



Decent Homes Maintenance Programme  
2007/8 • 2008/9 • 2009/10



## A Foreword by Bjorn Howard Chief Executive of Coastline Housing Ltd

**Welcome to our revised version of the 5-year Planned Maintenance Programme!**

In 2005, we published our first 5-year planned maintenance programme. The idea was to give our customers the information about when we would be completing major works to their homes. Offering this information to customers well in advance has been such a success, that we are now pleased to publish a new document that takes into account the latest revisions and developments to this programme for the remaining 3 years.

This is a result of a lot of hard work and I would like to thank everyone who has made a contribution, especially the customer representatives for their valuable input. Much care and attention has been given to producing these plans, because everyone involved knows that they are making decisions that have a big impact on the lives of our customers.

When our first 5-year programme was published, I issued a “health warning” that outside factors, such as changes in Government Policy or a big deterioration in the national economy, could prevent us from achieving our plans. I must repeat that warning but our customers can take great comfort from our strong track record in delivering our planned programmes. The Coastline team will be making every effort to ensure that we deliver the programmes described in this document.

We are well on track to achieve the Government’s Decent Homes Standard by 2010. The programmes detailed in the following pages are an important part of that commitment and to the longer-term maintenance of our customers’ homes.

I do hope you find this information interesting and useful but, as always, the Coastline staff team will be pleased to help you with any questions or queries.

*Best wishes,  
Bjorn*

Bjorn Howard  
Chief Executive






## An introduction by Mark England Head of Technical Services

**This document forms a very important part of the future of Coastline Housing, showing the intention to make sure all properties are brought up to a recognisable standard by 31st December 2010.**

Everybody involved in the project has put in a great deal of effort to ensure that the plan recognises as many needs as possible. Customer involvement from all areas has been invaluable in making sure as much knowledge as possible of our homes has been used in bringing the plan together.

There will no doubt be disappointment that we haven't been able to do even more in an even shorter period but, as is always the case, we are limited by budgets and have therefore had to focus our efforts on the achievable and affordable.

Customer reviews of the plan have taken place regularly since October 2005. The newly formed Planned Maintenance Sounding Board will ensure that this continues and enables us to take customer consultation with us well into the future.



Best Wishes  
Mark E

Mark England  
*Head of Technical Services*



# Property Services

## Meeting the Teams

Project officers and current responsibilities

Mark England  
Head of Technical Services



## Asset Management



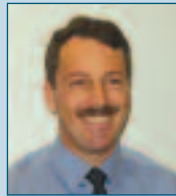
**Marcus Preedy**  
**Project Engineer**

Grounds maintenance  
Waste water plant maintenance  
Playground maintenance  
Geographical mapping queries  
Land ownership queries  
Radon  
Water mains



**Kevin Gray**  
**Asset Management**

Asset management issues and information  
Sale and invest strategy & stock  
Condition surveys  
Asbestos surveys and management  
Decent Homes standard



**Derek Chapman**  
**Project Engineer**

Gas heating servicing and repairs }  
Oil heating servicing and repairs } HeatCare Contract  
Solid fuel heating maintenance }  
Smoke detector maintenance  
Central heating installations

## Core Planned Maintenance



**Mark Reed**  
**Senior Building Surveyor**

Core planned maintenance  
External painting and repair contracts  
PRC (Cornish Unit) repairs



**Keith Whiteside**  
**Building Surveyor**

Kitchen replacement  
Bathroom replacement



**David Manning**  
**Building Surveyor (Part Time)**

UPVC window and door replacement  
Kitchen/bathrooms

## Environmental and Estate Improvements



**Keith Dunstan**  
**Disabled Adaptations**  
**Clerk of Works**

Disabled adaptations all areas  
Kitchen and bathroom  
Quality inspections



**Graham May**  
**Senior Building Surveyor**

Environmental issues  
Minor programmed repairs  
Loft insulation grant projects  
Roofing contracts &  
Minor planned works  
ElecCare contract



