

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?

<input type="checkbox"/> In Braille	<input type="checkbox"/> On tape	<input type="checkbox"/> Face to face	<input type="checkbox"/> Larger typeface	<input type="checkbox"/> Large print
-------------------------------------	----------------------------------	---------------------------------------	--	--------------------------------------

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:

Park Bottom

(Park Close / Kennedy Close)

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
- Local Resident Association (dormant)
- 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), 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
- Dog litter bins re-sited (close to recreational area)
- Anti social behaviour
- Lack of signage
- No Resident Association
- A few untidy gardens
- Space next to recreation ground (turning space) to be defined
- Garage area tidy but garage doors require painting
- Pylon in play area

(2) Existing Work & Services

Our research told us the following points about your neighbourhood

- Planned maintenance of bathrooms in Kennedy Close
- Planned maintenance of kitchens in Park Close
- Local shop / hairdressers / public house
- Public transport provision
- Adequate street lighting
- Local beach at Portreath
- Access to college / schools
- Digital TV upgrade ongoing in Park Close
- Digital TV upgrade completed in Kennedy Close
- PACT meetings
- Illogan Park (close by)
- Meeting area at local pub
- Snooker Hall
- Tehidy Golf Course
- Stock Condition Surveys

(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 the 2010 Calendar
- Continue partnership working with the Police, CN4C, Parish Council
- Support residents in their individual needs – signposting
- Residents Training Programme for 2010
- Ensure residents know their CHL team i.e. Tenancy Management
- Reduce rent arrears through the Income Management Team
- Encourage involvement in Resident Associations and Sounding Boards.

(4) What do we expect from you

- Community Consultation
- Supporting your community through resident groups
- Effective communication – reporting of incidents / defects promptly
- Active involvement for a better community

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**