

CoastLines

THE MAGAZINE FOR COASTLINE CUSTOMERS | ISSUE 56 | SPRING 2023

Marking a Milestone

Coastline reaches 5,000 homes in ownership

Plus



Everybody needs good neighbours – a run down of our Customer at the Heart award winners



We raise over £12,000 for Children's Hospice South West



Damp and mould myth busting



A look at the work our fantastic volunteers have done across the year



Coming soon – new Tenant Satisfaction Measures and what this means for you

Welcome

Welcome to the Spring edition of Coast Lines

At the end of last year we met quite a milestone when some new homes completed at our St Columb site took us over the 5,000 homes in ownership mark. It's a true privilege for Coastline to be providing a safe, warm and comfortable home for so many families and individuals within Cornwall.

In this issue we are talking about something that's been very topical country-wide over the winter – and that's damp and mould. Our Customer Voice members have been working with us to produce some awareness raising videos and some myth-busting fact sheets to help any customers having issues with damp and mould.

We also take a look at the fantastic work our volunteers have done over the past year and the great neighbours that were given Customer at the Heart awards over the winter too.

To give everyone a heads up about changes coming in the housing sector, we also have a feature about the new Tenant Satisfaction Measures that will be introduced and information about a satisfaction survey that will be making its way to you this summer.

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

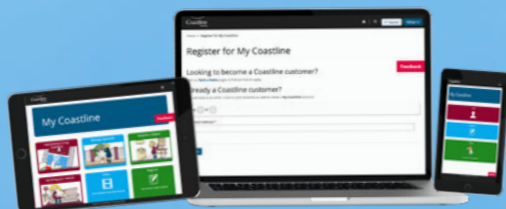
We now have a dedicated Customer Communications Team. Members work with colleagues across Coastline to give their thoughts on documents before they go to print. They look at things like how easy the text is to read, whether the information is clear and whether the documents look attractive and interesting.

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.

Contact Us

Coastline House
4 Barncoose Gateway Park
Barncoose
Redruth
TR15 3RQ

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.

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Trees for St Meriadoc



Following the success of the transformation of St Meriadoc Park in Camborne last year, Coastline and the Forest for Cornwall team from Cornwall Council worked to make additional improvements recently so that the space can continue to thrive and be enjoyed through the coming spring and summer months.



The day involved adding more whips to thicken the hedging areas, to create a natural barrier between the park and the car parking, as well as replacing trees that had not taken well last year. Mulch was added to help bed in the new plants too.

We met local residents who were using the space to walk their dogs, and spoke to them about the positive impact the greenspace project had had on the area. We're looking forward to seeing how the plants continue to shape the space as they settle in and grow.



Games and tea afternoons

at Veor House

We were delighted to award a £50 Community Impact Funding Grant to customers at Veor House who wanted to set up a games and tea afternoon each Wednesday.

Veor House is based in Camborne and is a housing scheme for older residents. During the Covid period, residents really missed out on social gatherings in the common room so they were keen to get them up and running again.

Thank you to residents Abby and Lynne for starting this weekly get together. It is thoroughly enjoyed by lots of people at Veor House.

If you wish to start something in your area that supports a group of Coastline customers please contact us at getinvolved@coastlinehousing.co.uk call us or visit our website.



RADAR keys in Cornwall



Wendy Kirkpatrick, a Coastline customer who is part of our customer communications group, wanted to let others know about RADAR keys.

A RADAR key will allow access to all Changing Places accessible toilets as well as some locked accessible toilets in different venues.

If you are disabled or have mobility issues, it can make it much easier to safely access a loo when you are out and about.

RADAR keys are available from most Cornwall Council One Stop Shops for a small charge.

For more information, visit your local One Stop Shop or contact DIAL on 01736 759500, advice@disabilitycornwall.org.uk

Hedge laying

Trees planted four years ago at a Coastline estate in Redruth were turned into a hedge this month using a method that's hundreds of years old.

Members of our Community Investment Team helped with the transformation at Trenoweth, along with staff from Making Space for Nature, Cormac, Cornwall Wildlife Trust, plus several volunteers.

Over the next three or four years the hedge will become established, and form part of a wildflower meadow planted last year in the same green space.

People from the local Orchard Project were also there - a true team effort and a thoroughly enjoyable and educational event we hear!

Hedge laying is a countryside skill that has been practised for centuries with regional variations in style and technique. It is the process of partially cutting through and then bending the stems of a line of shrubs or small trees,



near ground level, without breaking them, so as to encourage them to produce new growth from the base and create a living 'stock proof fence'.

Hedge laying developed as a way of containing livestock in fields, particularly after the acts of enclosure which, in England, began in the 16th century. This hedge will help maintain biodiversity-friendly habitats - as well as promoting traditional skills of course.

Planting at Hens Horn Court in Helston

Some of Coastline's Community Navigators have been working with Incredible Edible Helston and Forest for Cornwall to plant some trees at Hens Horn Court in Helston.

Some apple trees and some Rowan trees have made it into the ground, thanks to help from residents and their family members.

Two customers are volunteering as Tree Guardians to water and keep an eye on the new trees to help ensure that they thrive over the coming months.

A launch event was held and customers enjoyed making wishes and creating wax leaf art.

One of the commitments in our Environmental Strategy is to make green spaces locally available to customers for enjoyment, relaxation and to help combat global warming and the biodiversity crisis.

If you are living in Helston and wish to help water trees please contact getinvolved@coastlinehousing.co.uk



Making improvements in Helston

Coastline was part of a team working to consult residents in Helston about the redevelopment of Coronation Gardens and King George V Park into a vibrant community space.

We worked with Making Space for Nature and Helston Town Council to hold a great consultation day.

Lots of residents came along and made clay wild flower seed bombs to take away.

Our Community Navigators also took part in some door knocking to ask local customers about the proposed plans.

The plans include a community café, community greenhouse, new scout hut, accessible planting beds and accessible play equipment.

Watch this space to find out more.



Coastline





Carpet consultation

Teams from across Coastline have recently been completing a consultation with customers at Veor House, Trelawny Court and Hens Horn Court on re-carpeting.

Asset and Facilities Manager, Liam Williams said: "The consultations have been a great opportunity to get valuable customer input into the re-carpeting process. We are looking forward to completing more

consultations later in the year on re-carpeting and also discussing the internal redecoration we are planning"

Members of Coastline's Customer Voice group were also involved in the consultation and will share updates with Coastline customers via their report to the Customer Experience Committee.

Skip Amnesty

We held another skip amnesty, this time in Mullion at Redannack, Redannack North, Pras Meynek and Parc en Venton.

Our skip amnesties aim to reduce fly tipping and fire risks, and support any customers who may have an issue with hoarding. In total five van loads of items were cleared.

Thank you to everyone involved and the support of the community.

Further skip amnesties are planned later in the year and details will be shared locally closer to the time.

Alongside the skip amnesty, members of our housing teams visited customers in the area:

- Amy from our Welfare Reform Team discussed cost of living concerns and benefit information.
- Sam from our Tenancy Team addressed customer concerns and general tenancy queries.
- Laura and Ross from our Community Investment Team discussed back to work programmes and upcoming community events.



Winter wellbeing packs



Over winter our Community Investment Team delivered 284 wellbeing resource packs to customers in Camborne, Redruth and Helston.

The packs included a comprehensive guide of services available over the winter. This included details of things like warm banks, organisations helping with food, coffee mornings and other events for those struggling with loneliness and much, much more.