**Ray Clemens**  
**Surveyor**

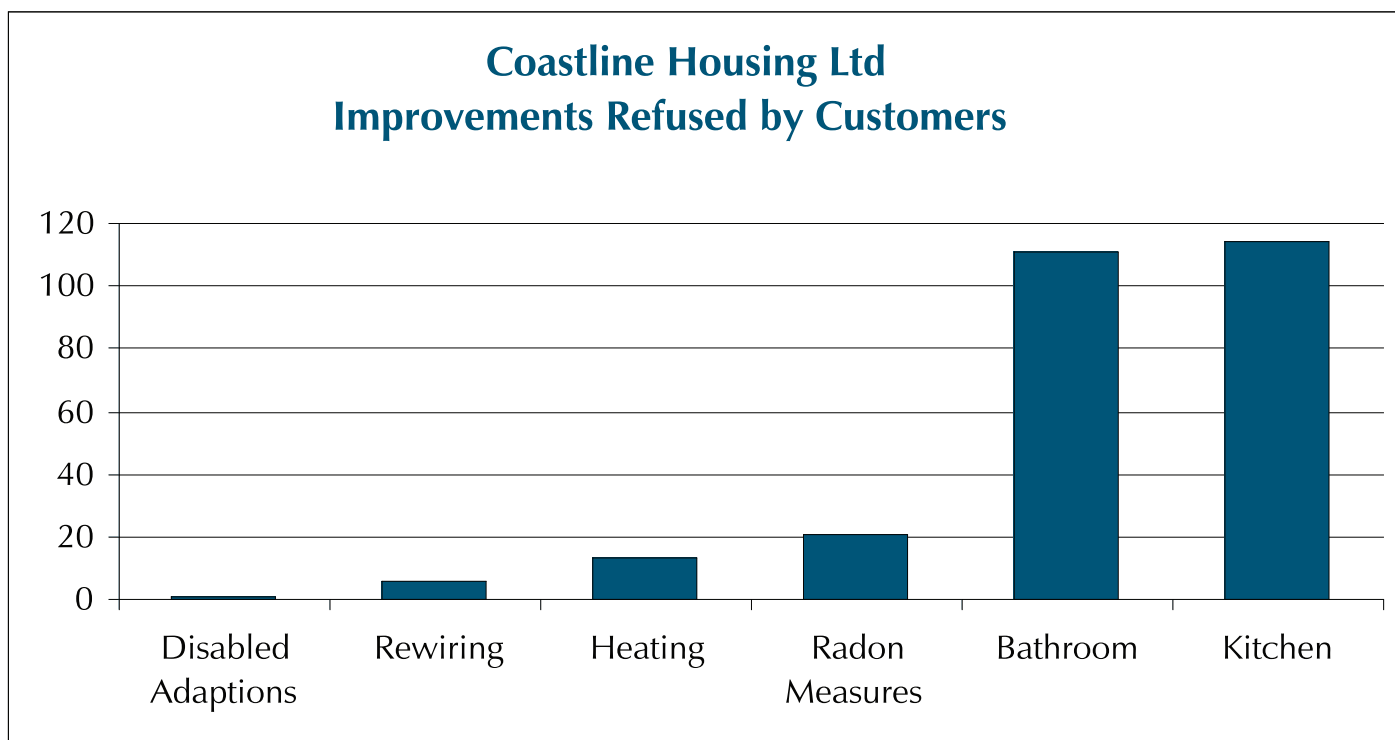
Property ACM re-inspections  
Inspection of planned works  
Lift maintenance and repairs

# Decent Homes refusals

Some of our customers, for one reason or another, choose to refuse the improvements that are offered them.

We would like to urge you to accept the works offered and, if you wish to discuss ways in which we can carry out the works with a minimum disturbance to your home, then please ring Customer Services on 08452 700720 and ask to be put through to the Project Officer in charge of that improvement.

Shown below is a table that illustrates the type of works that are currently being refused.



