

CoastLines

THE MAGAZINE FOR COASTLINE CUSTOMERS | ISSUE 60 | SPRING/SUMMER 2025

Plus

Record breaker

Coastline raises over
£16,000 for StreetVet!



Residents move into our
new homes at St Erth



Celebrating the impact
of our volunteers



New technology for
our Cleaning Team



Customer at the Heart
awards round-up



Meet your Facilities
Management Assistants

Welcome

Welcome to the Spring edition of Coast Lines

Spring can be an exciting time of year full of new activity and we are certainly bringing you plenty of news and updates within the pages of this edition of CoastLines.

We bring you news of a variety of community events, Neighbourhood Action Days, development updates and more. In the pages that follow you will also meet our Facilities Management Assistants, learn about our record-breaking charity fundraising and find out how our Cleaning Team is using some new equipment to improve floor cleaning and save money too.

You can also read about all our fantastic Customer at the Heart Award winners from the end of last year. Holding these awards is always one of our favourite times as we get to hear so many heart-warming stories about the difference so many of you are making in your communities and to your neighbours.

On that note, a big welcome to all our new customers – the most recent of which will have moved into our wonderful new development at St Erth. We hope everyone is settling in well.

As always, if you would like to contribute to this magazine or have any ideas about what we should feature, please do get in touch.

Best wishes
The Coastline Communications Team

Customer Communications Team

We now have a dedicated Customer Communications Team. Members work with colleagues across Coastline to give their thoughts on documents before they go to print. They look at things like how easy the text is to read, whether the information is clear and whether the documents look attractive and interesting.

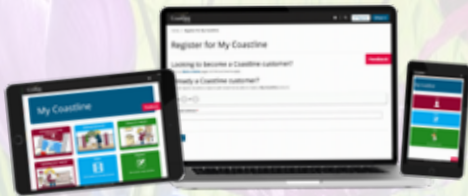
Contact Us

Coastline House
4 Barncoose Gateway Park
Barncoose
Redruth
TR15 3RQ

Tel 01209 200200
Email: customer.service@coastlinehousing.co.uk
Or visit our website www.coastlinehousing.co.uk



If you would like to get involved and be a part of this group, get in touch with us through any of the usual ways and we will give you the details.



Remember! You can also report repairs, pay rent and a variety of other things through My Coastline. Search for Coastline Housing in your app store.

You can also follow our regular updates on Facebook, Threads and Instagram.

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It's a record breaker!
We raised our biggest amount to date for our charity of the year during 2024 – read all about what StreetVet will use our funds for



Dates for your diary

We regularly visit as many Coastline communities as we can across the year and wanted to share with you some dates during 2025 when we'll be in your area.

Please pop them on your calendar and feel free to come and chat to us when we visit. It's always nice for us to see as many customers as possible face to face when we're out and about in your communities.

Catch ups with Coastline

We'll be visiting our accommodation for older people on the following dates and times. This is a great chance for you to meet our colleagues, ask any questions you might have and find out how you can get involved and make a difference.

June			September			December		
17	Scott's House - 10am - 12pm Hen's Horn - 1pm - 3pm	16	Scott's House - 10am - 12pm Hen's Horn - 1pm - 3pm	02	Scott's House - 10am - 12pm Hen's Horn - 1pm - 3pm	02	Scott's House - 10am - 12pm Hen's Horn - 1pm - 3pm	
18	Veor - 10am - 12pm Trelawny - 1pm - 3pm	17	Veor - 10am - 12pm Trelawny - 1pm - 3pm	03	Trelawny - 1pm - 3pm	03	Trelawny - 1pm - 3pm	
19	Camborne Public Rooms 10am - 12pm Quentral House - 1pm - 3pm	18	Camborne Public Rooms 10am - 12pm Quentral House - 1pm - 3pm	04	Camborne Public Rooms 10am - 12pm Quentral House - 1pm - 3pm	04	Camborne Public Rooms 10am - 12pm Quentral House - 1pm - 3pm	
25	Wheal Arundel - 1pm - 3pm	24	Wheal Arundel - 1pm - 3pm	10	Wheal Arundel - 1pm - 3pm	10	Wheal Arundel - 1pm - 3pm	

Neighbourhood Action Days

We'll be holding some more Neighbourhood Action Days across the year to help clean up communities and tell customers about getting involved with Coastline.