The packs also included a copy of the Winter Wellbeing Guide for Cornwall which you can find online here:

<https://tinyurl.com/msnwrmm>

You can also find links to lots of organisations offering help and advice in a number of areas on our website here:

<https://www.coastlinehousing.co.uk/content/wellbeing>



World book day

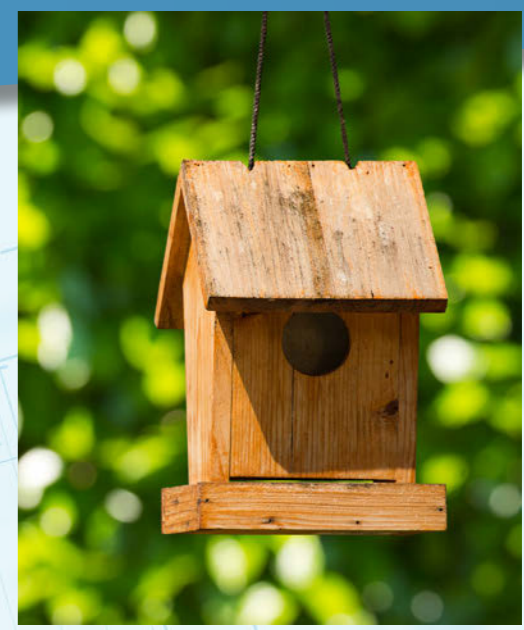


On World Book Day some Coastline colleagues threw a Mad Hatter's Tea Party at Tarn West, our temporary accommodation scheme for families.

The children dressed up as their favourite book characters and enjoyed some story time and treats to eat.

It was a really special event and one we're sure the children will remember for a long time to come.

New St Columb homes mark a milestone



Properties in this development feature Coastline's enhanced biodiversity measures. This means that bee bricks, bat and bird boxes and hedgehog holes have been installed across the scheme.

We officially opened a development of 26 new homes in St Columb, one of which included our 5000th affordable home in Cornwall.

New resident Carol Smale does the honours of officially cutting the ribbon to mark the St Columb development open, alongside colleagues at Coastline Housing and other organisations who helped to bring the development to life.

The scheme in St Columb comprises 15 homes for affordable rent and 11 shared ownership homes. The scheme was made possible thanks to just over £1million of funding from Homes England.

the county and our development programme has many more in the pipeline too. Every new home we deliver is another step towards helping ease the acute affordable housing crisis felt by so many in Cornwall."

New resident Carol Smale cut the ribbon to open the scheme alongside fellow residents, staff from Coastline Housing and other partners involved in the project.

The homes were built by Truro-based builders EBC Partnerships and have been given the street names Halidon Terrace and Polita Way, both chosen by the Town Council.

Mark Duddridge, Chair of Coastline Housing, said: *"We are delighted to bring these homes to St Columb and it marks a very special milestone for Coastline Housing because this new development takes our total number of homes in ownership up to over 5,000.*

Halidon Way was chosen thanks to its connections with a historical figure in the town. Sir John Arundell of St Columb Major was granted the right to a weekly market in the town after supporting King Edward III at the Battle of Halidon Hill in 1333.

"This means that we are providing good quality, affordable housing for more people than ever in

Tarryhn Taylor proudly moves into Coastline's 5000th home in ownership, congratulated by Coastline Chair Mark Duddridge and Development Officer Jo Roberts.



Cutting a celebratory cake to mark the 5000th home for Coastline. From left to right, Coastline CEO Allister Young, Coastline Director of Development and Commercial Services Chris Weston, Cllr Olly Monk, Portfolio Holder for Planning and Housing at Cornwall Council, Coastline Head of Development Karen Goldup and Development Officer Jo Roberts.



Community Standard Inspections reap results

We carry out a rolling programme of Community Standard Inspections across all our neighbourhoods over the year to help maintain standards.

Inspections take place across the year. The number 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

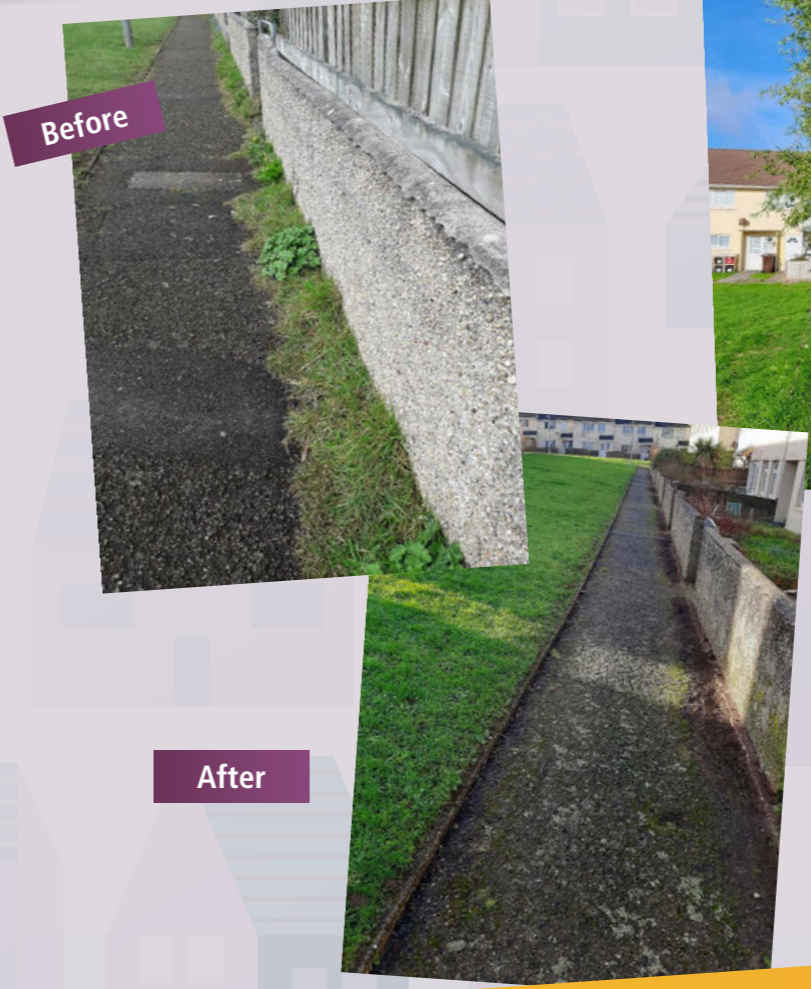
Our Tenancy and Technical Services teams inspect communities to check everything is looking ship-shape and, if it's not, we will do our best to fix things as soon as possible.

During the inspections we look at things like:

- Internal and external shared areas of flats
- Any health and safety issues
- Grounds maintenance
- Conditions of gardens
- Cleaning
- Fly tipping
- Bin stores
- Graffiti



Remember - if you come across any issues in your community you can easily report them to us using My Coastline, by visiting our website or by emailing tenancy@coastlinehousing.co.uk



Here are just a few before and after photos of improvements that have been made following Community Standard Inspections over the past six months.



Keeping you safe

Following the Grenfell fire tragedy there has been a national focus on ensuring customers living in blocks of flats have access to appropriate safety information and know who to contact with any concerns.

Coastline has created the Customer Safety and Assurance Report, also known as a **CeSAR**. Copies are on display in blocks and communal areas, and have regular updates when safety information is refreshed.

If you have any concerns about safety or repairs in your block or communal area please contact us via **My Coastline**, email customer.service@coastlinehousing.co.uk, or call **01209 200200**.

Coastline Housing Ltd Customer Service	
CUSTOMER SAFETY ASSURANCE REPORT 1-36 Veor House, Camborne, TR14 8SS	
Who to contact	Deals with Building Safety, Cleaning and Maintenance (Including Grounds) & Repairs monitoring
Who to contact	Deals with Heating and Electrical systems
Who to contact	Deals with Fire & Water Risk Assessments, Fire Alarm Systems, Lifts and Asbestos
Who to contact	Deals with Responsive Repair Supervisor
Who to contact	Deals with Housing Officer

For all enquiries or to report repairs call 01209 200200 or scan the QR code for 'My Coastline'

Painting and repairs work continues in Helston

We've been carrying out work in Penberthy Road, Helston, to paint properties, carry out external repairs and fit new window sills. We have also been carrying out lintel repairs and crack repairs.

