

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**

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

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

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**Neighbourhood Cohesion Action Plan:
Grenville Gardens**

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.

- External doors need attention
- Very high percentage of rent arrears
- There are two large and unsightly electrical substations within the estate
- Although there are traffic calming measures in place, they do not appear to be effective
- Garage and parking problems for residents
- The residents of Newtown Road houses would like fencing to keep gardens enclosed
- A need to improve educational and environmental opportunities
- High levels of Anti-Social Behaviour
- Low seasonal work which means there is not enough employment availability through out peak summer months and the rest of the year affecting local economy
- High percentage of gardens not being maintained

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.

- External painting last carried out in August 2005
- Kitchens and bathrooms were refurbished in October 2006
- General maintenance of external doors, replacement of double glazing units which have broken down
- Some traffic calming measurements
- Good provision of shops and services
- Good transport provision
- Tesco and Asda both offer a free shopper bus service
- Train station approximately 1 mile from Troon

Neighbourhood management in action

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

- Consultation and new methods to ensure complete customer involvement, so that we can listen to concerns and feed them into the Cohesion Plans
- Requesting Property Services to schedule door replacements
- Introduce a planned works programme to replace double glazed units
- Tackle arrears and electricity issues
- Refurbish the substations
- Review all garage areas with a view to creating more parking and improving aesthetics of area
- Community team building
- Recycling area in the initial stages of implementation to increase environmental sustainability of the area
- Ongoing work with Police and other agencies to alleviate Anti Social Behaviour issues

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:

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