If, after careful consideration and communication with our Project Officers you still feel unable to accept the improvements we are offering, then we request that you sign a paper declining the works. This will enable us to record your refusals in our annual returns to the Housing Corporation and help fulfil our commitment to the Government's drive to get your home to the Decency Standard by the financial year 2010/11.



Part of the customer consultation group in action

# Customer involvement in the plan

**In June 2004 a consultation meeting was organised and volunteers were sought, from customer based groups, to form a working party specifically tasked to tackle the recommendations made by the Audit Commission and to work with Coastline staff to put together this plan.**

The 5 Year Plan Consultation Group was formed and the first meeting held at the beginning of August 2004.

The Group was chaired by Coastline's Asset Management Officer and invited 'experts' were asked to attend to give explanation and any guidance about their specific area of activity, which was requested by group members.

With the introduction of new "Sounding Boards" a Planned Maintenance Group was formed in 2007 and now meets regularly.

**Lists were produced for the years 2005/6, 2006/7, 2007/8, 2008/9, 2009/10 for the following activities :-**

- **Replacement PVCu windows**
- **Replacement PVCu doors**
- **Central heating systems**
- **New kitchens**
- **New bathrooms.**
- **External insulation**
- **External painting and repairs**

Central heating prioritisation was driven by the need to remove solid fuel appliances first.

Where possible the painting and repair sites have been linked to the window replacement programme. Where this has not been possible it is anticipated that the new windows will be fitted a maximum of two years after the painting works have been carried out.

Efficiencies in the use of external scaffolding will be made where possible.

Coastline carries out a systematic inspection and testing of its properties for electrical safety. It was agreed that this inspection should drive all future upgrades to our electrical installations.

Agreement was also reached on how best to deal with the re-roofing programme. A survey of roofs that have been targeted for works, has been carried out by Coastline's contractor and this information, reported back to the Group. A new stock condition survey also took place (2005) and this information has been reported to the group.

Members specifically requested that they maintained a 'watching brief' on the programme. To this end they agreed to meet at a minimum of six monthly intervals to check on performance and progress and discuss any new issues or revisions that may have occurred.

The commitment and enthusiasm that the group members have given to the project must be acknowledged. Sessions often ran on beyond their allotted time slots. Evaluation of evidence, research and administrative tasks were carried out at additional times and these tasks shared out amongst the members.

### Some notes on the plan

- Where streets are listed the number of properties that have works carried out will vary according to the age or type of construction and age of the component element that is due to be replaced.
- Notification of works will be made a minimum of 10 calendar days in advance of any works being carried out. Letters and contract details will be sent out to each householder individually.
- Properties that have had replacement windows (early phases), but are still waiting for replacement entrance doors will be fitted in to the programme as soon as practically possible. This will either be as specified, towards year 5/6 or on a responsive basis, depending on budget allowances.
- Some streets may be divided into separate phases, in this case the first year is shown.
- We have taken every care to ensure this document is correct, if any streets have been omitted in error or any information is incorrect we apologise...

**3** Year 3 = 2007/2008

**4** Year 4 = 2008/2009

**5** Year 5 = 2009/2010

Street name	Town	Kitchens year	Bathrooms year	Windows & doors year	External insulation year	Painting & repairs year	Heating year
Albion Road	Helston					3	
Argal View	Trevera					3	
Ballards Estate	Four Lanes	3	3			4	
Bay View	Trewarnavas					4	
Beacon Parc	Helston	5	5	3		3	4
Beacon Terrace	Helston					3	
Beaconfields	Camborne					3	4
Bellevue	Redruth			3			4
Bickford Crescent	Porthleven						
Blackberry Close	Lanner					4	
Borlase Close	Helston			3			4
Bospowis Flats	Camborne						4
Bridge Road	Illogan	3	3			3	
Brillwater Road	Constantine			3			
Cardrew Close	Redruth			3		3	3
Carew Road	St Day						
Carnsew Crescent	Mabe			3		5	
Castle Green	Helston			3			4
Chapel Court	Camborne	5					4
Charles Bassett Close	Helston			4		4	5
Charter Close	Helston						
Church Road	Illogan					3	