Helston residents might well have spotted our temporary site huts just up from the town.

As you can see, the properties are looking much brighter having received some fresh coats of paint.

As well as painting the exterior of the flats we've also been painting the communal areas inside.

We're continuing to carry out work along this road into 2023 and have a programme of works taking place across other sites throughout the year too.

Follow us on social media to keep up to date with what's happening and when.



Condensation, damp and mould



In 2021 Customer Voice members completed a scrutiny review into Coastline's communication about damp and mould; how Coastline encourage and respond to reports of damp and mould; and how Coastline could improve any processes related to the reporting and remedy of issues about to condensation, ventilation, damp, mould and heating.

The dedicated customer group made a number of recommendations to the Customer Experience Committee requesting improved communication, and also undertook a video project, to create helpful content.

A Mystery Shop was carried out to check that the recommendations had been carried out, which identified further areas for improvement relating to the website and use of social media, especially in winter time, to actively encourage customers to report concerns.

Rectifying issues with damp or mould is vital for health and wellbeing, as well as the quality of a home, and you can see what the customers have to say in their video campaign **'Let's Talk About Damp and Mould'** on our website and our You Tube channel.



Scrutiny reviews and customer feedback are vital to improving services, and to thank those who were involved in this lengthy, and impactful scrutiny review, we hosted a video screening event and pasty lunch, to acknowledge how much progress has been made throughout the project.

If you would like to get involved in scrutiny projects, and holding Coastline to account against the Tenant Satisfaction Measures, you can apply to join our Customer Voice group. Get in touch with us on the usual number, through our website, My Coastline or email getinvolved@coastlinehousing.co.uk



Damp and Mould facts:



Not drying a wet dog after a dog walk can add half a litre of water to a home.



Running an inch of cold water in the bath before hot water is added, can reduce steam and condensation.



Keeping a bathroom door closed after use ensures that other, cooler rooms, are not affected by the condensation.



Try to shower with windows on vent or slightly open to allow most of the moisture to escape. Leave the window slightly open for an hour afterwards.



Putting furniture flush against walls leads to mould as it doesn't allow for airflow.



The best type of paint for bathrooms is a satin, semi-gloss, or glossy finish with a mildew-resistant additive.

Handy Tip We aim to supply extractor fans for every kitchen and bathroom. Please let us know if you don't have one or if they aren't working.

Struggling with the cost of living?

We appreciate that costs for many things are rising and that life isn't easy for lots of people right now. If you're having problems with paying your rent, arrears or debts, get in touch with our dedicated team. We have colleagues dedicated to offering extra support to customers who may be facing financial or general wellbeing issues.

They are 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.

Just give us a call and ask to speak to someone in our Welfare Reform Team or email

welfarereform@coastlinehousing.co.uk

Meanwhile, here are some great bits of advice for navigating the coming months:

Maximising your income

Now is the time to check you are claiming everything you're entitled to. Even if you have previously applied for Universal Credit or Pension Credit, it is worth checking again to see if you are eligible now. You can check on a benefit calculator like the one we have a link to on our website. Visit the Financial Support section.

Help with Food

Don't forget we can refer you to your nearest foodbank if you find yourself in need. There are also lots of community larders and other food sources located around Cornwall, where you can go along to take what you need. Cornwall Council has put together an interactive map of where these are located, this includes options where you can get a hot meal for free or small donation, as well as accessing things that are good to eat but near their sell by date. Visit the Cornwall Council website to find out more.

Sustainability Fund

At Coastline we hold a Sustainability Fund that customers can apply to in a crisis. By meeting criteria, providing expenditure details and being willing to work with our Welfare Reform Team, we may be able to help. The fund has supported many customers so far. Please contact us for more details.

There are also lots of other organisations operating locally and nationally that can help you if you are having difficulties.

Here are a few of the charities and organisations we work with on a regular basis:

Citizens Advice Cornwall

For free advice on debts, legal affairs and benefits: Visit the website

www.citizensadvicecornwall.org.uk

Call **03444 111444** to speak to an advisor or make an appointment

Text **ADVICE** to **78866**

Money Helper

Visit the Money Helper website for free, clear, unbiased advice to help you manage your money. You can also access a Money Management Tool. This tool allows you to assess your situation very quickly by answering some questions online, and gives some great budgeting and financial guidance.

www.moneyhelper.org.uk

Step Change Debt Charity

This organisation provides free debt advice to help you deal with your debt and set up a solution. Take two minutes to answer a few simple questions, so they can understand the best way to help you.

www.stepchange.org

Community Energy Plus

Are you struggling with your energy costs? Community Energy Plus is on hand to offer support and guidance to ensure you and your home stay warm. They have access to funding to support if you are on a low income or elderly, but support is open to everyone who needs it.

You can contact them on **0800 954 1956** or visit

www.cep.org.uk

Age UK

Age UK have their own support line and information on their website for people of pension age. Covering financial advice to getting involved with the community. **0800 678 1602** or visit www.ageuk.org.uk/



Work begins on Coastline Homes at St Erth

Work has started at St Erth, where Coastline will be providing 44 new homes. Members of the local Parish Council gathered with Coastline colleagues and contractors to officially celebrate work being underway in the village.

The St Erth development, which will be a mixture of one, two, three and four bedrooms, is situated on land just off Treloweth Lane. It will see 27 properties offered for social rent and the remaining 17 offered for shared ownership.

Chris Weston, Director of Development and Commercial Services at Coastline Housing, said: "These homes will make a huge difference to families and individuals in the parish of St Erth who are looking for a home to call their own but may well have been priced out of the rental and property market locally."

As part of the development, an area of community space will be gifted to St Erth Parish Council for future use. The homes, like others being built by Coastline across Cornwall, will also feature a number of things to help the local wildlife population including bat and bird boxes, bee bricks and hedgehog highway holes in fences.



New homes at North Country



Work starts on 21 homes in Redruth

Coastline Housing has received funding of £1.7million from Homes England to develop 21 new homes at North Country, Redruth.

Work began on the development in February and is due to be completed in spring next year. The homes are a mixture of one, two and three bedroom properties and include two bungalows.

The development will see 13 of the homes being offered for social rent and the remaining eight as shared ownership properties.

Chris Weston, Director of Development and Commercial Services at Coastline, said: "We are really pleased to be bringing these extra homes to Redruth, creating more affordable homes for local individuals and families. Thirteen of the homes are designated for social rent. This is low cost rent that is set by a government formula and

Starting on site at North Country in Redruth with 21 affordable homes. Pictured from left to right are Chris Weston of Coastline Housing, Kevin Williams of Classic Builders and Sheelagh Atherton of Coastline Housing.

is significantly lower than the rate someone would pay in the private market – typically 50-60% of the rents on offer privately in the local market."

There will also be an area of shared open space on the site with each property, apart from the one-bedroom bungalows, having two parking spaces.

From an environmental point of view, the development will offer 10% biodiversity net gains off site – meaning in practice that fruit trees will be planted in other Coastline neighbourhoods locally.

The homes are being built by South West based Classic Builders. Anyone wishing to register their interest for the rented properties should make sure they are registered on Cornwall HomeChoice ahead of completion.

Keeping you safe

As part of our ongoing building safety work we inspected 930 fire doors across Coastline's flats and communal areas last year.

We undertake an annual check of all fire doors in communal areas and every two years we carry out checks on all flat entrance doors too.

In each building we also provide fire safety instructions on how to report a fire and a reminder of what the evacuation strategy is for your building.

