

# CoastLines

THE MAGAZINE FOR COASTLINE CUSTOMERS | ISSUE 55 | AUTUMN 2022

Plus



Top 50 biggest builders – Coastline makes the list



Colleagues undertake a marathon challenge for charity



Tool loan partnership pilot scheme launches



We celebrate our carers at Miners Court

## New homes for

# Nancegollan

Work is progressing on 19 new homes for the village



Out now – our Annual Report to Customers for 2021/22

# Welcome

## Welcome to the Autumn edition of CoastLines

In this edition you can read a summary of our Annual Report to Customers for 2021/22.

We are pleased to report that performance at Coastline has remained very strong this year. As the cost of living crisis began to hit, our Welfare Team colleagues worked with 286 customers, to offer some intense one on one support and secured a total of £74,813 in funding for customers over the past 12 months. We have built 200 new homes, started on site with 112 more and have carried out over 26,000 repairs to keep our current homes up to an excellent standard. The full document is available to read on our website – do take a look.

We have also been busy in the past few months with more developments starting on site, the launch of a community tool loan scheme with the Redruth North Partnership and much more.

Over at Miners Court we've been celebrating our carers with some in-house awards and customers have enjoyed taking part in several fantastic events too. You can read about all this and more in the following pages.

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  
Cheryl Houghton



## 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](mailto:customer.service@coastlinehousing.co.uk)  
Or visit our website [www.coastlinehousing.co.uk](http://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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# New homes for Nancegollan



## A biggest builder!

### Coastline Housing makes national list of fastest growing housing associations

Coastline Housing has earned a place in a top ten list of the fastest growing housing associations in the country, making it the only social landlord to earn a place on this list for five years in a row.

We came in at number seven in a list looking at how many new homes housing associations were building as a percentage of their current stock.

The list has been compiled and issued by Inside Housing, who undertook a detailed sector-wide survey of development completions by housing associations in the year 2021/22.

Last year, Coastline developed 200 new homes, bringing its total stock in ownership or management up to 5,059. This was a growth of 4% within a 12-month period.

Mark Duddridge, Chair of Coastline Housing, said: "We're incredibly pleased to be reaching this national top ten list

Some Coastline homes in Illogan, completed as part of the charity's 200 homes developed across 2021/22.

*once more. It's great to see that Coastline, although not a big housing association compared to many others in the sector, is making a genuine impact. The most important thing however, is the real difference these homes will have made to individuals and families in Cornwall who were in housing need."*

Coastline has become involved in the Homes for Cornwall movement in the past year, adding its voice to a collection of influential business leaders and decision makers in the county who have all pledged to come together to find innovative solutions to the housing crisis.

Allister Young, CEO, adds: "Cornwall's housing crisis continues to bite in a serious way and anything we can do, alongside our partners in the county, to help solve this issue is something that we are fully committed to."

Over the next four years, Coastline has committed to developing 1,000 more new homes in the county.



### We have started work on a project to bring 19 new homes to the village of Nancegollan, near Helston in Cornwall.

The homes are being developed thanks to funding of over £800,000 from Cornwall Council and will be a mixture of one, two and three-bedroom houses.

Due to be completed in summer 2023, 12 will be for affordable rent and seven will be for shared ownership. They are being built by local firm Classic Builders.

The development will include provision of parking for the village hall that is adjacent to the site and a small area of communal open space. The project will also see a financial contribution being made, to be used for the benefit of Nancegollan Playing Field which is just 100 metres away.

Jo Harley, Development Manager at Coastline Housing, said: "We would like to thank members of Crowan Parish Council for their support when we brought forward this wholly affordable



Jo Harley, Development Manager at Coastline Housing, stands with Neil Morton, Classic Builder's Site Manager at Nancegollan, where work has begun on 19 new affordable homes.

*scheme. We are delighted that we will be able to provide this much-needed affordable housing for people locally, giving people a chance to live in the parish where they perhaps grew up or have other local connections to."*



## Keeping everyone safe

With winter approaching and many more of us using heating equipment or lighting candles on a dark evening, we would like to take a moment to remind you about fire safety.

If you live in a Coastline flat and have a shared communal area, please remember not to store items here. In the event of a fire, this can block the escape route for others.

We would also advise you not to charge e-bikes, e-scooters or mobility scooters overnight. If they are plugged in and forgotten about they can be a serious fire risk. We would recommend using a simple plug-in timer to ensure that anything on charge is not forgotten.

### Here are some other top tips for preventing fires:

- Test smoke alarms every month. If they're not working, change the batteries.
- Teach children what smoke alarms sound like and what to do when they hear one.
- Talk with all family members about a fire escape plan and practice the plan twice a year.
- If a fire occurs in your home, **GET OUT, STAY OUT** and **CALL FOR HELP**. Never go back inside for anything or anyone
- Watch your cooking - try to remain inside the kitchen any time you are cooking. It is best practice to turn off the stove if you need to leave the frying, grilling, or boiling food unattended.
- Use candles with care - keep wax candles away from anything that can burn, which as a rule is at least one foot. Be certain to blow out all candles if you leave the room and particularly when you go to sleep.
- Inspect electrical cords often and replace any that get cracked or damaged. Discard any cords which have broken plugs or have loose electrical connections.



If you have any worries about fire risks in your communal areas, please get in touch with Coastline straightaway.

## Do you have home contents insurance?



Did you know that Coastline insures the building in which you live, but we don't insure your personal contents? This is why we ask that all our residents take out home contents insurance.

Home contents insurance is designed to help protect your personal and home possessions. No matter how careful you are, accidents will happen and there's always a risk that your belongings could be damaged or stolen

If the worst should happen, your home contents insurance will ensure that you can replace your household items in the event of accident or damage.

Do take the time to make sure you have this insurance in place. There are a variety of schemes and companies offering reasonably priced contents insurance for customers of housing associations.





# Your fire front door

Fire doors can be lifesavers so it's important that we make sure they are functional and fit for purpose at all times.

If you live in a flat and think there is a problem with your fire front door, please contact us straightaway so that we can inspect it and arrange to replace it if we need to.

## What does a fire door do?

- Protect you from fire within a communal area or another flat
- Protect others from a fire within your flat
- Provide protection against smoke and fire for a minimum of 30 minutes
- Create a safer living environment for you, your family and other residents
- Help to save lives and protect your property in the event of a fire

## Who is responsible for your fire flat door?

**You** - as a resident living in your property, you have a duty to ensure that you do not purposely affect the operation or integrity of the fire door, placing yourself and others at risk.

