline Conversation!

Whether you would like to volunteer your time on a regular basis, or take part in ad hoc consultation, there are lots of ways you can get involved and have your say.

Customer Voice

Customer Voice is a group of customers who are responsible for scrutinising Coastline's services, and making recommendations for improvements to our Customer Experience Committee. To ensure we deliver against the new Tenant Satisfaction Measures and our Trust Charter commitments, they act as our 'critical friends' and work together so that customer priorities are central to decision making.

Examples of scrutiny reviews they have completed in recent years include, and the outcome of their work includes:

Topic:	Outcome:
Condensation, Damp and Mould	New contractor, and then a dedicated in-house team; creation of customer information videos; & refresh of website pages.
Online Lettings Process	More user-friendly process, including improved images.
Blue Flame	Review of content and tone of appointment letters, and increased promotion of Coastline's working relationship with Blue Flame on the website and social media.
Representativeness and Diversity of Involvement and Engagement	New Community Investment Framework, increased focus on diversity and inclusion data, and a new structure of customer groups to maximise customer-led activities.
OK Each Day Mystery Shop	A survey of all OK Each Day users has been completed, and the group are soon to meet to discuss the responses and make recommendations.

Topics for scrutiny in 2024 include **Communication during Repairs** and the **Voids Process**. If these topics are of interest to you, or you have an interest in being part of a diverse group of skilled and dedicated customers, please do get in touch to find out more about how to join Customer Voice.



Customer Groups

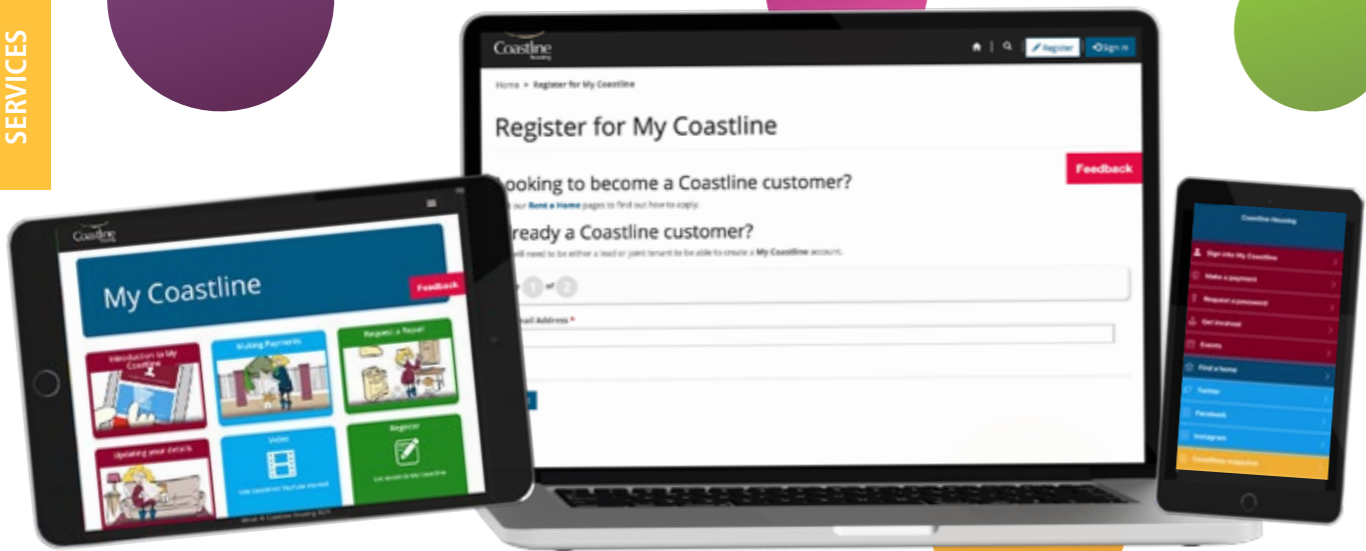
Do you have a specific interest in an aspect of housing? If so, joining one of our customer groups might be of interest.