To help us ensure that fire doors are kept in good working order in between inspections, there are a few things that you can do:

- Never wedge your fire door open or block it with furniture or other items
- Make sure you don't tamper or disconnect the self closing mechanism
- Never make alterations to the door to fit things like letterboxes or cat flaps
- Please do not try to fix anything to the door or paint/varnish it
- Never allow anyone to cut or trim your fire door to fit floor coverings



If you have any concerns about your fire door, or any other fire hazard in your block of flats or communal area, please get in touch with us straight away through any of the usual routes.

Success for Coastline in Anti-Social Behaviour court case

Coastline Housing has secured a victory against a serious Anti-Social Behaviour perpetrator and been granted an outright Possession Order following a recent court case.

The Defendant had been causing persistent anti-social behaviour for three years, which included frequent physical and verbal abusive conduct towards other residents in the area and Coastline staff and contractors. There were also multiple lower level, nuisance breaches.

Prior to issuing the possession claim, Coastline had repeatedly taken steps to try and resolve the issues, providing numerous warnings and attempts to engage with the defendant working with numerous other agencies in doing so.

Coastline and our solicitors received praise from the barrister presenting the case to the court for the professional way in which we dealt with the offender, the detailed evidence bundle we put together and the witness statements we had gathered. He was also extremely

impressed with how Coastline worked with other agencies, going above and beyond to support our customers.

The Judge found that it was reasonable to make a Possession Order based upon the number and gravity of allegations, the long period of time over which they had taken place and the amount of opportunities the tenant had had to deal with their behaviour previously, but had failed to do so.

If you are experiencing any form of Anti-Social Behaviour, we are always keen to work with you and do our best to resolve it. Visit our website for more information, help and advice.



Saving money and water



Coastline has formed a partnership with Cenergist to help our customers save water and money and we're pleased to report some quite astounding statistics coming through just four months into the project.

As utility costs increase more customers are seeking ways in which to save money sustainably. Reduction of water use, which will help to impact on both supply and waste costs, has not been explored by many landlords.

This new partnership sees us working with Cenergist, a specialist water auditing company that is already in the process of conducting a water saving programme in partnership with South West Water.

The programme is completely free to Coastline customers, funded by South West Water and managed by Cenergist.

The audits involve installing a flow control valve reducing water wastage and saving customers money on their energy and water bills. During the audit Cenergist will also check for leaks and rectify where possible.

Phase One of this project started in August 2022 and includes around 2,000 Coastline homes, mainly in Helston, Redruth and Camborne areas.

So far, Cenergist colleagues have visited **454** Coastline properties and believe they have saved the average household around **30.2** litres of water per day. That adds up to a whopping **4,905,235** litres each year!



Priority Services Register

The Priority Services Register (PSR) is a free UK-wide service which provides extra help for anyone who might struggle with an interruption to their electricity, gas or water supply. For example, being of pensionable age, medically dependent on energy or water, disabled, chronically sick or having communication difficulties.

Registering with a utility company's PSR provides customers with vital support during a supply interruption.

Electricity Distribution Network Operators and Gas Distribution Networks have created a new national web page. A single reference point that makes it easy to help a customer to join the PSR wherever they live.

Simply go to **ThePSR.co.uk** input a postcode and you will be redirected to the relevant network's page to sign up. If you think that you will be vulnerable in the event of a disturbance to your gas, electric or water supply, make sure you are signed up so that you receive extra help.



SenseWell: Using sensors to support independent living

We would like to tell you about a new project that Coastline has become involved with.

The SenseWell project will form part of the "Transforming care and health at home" research programme, a £10 million investment in 14 projects all over the UK.

SenseWell will build on the success of Smartline, which showed the potential of sensors to spot changes and predict risks to independent living.

Examples of what we might find are:

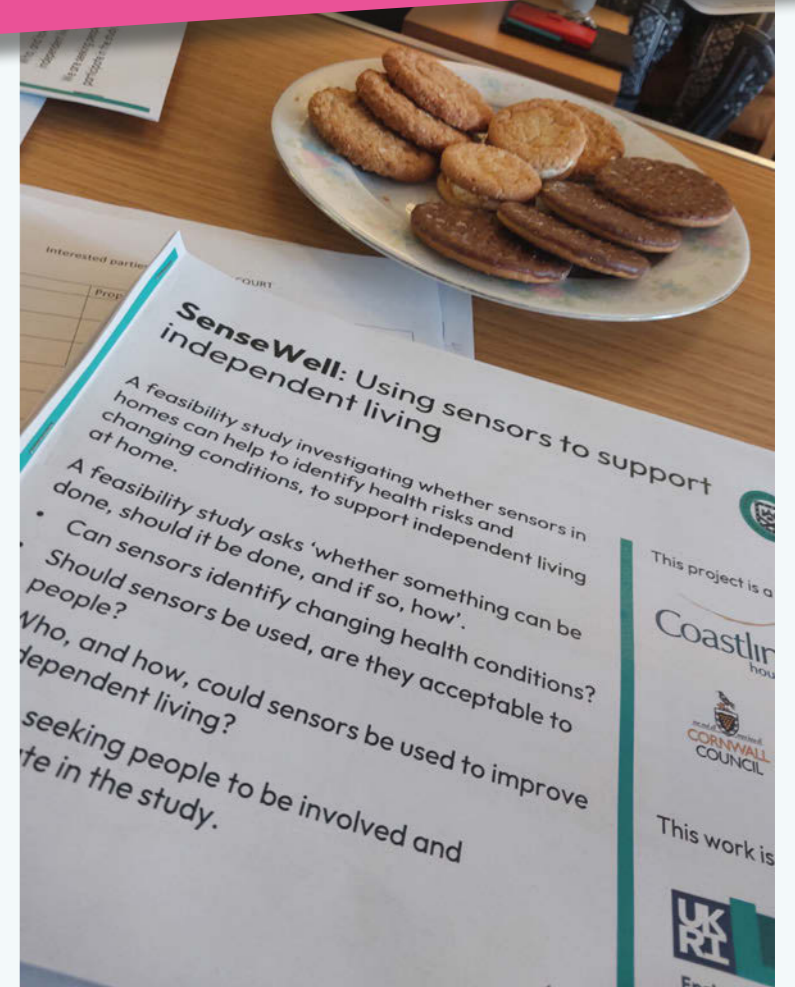
- Over time, an occupant may use electricity increasingly later in the day, which could indicate gradual long-term changes in physical or mental health.
- Air quality is influenced by a person occupying a room. Changes in air quality may reflect a change in routine, such as reduced activity.
- Changes in the temperature in the living room might indicate that an occupant has not been able to get out of bed today.

For SenseWell participants, we will install sensors that monitor the home environment (temperature, humidity, Carbon Dioxide) and electricity consumption. The readings will be collected by a data hub (gateway).

Participants may view their readings through a dashboard (visual display of sensor readings).

The readings will help us to develop Machine Learning tools that can identify changes in the home environment or electricity usage, and so will help us predict risks.

Involvement of the public has been shown to improve the quality and impact of research.



There are a variety of ways that participants can be involved in the project.

Be involved:

- Help researchers understand the issues that matter.
- Help shape the research design.
- Learn about our research.

Participate:

- Home fitted with sensors.
- Complete questionnaires.
- Be part of group research activities

Keep an eye out for more information on the project and how you might be able to get involved.

The Smartline Project – reshaping housing management

Smartline by Numbers



152 Participating households

700,000,000 Datapoints in the Smartline dataset

9 Different surveys have been sent out during the Smartline extension

21,800 Smartline website page views (2021-present)

100 Number of countries with visitors to the SL website

14 Papers published

126 People attending Smartline conference

135 Businesses supported

3000 Hours of research support provided to local SMEs

£600,000 grant funding distributed to local SMEs

Our fantastic Smartline Project is drawing to an end so we wanted to share a little bit about the project outcome and a 'thank you' event we held for all the Coastline customers that have been involved.