**Coastline** - as property owner, Coastline has a duty to inspect and action repairs to your front door. Sometimes leaseholders will be responsible for repairs or replacement – please check with us.

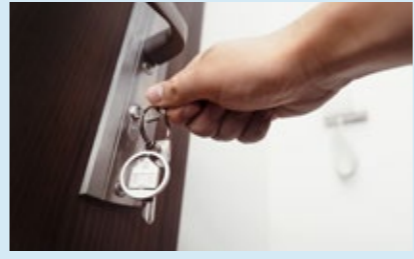


## If my door is being replaced, how long will this work take and what will be involved?

- Installations can vary but the work should take no longer than two working days.
- There might be a break in between the first and second day, this will depend on the amount of finishing required.
- Coastline will contact you to arrange a convenient day for the work to start. On day one your old door and frame will be taken out and the new door set will be installed. The new door will be left secure and working correctly at the end of the day.
- On day two we will finish the making good. This might be any filling and painting that was damaged by taking out the old door frame.



## What can I do with my fire front door?



- Open and close it.
- Lock and unlock it.
- Wipe it clean with water, using a soft cloth. Wiping your door and frame regularly can make all the difference and help stop heavy dirt and grit building up which can cause problems later on.



## What can't I do with my fire front door?

You must not alter the door in any way, otherwise we may charge you to replace it.

### Examples of what you must not do:

- Replace with any other door.
- Wedge the door open.
- Block the door with furniture or other items.
- Tamper or disconnect the self-closing mechanism.
- Cut in and fit a cat flap.
- Cut in and fit a new letterbox.
- Trim or cut any part of the door (including when fitting carpet/flooring).
- Paint or varnish the door or frame.
- Screw/nail into the door or frame.
- Affix any other locks or handles.
- Stick anything to the door.
- Hang over door hooks.
- Use any cleaning products or chemicals on the surface or components.

## What should I do if my fire front door stops working correctly or if I think there is a problem?

You need to contact Coastline to book an appointment for an engineer to visit and complete any remedial works needed.

# Legionnaires disease – what we are doing to protect you

## What is Legionella?

Legionella are bacteria that are common in natural rivers and lakes, and artificial water systems including hot and cold water system storage tanks, pipe work, taps and showers.

Legionella are usually associated with larger water systems - such as factories, hotels, hospitals and museums and cooling towers - but can also live in smaller water supply systems used in homes and other residential accommodation.

Other potential sources of Legionella include: hot tubs, spa pools and whirlpool baths, humidifiers, drinking water systems, water features and water butts, garden hose pipes and pressure washing devices, sprinklers and fire-fighting systems.

Legionella can survive in low temperatures, but thrive at temperatures between 20°C and 45°C. Temperatures in excess of 50°C will kill them. The presence of Legionella bacteria can cause Legionnaires' disease, a potentially fatal form of pneumonia

## Reducing the risk

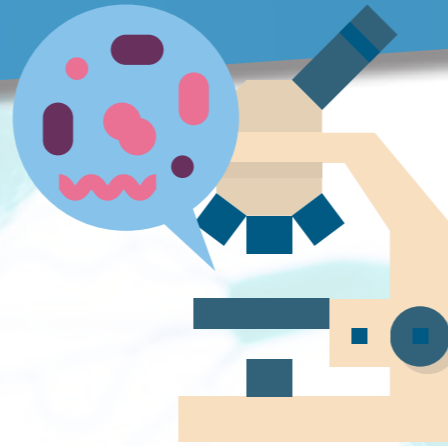
Coastline Housing is committed to protecting the health, safety and welfare of our customers and employees so we would like to provide you with some important advice for preventing Legionella in your own home.



## What you can do

The risk of Legionella is minimal in most homes but there are simple things you can do to keep your water system clean and safe:

- When you first move in, run your shower, bath and taps continuously for a minimum of five minutes to flush through.
- Use all your taps regularly.
- Do not adjust the temperature setting of the boiler.
- Regularly clean shower heads - strip and clean shower heads with shower head cleaner or a similar product every three months to remove scale and bacteria. If showers are used regularly, the risks are reduced, however, you should still regularly clean and disinfect your shower head, ideally every three months.
- If your hot water is not heating properly, you have an ongoing problem with your water supply, or your thermostat does not work, please notify Coastline.
- If you have been away from your home for two weeks or more, run your taps and shower through for five minutes before using the water

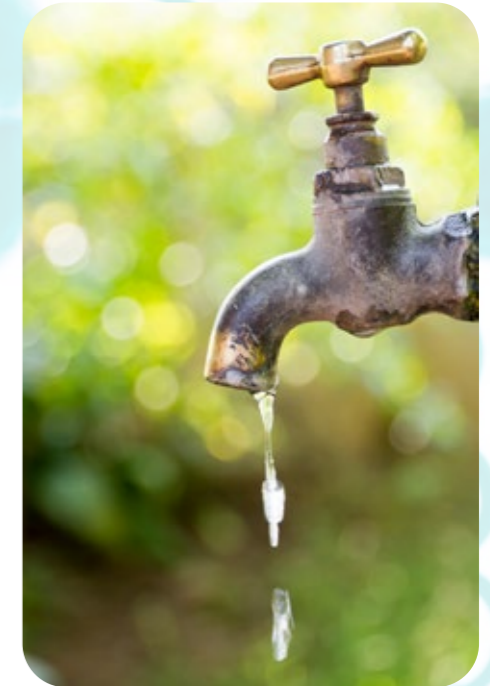


## Other risks to be aware of

Here are some additional potential sources of Legionella that you should be aware of



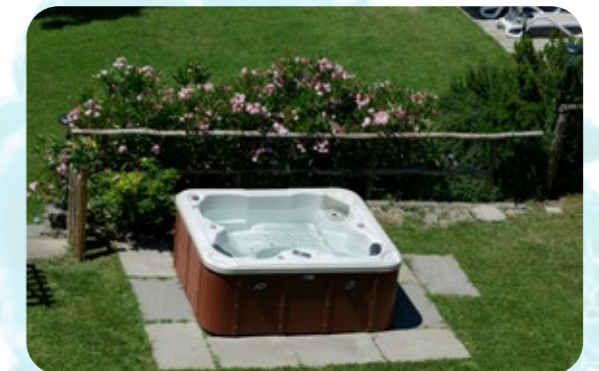
Flexible garden hoses that have been in the sun for a long period of time, and are not used often can contain stagnant water. There is an increased risk of bacterial growth. To reduce the risk you should disconnect garden hoses at the tap after use.