Street name	Town	Kitchens year	Bathrooms year	Windows & doors year	External insulation year	Painting & repairs year	Heating year
Church Road	Pool					3	
Churchtown Road	Illogan		3			3	
Chytodden Terrace	Carleen					4	34
Clifden Close	Mullion					4	
Close Hill	Redruth			4		4	
Codiford Crescent	Camborne						
Collins Parc	Stithians					5	34
Coronation Avenue	Camborne	4	4				
Coronation Cottages	Mabe			3			
Coronation Cottages	Budock Water					4	
Coronation Cottages	Praze					3	
Coronation Cottages	St Keverne			3	5		4
Coronation Place	Helston	4	4				
Coronation Road	Illogan					3	34
Cosawes Estate	Ponsanooth			4		5	34
Council House	Kuggar						
Cranberry Road	Camborne						4
Crane Road	Camborne	4					
Cranfield Road	Camborne	4	4				4
Crellow Terrace	Stithians					5	3
Cross Common	The Lizard						
Cunnack Close	Helston					4	5

Street name	Town	Kitchens year	Bathrooms year	Windows & doors year	External insulation year	Painting & repairs year	Heating year
Edmund Road	Redruth			3			
Elliston Gardens	Porthleven						4
Euny Close	Redruth	3	3			5	
Field Place	Mawnan Smith	3	3		5		
Fitzsimmons Close	Helston	3					
Fords Hill	St Martin	5					
Fore Street	Camborne			4			
Fore Street	Constantine						
Foundry Road	Camborne						
Gatewayyack	Coverack			3			
Gibson Way	Porthleven						4
Glebe Close	Mawgan	5	5			5	
Glebe Place	Ruan Minor	4	4				
Glebe Terrace	Constantine				4		
Glenleigh	Redruth						
Godolphin Court	Camborne	5			5		
Godolphin Crescent	Godolphin			3			4
Grange Road	Helston			3			3
Greenhill Terrace	St Martin						
Grenville Gardens	Troon		3	3			5
Gweal Darras	Mabe	5	5			4	5
Gwelmor	Camborne						4

Street name	Town	Kitchens year	Bathrooms year	Windows & doors year	External insulation year	Painting & repairs year	Heating year
Harmony Close	Redruth			4	4	4	3
Hawthorn Close	Redruth						4
Hendra Close	Stithians	5	5				
Hens-Horn Court	Helston	4		5			
Higher Croft Parc	The Lizard	3		4		5	4
Higher Silver Hill	Helston			3			3
Illogan Downs Cottage	Illogan Downs						
Inow Terrace	Port Navas	3	3			3	
Jubilee Terrace	Gunwalloe			3	4		5
Jubilee Terrace	Helston	3	3				
Kennedy Close	Illogan		5			3	4
Kingsley Way	Helston	3	3	3		3	
Lacey Close	Troon						4
Langweath Estate	Mawgan	5				5	3
Llawroc Close	Camborne						
Loscombe Road	Four Lanes	3	3			3	
Lower Parc	Gweek					4	3
Lower Rose Hill	Redruth	3	3	4			
Magor Avenue	Troon						
Manor Road	Camborne	4	4				4
Matela Close	Porthleven	5	5				
Menakarke	Carharrack	3	3	4			

Street name	Town	Kitchens year	Bathrooms year	Windows & doors year	External insulation year	Painting & repairs year	Heating year
Menehay View	Budock Water	5	5	3	5		3
Meneth Road	Camborne	3	3	4		3	4
Merry Mit Meadow	Budock Water		5			5	
Merther Close	Sithney	5	5				3
Mid Centenary Row	Camborne				5		
Mill House	Mill Lane			4			
Miners Court	Redruth	4			5	5	
Minster Terrace	Manaccan	3	3				3
Montague Avenue	Redruth	5	5				5
Monument Road	Helston			4		4	
Morla Lane	Redruth						
Morrab Road	Camborne		5	3			4
Mounts Bay Terrace	Porthleven						3
Mounts Bay Terrace	Rinsey					3	3
Murdoch Close	Redruth	5	5			4	
Nangitha Terrace	Budock Water			3			3
Newton Road	Troon		3				
Nicholas Avenue	Four Lanes	3	3			3	
North Hill	Carharrack	3	3	4			
North Roskear	Camborne		5			4	4
Oates Road	Helston					3	5
Ocean Crescent	Porthleven	3	3	4			3