In the UK, including here in Cornwall, there are persistent and overlapping inequalities in health, housing and digital inclusion. The Smartline Project set out to explore the role that digital technologies could play to support health and wellbeing through improved housing and social connections.

There is lots of evidence that housing affects people's health and most people spend the vast majority of time indoors.

Through the Smartline project we've found that sensors provide reliable data on a range of indicators such as temperature and humidity over a long period of time. This helps organisations such as housing associations to understand issues affecting the building fabric and target support for residents. For example, a sudden drop in temperature might indicate an issue with energy affordability or a spike in humidity may show that windows are broken.

We have attended numerous events around the country, including the National Housing Technology Conference, sharing the work and insights from this project so that more organisations and customers might benefit.



Smartline participant thank you event

Held in October 2022 in partnership with the University of Exeter, an invitation was extended to all 160 customers on the project to see the impact that their involvement has had on Coastline and our Customers over the course of the past six years.

We wanted to say thank you for being part of Smartline and let everyone know how their support and involvement has helped make a difference.

The event was for all the family and free to attend. We offered refreshments, face painting and a balloon artist to keep the young (and young at heart!) entertained.

Coastline customers and colleagues attended the event, along with researchers from the University of Exeter and a variety of local organisations that have been supported by the project to provide advice and activities for those attending.



Smartline

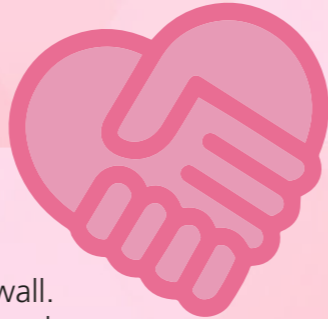


Community winners in Cornwall

Coastline Housing presents Customer At The Heart Awards

People making outstanding contributions to their local communities and neighbourhoods were honoured by Coastline Housing towards the end of 2022.

We presented our annual Customer At The Heart Awards to people across Cornwall. The event celebrates the achievements and kindness that has helped so many over the past year, and recognises times when volunteers and Coastline have worked together for the benefit of local communities.



The **Young Hero Award** was presented to Stanley Buggins of Ponsanooth for the incredible amount of time he spends helping people around the village. From cutting grass and weeding gardens, through to car washing and carrying shopping, Stanley continues to make a difference to many people's lives even after recently starting an apprenticeship.

Camborne resident Babs Eveson won the **Green Champion Award** for her work with neighbours and Coastline teams to transform a green space in her neighbourhood. The new outdoor meeting place is now a special relaxing area for everyone that will continue to grow and give pleasure for many years to come.



Volunteer Lucille Catton from Camborne was presented with a **Long Service Award** for her amazing 12 years at Miners Court Extra Care in Redruth. As Coastline's longest serving volunteer, Lucille has become friends with many residents and day centre customers, and is an invaluable part of the community.



Community Volunteer of the Year was presented to Claire Sharrocks of Pool. Claire has volunteered with a number of local organisations in recent years, and now works closely with Coastline's own Community Investment Team at neighbourhood events.



Jenna Harris from Crowntown near Helston received the **Good Neighbour Award**. She was nominated for the wonderful events she has put on for people living nearby. Over the past year this has included Christmas parties, Easter egg hunts and Halloween displays, all of which have been thoroughly enjoyed by everyone.

Charlotte Bell won the **Partnership Working Award** for time given to local communities with Camborne-based Snap & Sound Entertainments. Over the Jubilee Weekend in June, Charlotte organised and paid for a large community event including food, games, music and a bouncy castle so she could give back to the local community that has supported her.



An extra **Special Recognition** category was created this year to celebrate the work of Camborne's Katrina Holman who organised large collections of essential items for the relief effort in Ukraine. Katrina stored the items at her home and has now sent many van loads of supplies across the continent.

A special award was also presented to Camborne's Kelly Kemp in recognition of the time she has dedicated to helping Coastline improve its services. Kelly first volunteered as part of our Customer Voice group before gaining a role on Coastline's Customer Experience Committee, has attended events to represent customers to the Regulator of Social Housing, and has now joined Coastline Housing's Board as a Non-Executive Director with responsibility for chairing the Customer Experience Committee.

Louise Beard, Coastline Housing's Deputy Chief Executive, said: *"It was an honour to attend the awards and inspiring to hear so many wonderful stories about the ways local people give their time to improve lives. As a community focused housing association, Coastline is here to support and encourage everyone in our neighbourhoods who want to make a difference. We are proud to organise our Customer At The Heart Awards every year to ensure those people who give so much, often as part of their daily lives, get the recognition they truly deserve."*



Meet Darren and Sophie, the Stock Condition Survey team here at Coastline

The Stock Condition surveyors visit each Coastline property once every five years. During a visit the Stock Condition surveyor will look at the property and the condition of replaceable components in the property such as kitchen, bathroom, roof, boiler, and suchlike. This information is then used to plan repairs and replacement programmes across our stock.



Darren says:

"When visiting a customer I deal with any repair concerns the customer might have. I feel this gives an excellent service to the customer, whilst also giving Coastline the necessary data it needs to deliver a realistic replacement programme for the future, and enable us to look after the customers' homes"



Sophie says:

"I am a people person who loves to help, listen and support others – which is why I love my job as a stock condition surveyor. I investigate and action property repairs, forecast property maintenance and listen to who matters – the customer. Although there may not always be an easy fix, I like to try and to keep customers updated. I get to meet so many people and make sure their homes are safe and that they are homes that they can be proud of."



To help Darren and Sophie when they visit please report repairs as they come up. You can do this by:

- Logging into **My Coastline**
- Emailing customer.service@coastlinehousing.co.uk
- Calling **01209 200200**

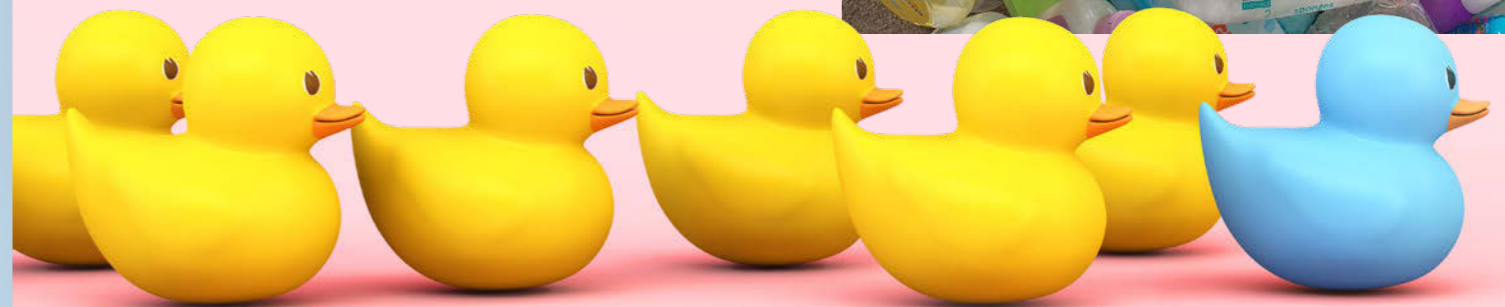


Salvation Army donation thanks to Miners Court

Colleagues at Miners Court collected donations to create a hamper of items for babies that they could donate to the Salvation Army.

They were absolutely overwhelmed by the donations made. A fantastic selection of items - large and small – were kindly given to help parents with young babies struggling through the current cost of living crisis.

Becky Wilson, Front Desk Coordinator, said: *"Everyone here at Miners Court has been blown away by this generosity. We are so thankful to everyone who made a donation to this worthy cause. This really will help make a huge difference."*



Would you like to help scrutinize services at Coastline Housing?

There are still spaces left on our Customer Voice scrutiny group!