Group:	Activity:
Environmental Group	Group members meet to agree on and deliver projects with an environmental focus. Last year they worked on sharing content with all Coastline customers, through writing an article for CoastLines magazine!
Development Group	Group members meet with the Development Team, to have input into decisions, make recommendations from a customer perspective, and undertake site visits.
Communication & Consultation Group	Group members meet regularly to respond to consultation from different Coastline teams, review customer-facing policies, and proof read documents including CoastLines magazine.
Voids Inspectors	Voids Inspectors are volunteers who accompany the Voids and Cleaning Teams to empty properties, to take part in the Voids Process. The group then meet quarterly to discuss their observations and make suggestions for improvements.
Complaints Mentors	Complaints Mentors are volunteers who support Coastline customers through their complaint journey, offering support to understand the process, a listening ear, and an offer of attending any meetings with Coastline colleagues.

Alongside these groups, we have lots of different volunteering opportunities across the organisation. You can find out more about getting involved and volunteering on our website.

Do also keep an eye out for regular polls, surveys, and consultation opportunities – however you get involved, your voice counts!

If you would like to find out more, do get in touch with the Community Investment Team via getinvolved@coastlinehousing.co.uk or **01209 200 200**.



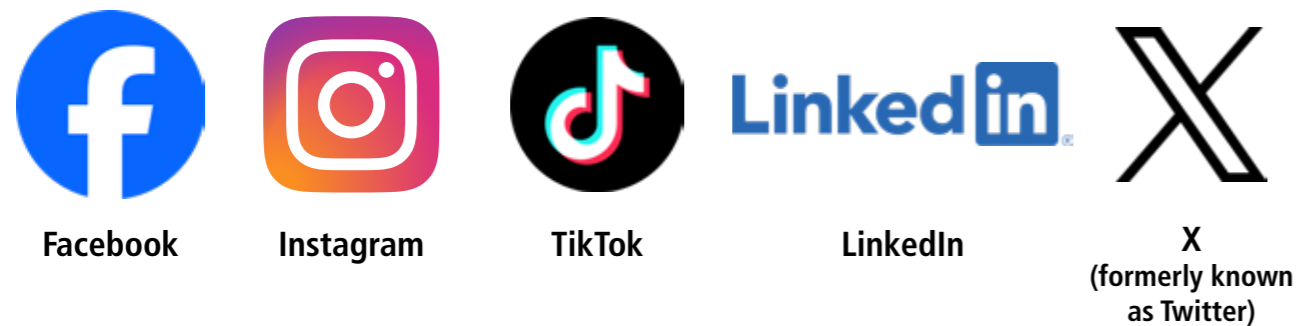
Get online with My Coastline!

Are you using the latest version of the My Coastline app?
 Some customers have told us that they've been experiencing a few issues with using our app lately.
 If that's the case for you, please visit your app store and download the latest version of My Coastline onto your device. This should fix any glitches that you've been having.
 Remember - you can use My Coastline to make an appointment, report a repair, pay rent, update your details and more. Anytime, anywhere!



Our social media channels

Did you know Coastline is active on the following social media channels?



We share lots of content and useful information each week so why not give us a follow and keep up to date!



Tenancy Fraud

Affordable housing is in very high demand across Cornwall, with many families suffering at present, by living in temporary accommodation, unsuitable or insecure accommodation, or being made homeless.



To help with this housing crisis we need to ensure that all the affordable homes at Coastline remain well used and correctly occupied.

Tenancy Fraud, can occur when customers are not honest with us about how they use their home, or they may be choosing to live elsewhere.

In some instances, we have known customers to be subletting their home to someone else completely, or choosing not to live in the home provided by Coastline, as their only, or principal home.

Within Cornwall there have also been examples of social housing being mis-used by tenants, who have sublet their homes as holiday accommodation.

This is not fair, and is often considered as fraud; if found guilty tenants can expect to lose their home and they may be prosecuted.

We have a duty to investigate all such allegations and concerns, to ensure that we are making the best use of the affordable homes which we are managing.

If you have any concerns, or think that a home is not being used correctly, or is being sublet to other people, then please let us know.

Please feel free to contact us direct, on **01209 200200**, or email: **tenancy@coastlinehousing.co.uk**

Please help us to make the best use of the affordable homes we have in the area.



Struggling with the cost of living crisis?

With continuing challenges around the cost of living, we understand that many customers may be worried about their household finances. We have a friendly and approachable Welfare Reform Team who can help you with your finances.

If you would like to look at maximising your income, information about budgeting, support to pay your rent or other bills, or help with food or energy costs, please reach out to our **Welfare Reform Team** on **My Coastline** or email welfarereform@coastlinehousing.co.uk

Or you can give us a call and ask to speak to Anna-Marie or Katie. If you are starting to struggle with paying your rent, please do start a conversation with us – the sooner, the better.