Outside taps should be flushed for five minutes weekly, this will help improve water movement and prevent stagnation.



Water butts are good for the environment but they should not be used with spray applicators which cause mist such as sprinkler systems, pressure washers and water guns. We also recommend all water butts are drained and cleaned from time to time.



Hot tubs are a particular risk so you should follow manufacturer recommendations for maintenance, cleaning and filter replacement

**As always, if you have any questions or concerns, just get in touch with us.**



## Tool loan project launches

### Community organisations aim to give people a helping hand

Redruth North Partnership has launched a community tool loan project and is working with Coastline Housing to roll it out for Coastline residents in the local area.

The project gives Coastline customers the chance to borrow items such as lawnmowers, strimmers, hedge cutters and more at no charge.

The initiative has been brought into being thanks to some funding from the National Lottery and some match funding from Coastline Housing.

Mark England, from Coastline Housing, explains: "In the current climate, we appreciate that buying expensive tools that might only be used a few times a year is a big outlay for many customers who are trying their best to keep gardens looking nice. This project is a great community initiative where people can simply borrow the tools they need for a few days and

Colleagues from Coastline Housing and Redruth North Partnership show off some of the tools on offer as part of the new community tool loan project.

*then give them back for someone else to make use of."*

The tools will need to be delivered and collected by the Redruth North Partnership's team. The scheme is currently open to customers in Camborne, Pool and Redruth. Although, if successful, there may be scope in future to start similar projects in other areas.

Kevin Hawke from Redruth North Partnership adds: "We will be happy to give people a short briefing on how to use and look after the equipment if they haven't used the tools before. There will also be some paperwork to fill in before we loan the tools out but no financial charge. We really hope this will help people locally who might have been struggling to look after their gardens."

To find out more and starting using the scheme, call us on **01209 200200** and ask to speak to a Tenancy Management Coordinator.

## Starts at Home Day



### Our Homeless Service was delighted to support the National Housing Federation's Starts at Home Day in September.

The day celebrates the value of care and support services and the difference that having a safe and secure place to call home can make to people's lives.

It was also the third year anniversary of Chi Winder, our purpose-built homeless centre, opening!

Various partner agencies, clients and colleagues popped in to enjoy smashed tomato pizzas and networking.

starts at home



# Need some help?

With winter approaching and the cost of living crisis biting, we appreciate that it's a difficult time for many.

At Coastline we have a friendly Welfare Team who are here to support you with your finances. If you would like to look at maximising your income, look at budgeting, or support to pay your rent or bills. Please reach out to them on **01209 200200** or **welfarereform@coastlinehousing.co.uk**

*Katie Mitchell and Amy Pope, our Welfare Reform Coordinators*



## 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 to-good-to-go, near the end of their sell by date. Visit our website for a link to this page.



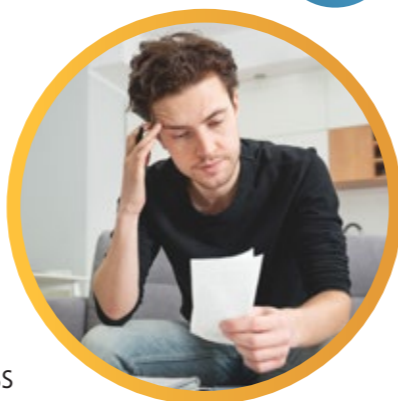
## Hardship Fund

At Coastline we hold a Hardship Fund, this is funding customers can apply for in a crisis by meeting criteria, providing expenditure details and being willing to work with our Welfare Team. The fund has been able to support many customers so far.



## Debts

Are you struggling with debt and unsure where to turn? There are debt charities where specialists will discuss your options with you. Step Change is a charity we refer to a lot, you can access this support online or over the phone.



## Community Energy Plus

Are you struggling with your energy costs? Community Energy Plus are 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 their website **www.cep.org.uk**



## Winter wellbeing

We know times are hard for many with prices rising and winter approaching. Here are some top tips that have been pulled together by organisations across Cornwall for keeping well and warm this winter.

# Top tips for staying warm and well this winter

Call us on **0800 954 1956**

## WINTER WELLBEING

Reducing fuel poverty, improving health and progress to work

- 1 Keep warm and set your heating 18°C and 21°C (living areas) 16°C (bedrooms) 
- 2 Have regular hot meals and drinks 
- 3 Call us for financial help and advice on grants to stay warmer for less 
- 4 Insulate and draught proof your home, call us to see how we can help 
- 5 You could save money by switching energy tariffs 
- 6 Check and service your heating systems yearly 
- 7 Keep moving regularly to help keep warm 
- 8 Get your flu jab, speak to your GP or visit a pharmacist 
- 9 Move towards work, volunteering and training ☎ 01872 326440
- 10 Look after yourself and check on neighbours 
- 11 To get a free home fire safety check ☎ 0800 358 1999 
- 12 Drive safely, consider weather conditions before you drive







Ready for More?

## Your Next Step

Are you ready for the next step of your journey into employment or education? Here at Coastline our Building Futures Navigators can support you to achieve your education or work goals.

Give the team a call on **01209 200200** or email **backtework@coastlinehousing.co.uk**.

Ross, Laura and Siobhan will be delighted to speak with you.



## Here's a round-up of news from our fantastic Smartline project

### Event: Smartline - A new vision for health and housing

A landmark conference showcasing the latest academic & industry- research to support housing and health innovation through technology took place in November. Key findings from a leading team of University of Exeter researchers working with the Smartline project revealed how organisations and businesses can innovate to improve home environments, support digital inclusion and build stronger communities.

Speakers included Coastline Housing, Cornwall Council, HomeLINK/Aico and South West Academic Health Science Network.

### Ground-breaking Smartline project gains national and international attention

Coastline Housing and the Smartline project were selected as finalists at the Housing Heroes Awards 2022 under the Best company health and wellbeing initiative category.

Smartline was also selected to speak in the Innovation Zone at the Local Government Association Conference. The team spoke to councillors and council officers from all over the country as well as other exhibitors, people working on issues around housing, health and climate change, sharing the work, the difference it makes and the lessons learned along the way.