Currently, Customer Voice members are investigating the diversity and representativeness of involvement and engagement of customers at Coastline, to ensure that all customers' voices are heard. The group have looked at diversity data to provide an evidence base for their review, and have spoken to Coastline colleagues as well. To complete the review process, they will produce a report making recommendations for improvements to the Customer Experience Committee. Other topics the Customer Voice group are looking at include Blue Flame, Coastline's repairs processes, and Gestures of Goodwill.

Customer scrutiny is key to making sure our services are the best they can be for customers and we could love your help. If you are interested in getting involved, please email: getinvolved@coastlinehousing.co.uk or for more information visit our website.

Younger people are currently underrepresented in our Customer Voice group, so if you are aged under 35 we are particularly interested to hear from you. Some areas are also underrepresented, including Hayle, St Ives, Praa Sands, Bodmin, Launceston and St Austell.

We are also seeking more Shared Owners to be a part of Customer Voice.

We look forward to continuing to support Customer Voice with their scrutiny reviews moving forwards.



Coastline's Customer Voice Group

Have you heard about our Customer Voice volunteers?

The 15 volunteers that are currently in this role form our Customer Voice group, which is a pathway for all Coastline customers' feedback and priorities to be fed through to the Customer Experience Committee (CEC).

Our Customer Voice volunteers regularly attend meetings online and/or at Coastline House to analyse feedback gained from wider involvement and engagement opportunities, examine performance data, and identify areas to be scrutinized in future. They then form sub-groups to undertake this work, and their recommendations for service improvements are reported to the CEC, ensuring wider community priorities are heard and acted upon.

Coastline's Volunteer Annual Statement 2022 - 2023 is here!

We've published a document that tells you all about what the Coastline volunteer team has achieved over the past 12 months.

It includes volunteer stories, the positive impact we've had on local communities and what the team will be focusing on over the next 12 months.

Here are just a few of the headlines from this year's document and you can read the entire thing when you visit our website.



Hours donated
3,636



79
Total number of volunteers who donated their time in 2022



7 volunteers progressed into employment,
2 within Coastline, **5** with external companies,



Social Value of Volunteering
£325,314



A total of **2702**
Time Credits earned



16
of the volunteers accessed accredited training.



11
of the volunteers accessed non-accredited training.



From us to you... Coastline Housing raises over £12,400 for Children's Hospice South West



Colleagues at Coastline Housing have presented **£12,440** to Children's Hospice South West.

The money is the result of a year's worth of corporate fundraising by colleagues and is a record breaker too – the most Coastline has ever raised for a charity of the year.

CEO Allister Young explains: "Each year colleagues vote for a charity doing great work in Cornwall that they wish to support and we were delighted to support Children's Hospice South West last year as we know they carry out really vital work in our county. The fact that we got to over £12,400 at time when the cost of living crisis was really starting to bite too is just incredible and testament to the generosity and kind spirit of colleagues, contractors and their friends and families."

Just over £4,000 of the total was raised thanks to Coastline's annual marathon challenge which saw colleagues clocking up a collective 1,583 miles in 26.2 hours. During this time, Allister himself took on an extra endurance challenge inside Coastline House cycling up the height of Mount Everest on a turbo trainer. It took him almost 18 hours

of intense cycling to complete 8.5 ascents of the 'Alp de Huez' in Zwift, which saw him cycling 213km whilst climbing 9,000 metres.

Other fundraising activities including fundraising BBQs, picnics, raffles, bake sales and more.

Head of Finance Zoe Field said: "We are always bowled over by the support given to local charities by colleagues and contractors we work with here at Coastline. Thank you to everyone who got behind us this year and helped us reach this record-breaking total. As a Cornish charity ourselves, we are always keen to champion other great causes locally. It's all part of making a difference here in Cornwall."

Amanda Masters, Area Fundraiser for Children's Hospice South West said "On behalf of all of the children and families that we support at Little Harbour, I would like to say a huge thank you to everyone at Coastline Housing for raising this fantastic amount of money. We really do rely on the support of local community and businesses to ensure we can keep providing vital care whether it's resilience stays, palliative or end of life care."



Building Futures

£73 million investment for affordable housing in Cornwall

Coastline Housing has received £22.8 million of grant funding from Homes England and secured a further £50 million to fund the building of 270 more affordable homes in Cornwall.

The total of nearly £73 million will see the housing charity building homes at a number of locations throughout Cornwall for people who are in housing need.

Following the allocation of the Homes England grant, Coastline signed up to a new government guaranteed loan agreement which saw the Cornish housing charity secure an additional £50 million.

Allister Young, Chief Executive of Coastline Housing, explains: *"In order to maximize what Coastline could build with the £22.8 million of grant funding we needed to secure some additional investment. We became part of a group of three housing associations nationally to borrow money through the Affordable Homes Guarantee Scheme, guaranteed by the government, securing an extra £50 million to be paid back over 30 years."*

"All of this will enable us to build 270 new homes in Cornwall over the next three years, some for shared ownership, some for affordable rent and 154 for social rent. This is important because this is a low cost rent that is set by a government formula and is significantly lower than the rate someone would pay in the private market – typically 50-60% of the rents on offer privately in the local area."

The Affordable Homes Guarantee Scheme aims to help housing associations deliver more amidst a challenging economic backdrop.

The new homes will be built at sites across Cornwall including Penzance, Redruth, Connor Downs, Constantine, St Erth, Goonhavern and Falmouth.

Coastline is delivering the Building Futures project in collaboration with other providers, to support participants to reach their training and employability goals.

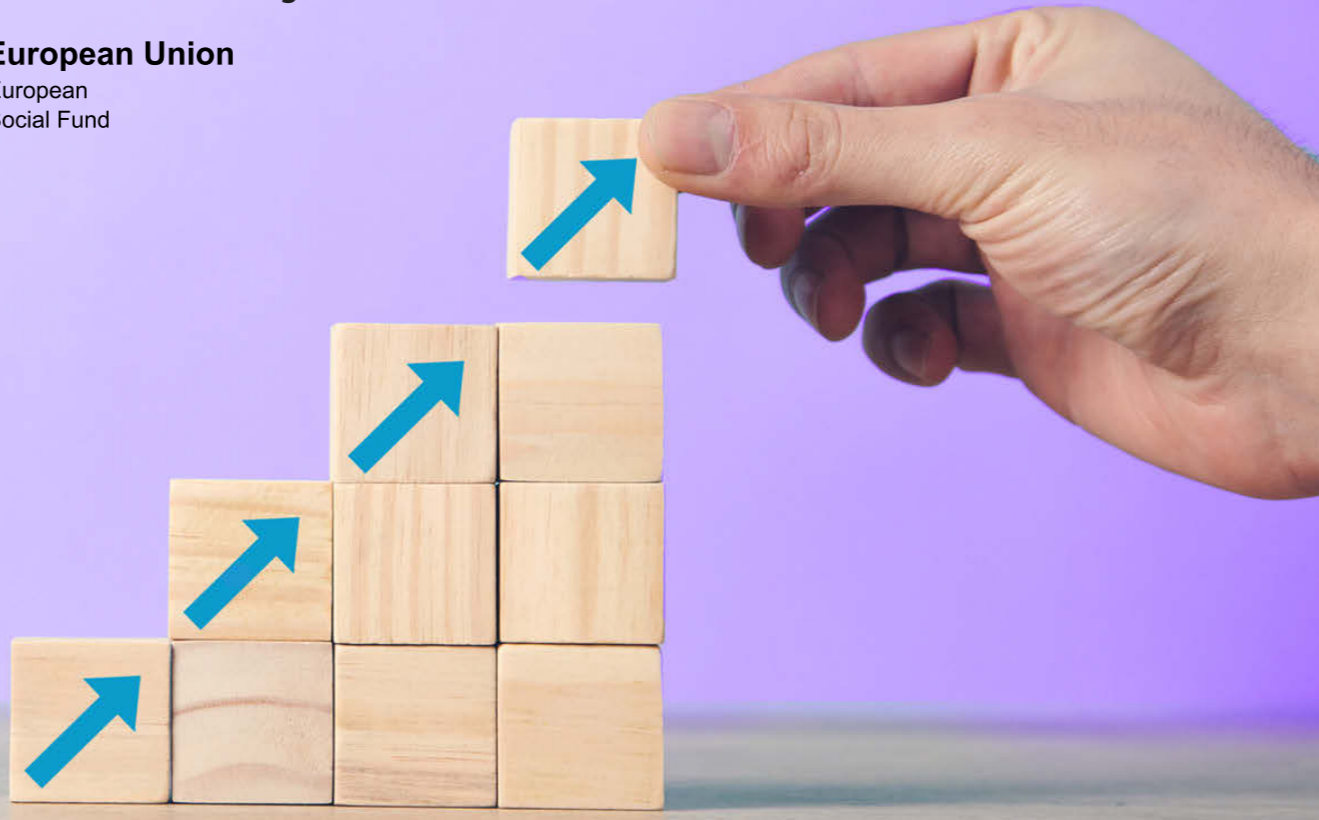
Building Futures is a European Social Funded project which is open to participants who are resident in Cornwall, aged over 16, are currently unemployed, and have the right to live and work in the UK.