There is also a range of information and guidance on our website.

Sustainability Fund

This is a fund we have to support customers in crisis. An assessment of the situation will be completed to ascertain the circumstances and the level of risk to understand how we can assist you.

This assistance will be proportionate and appropriate to the situation, with the customer at risk's best interests at the heart. In addition to financial support through the Sustainability Fund, Coastline can help directly through advice such as:

- Fuel debt advice in the community
- Money saving tips
- Help with loss of heating/hot water

Contact our Welfare Reform Team by email welfarereform@coastlinehousing.co.uk or in any of the other usual ways to see if you are eligible.



Need a hot meal?

Find a place to get warm this winter, where you can relax, enjoy healthy food and a hot drink.

Community Gateway

A helpline connecting you to a wide range of local community support, warm spaces and activities.

What can we help with?

- Wellbeing activities
- Healthy food & winter support
- Mental health support
- Debt advice
- Transport & shopping help

01872 266383
gateway@ageukcornwall.org.uk

Open 8am - 8pm,
7 days a week,
365 days a year.

What's it like to be an apprentice at Coastline?

Embarking on a new career journey, whether as an apprentice or a fresh-faced newcomer, can be both exhilarating and daunting. From navigating the intricacies of the workplace culture to mastering new skills, the road ahead is filled with challenges and opportunities.

This edition we interview two apprentices that have gone on to secure permanent roles at Coastline.

Harry Charleston, Development Officer, joined Coastline as an apprentice in 2022

Q What does the role of an apprentice Development Officer at Coastline entail?

The role involves engaging with various stakeholders such as customers, contractors, and employer agents to oversee repairs, project management, and the construction of affordable homes through different schemes. It's a dynamic position that offers exposure to various aspects of the development process.

Q What initially attracted you to pursue this apprentice role at Coastline?

The decision to pursue this apprenticeship stemmed from a desire for career growth, initially sparked while working at Tesco. After a friend recommended Coastline and I researched the company's reputation, I was impressed by the diverse opportunities for personal and professional development.

Q Can you describe a typical day in your apprenticeship?

Each day is different and presents new challenges. I spent time liaising with managers, assisting with tasks like defects, and gaining hands-on experience in project management. It's a fast-paced environment that encouraged me to have proactive engagement.

Q What specific skills or knowledge have you gained since starting your apprenticeship?

I've developed confidence, honed industry-specific skills, improved my administrative abilities, and gained valuable experience in IT. The hybrid approach of combining college learning with on-the-job training has been particularly beneficial.

Q How did your apprenticeship contribute to your long-term career goals?

Coastline has provided me with a solid foundation for future career progression. By gaining exposure to



different areas of the business as well as networking opportunities, I have gained an understanding for roles I would like to pursue in the future, such as a development manager or quantity surveyor.

Q What challenges have you encountered during your apprenticeship, and how have you overcome them?

I found IT literacy an initial challenge due to Coastline being the first office environment I had worked in. However, by adopting a proactive approach and asking questions I was able to navigate and overcome these obstacles with the help of my colleagues.

Q Can you share a project or task you've worked on during your apprenticeship that you felt proud of?

I've had the opportunity to contribute to projects like the construction of new homes, including the Nancegollan and Kergilliack schemes. Being involved in these projects has been immensely rewarding, providing a sense of achievement and fostering customer satisfaction.

Q What advice would you give to someone considering pursuing a similar apprenticeship in your field?

Don't second-guess yourself. Embrace the opportunity

with enthusiasm, be proactive in seeking learning experiences, and don't hesitate to ask questions. This apprenticeship offers a platform for growth and development for those willing

Bradley Dennis, Community Navigator, joined Coastline in October 2022



Q What does the role of a housing apprentice at Coastline entail?

In the Housing apprentice role, it includes a 6-month stint in 4 different housing areas, these are in the Customer Access Team (CAT), Community Investment team (CITs), Tenancy management and Income management.

Q What initially attracted you to pursue this apprentice role at Coastline?

I read that I would take part in 4 different departments. Knowing it would be very varied; that's what drew me to this specific role. Prior to my job at Coastline, I wanted to do something in housing but thought that estate agency was the only way to go. I was wrong and when I saw this job role, I was really keen to apply.

Q What specific skills or knowledge have you gained since starting your apprenticeship?

