

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:
Montague Avenue**

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.

- Shed doors in need of attention/replacement
- High number of gardens not being maintained
- There are no traffic calming measures in place
- Car parking area between Montague Avenue and Tresaderns Road is unsightly and used as a dumping area
- Parking on grass verges - making them unsightly, and made worse during bad weather
- Not enough play facilities available
- A need to improve educational and environmental opportunities
- Low seasonal work in Camborne / Redruth area, 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 rent arrears

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 paint work carried out in 2005. Plastic fascias and soffits renewed
- All properties fully doubled glazed, gas central heating and kitchen and bathrooms replaced in 2004
- Average empty property turnover and no problems with allocations (improved over last 3 years)
- Good provisions of shops and services
- There is good transport provision
- Tesco and Asda both offer free shopper bus services
- Train station approximately 1 mile from the town centre
- There is enough street lighting

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.
- Consulting with you, the customer about what you want to happen in car parking areas.
- Successful working with Green Fingers project or similar on identified problems.
- Promotion of local gardening services.
- Shed doors are now on our planned maintenance programme.
- Tackling arrears and electricity issues.
- There is a play ground available at St. Johns Park marked for possible improvement.
- Large green area, possible development for the benefit of the community.
- Recycling area in the initial stages of implementation to increase environmental sustainability of the area.
- Work in the community on improving literacy levels

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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