During these days we will take away any bulky rubbish in the area that customers are struggling to get rid of and we'll meet and greet as many customers as possible to answer any questions you have, talk about all of Coastline's services and more. We are often joined by representatives from other local agencies as well to help spread the word about good things happening locally.

Here's where we'll be and when...

July 24th – Melin Goth, Threemilestone

August 28th – Mineral Way, St Day

October 29th – Karer Gwandra, Liskeard

November 27th – Veor House, Camborne

December 2nd – Scott's House, Helston (morning) and Hens-Horn Court Helston (afternoon)



Community appearances

Members of our Community Investment Team will be at **Redruth Community Larder**, 9am-10.30am, Bethel Community Church on the fourth Tuesday of the month.

On the second Tuesday of every month we'll be at the **Transformation CPR Foodbank**, Centenary Methodist Church in Camborne from 1.30pm to 3.30pm.

Community book box comes to Camborne



At the end of last year we were delighted to help unveil a new community book box on the **Boilerworks Road estate in Camborne**, designed to inspire a love of reading for both young and old.

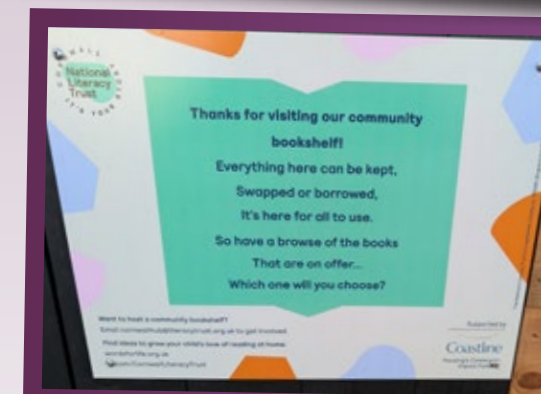
The book box was made possible thanks to an application to **Coastline's Community Impact Funding** and has been stocked up with books by the **National Literacy Trust**.

Emma, who is a volunteer for the National Literacy Trust, applied for the funding for her area so that the books can be accessed for free by both children and adults. The National Literacy Trust will be regularly refreshing the books on offer and will also use the book box as a focal point for events.

Asset and Facilities Manager Liam Williams attended the unveiling on behalf of Coastline and said: "We all know that reading is important for children's development and is great for supporting good mental health regardless of age. It's been fantastic to have so many Coastline teams involved in making the book box a reality for the community."

The box was installed and fitted by Coastline Services, so a real team effort all round and we hope it will be really well used.

Remember – if you have an idea for a project and would like to apply for some Community Impact Funding, you can visit our website for all the details.



Careers events



We've been visiting a variety of schools and colleges over the past few months to take part in careers events alongside other local employers.

Some of the schools we've visited include Richard Lander, Humphry Davy, Treviglas Academy, Helston Community College and Cornwall College.

Lots of pupils have been eager to learn more about our apprenticeship schemes, careers within the housing industry and the world of work in general. We've thoroughly enjoyed getting out and about to meet them and spread the word about the good work Coastline does.





Making an impact at Trelawny Court



Colleagues from Coastline carried out a much-welcomed Neighbourhood Action Day at Trelawny Court in Camborne.

This is the first time we've held a day like this at one of our schemes for older people and it proved to be very popular with customers.

They loved the opportunity to have any unwanted items and clutter removed.

Customers were also able to talk to colleagues from our Community Investment, Tenancy and Facilities Management Teams about any queries they had regarding their tenancy or property. South West Water also sent along a representative to talk to customers about reducing water bills and saving water. Thanks to everyone who got involved!

Do you have home contents insurance?

While Coastline insures the building you live in, it's your responsibility to insure the contents of your home.

My Home Contents Insurance is recommended by the National Housing Federation to cover the contents and personal belongings for residents in social housing against loss or damage from specific events (for example fire, theft or water damage). It's designed to be affordable with flexible payment options.



You can find out more and get a quote online or call 0345 450 7288 www.thisisthemylhome.co.uk

New homes for St Erth



Four involved customers were pleased to visit our newly completed development in St Erth.

They were given a tour around a shared ownership property and an adapted rented bungalow with Harry from our Development Team and Anicka from the Community Investment Team.

All the involved customers thought the new homes were fantastic and one event commented that the site 'was magic!'