Industry has also been listening and the team have been out on the road sharing the Smartline story at leading home safety company Aico's seminars in London, Glasgow, Birmingham and Manchester, exploring the role of Internet of Things (IoT) technology in creating healthier and safer homes

In the world of academia, in July, members of the Smartline team travelled to Oslo to present research as delegates at the European Health Economics Association conference 2022. This year's conference theme was Health Economics for Sustainable Welfare Systems, a topic reflected by Smartline's leading research in home sensor technology, aimed at improving the health and wellbeing of tenants living in social housing managed by Coastline Housing.

### Latest research: Social Housing tenants welcome more support from tech

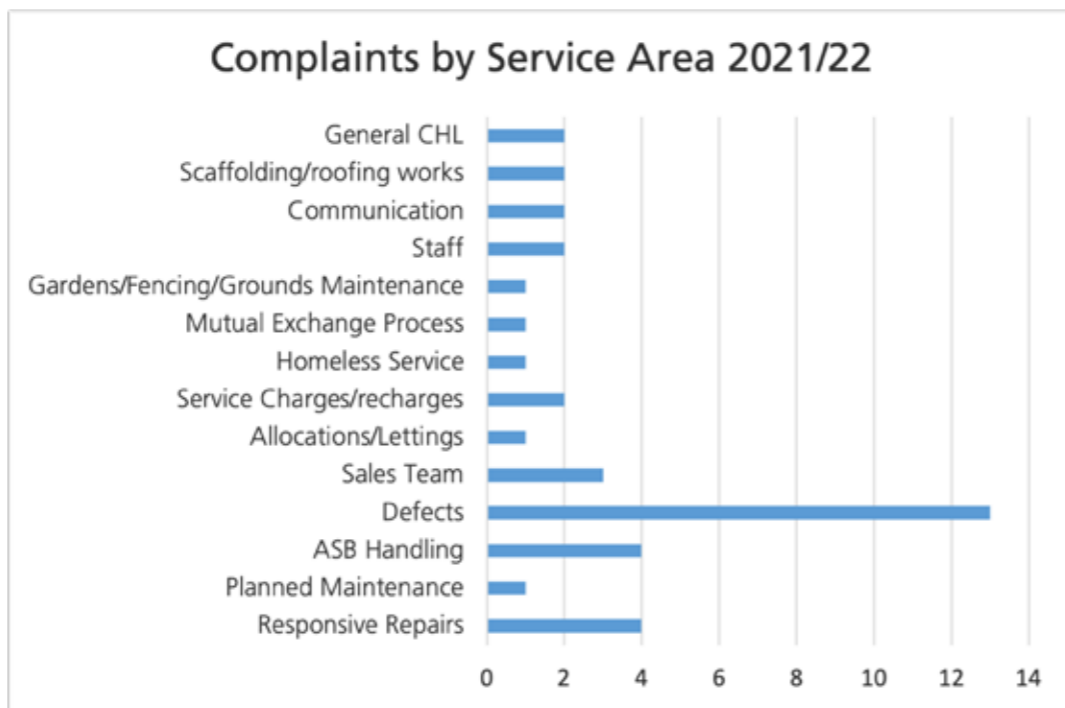
New research by Smartline, University of Exeter, reveals that people have positive perceptions and shared a willingness to try new technology. The participants in the study preferred technologies which promoted a healthy lifestyle, helped them to access health information and increased social connections. Researchers interviewed Coastline residents as part of the work and the findings will inform the 'Getting Online Staying Connected' Project in collaboration with Cornwall Council

# What happens when we get it wrong?

**Coastline has an easy-to-use complaints procedure that helps our customers when they feel that we have let them down.**

When we are made aware that an issue has occurred we will do our very best to resolve this quickly, within four working days, as a service failure. The majority of issues raised are successfully resolved this way and out of 196 service failures received in 2021/22, only two progressed to become complaints. However if this cannot be resolved to the customer's satisfaction we have a two stage complaints process which can be used.

Complaints are reviewed regularly by senior managers, Customer Voice, our Customer Experience Committee and the Board to make sure lessons are learnt when we get things wrong or not to the expected standard. Each year, we publish a summary of the complaints that have been made so that our customers know we are being open and honest and acknowledge when something hasn't gone right.

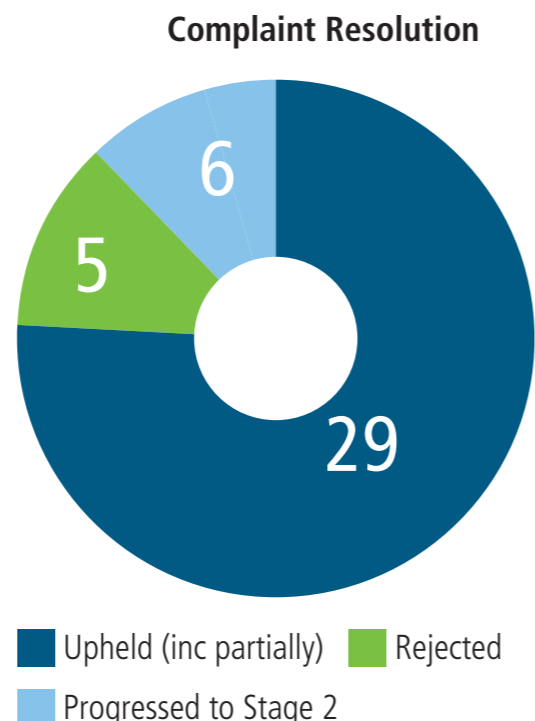


The table above looks at the 34 complaints received during 2021/22 broken down by service area.

Following publication of the Housing Ombudsman Service 'Complaint Handling Code' in 2020 all social housing providers must publish an annual self-assessment against this Code. The Code, our self-assessments and information about the Housing Ombudsman Service and Social Housing Complaints are all published on a dedicated Complaints & Compliments page on our website.

The vast majority of complaints are resolved quickly and to the customer's satisfaction at the earliest stages of the Complaints Policy, as shown below. Out of the 34 complaints received in 2021/22 we partially or fully upheld 29 which means that we agreed with all or part of what the customer making the complaint was saying.

None of the complaints received in the year have been referred to the Housing Ombudsman and more importantly we made 26 improvements to our current services as a result of complaints received.



Some of the improvements and changes we put into place over the last year, as a result of complaints, are shown below;

### You Said

Service charge calculations for fencing were incorrect on a new build site.

