

## 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

# Coastline

housing

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

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Arabic الرجاء ارسال لي هذه الوثيقة باللغاة العربية

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

Thai เอกสารนี้มีให้ในภาษาไทย 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

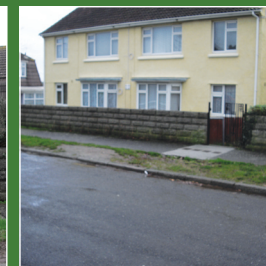
### Neighbourhood Cohesion Action Plan:

## Illogan

(Coronation Road / Churchtown Road / Oxland Road)

Tel: 08082 027728

Tel: 01209 722422



Working together to make your community a better place.

## Bringing cohesion to your community

Coastline Housing Ltd 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, to improve 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
- Cornwall Council
- Illogan Christmas Lights Committee
- Local businesses
- The Police
- Illogan Parish Council
- Other agencies and organisations

### (1) Identified Issues So Far

From our Housing Management System, Neighbourhood Inspections, Respect Walkabout (June 2009) and Cohesion Survey / Walkabout (November 2009) and Maintenance Programme, we have identified the following issues to be affecting your community to date:

- Lack of facilities for young people
- No recycling facilities
- Lack of dog litter bins
- Poor public transport
- Road and pavement repairs
- Lack of jobs / job prospects
- Car parking
- Untidy gardens
- Lack of / poor communication with Coastline Housing staff
- Lack of policing
- Anti social behaviour
- Ad hoc bathrooms to be completed
- Rent arrears

### (2) Existing Work & Services

Our research told us the following points about your Neighbourhood

- Location – within walking distance of post office /local shop/school/church/ bus stop/doctor's surgery/pub/bakery/chemist
- Meeting facilities at the school / Well Being centre and church hall
- Digital TV upgrade
- Ongoing maintenance programme
- Coronation Road heating programme
- PACT meetings
- Illogan Park
- Manningham Wood
- Local beach at Portreath
- Beautiful views of the North Coast
- Stock condition surveys
- Youth Club – Friday/Saturday evenings at Village Hall age 13-18 years
- Youth Club –Wednesday evenings at Village Hall age 5 – 12 years
- Local Scout Group
- Rugby Club
- Football Club
- Tehidy Golf Club
- Illogan Silver Band
- WI Country Market Tuesdays in Village Hall

### (3) Neighbourhood Management in Action

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

- Ongoing consultation with residents
- Encourage pride and ownership
- Regular garden inspections as shown on 2010 Calendar
- Continue partnership working with Police, CN4C and other agencies
- Ensure residents know their Coastline team i.e. Tenancy Management
- Encourage involvement in the Sounding Boards / Resident Association / Christmas Lights Committee
- Support to Residents for individual needs
- Reduce Rent Arrears
- Resident Training Programme 2010

### (4) What do we expect from you

- Community consultation
- Community participation
- Active involvement to support your Residents Association / Christmas Lights Committee
- 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.**