Customers thought the stonework on the properties was amazing and in keeping with the environment.

Whilst the teams were on site, they met with some of the residents from the neighbouring estate who were walking around and asked their thoughts about the development, they all said how nice the estate is looking.

Our new customers will have now moved into this development so we hope they are settling in really well and will be happy there for many years to come.

Join the Coastline Conversation!

Stay informed & have your say.... Get involved & make an impact... Help us decide....

However you choose to get involved, your priorities will be fed through to the Customer Voice group. They present a quarterly report to our Customer Experience Committee, giving a roundup of what matters most in Coastline communities, and identify areas which require attention or customer scrutiny and improvement.

Your voice matters!

Gain skills
Meet new people
Make a difference

Coastline



Stay informed & have your say

Annual and regular surveys
Pop-up & community events
Quarterly customer communication & consultation meetings
CoastLines magazine
Website & social media

Connect with us!

Find out more via:
Coastline Conversation –
Coastline Housing or email
getinvolved@coastlinehousing.co.uk

Get involved & make an impact



Environmental group
Development group
Voids inspectors
Community standards inspectors
Mystery shopping
Volunteer scheme
Green space projects
Youth engagement days
Your Next Step

Help us decide



Customer Voice group
Customer Experience Committee



Up on the roof



Up on the roof! Coastline's Ben Nevitte escorts Hayleigh Harris, Extra Care Manager at Miners Court, and Ellie Johns, Deputy Manager, around the new PV panels being installed on the roof.

Miners Court in Redruth benefits from Government funding for PV panels

A project to install PV panels and significantly reduce energy costs for residents at Miners Court in Redruth has reached completion.

Following a grant of **£468,863** from the Government's Shared Prosperity Fund, Coastline Housing has started a project to install rooftop solar photovoltaic (PV) panels at Miners Court in the heart of the town.

The panels cover an area of **1960** square metres and will bring a reduction in energy bills to residents at the scheme.

Ben Nevitte, who has been overseeing the project at Coastline Housing, explains: "Residents at Miners Court have a range of support needs so often use a higher than normal amount of electricity, heating and hot water to meet their medical and equipment needs. Introducing this PV system to reduce their energy costs will help hugely in reducing the financial pressure on them during the ongoing cost of living and energy crisis."

It is estimated that residents in each of the flats will save **£162 a year** on their electricity bill and also receive an export income of **£148 a year** from the panels. Additionally, they will all benefit from a further saving of **£35 per year** thanks to reduced energy

costs in running the communal facilities. This means a benefit to each flat of **£346** which translates to a fantastic **£22,126** a year across the scheme.

Ben adds: "We are absolutely delighted to have received this funding and complete this project as it is going to make such a difference to all the residents. This project also coincides with a planned roof replacement for the Miners Court building so that means we've been able to fully integrate the panels within the roof structure rather than installing them on top of an existing roof. This has saved additional cost and been more efficient and effective all round."

It is estimated that the panels will offset **41 tonnes of CO₂** each year across the site and also increase the energy ratings of the flats inside. The project is due to complete in March 2025.

Hayleigh Harris, Extra Care Manager at Miners Court, said: "Miners Court is a real hub of the community in Redruth and we love welcoming people in to attend our Day Centre and use facilities such as our on-site restaurant, assisted bathroom and hairdressers. This project is something really special for the building. Residents and visitors have

all been following progress with interest and are really pleased to hear about the cost savings and energy efficiency it will bring."

The project is being undertaken by SunGift Solar and Coastline Housing's own roofers, all of whom have now been upskilled to become competent PV installers for any future projects across the landlord's stock of over 5,500 homes in Cornwall.

Ben adds: "The additional impact this project has had for the local economy and jobs market is really satisfying to see. It's been great to train up extra roofers and see them learn new skills that they will carry with them for the rest of their careers in construction."

Louis Gardner, Cornwall Council's Portfolio Holder for the Economy, said: "This is a fantastic example of how our Good Growth funding is making a real difference to vulnerable residents, as well as benefitting the environment and local tradespeople who have been able to gain new skills."

Some of the recently installed panels on the building that overlooks the top end of the town of Redruth.



Coastline's Roofing Team with a section of the roof that is now home to a number of PV panels.



“I would like to thank you for selecting my home to install solar panels. They are up and running and I am very pleased. The workmen were very efficient and friendly.”