Information provided to potential shared owners in the case of an adverse credit check being received.

Grounds owned by Coastline were not being maintained.

Defects identified in new properties

Poor communication and debris left at property as a result of roofing works

Fleas in one of our supported housing properties

### We Did

All new build sites will now be visited as part of the service charge process to ensure plans are correct against those submitted.

We have updated our website and documents to make it clearer to prospective new shared owners that a "conditional offer" is made subject to credit checks being undertaken. We will also work more closely in the first instance with rejected applicants to explore alternatives options.

A review of all grounds maintenance plans was undertaken to ensure accuracy and these have been uploaded onto our website.

Improved defects training has been provided to our Customer Access Team to improve our customers' experience. Defect repairs services are being reviewed in line with a wider repairs review which is currently taking place to ensure work orders contain all the information required for operatives to complete jobs right first time and to ensure the correct operative is sent first time.

Clearer and more detailed information is now being provided to customers around what to expect, timescales, potential disruptions and what could affect works. This has also been included in our 'Improve Customer Communication and Guidance' work package and will be subject to further reviews and improvements over time.

Training has been given to colleagues on giving advice on pet care and how customers can get assistance. We will also ensure that we work with customers to ensure that problems such as flea infestations are permanently resolved.

We promise to listen, learn and make changes when our customers highlight that something isn't right and we welcome feedback of any kind regarding any area of our service delivery.

Copies of our full Complaints Policy are available on request, on the Company's website at [www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk) or by telephone on 01209 200200.

Of course when we do things well, it's great to get positive feedback and our staff really appreciate when a customer takes time to say 'thank you' for a job well done. In 2021/22 we received an incredible 2,084 compliments from our customers.

Remember, it's easy to make a complaint or to compliment us! All you need to do is call our Customer Access Team on 01209 200200 or email [sara.pascoe@coastlinehousing.co.uk](mailto:sara.pascoe@coastlinehousing.co.uk) direct. Of course, you can always text, use Facebook or the 'My Coastline' portal or write to us at the usual address.

# Scams and loan sharks

With times hard for many at the moment it is more important than ever to remain aware of potential scams and protect your money.

Nearly half of adults surveyed by the ONS in the past month have reported receiving a 'phishing' message.

## Phishing attacks – what are they?

Phishing is when criminals use scam emails, text messages or phone calls to trick their victims.

It could be an email asking to verify bank account details, or a text message claiming the recipient has been in close contact with someone who has coronavirus.

The aim is to successfully deceive people into handing over personal and financial information, or parting with cash.

They will often be very convincing, using brand or company logos and linking to websites which appear genuine.

Fraudsters pose as trusted organisations to trick people into handing over money or personal details.

Some of these messages mimic official government support and one of the most common scams recently invites you to click on a link to claim your energy support allowance.

## What can we do?

Below is some practical advice from Action Fraud you can follow when it comes to dealing with phishing scams:

- If you have any doubts about a message, contact the organisation directly.
- If you think an email could be a scam, you can report it by forwarding the email to: **report@phishing.gov.uk**.
- Most phone providers are part of a scheme that allows customers to report suspicious text messages for free by forwarding it to **7726**.
- If you have lost money or provided personal information as a result of a phishing scam, notify your bank immediately and report it to Action Fraud at **www.actionfraud.police.uk** or by calling **0300 123 2040**.



## Loan sharks – be on your guard

Although finances may be tight at the moment, please never be tempted to turn to a loan shark for help.

Loan sharks are illegal moneylenders who often charge very high interest rates. You can check if a company is authorised to lend money and report loan sharks anonymously.

## Check if a lender is registered

You can search the Financial Services Register for companies and individuals authorised by the Financial Conduct Authority (FCA).

### FCA

**consumer.queries@fca.org.uk**

Telephone: **0800 111 6768**

Monday to Friday, 8am to 6pm

Saturday, 9am to 1pm

## Report a loan shark

If you spot a loan shark or you've borrowed money from one you can report them anonymously using the details below.

Illegal Money Lending Team

Report a loan shark online

**reportaloanshark@stoploansharks.gov.uk**

Telephone: **0300 555 2222**

24-hour service

Text a report to **07860 022 116**

**Bradfords**  
BUILDING SUPPLIES

EVERYONE WELCOME

Entrance to shop



**Bradfords -**

## Coastline customer discount scheme

**Coastline Housing and Bradfords Building Supplies have struck up a new partnership for the supply of various materials for repairs and maintenance work.**

As a result of this, Bradfords would like to offer all Coastline customers access to a variety of discounts for products carried at local depots.

To make use of your Coastline customer discount, just quote the cash account number **ZZA9751** when you order in person, via email or on the phone, and present a copy of this magazine or other correspondence demonstrating that you are a Coastline customer. A representative of Bradfords will then be able to give you a discounted price for the supplies you are ordering. This is not to be used in conjunction with any other offer.



# Clocking up the miles for charity



## Coastline celebrates its carers

A number of colleagues at our Extra Care scheme in Redruth have been given special thanks for going the extra mile, showing heaps of kindness and even fundraising for other charities.

For the first time in the history of Miners Court, managers decided to hold a mini awards ceremony for care colleagues to thank them for all that they do.

Natasha Nicol, Extra Care Manager, said: "Over the past few years, and particularly through the pandemic, colleagues at Miners Court have worked so hard to look after our residents and members of the local community and keep spirits up. We've been consistently bowled over by the amount of kindness they have shown and the extra lengths they went to, especially during the lockdowns.

"We therefore decided to hold our own carers awards and officially thank people for some of the things they've done during this time. Colleagues were very keen to nominate each other for the various awards and it was almost impossible to choose our winners. In our eyes they are really all stars and we are grateful for their commitment and passion on a daily basis."



The final winners were as follows but a huge congratulations to all Miners Court colleagues:

- ★ **Best Newcomer** – Andrea Ashdown
- ★ **Best Developer** – Ellie Johns
- ★ **Best Attendance** – Kim Thomas
- ★ **Best Team Member** – Louise Greenall
- ★ **Most Kind** – Nicola Penberthy
- ★ **Best Fundraiser** – Anna Cortis
- ★ **Longest Service Award** – Amanda Hoy
- ★ **Managers Special Recognition Award** – Lynne Tonkin



Around 45 colleagues at Coastline Housing in Redruth raised over £4,200 for Children's Hospice South West in a 26-hour marathon challenge.