I have gained a lot of technical knowledge in housing and learnt all of the systems that Coastline use which I was not confident on beforehand. My confidence in taking and delivering phone calls has been the biggest change and noticeable by my colleagues. I have become the go-to person in my team for any technology issues.

Q How did you envision your apprenticeship contributing to your long-term career goals?

I plan on staying at Coastline for a long time to come

and believe it really is a great place to work. I would love to grow even more in confidence and gain more responsibility within my role.

Q What challenges have you encountered during your apprenticeship, and how have you overcome them?

At the start of my apprenticeship, I wasn't very confident on the phone, especially if someone called up to complain about something. Now, with my gain in confidence due to the volume of calls I have taken, I am a lot happier taking these sorts of calls, as I have a better understanding of necessary knowledge needed.

Q Can you share a project or task you've worked on during your apprenticeship that you felt proud of?

I was a critical part in the planning and delivery of the Customer at the Heart Awards; said to be the best one in years. I was in charge of the master spreadsheet which contained all information about the nominees and nominators. I gathered all the information from Microsoft forms and called all of the nominees to work out any taxis needed and dietary requirements to allow the evening to run smoothly. I thoroughly enjoyed this event.

Q What do you enjoy the most about your role?

The variety of each day and that I get to be in the office some days, working from home some days and out and about at events some days. Each day is different. The work that we do with the community and our customers is rewarding and I like to help in any way I can.

Q How did your apprenticeship prepare you for your current role?

My time in the Community Investment team during my apprenticeship included the exact job that I do now. I worked really well during my apprenticeship so I knew when I started my permanent role it would be really easy to settle into the role and get stuck in straight away.

Q What advice would you give to someone considering pursuing a similar apprenticeship in your field?

Be prepared to learn. Use your initiative. Don't be afraid to ask questions.

Making the final



We are incredibly proud of two of our Coastline colleagues who were finalists in the Cornwall Apprenticeship Awards 2024.

Liv Courtney was shortlisted in the Apprentice in Business Category and Laura Benbow in the Mentor Category. They both received Highly Commended and are true Coastline superstars, always giving their utmost in their roles here, bringing energy and enthusiasm to all they do.

Well done to everyone else involved - all the winners, finalists and organisers, it was a truly brilliant night showcasing some great talent in Cornwall.



A decade of volunteering

Coastline Housing has been reaccredited with the national Investing in Volunteers charter mark on the tenth anniversary of its volunteering programme.

We have been welcoming volunteers to help in our Homeless Service, Extra Care scheme and other core services for over 10 years, providing people with the opportunity to gain vital experience in a workplace, undertake training, boost their confidence and more.

Currently around 50 volunteers are involved in Coastline's work at any one time. Last year alone they donated 3,636 hours of help equating to a social value of £325,314. In the past 12 months, seven of our volunteers progressed into permanent employment.



Volunteers from across Coastline and the Miners Court Extra Care scheme proudly display their Investing in Volunteers accreditation.

roles at the Homeless Service for helping with gardening, life skills and much more.

Tamsyn adds: *"It's astounding the amount of skills people have and the ways they want to help out. One volunteer who worked as a hairdresser wanted to offer her services by popping into the Homeless Service and offering free haircuts to clients who wanted them before attending job interviews and the like. Needless to say, we were delighted to welcome her and so were the clients."*

Coastline has also opened up its volunteer programme to younger people aged 14-18 years meaning that the charity can offer opportunities for students needing to volunteer as part of their Duke of Edinburgh award programme and other similar initiatives.

If you are interested in volunteering, visit our website to find out more.



We've just published our annual Volunteer Statement that details all of the work our volunteers do across the year and shares their stories.

You can read it on our website now.

Tamsyn Pegler, Volunteer Manager, said: *"We could not be prouder of this accomplishment. The contribution the volunteers make to our customers and communities is so valuable and we are proud to have them involved in our work."*

Volunteers are trained by Coastline to help in a large variety of ways including befriending roles to help customers struggling with loneliness, various advice and guidance roles, digital buddies for people struggling with the online world and specific project



Giving Man Down a boost up

Coastline Housing raises over £9,000 for men's mental health organisation

Colleagues at Coastline Housing presented **£9,160** to local Community Interest Company Man Down.

The money is a result of a year's worth of fundraising.

Allister Young, CEO of Coastline Housing, explains: "We fundraise for a different local cause each year and in 2023 colleagues decided they wanted to support Man Down. Sadly, a number of colleagues had been affected in some way by male suicide and mental health problems and everyone came together to agree that it was an important issue to support and raise awareness of."