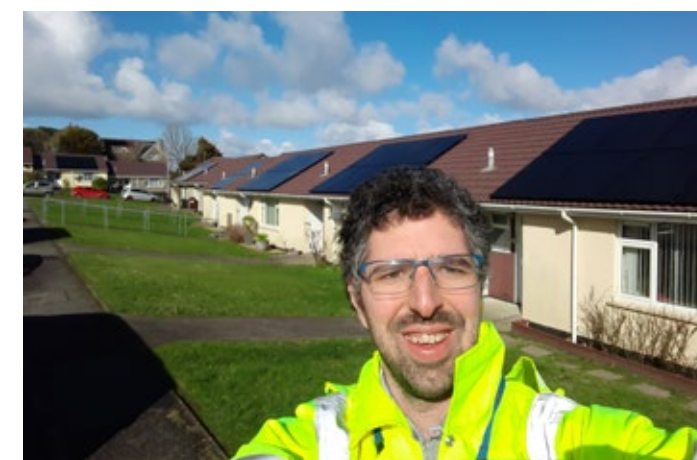


Mark Reed, Projects and Technical Manager at Coastline Housing, said: “We are delighted to be bringing these energy efficiency improvements alongside Government grant funding to so many homes across our area and partnering with other local companies to do so. It’s also great to provide the opportunity to learners from local colleges to leave the classroom and attend sites in order to gain first-hand experience from the delivery teams on the ground too.”

Customer Liaison Co-ordinators Anicka Dyer and Adrian Ankers have engaged with our customers to ensure they were well informed throughout the delivery of the project. In addition, working closely across a range of internal teams they were able to resolve customer concerns, relating to reporting repairs, tenancy issues, income/financial support, and damp and mould problems.

Once the improvement works on this project are completed, it is expected that residents will reap the savings on their energy bills, as well as feeling warmer thanks to the improved levels of insulation.

In addition to this project where we identified our most energy inefficient properties, we still have approximately 700 properties remaining within our stock that require uplifting to EPC B and C and we are currently exploring further sources of energy grant funding with the aim to commence works on these properties within the 2025/26 financial year and beyond.



“The team that installed the panels were careful, caring, amusing, and were more like friends by the time the work was finished.”



Energy efficiency measures lead to reduced bills for customers

Coastline Housing has been installing solar panels and topping up roof insulation for 90 homes in the Mullion, St Keverne, Mawgan, Lanner and St Day areas.

We are undertaking these energy efficiency improvements to bring all of our homes up to an Energy Performance Certificate (EPC) rating Band C ahead of the Coastline Environmental Strategy target of 2028 and in advance of the Government target of 2030.

These works are being funded through the Social Housing Decarbonisation Fund (SHDF) project that is currently underway.

We secured **£700,000** from the Social Housing Decarbonisation Fund (SHDF) last year, kick starting **£1.4m** of energy efficiency improvements for a total of **90** homes across Cornwall.

To undertake this project we have been working in partnership with Blue Flame and external consultants Taylor Lewis.

Recently, we were delighted to welcome a team of adult learners from Cornwall College who approached Blue Flame to request a visit to our site at St Keverne to gain experience of how a ‘live’ site is managed,



the details of the project and the benefits to our customers of helping them save energy and money in future.

Adult learners from Cornwall College visit the site in St Keverne being managed by Blue Flame for a tour and talk.

“I’m already seeing the savings from having the solar panels, I’m now topping up my electric with £15 per week, instead of the usual £22.”

Awards for quality



Two Coastline development sites have received a flurry of awards for construction quality.

Brent Harvey, the site manager at our Connor Downs scheme completed by Robertson Developments, took an award for **Pride in the Job** at the **Regional NHBC Awards** and also went on to be presented with a **Seal of Excellence** for the development and finally a **Best SW Regional Site award** for Small Builders.

This is a fantastic result for the entire team who worked so hard on site for this development, operating in a professional, organised and top quality manner throughout the job and achieving a high standard of finish at completion.

Over at our St Erth development, site manager Danny Altass from EBC Partnerships received the **LABC Bricks Site Recognition Award** for the consistent quality of workmanship and site management shown here.