Staff wanted to do something extra special to raise money this year so decided to undertake a round-the-clock challenge.

In teams, they had to make sure at least one member was on the one mile course near Coastline House at all times during a 26.2 hour period. They covered a combined distance of 1,583 miles - that's nearly the same as heading to John O'Groats and back.

While colleagues were walking, running and cycling the route continuously, CEO Allister Young was taking 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.

Allister said: "To see so many colleagues taking part in this challenge to raise money for Children's Hospice South West was inspirational. The persistence in just continuing, despite pain, hunger and lack of sleep at times was amazing and I'm proud of each and every one of them."

Many Coastline colleagues attracted attention on their way round the challenge by dressing in fancy dress and two colleagues donned inflatable dinosaur costumes.



Allister adds: "The sight of two inflatable dinosaurs waddling along the pavements near our offices certainly drew some attention and lots of people were keen to approach the dinosaurs to find out more about what we were up to. In all seriousness, as a Cornish-based charity ourselves we are always keen to champion other great charities and causes locally. It's all part of making a difference to the lives of people living in Cornwall and colleagues are always really excited to get involved in our fundraising efforts."



## Viva the volunteers!

Volunteers with Coastline Housing proudly celebrate their combined achievements this year

Coastline Housing held a special awards lunch this summer to celebrate our volunteers and the contribution they make to our work across Cornwall as part of national Volunteers' Week celebrations.

Last year 150 volunteers donated time to us, clocking up an impressive 2,849 hours of voluntary time between them.

Coastline provides a number of voluntary roles across a large number of departments including its Homeless Service, Miners Court Extra Care scheme and its central housing services.

Volunteers assist with all manner of initiatives including things like a garden and cookery project at the Homeless Service, a befriending scheme for Miners Court residents who would like some company and much more.

We have calculated that the social value created by its volunteers last year adds up to over £333,000.



Volunteers with the Coastline Homeless Service display their recognition certificates

Louise Beard, Deputy CEO at Coastline Housing, said: *"Volunteering provides fantastic opportunities for people to help others, improve their self confidence and help achieve their own personal development goals. Evidence has shown that giving back to others really helps to improve mental health and brings huge benefits all round. We are so thankful to our wonderful volunteers who help to make a difference for lots of Coastline customers every day of the year."*

Last year, nine of Coastline's volunteers progressed into employment and two started their own businesses. A total of 59 also accessed either accredited or informal training, adding valuable skills and qualifications onto their CVs.

Coastline's volunteer scheme was successful in obtaining the nationally recognised Investing in Volunteers accreditation for the third time last year.



The group of volunteers who help out at Miners Court Extra Care scheme in Redruth with their milestone certificates



## Developing a Living Pension:

Coastline Housing to pilot new scheme to help tackle poverty in retirement

Here at Coastline we have been breaking new ground by being one of the first UK organisations to pilot a Living Pension for its employees.

We are one of six employers to test a benchmark for the rate of pension saving needed to afford an acceptable standard of living in retirement.

The pilot, initiated by the Living Wage Foundation, builds on the work done to create a real living wage, which has improved the pay of thousands of workers by providing a clear benchmark for what people need to make ends meet.


However, recent research published by The Living Wage Foundation and the Resolution Foundation revealed that 16 million workers are currently not saving enough to meet the cost of living beyond their working lives.

The Living Pension benchmark sets a rate of pension saving needed, totalling the contributions made by workers, employers and the government, to provide employees with a decent standard of living once they retire.

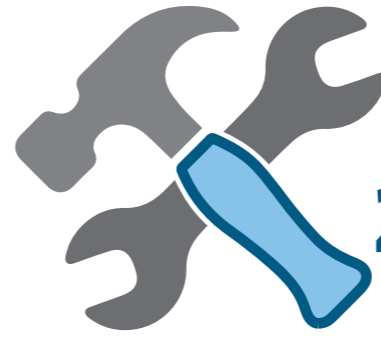
Hannah Tripp, Head of People & Culture at Coastline Housing, said: *"We are already a Living Wage Foundation employer, ensuring every colleague receives at least the minimum salary required to live on. Joining this Living Pensions pilot will help us in our aim to be the best employer in the South West by offering a fair and equitable total reward package. Internal research highlighted how recent recruits and younger colleagues were benefiting less well from our previous matched contribution pension scheme. By being part of this pilot scheme we have already started engaging with a wider variety of colleagues in planning for a future that meets their needs."*

Coastline has published its Annual Report to Customers. This document gives an overview of how we have performed across the financial year 2021/22 across the business. It also includes information about our plans for the future in certain areas and things that we are working to improve on.

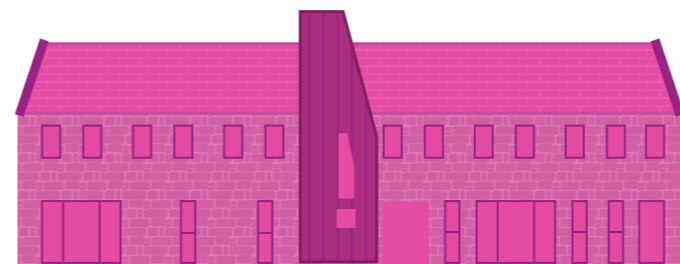
Here's a look at the 'year at a glance' section which shows you some of our headline performance. You can read the full document by visiting our website and going to the 'Publications' section.

 The arrows next to some of these figures indicate whether our performance has increased or decreased since last year's report.

## Our year at a glance



We carried out  
**2,742**↑ emergency repairs,  
**23,338**↑ non-emergency repairs,

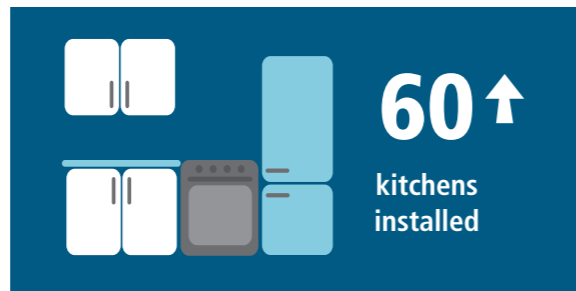


**919**↑ people were helped by our Homeless Service this year

Year-end compliance levels

We retained the highest possible rating from the Regulator for our governance and financial viability:

**G1 V1** ✓





We are always keen to take the time to listen to customer complaints. Sometimes, we know we don't get things quite right so it's important that we look carefully at what has gone wrong and see how we can learn from our mistakes to improve in the future.

