

## 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 Emma Hollingshead, Neighbourhood Services Associate on:

**08452 700 720**

Or alternatively email:  
emma.hollingshead@  
coastlinehousing.co.uk



Working together to make your community a better place.



This document is available in other formats.

If you would like to know more about the Company and our work, please contact us on **08452 700 720** or at the address below:

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



**Coastline**  
housing

Alternatively, please visit our website at:  
**www.coastlinehousing.co.uk**

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



**Coastline**  
housing



**Neighbourhood Cohesion Action Plan:  
Collins Parc**

Tel: 08452 700 720

## 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 do we work to provide you with an excellent housing service, we are also committed to looking after your neighbourhood.

To be able 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 new 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 first 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
- Other agencies and organisations

## Issues identified so far

From our housing management system and site visits, we have identified the following as issues affecting your community to date.

- High number of gardens not being maintained
- Parking problems
- Traffic calming measures
- Lack of community groups
- A need to improve educational and environmental opportunities
- Recent history of Anti-Social Behaviour

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

## Existing work and services

Our research told us the following points about your neighbourhood.

- Properties either have oil fired central heating or economy 7 and full double glazing
- Gardens usually sorted out after first garden letter
- Play facilities provide a good range of equipment and a football pitch
- Adequate street lighting
- Weekly bin collections
- Fortnightly recycling
- Anti-Social behaviour in the area has begun to calm down

## Neighbourhood management in action

Here's what we plan to do to make your neighbourhood a better place to live

- Consultation with customers to ensure meaningful customer involvement, so that we can listen to concerns and feed them into the Cohesion Plans.
- Consultation with customers for estate improvements
- Promotion of local gardening services
- Possible promotion of an incentive scheme to reduce the number of cars on the estate
- Establish a residents association group
- possible improvement made for parking by removing old garages.
- Implement traffic calming measures where wanted
- Work with the community and other agencies to improve training opportunities and community skills.

At Coastline, we value what our customers think and greatly encourage your involvement. If you have any comments or suggestions about neighbourhood cohesion action plans, please don't hesitate to contact us on **08452 700 720** 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)**