Throughout the year, representatives at Man Down also visited Coastline's offices and company events to talk to people there about what services the organisation provides in Cornwall and how people can get help if they feel that they are struggling with their mental health.

The money was raised thanks to a number of events including a **big marathon challenge** in September where colleagues climbed a collective **four 'Mount Everests'** by walking up to the top of Carn Brea and back over 24 hours and also walked a collective **422 miles** on a flat route on the Great Flat Lode during



Coastline colleagues gather to hand over £9,160 to Dale Webb from Man Down

the same period. Colleagues also held BBQs, a quiz night, raffle, pancake breakfasts, a nearly new sale and more.

Dale Webb from Man Down says: "It has been great working with Coastline this past 12 months and a real credit to the organisation for recognising the impact of male suicide in Cornwall. The commitment shown by the whole Coastline team over such a long period has been very impressive and it was great to personally get out to many of the events held and to talk to people. "The money raised will go into helping us provide highly valued support for the men of Cornwall, and whilst this is hugely helpful, the biggest contribution this past year will deliver is the increased awareness around the subject of male suicide in Cornwall. I hope everyone connected to Coastline is clear that support is available and together we can reduce the stigma around men's mental health. Let's Talk About It."

Head of Finance Zoe Field, who organised the Coastline charity marathon challenge, adds: "Colleagues, contractors and their friends and families are always so keen to get involved in our fundraising each year and we really appreciate it. As a Cornish charity ourselves, we know how important these services are to many people in the county and we're so pleased that we've been able to give Man Down a boost to continue their excellent work."

Laptop donations



We'd like to give a HUGE shout out and thank you to Duchy Pro Solutions - Re-Use I.T. for the donation of some IT equipment.

We needed a laptop for a newly established Residents' Association at our Hens Horn Court scheme in Helston. Paul from Duchy Pro Solutions donated not one, but two free laptops, power leads, blue tooth mouse and keyboard, plus all the software we need to make the laptops do their magic!

One will be used at Hens Horn Court and one will be used by Coastline's volunteers to help them in supporting our customers.

Here's our Head of Housing Services Christian Blackbeard happily receiving the tech. These laptops will make the world of difference to some of our customers, what a fantastic service.

Jan is named a Hidden Hero!



Room to Reward is a unique charity set up to reward outstanding volunteers with a complimentary short break away.

At the end of last year Coastline nominated Miners Court Befriending volunteer Jan, via Tempo Time Credits, for her selfless contribution and commitment to volunteering.

We are delighted to share that Jan has been recognised by the charity as one of Coastline's Hidden Heroes and they have rewarded Jan with a free short break away at one of their partner hotels.

Jan was very surprised and grateful for the nomination and is looking forward to seeing where she can book her treat away. Congratulations Jan!



Help us to help you

Coastline is committed to Equality, Diversity & Inclusion, and collecting this information helps us gain a better understanding of our customers, so we can identify any key areas for improvement and tailor our services to best meet your needs.

We're updating this information over the coming months, so you may be asked about your ethnic origin, age, gender, sexual orientation, religion or belief, disability related needs, support issues, and communication requirements. You do not have to provide this information but it helps us relate to and communicate with our customers and ensures that no group is excluded or under represented. All the information you provide is kept in the strictest confidence, in accordance with the Data Protection Act.

What we need from you

If you're receiving CoastLines by post, you will see we have included a response slip to collect the information we need. Please take a few minutes to complete this and return to us in the pre-paid envelope.

Customers who contact us by phone will be invited to update their EDI information during the call.

My Coastline users will be promoted to update this information when they log in.

All customers will be asked for this information to be checked and updated annually.

This isn't about 'Big Brother' – information you have provided already has already helped us tailor our services around your needs. Here are some of the positive changes we've made:

- Change text to large print for customers with poor sight and provide a magnifying glass in our reception
- Provide information in other languages for customers whose first language is not English
- Carry out home visits to customers who are less mobile
- Allow extra time for customers to answer the front door when needed
- Visit or telephone customers who have difficulty with reading or writing
- Signpost customers to the relevant support agencies
- Have portable hearing loops available for our customers to use at our reception points and sheltered housing schemes



Delivering a great service is important to us, but we understand that sometimes things go wrong. When this happens, we want to be able to resolve the problem for you as quickly as possible.

