

NIT News



Sept/Oct 2011

Welcome to the latest edition of NIT News. This bulletin will update you all on what the NITs have been up to and all the things we have planned. As usual, you are welcome to comment on (or volunteer for!) any of the activities we have coming up, or even share your ideas for things we could do in the future. Just email the team at getinvolved@coastlinehousing.co.uk.



Family Away Day

On the 1st September 2011 Coastline Housing held their Customer Away Day at Paradise Park. The sun shone and a great day was had by all.



Coastline Customers were invited to visit our 4 consultation zones where their reward cards were stamped and then redeemed for vouchers. Customers were then given free access into the park to spend their vouchers and enjoy the amazing weather and the delights offered at Paradise Park.

Over 250 customers attended the event and completed the consultation zones and the feedback has been amazing!!

- 88% of customers rated the day as 10 out of 10, and
- 100% of customers would attend another similar Coastline event which is fantastic!!

Comments made by attending customers included:

"I've never been on one before and it was a good day for all the family"

"Good information was given and some of our worries were answered"

"We enjoyed a very wheelchair friendly day and plenty to see"

"I was impressed about Coastline's involvement with tenants and what Coastline actually does. It was great to meet other Coastline tenants"

"Children have really enjoyed themselves and the consultation areas were very good (busy but good)"

"So enjoyable and the vouchers for lunch etc. a treat. Good way to meet 'the people of Coastline'"

A massive thank you to the customer action team and staff who designed and supported the event, it was a great success!!

We will be publishing all the consultation results and feedback results in the next issue of Coastlines but until then here are a few pictures showing how much fun everyone had.



Events

PRIDE

Pride took place in Truro on 27th August and Coastline were there working in conjunction with PHA. It was a colourful event- even this handsome dog was getting into the spirit of the day.



RESPECT

This year's RESPECT festival took place in Truro on 3rd September and Coastline were there working, again in partnership with PHA. Even Coral the Coastline Beach ball made an appearance along with some very yummy looking cakes!



Training

We have recently held another 2 successful training courses -
Drafting Newsletters & Publicity



and **Food Hygiene** which was well attended as always. This is a popular training course as it helps our customers out there in the community. Many Residents Associations hold coffee mornings, cream teas, and other events involving food where a Food Hygiene certificate is required.

New TAP & MAP Logo

TAP & MAP, one of the Area Panels have recently amalgamated their logos which can be seen here.

This now means that on all their paperwork there is one logo instead of the original two. The new logo incorporates the 2 pictures from the original 2 and the panel are very happy with it.



Customer Reps

We have just had our 2nd Customer Rep meeting with an input from Julyan Pascoe / Steve Williams at CSL. This was done as our reps are also monitoring the grass cutting / hedge trimming / weeding etc. they have copies of the grounds maintenance areas (maps). They also know that it is their responsibility to contact tenancy officers for neighbourhood inspections and make them aware of any untidy gardens between visits.

Welcome Aboard Julian!

Julian from the Contact Centre is now the latest addition to the NITs as he is covering Nicki's maternity leave. He will be with us 3 days a week, Monday, Tuesday & Wednesday.



Resident Association Update

It is Annual General Meeting (AGM) season for some Resident Associations (RA's). Sadly, there is sickness that has delayed the AGM for Trenant in St Day & Constantine.

Cury (Helston) and Trenance Road (Camborne)

These areas are currently seeking more support for their Residents Associations, however there are customer reps for these communities which will make them stronger and more residents will see how effective being part of 'the community' can be for them and their neighbours.

Community Cohesion

There is still a lot of work going on within the Golden Triangle and the current 'action' on the Estates is:

Hawthorn Close, Redruth now has additional parking - funded through Cornwall Council (Lisa Dolley)

Gibson Way, Porthleven also has additional parking - funded through Cornwall Council (Andrew Wallis) and CHL.



On 26th September, work started at Paynters Lane End, Illogan re-surfacing the parking areas to the rear of numbers 25-38. The entrance has also been cleared (hedge / bank area) and is now part of the Grounds Maintenance contract.

Walkabouts completed in Glebe Place - Ruan Minor, Argal View, Treverva, Gweal Darras - Mabe, Coronation Road - Illogan, Trenoweth Estate - North Country, Tangye Close - Illogan, Parc An Manns & Field Place - Mawnan Smith, Grenville Gardens- Troon, Glebe Close - Mawgan, Parc An Enys - Cury, Hawthorne close - Redruth

Interim update flyers have been delivered to Trenoweth Estate, North Country (Development update adjacent to Estate)

Completion 'finale' flyers have been delivered to Porthleven (Gibson Way/Bickford Crescent/Matela Close/Wheal Rose), Illogan (Coronation Road/Oxland Road), Park Bottom (Kennedy Close), Field Place & Parc An Manns, Mawnan Smith.

Parking Plans are currently being drawn up for Tangye Close - Illogan and Glebe Close- Mawgan

Planning permission is currently being sought for Parking at, Parc Enys - Cury

So..... Things are happening!

What's coming up?



Highlights in October

- 5th Customer Scrutiny Panel
- 7th Allocations & Lettings Training with Customer Care & Access
- 10th CRAFT
- 12th Involvement & Empowerment Sounding Board
- 19th Home Sounding Board
- 26th Customer Away Day Action Team
- 28th Community Payback Action Team
- 29th Troon Craft Fayre
- 31st Chairing Skills Training

Residents Association Meetings in October

- 4th October - Trengrouse Way Area RA
- 6th October - Miners Court RA
- 8th October - Local Communities RA

- 10th Paynters Lane End AGM
- 18th October - Troon VA
- 27th October - Euny RA

If you have any events or information you would like to see in NITs News then please contact Leanna from the NITs at leanna.cox@coastlinehousing.co.uk

 out for the next edition coming soon!!