

## Our commitment to you

Community engagement is extremely important to us here at Coastline Housing. Therefore 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 Services Associate on:

**08082 027728**

Or alternatively email:

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

## Other Languages

Do you, or someone you know, need information in a different format? This document is available in other formats.

If you would like to know more about the Company and our work, please contact us on 08082 027728 or at the address below:

**Coastline Housing Ltd,  
Ferris House  
Dolcoath Avenue  
Camborne  
Cornwall TR14 8SD**

Alternatively, please visit our website at:  
[www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk)  
[getinvolved@coastlinehousing.co.uk](mailto:getinvolved@coastlinehousing.co.uk)



**Working together to make your community a better place.**

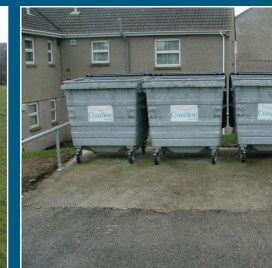
# Coastline housing

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

### Neighbourhood Cohesion Action Plan:

#### Trenant, St Day

Tel: 08082 027728



## Bringing cohesion to your community

Coastline housing is committed to offering you a first class service 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 improving your neighbourhood.

To do this we are currently working and consulting with our customers to aid us in designing 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
- Kerrier District Council
- Julia Goldsworthy MP
- Cornwall County Council
- Local Resident Association
- Local Businesses
- The Police
- St. Day Parish Council
- Other agencies and organisations

However, we now want to ask you what you feel the issues are affecting your community through the following consultation.

### (1) Identified Issues So Far

From our Housing Management System, site visits and liaising with the Residents Association, we have identified the following issues affecting your community to date :

- Large and unsightly electrical sub-station
- Benches need repairing
- Inconsiderate parking of residents
- Litter
- Brambles on rear foot path
- Lighting repairs
- Cleaning of communal hallways
- Requirement for Intercom Systems
- Levelling of the Playing Field
- Notice Board
- Dog litter bin

However, we now want to ask you what you feel the issues are affecting your community through the following consultation.

### (2) Existing Work & Services

Our research told us the following points about your Neighbourhood

- Planned Maintenance of kitchens and bathrooms from April 2009 – 2010
- Local shop / post office nearby
- Public transport provision available
- Adequate street lighting
- Wall / utility area programme
- Recycling facility at Vogue accessible

### (3) Neighbourhood Management in Action

Here is what we plan to do to help your neighbourhood a better place to live

- Consult with residents to ensure meaningful customer involvement, so that we can listen to concerns and feed them into the cohesion plan
- Work with the community and other agencies to improve access to training opportunities and community skills
- Digital TV upgraded
- Line marking in parking area
- Communal area cleaning (from April 2009)
- Installation of intercom systems ( 12 month programme)
- Prompt response / communication

### (4) WHAT DO WE EXPECT FROM YOU

- Community consultation
- Community participation

- Active involvement to support your Residents 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**.

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