Our preference is to deal with your issue there and then. If that's not possible, we will look into the problem as a 'service failure' and aim to provide an explanation and resolution within four working days.

If this isn't possible, our complaints process applies.

What sort of things would be treated as a complaint?

You can make a complaint if you're unhappy with any aspect of our services. Please tell us so we can put things right. Typical examples include:

- ✓ we have failed to do something we should have, such as not attending an appointment
- ✓ we did something wrong or to a poor standard
- ✓ we have not treated you in a professional manner

We would not treat any of the following as a complaint:

- ✗ reporting a repair or defect to us for the first time
- ✗ asking for an update on a repair or defect
- ✗ a request for general information
- ✗ asking for a service from us
- ✗ rent or service charges increases
- ✗ reporting a problem with your neighbours, or other neighbourhood issue - please see our information about noise and antisocial behaviour
- ✗ if you have a personal injury or insurance claim

If you would like to report a service failure or make a complaint, you can fill in the form on our [website](#), log it through [My Coastline](#) or contact us via [telephone](#) or [email](#).

Complaints Mentors

To provide the best service possible to customers experiencing issues with Coastline's services, we have a group of trained volunteers who are able to offer independent support to our customers, as **Complaint Mentors**.

Their involvement can include something as simple as providing a friendly ear to talk to, reassurance about the process which will be followed or accompanying a complainant to panel review if we are unable to resolve the issue. The aim of the role is to make the complaints process more accessible to customers, and whilst the Complaints Mentors cannot influence the outcome of any decisions, they can ensure that complainants receive peer support, and have an advocate by their side.

One complainant who had received support from a Complaints Mentor told us: 'I'm so glad I took the opportunity to have a Complaint Mentor support me through the complaints process. The Mentor was extremely kind, sympathetic, supportive, and understanding of the issues I was facing. As a new customer moving to a property in a new area, I had no local friends or family to turn to for support. The Mentor made a huge difference to how I was feeling and helped me through the process 'until the end.'



Complaint Mentor, Tricia, told us:

"I became a Complaint Mentor because I enjoy helping people that I can offer support and direction to with their complaint, so they are more confident in their own ability to express their concerns without feeling intimidated by a process they are not familiar with.

"Helping others gives a lot of personal satisfaction when you can see them growing in confidence in their ability to sort their problems and concerns by themselves after feeling really frightening and confused, to even not knowing where to begin.

"Working with the Complaints team has given me an invaluable insight into the problems that can occur.

The training has been excellent and allowed us to develop new skills into how to help the customers we are supporting. I feel valued and part of a team and feel that together we can change the way things work better for both tenants and landlord."





Coastline Housing is proud to be one of the first 25 Living Wage Foundation accredited Living Pension employers! We're tackling the ticking timebomb of pensioner poverty by helping our workers save enough into their pension pots to live on in retirement.

We believe that workers should be able to guarantee a decent standard of living in retirement.



4 in 5 workers, or 16 million, are currently not saving enough each year to meet basic living costs in retirement, and only 1 in 20 low-paid workers are saving enough to achieve this.



The Living Wage Foundation's Living Pension scheme is a practical way that employers can help workers build pension pots that are enough to meet living costs in retirement



Welcome to Coastline

Left to right - Gill Pipkin, Yvie Stephens, Keith Surgenor and Michelle Tucker.

New Non-Executive Directors and Independent Committee Members join Coastline Housing

Cornwall's charitable social landlord Coastline Housing has appointed Gill Pipkin and Michelle Tucker to its Board.

Michelle Tucker worked for a global IT services organisation in programme and portfolio management, culminating in accountability for all Business as Usual and programme delivery to largely public sector customers such as The Home Office and Bristol City Council. Her roles included implementing best practice, risk management, governance and quality assurance, and providing support to customers to ensure successful outcomes. Michelle is passionate about supporting Cornish communities, currently volunteers for Newquay Foodbank and has been an independent member of our Audit, Risk and Assurance Committee since 2023.

Gill Pipkin has been a senior leader in private, public and voluntary sector organisations in Cornwall. As CEO at Citizens Advice Cornwall, she was acutely aware of the need for good quality, affordable housing as well as the wider impacts from a lack of housing availability. Gill feels strongly that provision of good quality housing helps address many of the challenges people face in their lives and is keen to help Coastline perform as well as possible. She currently coaches and mentors leaders and managers to realise their full potential.