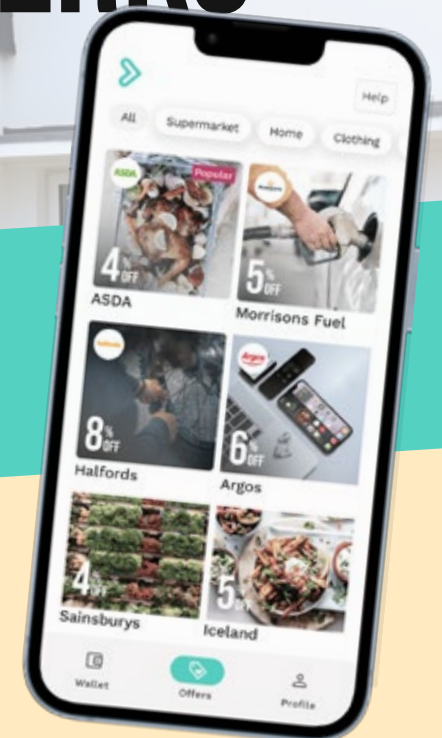
Chris Weston, Director of Development and Commercial Services at Coastline Housing, said: "We extend our warmest congratulations to Brent, Danny and both of their teams for the consistent high quality standards they have been achieving in all areas for these sites. We've been delighted to watch both sites progressing so well and looking so impressive and we know the future residents will appreciate the high standard to which they have been finished."



HOUSING PERKS

Have you signed up to Housing Perks yet?

Over 600 Coastline customers have now signed up to Housing Perks to make the most of discounts available both online and on the high street. Are you one of them?



Sainsbury's

PRIMARK

ASDA



T.K. MAXX



M&S

It's easy to get going. Just search for the app in your app store or scan the QR code on this page. You'll need your rent account reference number to sign up the first time you use the app – and then you can use it anywhere, anytime.

Enjoy the savings!



Coastline



HOUSING PERKS



Energy improvements roll out

We are pleased to announce our partnership with LMF Energy Services to provide solar panels and loft insulation upgrades to a number of Coastline homes that qualify, subject to a survey being carried out. Some homes may also be eligible for additional improvements such as heating upgrades or improved ventilation.

We are undertaking these energy efficiency improvements to bring all of our homes up to an Energy Performance Certificate (EPC) rating Band C ahead of the Coastline Environmental Strategy target of 2028 and in advance of the Government target of 2030.

You might be asked to allow LMF Energy Services to undertake an energy efficiency survey of your home which usually lasts about an hour, and the results of this survey will determine whether your home is eligible for the grant funding from the Government for these energy efficiency improvements.

These upgrades are being carried out in line with strict contractual funding requirements which Coastline has no influence over and funding is provided based on property information alone and does not take account of customers' vulnerabilities or disabilities. This means that only those homes eligible under the criteria will be able to receive the energy improvements on this occasion.

The solar panels will save customers money on their electric bills and increasing the loft insulation will keep your home warmer for longer, reduce the amount of energy needed to heat your home, and reduce heating fuel bills. To undertake these improvement works, it will be necessary for customers to clear their loft space of all personal belongings.

If your home is potentially eligible for these improvements then we will be in touch on an individual basis to arrange a survey.

Customer satisfaction surveying with Acuity

We constantly strive to put our customers at the heart of everything we do and to truly understand your experience with our services, we rely on your valuable feedback. One of the most effective ways to gather this insight is through customer surveys.

We work with our partner Acuity Research & Practice (Acuity), a company that specialises in helping housing providers like Coastline engage more closely with their customers, to complete the surveying. Using the feedback we can monitor our performance over time, improve services and compare ourselves with other similar housing providers.

Which surveys are carried out?

You may receive a phone call or email during May and June, the number that you will see on your caller display is **01209 870018**. This marks the third year that Acuity is conducting our annual survey on Tenant Satisfaction Measures. You can find out more about the TSMs on our website or look out for an update in the next CoastLines.



From April, Acuity will also contact customers who have used a specific service from Coastline, as detailed below. You will be asked to share your opinion about the service you received:

- Complaints
- Service Failures
- Anti-Social Behaviour (ASB)
- Responsive Repairs
- Call handling

The feedback from these surveys enables us to Listen, Act, and Learn, helping us provide even better services to you. If you prefer not to participate in the surveys, you can opt-out by informing Acuity when they call, or by contacting us via email at customer.service@coastlinehousing.co.uk or call **01209 200200**.