Street name	Town	Kitchens year	Bathrooms year	Windows & doors year	External insulation year	Painting & repairs year	Heating year
Olivers Terrace	Helston	3	3	4			
Oxland Road	Illogan					3	
Parc An Dower	Helston	5	5				3 5
Parc An Ithan	The Lizard					5	3 5
Parc An Maen	Porthleven	5	5	4			5
Parc An Manns	Mawnan Smith			3			3
Parc Askell Close	Gunwalloe	3	3	4		3	5
Parc Bowen	Trewennack	3	3	4			3
Parc Enys	Cury		3			3	3
Parc Venton Close	Camborne	5					4
Park An Mengleth	Redruth					4	
Park Close	Nancegollan					4	3 5
Park Close	Park Bottom	5				3	3
Park View	Camborne						
Paynters Lane End	Illogan		5			3	4
Penberthy Road	Helston	3	3				3 5
Penbothidno Estate	Constantine	5					3 5
Penforth	Camborne						4
Pengegon Parc	Camborne					3 4	4
Pengegon Way	Camborne	5					
Pengeron Avenue	Tolvaddon	5	5				
Pengersick Estate	Germoe	3	3			3 5	3 5

Street name	Town	Kitchens year	Bathrooms year	Windows & doors year	External insulation year	Painting & repairs year	Heating year
Pengover Parc	Redruth	5					
Pengwarras Road	Camborne					3	4
Penmenner Estate	St Keverne	4	4	4		5	3
Penmorvah Place	Camborne		5				
Penrose Court	Tolvaddon						
Pentreath Terrace	Lanner			4			
Penwarne Close	Tolvaddon						
Penwartha Court	Constantine					4	
Penwith House-Tam West	Redruth	3	3	3		3	3
Polventon Parc	St Keverne						5
Polwheal Road	Camborne	3					5
Pond Lane	Redruth			3		5	
Prospect Close	Ashton					3	3
Rectory Road	Camborne	4	4				5
Redannack Estate	Mullion						5
Redannack North	Mullion						3
Rose Eglos	Budock Water						3
Rosemullion Gardens	Tolvaddon						
Rosenannon	Budock Water	3					5
Roskear Fields	Camborne	5		4		4	
Roskear Parc	Camborne					5	5
Ruby Terrace	Porkellis						

Street name	Town	Kitchens year	Bathrooms year	Windows & doors year	External insulation year	Painting & repairs year	Heating year
Sanctuary Lane	Helston						
Sea View Terrace	Kenneggy						3 5
Shrubberies Hill	Porthleven						
South Terrace	Camborne					4	
South View Terrace	Nancegollan					4	
Spargo Court	Mabe	5		4		5	
Sparnon Close	Redruth					3	4
St Andrews Close	Ponsanooth					5	
St Aubyn Estate	Praze	4	4			3	
St Crewenna Terrace	Leedstown	4	4	4	4		5
St Johns Road	Helston		3	4			3
St Martins Crescent	Camborne	4	4				5
St Martins Terrace	Camborne	4	4				
St Mellans Terrace	Mullion	3	3		5		5
St Meriadoc Road	Camborne						
St Michaels Road	Ponsanooth	3	3	3			
Stephney Close	Budock Water					5	
Strawberry Crescent	Redruth	5		3			4
Strawberry Lane	Redruth	5	5	3	3	5	4
Stray Park Court	Camborne	5					5
Stray Park Road	Camborne						
Stray Park Way	Pengegon	5					