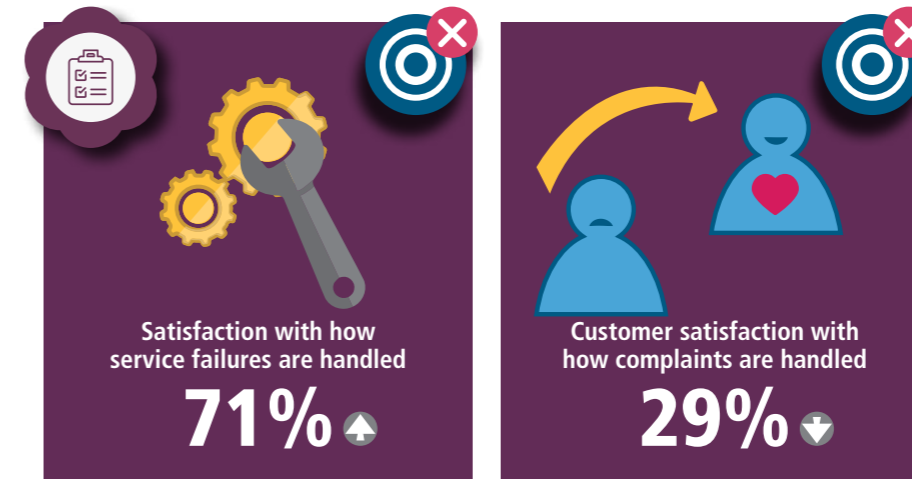
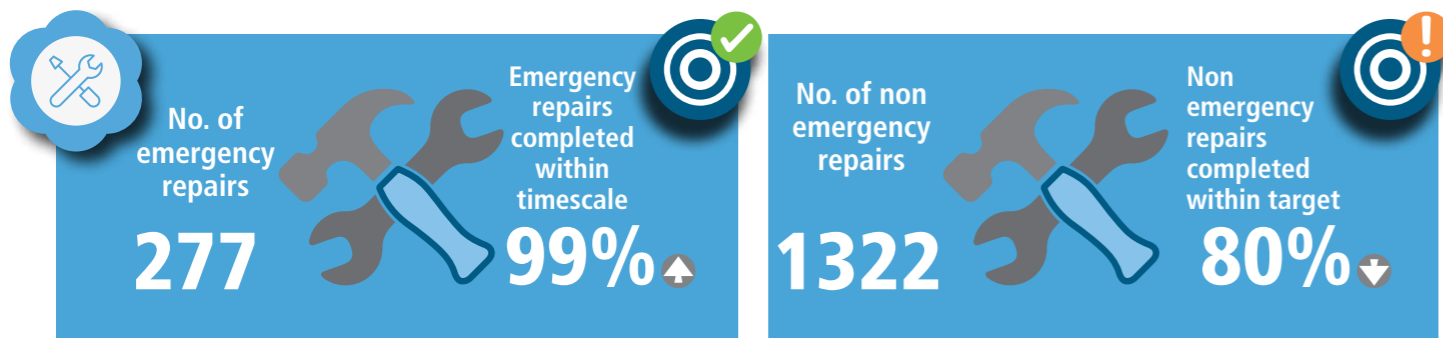
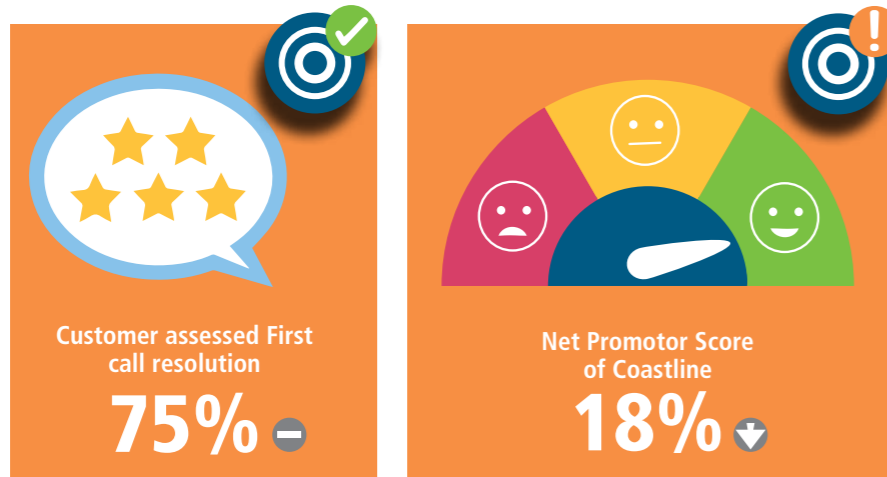
Coastline has also appointed two Independent Committee Members, Keith Surgenor and Darren Willcocks.