Damp and mould

If there is damp or mould in your home, or problems with extractor fans, please tell us as soon as possible.

We know that sometimes people worry they've caused an issue or are embarrassed to let us know about it. Please don't let this be the case.

We would much rather know so that we can work with you to fix it. There's lots that our surveyors can do to help, including checking fans in your home are working, that their settings are correct, and that there is enough air flow through them.

Tell us in any of the usual ways - by phone, email or My Coastline - whatever is easiest for you – but please report it.



Sparkling new equipment

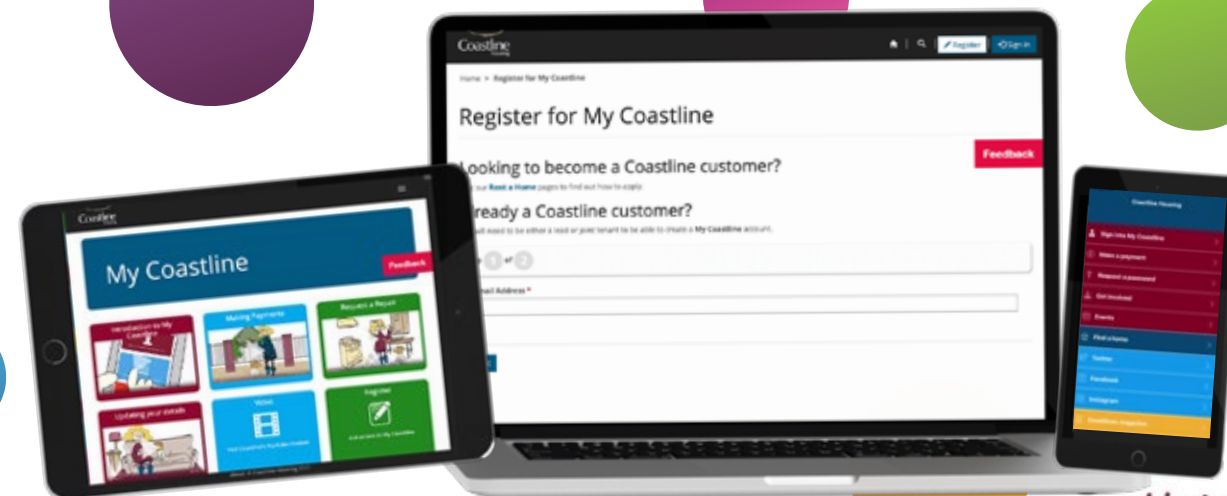


We've invested in some new floor cleaning equipment for our Cleaning Team that will help us become more efficient and save hundreds of pounds each year.

Thanks to the new tools, vinyl flooring left in empty properties that might previously have had to be discarded can now be saved and brought back up to a high standard.

The new machines can be used in all our communal areas and commercial buildings where we have hard flooring. The new fleet of cleaning equipment includes some battery powered i-mops that can be used in areas that don't have any power source. Not only do they give a deeper clean to the floors but they dry the areas as they go to help reduce the risks for any slips on wet floors afterwards.

Colleagues in our Cleaning Team have received training in the equipment and have already started using the new machines across our stock.



Do you know about the My Coastline app?

It's free, easy to use and lets you do all of this...

- **Report and manage repairs** - for most work simply book a slot for an operative to visit, and if your plans change you can login and choose another time.
- **Payments** - pay your rent by card through our secure payments partner Allpay.
- **Your accounts** - see your balance and recent transactions, plus rent and service charges.
- **Knowledgebase** - browse and search articles featuring answers to frequently asked questions about tenancies and services.
- **Contact Coastline** - send and receive messages which go straight to the best team to answer your question.

You can download the app by visiting your App Store or visit our website to find out more.



Beware 'claim farmers' knocking on your door

In our modern world we all know how important it is to be on our guard for people who try to catch us out by offering something that sounds like money for nothing.

You may be contacted direct by "no win, no fee" disrepair claims companies or see their adverts on the television or social media.

They normally tell you that if you let them into your home they will help you claim compensation from your landlord for any repairs that they find.

These companies are not approved by Coastline and will not have a Coastline ID card or any connection to Coastline Housing.

