

### And we will ensure

- Regular Garden Inspections from Tenancy Team
- Support Residents for individual needs – signposting where necessary
- Resident Training Programme for 2011 to encourage new skills
- Encourage Customer involvement with Coastline Housing

### Existing Work and Services

Our research tells us the following information on your neighbourhood.

- Within walking distance of the local shop, Post Office and Public House
- Local bus to Asda, Falmouth and surrounding areas

### What do we expect from you

- Community consultation
- Community participation
- Active involvement to support Resident Group
- Effective communication – reporting of defect / incidents promptly.

At Coastline, we value what our customers think and greatly encourage your involvement. If you have any comments or further suggestions about neighbourhood cohesion action plans, please don't hesitate to contact us on **08082 027728 / 01209 722422**.

## Our commitment to you

Community engagement is extremely important to us here at Coastline Housing. We aim to empower our customers, and want to give you every opportunity available to respond and be involved in the decision making process regarding your own neighbourhood and local services.

Any queries, or if you wish to view more detailed plans, please contact Jackie Thomson, Neighbourhood Involvement Team on:

**08082 027728**

**01209 722422**

Or alternatively email: [Jackie.thomson@coastlinehousing.co.uk](mailto:Jackie.thomson@coastlinehousing.co.uk)

### Do you need information in a different format?

	<input type="checkbox"/> In Braille		<input type="checkbox"/> On tape		<input type="checkbox"/> Face to face	<input type="checkbox"/> Larger typeface	<input type="checkbox"/> Large print
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Arabic الرجاء ارسال لي هذه الوثيقة باللغة العربية

Polish Na specjalne życzenie, niniejszy dokument może być dostępny w języku Polskim.

Thai เอกสารนี้ให้ในภาษาไทย ถ้าคุณต้องการ


Other language required: \_\_\_\_\_

Name: \_\_\_\_\_

 Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

 Telephone: \_\_\_\_\_

	Send to: Coastline Housing, Ferris House, Dolcoath Avenue, Camborne, TR14 8SD.		<b>08082 027728</b> If you tell us which language you speak, we will be able to get a translator on the phone.
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## Keeping you up to date on what's happening in your community

### Neighbourhood Cohesion Plan:

## Parc An Manns, Mawnan Smith

Tel: **08082 027728**

Tel: **01209 722422**



## Bringing cohesion to your community

Coastline Housing Ltd is committed to offering excellent services, making you our customers, our top priority.

By continuously improving what we do, we aim to give you real value for money for your rent.

Not only are we committed to providing you with an excellent housing service, we are also dedicated to supporting you, to improve your neighbourhood.

To do this we have been consulting with you to design a Cohesion Plan which aims to:

- Create a neighbourhood where you want to live
- Identify problems within your neighbourhood
- Tackle barriers that exist between different groups
- Avoid conflict and tension
- Promote greater knowledge, respect and contact between various cultures
- Promote a greater sense of community spirit

This means we would appreciate your support and your input during the whole process of producing our Cohesion Plan, which we hope to update on a regular basis.

Coastline Housing will be working in partnership with:

- You, the residents
- Cornwall Council
- Parish Council
- Police
- Local businesses

### Cohesion wheel key

- 1= Very Poor
- 2= Poor
- 3= Unsure
- 4= Good
- 5= Very Good

## Neighbourhood cohesion wheel



### Identified Issues -

We have consulted with you over recent months and your information has been put onto the cohesion wheel (please see opposite).

### Residents in Parc An Manns tell us:-

**Home** - Your home is well designed and maintained (4)

**Local Facilities** - Your local facilities are good (4)

**Agencies** - Partnership agencies are good and listen to what you have to say (4)

**Respect** - The neighbours are respectful of you and your needs (4)

**Parking** - Your parking is good (4)

**Getting Involved** - Your local area has a good community spirit (4)

**Tenancy** - Tenants know how to maintain their tenancies (5)

### You tell us that you are 'generally happy' with your community, but you feel

- Community spirit could be better (Resident Association / Neighbourhood Watch?)
- The Public Toilets are rarely 'open'

### Neighbourhood Cohesion in Action

As a result of your comments, we are:-

- Supporting the set up of a Resident Association / Neighbourhood Watch
- Erecting a notice board
- Liaising with the Parish council and village website, with regard to the future of the Public Toilets
- Liaising with the Police on local issues and Neighbourhood Watch Scheme
- Liaising with Cornwall Council