Darren Willcocks joins the Property & Investment Committee. As a Cornishman he has been lucky to benefit from a great local education and enjoy his whole career in Cornwall as a Chartered Quantity Surveyor. Darren served as a Partner/Director of the largest surveying firm in Cornwall, with over 30 years professional experience across the private and public sector for a range of local and national clients. More recently, Darren has taken on community centred roles as a Parish Councillor, with Falmouth and Penryn Community Area Partnership and as a school governor. He feels it is now time to give back something to the community he has benefitted so much from.

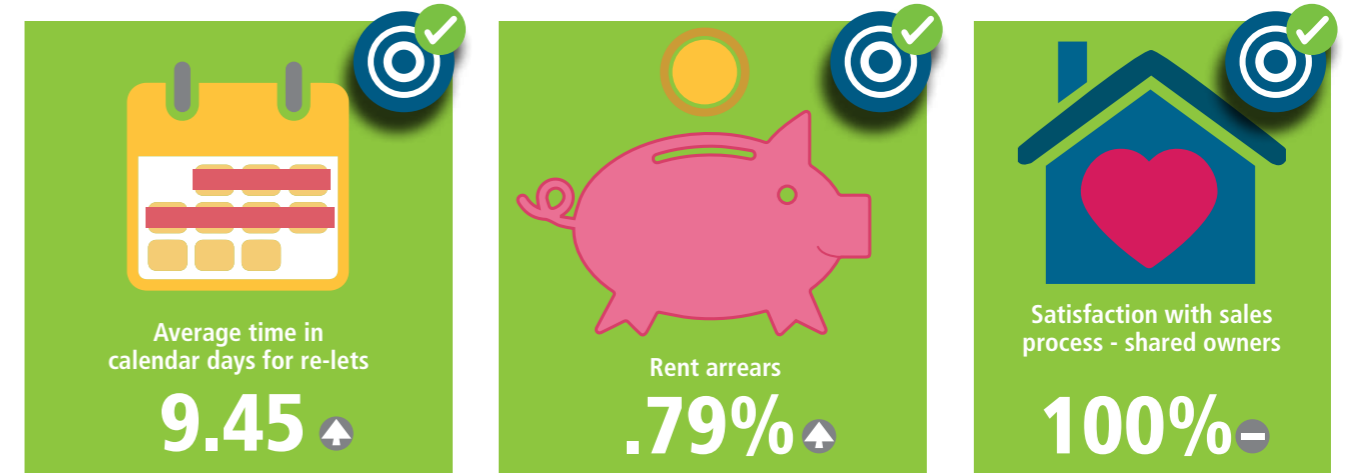
Keith Surgenor joins the People Committee. He practised as a solicitor specialising in planning and public law, before moving into recruitment and human resources. Most of his career was spent in the professional services sector in the City and New Zealand, before moving to Cornwall in 2018 and joining Seasalt Cornwall where he is the Director of HR Operations. Keith is a CIPD Fellow and is a Councillor for Chacewater and Twelveheads Parish Council.

Also joining Coastline is **Yvie Stephens MBE** as part of a Development Programme Coastline has created to help give people experience of Non-Executive Director roles. A former Army Officer, Yvie works in technology in financial services. She was born and raised in Cornwall and is passionate about regional growth. Yvie specialises in programme delivery, risk management and systems transformation, holding a BA in Geography from the University of Liverpool, an MSc in African Studies from Oxford University, and an MA in Intelligence and International Security from King's College London.

Our performance March 2024



- Customer Experience
- Keeping properties in good repair
- Effective handling of complaints
- Responsible neighbourhood management



= on target
 = off target
 = within 5% target
 = performance improved
 = unchanged
 = performance declined

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.



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

Stay informed & have your say

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

Help us decide


- Customer Voice group
- Customer Experience Committee

Your voice matters!

*Gain skills
Meet new people
Make a difference*

Connect with us!
Find out more via:
Coastline Conversation –
Coastline Housing or email
getinvolved@coastlinehousing.co.uk





You told us,
we listened,
together we...

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