Since October 2021 our Building Futures Navigators have been working with participants to help them to identify areas in which they want to make changes to their lives, to take steps towards training, education and employment, as well as making improvements relating to confidence and wellbeing.

The support offered depends on the individuals' needs and ambitions, such as support with transport to job interviews or college, with childcare or caring responsibilities, access to food, clothing and secure housing are all considered in order to ensure that participants have the stability to make changes at an achievable pace.

Participants have gained Maths and English qualifications, CSCS cards, and completed online training such as safeguarding and mental health awareness. Others have improved and updated CVs, have interview support, and assistance with university applications.

So far **51** people have found employment, **11** have gone into training or education and **29** have been supported with childcare. The project will run until December 2023, and if you would like to know more or take the first step to making changes in your employability, please email: backtowork@coastlinehousing.co.uk.



Our digital journey at Miners Court (so far!)

The back story

In 2016 it was announced that the telecoms industry would replace all analogue lines and upgrade to digital infrastructure by 2025. This means that traditional telephone services will be terminated and replaced by digital equivalents, including the landline phones many of us have at home.

The benefits of this are faster and more robust internet connections, substantially higher call quality, faster calling and more.

So how does this affect Coastline?

There are some services still reliant upon the old POTS (Plain Old Telephone Service) system, such as Lift Alarms, Care Solutions and payphones, none of which will work in 2025 without modification.

This means replacement systems and upgrades must be considered. One of these systems is the Tunstall care system at Miners Court, comprising of an intercom unit in each residence that a customer can use to call for help, by either pressing the unit, pulling an alarm cord in the room or by pressing their pendant. They can also receive calls from visitors at the entrance and allow them access to the building.

These systems have been around for a long time, and only recently have advancements been made in this field. Enter "Technology Enabled Care".

What is Technology Enabled Care?

Technology Enabled Care, is the use of technology to provide health and care services to people in their own homes, helping to ensure people can live independently and safely.



Many of you reading this are likely wearing a device that works towards this goal, such as a Smartwatch that can warn you of heartbeat irregularities or detect if you've had a fall and automatically connect to an emergency contact. Many of our smartphones actually have some of this functionality.

Falls are responsible for around £4.4bn in hospital costs, over 200,000 emergency hospital admissions and thousands of deaths in single year.

We may not be able to stop a fall from occurring, but we can adapt properties to reduce the risk, and also use technology to ensure a fall is responded to as soon as it happens. This was one of our primary focuses for the replacement system.

The next generation of care alarm systems can utilise a variety of sensors, from fall sensors, occupancy sensors and even seizure sensors, and even though our focus was fall sensors, the system needed to be expandable and compatible with key industry standard equipment. The focus needed to be not on "What do we need it to do now", but rather "What are both our current needs and potential future requirements".

Coastline had to re-evaluate what the new system should be able to do, what the residents need, what we have learned over the pandemic and what will the future generations benefit from.

We set about doing a range of surveys with residents and colleagues. There was a way for everyone's voice to be heard. And the response was overwhelmingly positive in terms of automatic fall sensors, video door-entry system, and video-calling group-chats between flats.

We found out:

- 75% of residents use the lifeline system to answer and remotely release the external doors
- There was a high level of interest in video door-entry, and residents would like to video-call other residents within the facility
- Although two thirds of residents have never used the pull-cord to call for help, 25% find the pull-cords reassuring
- Two thirds of residents would be happy to rely upon the pendant
- 93% of residents love the proposal of an automatic lifeline
- 80% of residents find themselves frequently asking for information regarding cafeteria menus, opening times and event information within Miners Court.

What's the outcome?

We searched for a new product based on the real-life feedback directly from our customers.

This means we will move towards automatic lifeline pendants, but keep a pull-cord in the bathroom for assurance and familiarity.

We are going to make information within the scheme more accessible than ever before by integrating information into the digital alarm panel, promoting independence, and encouraging the social community by means of video-chat.

Other ways we are using technology to benefit the scheme will be by installing video intercom units with body temperature detection capabilities. This will prove beneficial in helping to prevent COVID and other



outbreaks by detecting visitors with elevated temperatures and flagging this alert to a member of staff before allowing them into the building.

And using radio beacons in the building so a triggered alert will notify the staff whereabouts in the building the customer is, which in turn enhances response times and general efficiency.

Work has already begun on the installation and the new solution is expected to be operational later this year.

Gardening goes green!

Our Grounds Maintenance colleagues are looking into some changes for 2023 that will have a positive impact on the environment.

Operatives have been trialing some new pieces of equipment that offer an alternative to relying on petrol or diesel to power mowers and other tools. Some of the items they've been 'test driving' are pictured here during a demo day held at St Meriadoc green in Camborne.

Thanks to local business Nigel Rafferty Groundcare for kindly loaning our teams various tools to trial, including a ride-on mower for a week to see how they shaped up against our current equipment - some of which will naturally need to be updated anyway as the year goes on.

The team hopes the new equipment will be both more efficient and more environmentally friendly too - win, win!



The results are in...

Thank you to everyone who filled in the survey that came out with the last edition of CoastLines about how you would like us to communicate with you in future.

We received **129** responses and the winner of the £50 Amazon voucher was Suzanne Lee.

Here are some of the highlights from the results:

- **94%** of everyone who responded said they read the magazine when it's sent to them
- Just over **half** of respondents said it was their favourite way to keep up to date with Coastline
- **76%** said twice yearly editions of CoastLines was 'just right' and **84%** felt the magazine was about the right length
- **85%** said it contained interesting information
- The most important articles to you were articles about **your communities**
- A clear **majority** said they would like to keep the twice yearly newsletter

Here are some of the things you liked about the magazine:

- "A lot of useful information"
- "The way it's presented"
- "I often feel disconnected with much going on in the outside world, especially since Covid. I like that Coastline makes the effort and cares that much."
- "Keeps me in touch with Coastline and the people"
- "Please don't stop the magazine"
- "Its positivity!"



Here are some of the things you didn't like so much and thought we could improve:

- "Performance material. Could it be replaced with something more relevant to communities."
- "Bit too large at times"
- "Same stuff each time"
- "No news about when we get new windows, kitchens, bathrooms or any other big improvements"

What are we going to do?