**Here are a few examples of service improvements brought about recently as a result of complaints.**

#### Listening and learning:

You told us that areas of ground owned by Coastline Housing were being unmaintained. We listened and agreed that there was sometimes confusion about which patches of land we were responsible for. We are now in the process of undertaking a full review of all our grounds maintenance plans to ensure they are fully up to date and give an accurate picture of our responsibilities. The majority of these maps have since been uploaded to our website. We have also taken the step this year to plant more wildflower areas and leave some patches of grass to flower as part of the No Mow May campaign to help encourage local wildlife and contribute to the environment. Sometimes this can be mistaken for unmaintained ground. We will look at putting in signs where possible to explain if we are cultivating a wildflower area.

#### Listening and learning:

You told us that, when moving into new build properties, you received poor service on occasion when telling us about defects that needed correcting. We have since agreed that, where there are delays in properties being handed over, a second 'sparkle clean' should be arranged. We are also reviewing our defect procedure to ensure timely rectification of issues by our contractors and we will be providing additional customer service training for team members.

#### Listening and learning:

You told us that you sometimes received poor communication around repairs that were being progressed and that staff attitudes could be improved. We are reviewing these issues in a large Repairs Review project and we are now sending letters routinely to customers to keep them updated.

## Top Third Sector business in Cornwall

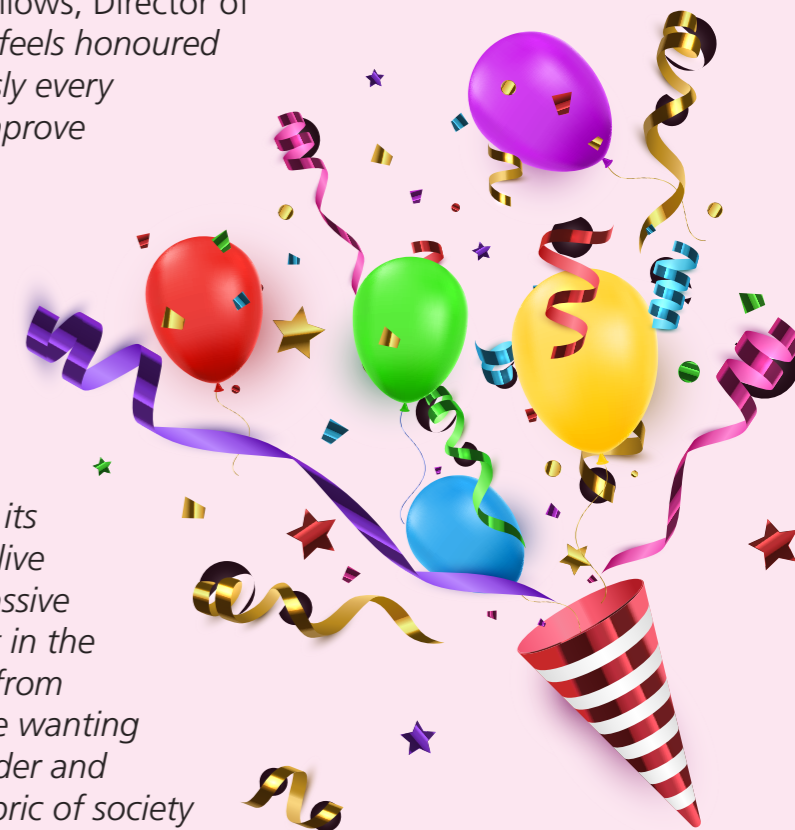


**Coastline Housing won the Third Sector category at the Cornwall Business Awards this summer.**

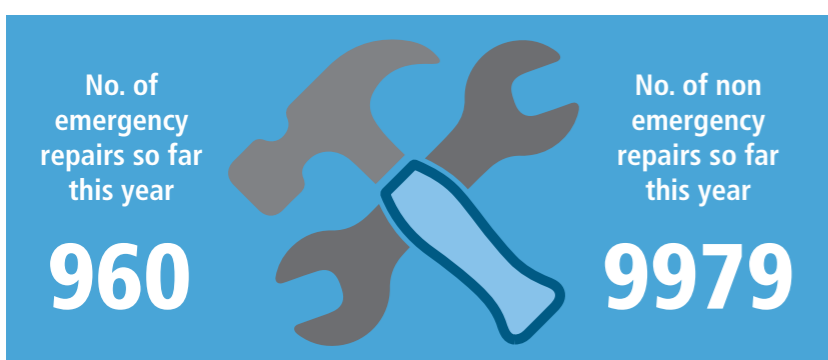
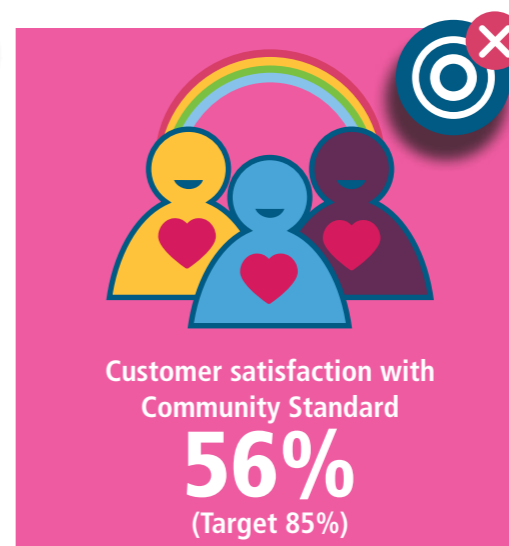
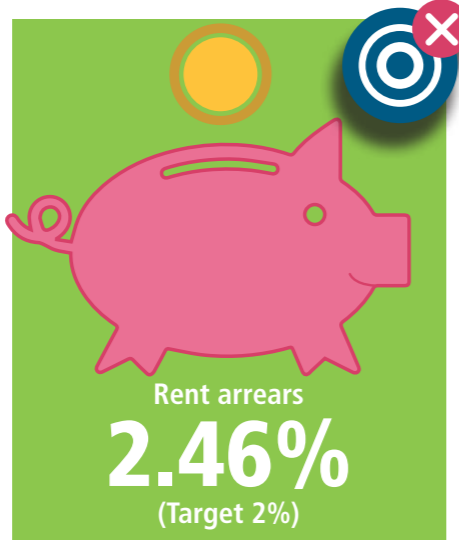
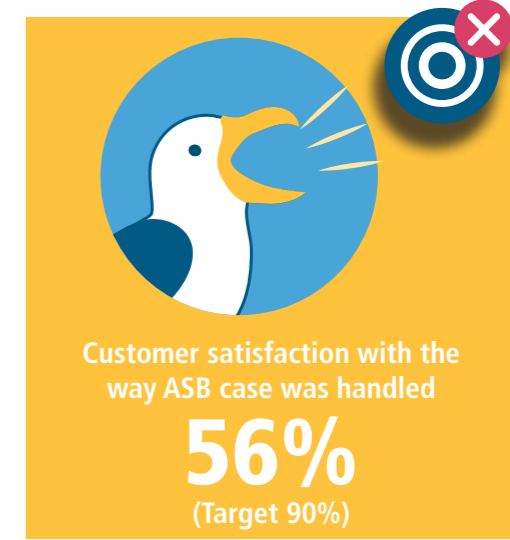
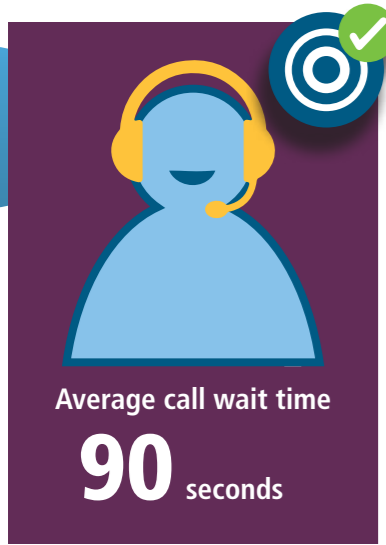
**Broadcaster and adventurer Ben Fogle presents the Third Sector Award to Coastline Housing at the Cornwall Business Awards**