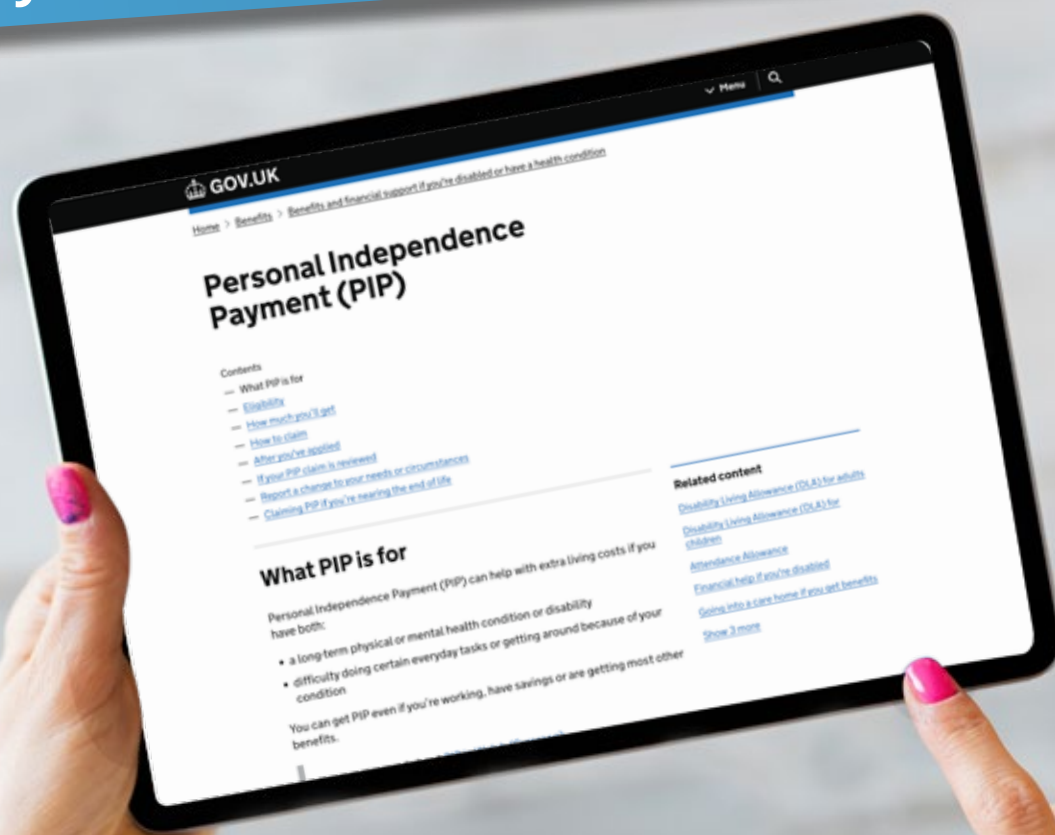
Most of these companies are trying to make money from landlords such as Coastline and often customers do not get any money. In fact sometimes, if you change your mind or the disrepair case is unsuccessful, they may ask you to pay for their costs which can be hundreds or even thousands of pounds.

Using claim handlers such as these can often mean great expense and frustration so if you have repairs in your home that need doing, please just contact us so that we can fix the problem as soon as possible.

Our operatives will always show their Coastline ID when they come to your home.

SCAM

Personal Independence Payment (PIP)



Personal Independence Payment (PIP) is a benefit for people that have a long-term physical or mental health condition, or a disability. PIP is designed to help people with extra living costs if you have difficulty with every day tasks or getting around.

There are two components of PIP, the daily living component and the mobility component. You can receive one or both of these.

You may be able to claim PIP if the following applies to you:

- You must be aged 16 or over and under state pension age, if you've not claimed PIP before. State pension age is currently 66;
- You have a long-term physical or mental health condition or disability;
- Your condition makes it difficult for you to carry out certain everyday tasks or causes difficulty getting around;
- You have had these difficulties for at least three months and you expect them to continue for at least another nine months.

How much do I get?

The amount of Personal Independence Payment you receive is not linked to your income or savings. You can receive one or both of the following components:

From April 2025, if you receive the Daily Living Component this will be paid at £73.90 per week for the lower rate or £110.90 per weekly for the higher rate.

If you're receive the Mobility Component this will be paid at £29.20 per week for the lower rate or £77.05 per week for the higher rate.

How do I apply?