- We are going to keep sending you CoastLines magazine twice a year
- We will work hard to keep it interesting, informative and relevant to you
- Since you told us news from your communities is most important to you, we've moved this section to the very front of the magazine.
- We will make sure we feature more news about our planned maintenance programmes and other big areas of work going on at Coastline.
- If you would like to get involved and contribute to the magazine, please do get in touch, we would love to hear from you. Email getinvolved@coastlinehousing.co.uk

Health day at the Homeless Service

Colleagues at our Homeless Service teamed up with partner organisations to hold a successful health awareness day at Chi Winder, our purpose-built homeless centre in Pool.

On the day itself Chi Winder was filled with many agencies keen to support and help residents with everything from dental support to vital health tests to calming yoga.

Services attending included the **Hep C Trust** and **RCH Hepatology** - offering Blood Borne Virus testing, workshops and liver awareness talks - and the **Alcohol Liaison Team** offering Liver Fibroscans and alcohol harm reduction advice.

We Are With You attended to talk about overdose awareness and substance misuse, **Smile Together** dental charity offered oral health advice and **Healthy Cornwall** gave advice around stopping smoking and cholesterol.

Georgia's Voice representatives were there to talk about mental health issues, **Yoga with Betty** offered calming yoga sessions and the **Cornwall Homeless Vulnerability Liaison Service** also talked to residents.

All in all, agencies saw around 40 people for the various tests and advice sessions on offer during the day which was a fantastic result. More events are planned for the future.



New Tenant Satisfaction Measures will mean a new survey for Coastline customers

A new set of measures to make sure that landlords are providing good quality homes and services have been introduced by the Regulator for Social Housing.













The measures aim to let tenants all across the country see how their landlord is doing in comparison to others at things like keeping properties in good repair, building safety, respectful and helpful engagement, handling complaints and neighbourhood management.

The aim is to improve standards nationwide and to give the Regulator an insight into when things aren't going so well.

What are the measures?

There are 22 measures in total. Ten of these will be measured by landlords directly through standard information we collect and 12 will be measured by landlords carrying out perception surveys with their tenants.

Here are the 12 measures that we will be surveying our customers on:

-  **Overall satisfaction**
-  **Satisfaction with repairs**
-  **Satisfaction with time taken to complete most recent repair**
-  **Satisfaction that the home is well maintained**
-  **Satisfaction that the home is safe**
-  **Satisfaction that the landlord listens to tenant views and acts upon them**
-  **Satisfaction that the landlord keeps tenants informed about things that matter**
-  **Agreement that the landlord treats tenants fairly and with respect**
-  **Satisfaction with the landlord's approach to handling of complaints**
-  **Satisfaction that the landlord keeps communal areas clean and well maintained**
-  **Satisfaction that the landlord makes a positive contribution to neighbourhoods**
-  **Satisfaction with the landlord's approach to handling of anti-social behaviour**



When should customers expect the survey?

We have commissioned a company called Acuity to undertake this survey of our customers on our behalf.

In May and June, Acuity will be contacting all customers by email or text initially, inviting you to take part in an online survey.

A few weeks later, Acuity will telephone around 200 customers who have not yet completed the survey to carry out a telephone interview. This should take around eight minutes.

How will I know Acuity are contacting me?

If you receive a call or text from Acuity, the number displayed will be a UK telephone number with a Brighton area code – **01273 093939**.

Acuity only make calls between 9am and 8pm, Monday to Friday, and between 10am and 6pm on Saturdays.

Is the survey confidential?

The survey is strictly confidential and you can undertake the survey without your name being attached if you wish.

Why should I take part?


We would really appreciate it if you could take part in the survey if offered the chance. Your views are very important to us so we are keen to hear from as many Coastline customers as possible.

How does this fit in with Coastline's Trust Charter?


Our Trust Charter is a summary of commitments that Coastline put together in partnership with our involved customers last year. We will be linking these new Tenant Satisfaction Measures and the five themes they cover with this document moving forwards to make things nice and clear for everyone involved.

Lots of work went into this document and it's one we are very proud of so we will be making sure that nothing is lost when we update it to bring it into line with these new themes.


Our Performance March 2023




Average call wait time
64 seconds




Callbacks responded to within 4 working days time
96%




Digital contact responded to within 2 working days time
98%



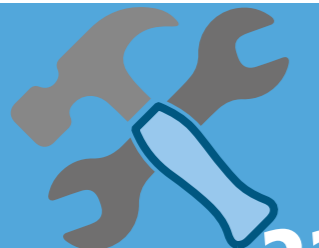
Customer assessed First call resolution
80%




Rent arrears
1.25%



No. of social housing lettings completed so far this year
234



No. of emergency repairs: **2,569**
No. of non emergency repairs: **22,856**




% of non emergency repairs completed within target
45%



Customer assessed repair completed right first time
90%



Customer satisfaction with how complaints are handled
40%



Customer satisfaction with the way ASB case was handled
50%



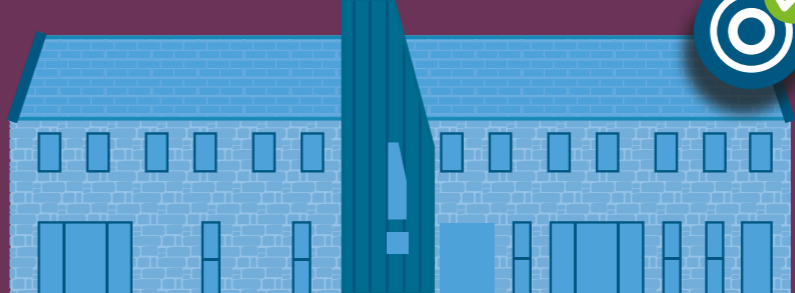
Customer satisfaction with Quality of Home
94%



Customer satisfaction with Community Standard
66%









Net Promotor Score of Coastline
18



Number of people helped by Homeless service this year
685

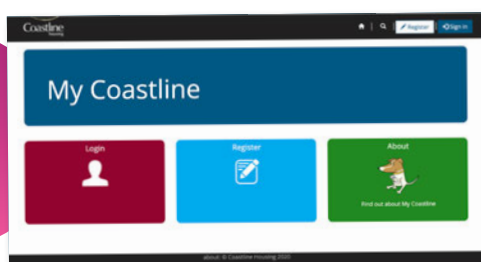


Number of people helped into work & training this year
135

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

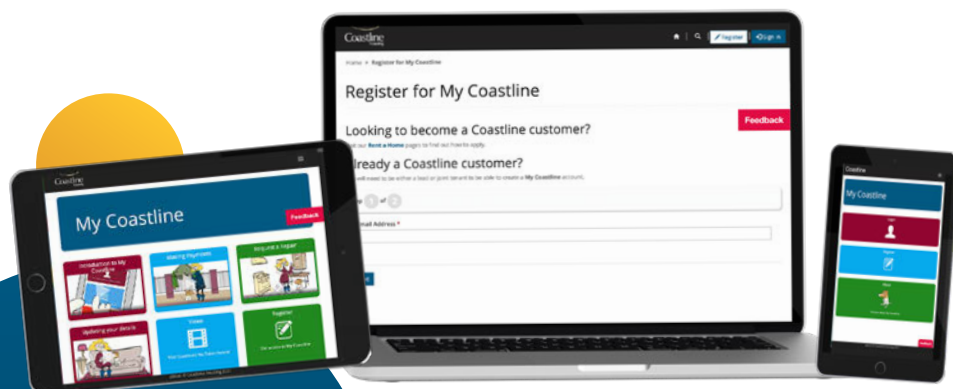
*My Coastline can save you time,
make it easier for you to
contact us and reduce the need
for you to call Coastline.*

You can book repair times,
make payments at times
to suit you and contact a
member of the Coastline
team direct.



To register or login to My Coastline you
can download the My Coastline app from
your app store or visit

www.coastlinehousing.co.uk



If you need any support registering or using
My Coastline, please email let us know by emailing
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