

### We know that your village has

- Local shops, bus stop, Public House, Hairdressers, Chemist, School, Doctors' Surgery (x 2), Post Office. These are all within walking distance of your home
- Meeting facilities at Penwartha Hall (opposite Homecroft Surgery)
- Local Scout Group
- Rugby Club
- Football Club
- Illogan Silver Band
- Women's Institute
- Youth Club
- Manningham Wood (nearby)

### What do we expect from you

- Community consultation (parking proposals)
- Community participation and support your Resident Association
- Effective communication – reporting of incidents / defects 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?

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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.

**08082 027728**  
If you tell us which language you speak, we will be able to get a translator on the phone.

## Keeping you up to date on what's happening in your community

### Neighbourhood Cohesion Action Plan:

## Paynters Lane End Estate (Illogan)

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.

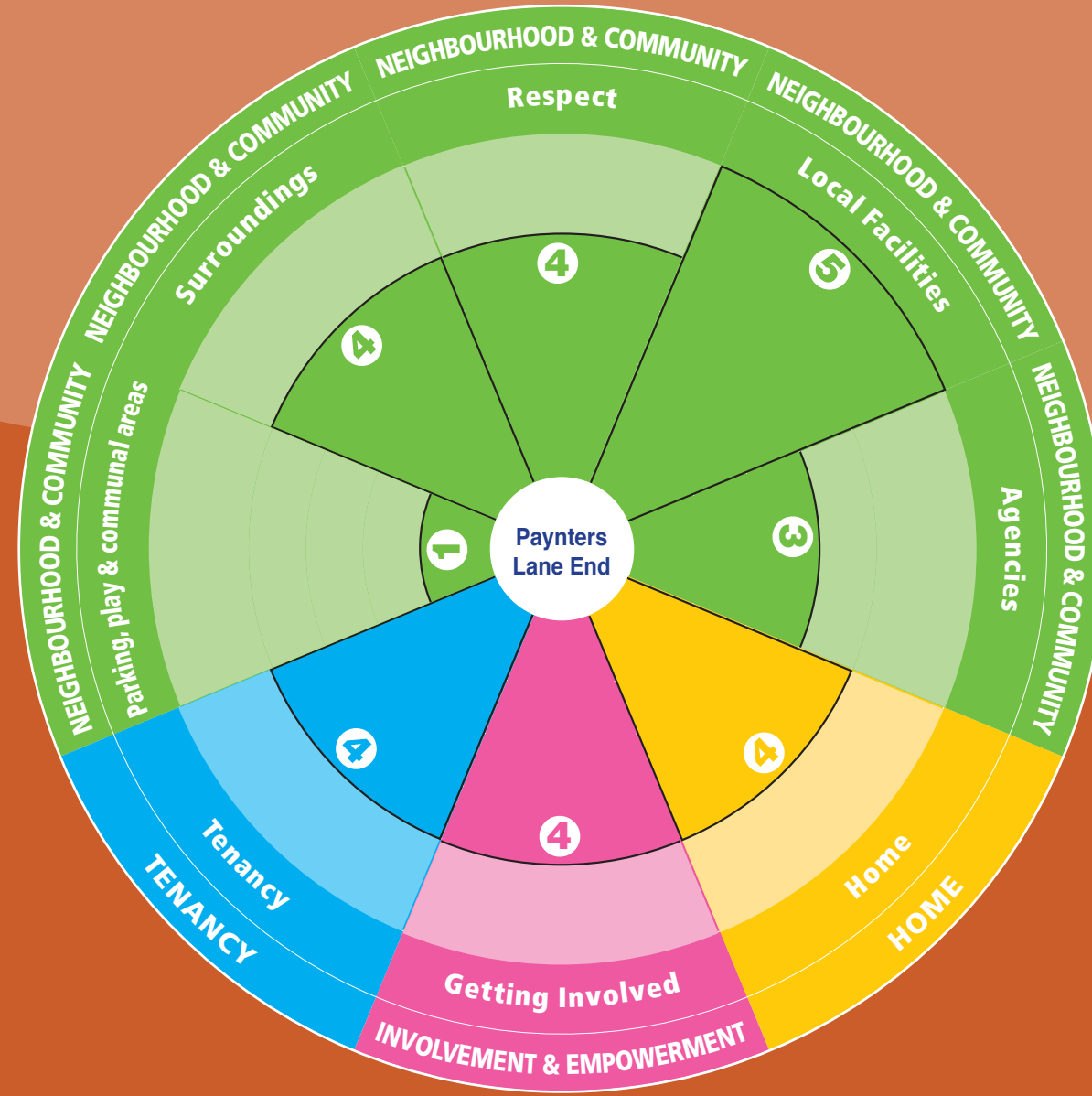
Coastline Housing will be working in partnership with:

- You, the residents
- Cornwall Council
- Redruth North Partnership
- Local Councillor
- The Police
- Cornwall Neighbourhoods for Change
- Health Promotions
- Cornwall Fire Service

### 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 Paynters Lane End Estate tell us:-

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

**Local facilities** - Your local facilities are very good (5)

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

**Getting involved** - You feel able to get invlved and have your say (4)

**Tenancy** - Tenants know how to maintain their tenancies (4)

**Surroundings** - You live in a pleasant area with nice surroundings (4)

**But,**

**Agencies** - You are unsure about agencies (3)

**Parking** - You tell us the parking is 'very poor' (1)

### Neighbourhood Management in Action

As a result of your comments, we aim to:-

- Work in partnership with Highways and yourselves to improve the parking within the estate
- Support the Resident Association with advice, guidance and actions
- To place a Notice Board on the Estate
- Consult with Highways over the feasibility of 'speed humps'

**and**

- Regular Garden Inspections by the Tenancy Management Team
- Signpost residents to partner agencies, as and when required
- Continual partnership working with the Police, Cornwall Council, Cornwall Neighbourhoods for change
- Encourage involvement with Coastline Housing
- Training Programme for customers to enhance existing skills and learn new skills