Organised by Cornwall and Isles of Scilly Growth and Skills Hub, the awards celebrate the best and the brightest of local business. The Third Sector Award recognises charitable organisations that are driven to make the world a better place. Nathan Mallows, Director of Finance and ICT, said: *"Everyone at Coastline feels honoured to receive this award. Our teams work tirelessly every day to build homes for those in need, help improve the neighbourhoods that people live in, and offer services that improve the quality of our customers' lives. Recognition like this really helps us focus on our mission of helping to solve the housing crisis here in Cornwall."*

Peter Stewart MVO, Chief Purpose Office at The Eden Project, said on behalf of the judges: *"Coastline Housing is an absolutely fantastic business. It is driven by purpose and its results are right up there at the very top. We live in a time within Cornwall where there is a massive housing crisis and Coastline Housing are right in the middle of it. They are actually for everybody, from people who find themselves homeless, people wanting to do volunteer work, and people who are older and need support. This company goes into the fabric of society and builds thriving and happier communities. Well done Coastline Housing."*



# Our Pledge Measures



= on target    = off target    = within 5% target



# Improvements at Pengegon

We would like to share with you some before and after photographs of improvements that have been made at Pengegon in Camborne following a Community Standard Inspection.

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

They spotted a few things that needed fixing at Pengegon, so we got straight onto this. You can see the improvements in these before and after photos.

**Pengegon Parc guttering and fascias BEFORE:**



**AFTER:**



**Pengegon Parc painting of internal communal areas**

**BEFORE:**



**AFTER:**



**Pengegon Parc bin alcoves BEFORE:**



**AFTER:**



## Skip amnesties

Coastline held a skip amnesty at Trevithick View in Camborne and at Badgers Watch in Trewoon this summer.

In total five van loads of items were removed across both sites. Thank you to everyone who supported the events.

The aim of skip amnesties is to improve the appearance of areas for customers. Further skip

amnesties are being planned for other areas and details will be shared with customers once the dates have been confirmed.

In addition to the skip amnesty, colleagues from our Income, Tenancy and Community Investment Teams spent time with customers discussing support we can offer and telling them about upcoming events.



**Community Standard Inspections - follow us on social media!**

We tell you which areas we will be carrying out Community Standard Inspections in on our Facebook, Twitter and Instagram channels. Do connect with us on here so that you know when we are coming out to your community. It's your chance to come and speak to us, tell us about any problems and let us know about any ideas you have for improvements.

# What a summer!

Although the hot days are long gone and the evenings are drawing in, we have a fantastic summer of memories to look back at across our Coastline communities.

Our Community Investment Team, supported by colleagues from across the business, held a series of summer fun days throughout Cornwall. They were all designed to encourage individuals of all ages to come out and take part in fun activities. There were lots of other agencies supporting us too, offering advice on everything from energy bills to boosting health and wellbeing.

Thanks to everyone who came along and took part – we can't wait to hold more great community events again soon. Here are a selection of photos from some of the events.



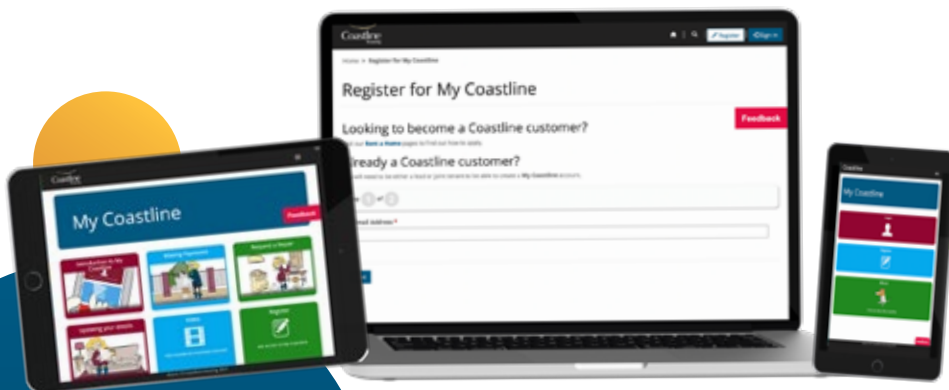
*My Coastline can save you time,  
make it easier for you to  
contact us and reduce the need  
for you to call Coastline.*

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](http://www.coastlinehousing.co.uk)



If you need any support registering or using  
**My Coastline**, please email let us know by emailing  
[customer.access@coastlinehousing.co.uk](mailto:customer.access@coastlinehousing.co.uk)