Street name	Town	Kitchens year	Bathrooms year	Windows & doors year	External insulation year	Painting & repairs year	Heating year
Tangye Close	Ilogan	4	5			3	4
Tangye Road	Pool		5				
Tayberry Drive	Lanner					4	
The Glebe	Camborne	3	3	3			5
The Parade	Helston						
Tolcarne Street	Camborne					3	
Tolgus Wartha	Redruth	3	3				
Tor Close	Porthleven	3	4	3			3
Torleven View	Porthleven						
Treen Flats	Camborne					5	5
Tregellas Road	Mullion						
Tregarrion Road	Tolvaddon	3	3				5
Tregonning Terrace	Carleen			3		4	4
Trehane Road	Camborne	4	4	4		4	5
Trelawney Road	Helston	3	3	3			5
Trelawny Court	Camborne		5		5	4	
Treleigh Avenue	Redruth	5					
Treloweth Road	Pool	4	4			5	5
Trenance Road	Camborne						5
Trenant	St Day	5	5			4	
Trengrouse Way	Helston			3			4
Trenoweth Estate	North Country	4	4			4	4

Street name	Town	Kitchens year	Bathrooms year	Windows & doors year	External insulation year	Painting & repairs year	Heating year
Trerise Road	Camborne			4			
Tresaderns Road	Redruth	4	4			5	3
Tresavean Estate	Redruth	3	3				
Tresavean Flats	Lanner	3	3				4
Treskewes Estate	St Keverne	5	5		4	5	3
Treswithian Park Road	Camborne	4	4	4		4	5
Treswithian Road	Camborne	4	4			3	
Trethew Gardens	Camborne	4	4	4		5	
Trevallack View	St Keverne	5		4			
Trevanion Court	Mawnan Smith	3	3				
Trevelyan Road	Redruth					3	
Trevenen Road	Helston	5	5				3
Trevenson Court	Pool	4					5
Trevithick Road	Pool						
Trewen Road	Budock Water			3			4
Trinity Close	Carmenellis	5					3
Troon Moor	Troon						
Tuckingmill Terrace	Lowertown	5	5	3	4		4
Tyacke Road	Helston			3			
Uglow Close	Camborne			4			
Union Street	Camborne					3	
Valley View	Constantine			3	5		4



# Do you need information in a different format?

In Braille

On tape

Face to face

Larger typeface  
 Large print

Cantonese 本文件可以應要求，製作成中文 (繁體字) 版本。

Thai เอกสารนี้มีให้ในภาษาไทย ถ้าคุณต้องการ

Filipino Ang dokumentong ito ay may interpretasyon sa wikang Tagalong kung kailangan ninyo

French Ce document est disponible en français sur simple demande

Lithuanian Šį dokumentą paprašę galite gauti lietuviu kalba

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

Portuguese Este documento encontra-se disponível em Português, a pedido

Russian Данный документ имеется в наличии на Русском языке и предоставляется по запросу.

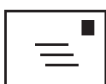
Spanish Este documento puede solicitarse en español

Turkish Isterseniz bu belgenin Turkçe'sini size gonderebiliriz

Vietnamese Tài liệu này có bằng Tiếng Việt theo yêu cầu.

Other language required: \_\_\_\_\_

Name: \_\_\_\_\_



Address: \_\_\_\_\_

Postcode: \_\_\_\_\_



Telephone: \_\_\_\_\_



Send to:

Coastline Housing, Ferris House,  
Dolcoath Avenue,  
Camborne, TR14 8SD.



08452 700 720

If you tell us which language you speak, we will be able to get a translator on the phone.

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

**Coastline Housing Ltd**

Ferris House  
Dolcoath Avenue  
Camborne  
Cornwall  
TR14 8SD



**Coastline Services Ltd**

Dudnace Lane  
Pool  
Redruth  
Cornwall  
TR15 8QZ



**The New Connection**

11 Basset Road  
Camborne  
Cornwall  
TR14 8SE



Alternatively, please visit our website at:  
**[www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk)**