You can find out more information and make a new claim online at www.gov.uk/pip/how-to-claim. You can also visit this website to find out about applying using other methods, such as over the phone or by post.

Missed appointments

Each month, our teams go to around **80** repair jobs at customers' homes and find no one is in. These missed appointments cost Coastline and our customers close to **£4,000** a month in wasted time and resources - that's **£48,000** a year.

If you know you can't be home for an appointment or the time is inconvenient, please be fair and contact us. We can usually rearrange it so that other customers might be able to have visits instead. You can even change most appointments directly in our My Coastline app, or just give us a call. Thanks!



Need a little help?

With continuing challenges around the cost of living, we understand that many customers may be worried about their household finances.

We have a friendly and approachable Tenancy Sustainment Team who can help you. If you would like to look at maximising your income, information about budgeting, support to pay your rent or other bills, please reach out to the team on **My Coastline** or email tenancysustainment@coastlinehousing.co.uk You can also phone us if you prefer and ask for the **Tenancy Sustainment Team**.

Remember – if you are starting to struggle with paying your rent it's always better to start a conversation with us sooner rather than later to see how we can help. Our team also has access to a Sustainability Fund. This is used to support customers in crisis in many different ways.

An assessment of your situation will be completed to find out about your circumstances and your level of risk to help us understand how we can best support you through the fund. Contact us in any of the usual ways if you are struggling and we can talk you through the process.

Did you know you can now set up a Direct Debit on My Coastline? Just login to your My Coastline account and navigate to the Payments section and follow the Direct Debit links to set one up today!



Staying safe in the kitchen – air fryers



Air fryers have become a popular feature in many kitchens recently. Generally they are very safe and a much cheaper way of cooking food than using the oven but there has been a small rise in fires involving air fryers due to some common mistakes.

The fire service has issued some top tips to keep us all safe when using these appliances:

- Buy from a reputable supplier
- Look for the UK safety mark or European kitemark "CE", which indicates that a product complies with European Union (EU) legislation
- Do not use an air fryer - or any other cooking appliance - while under the influence of alcohol or drugs
- Be aware of where the hot air outlet is and keep this well away from any surface
- Stay in the kitchen when using an air fryer
- Do not use baking paper in an air fryer
- Clean your appliance after each use
- Do not use your appliance under overhead cupboards

If a fire does start in your air fryer, switch it off only if it is safe to do so, leave the property and contact the fire service. Never attempt to fight the fire yourself and do not apply water to any air fryer fires.



Calling all under 35s: get involved with Coastline Housing!

Are you under 35 and living in a Coastline Housing home? We want to hear from you!

Coastline Housing is excited to announce new initiatives designed to enhance your involvement. We understand that your time is valuable, and we're making it easier and more rewarding for you to connect with us.

Why get involved?

We know that individuals under 35 are currently underrepresented in our engagement activities. Your voice matters, and we want to ensure that your opinions and ideas help shape the future of our communities. By getting involved, you can make a real difference and enjoy some great benefits along the way.

Introducing a Digital Engagement Platform

Based on your feedback, we're launching a dedicated digital channel just for you.

This will be your go-to platform for all things Coastline Housing. Here's what you can expect:

- **Instant Updates:** Get the latest news, event invitations, and important updates directly on your phone.
- **Interactive Content:** Participate in polls, surveys, and interactive content to share your opinions and preferences.
- **Exclusive Access:** Be the first to know about upcoming events and opportunities.



Expanding the Coastline Conversation

We're also revitalising our Coastline Conversation initiative with new activities tailored just for you:

- **Monthly Workshops:** Join our workshop-style sessions designed to fit your schedule. Participate in discussions and share your ideas, come along and have your say
- **Incentives:** To make it even more exciting, we're offering vouchers for attending our Community Collaboration sessions

Stay Engaged

We're committed to keeping you engaged with regular updates and interactive content. Your feedback is crucial, and we'll continuously improve our initiatives based on your input.

Join us in making Coastline Housing a vibrant, inclusive community where your voice is heard. Get involved, stay connected, and make a difference! For more information, visit our website or contact us directly. We can't wait to hear from you!

Thanks to our community stars!



Awards are handed out to people who shine bright in their local communities

Coastline Housing gave out a number of Customer at the Heart Awards to people living in communities within Cornwall who really make a difference in the lives of others.

Recipients were all nominated by friends, neighbours and other community figures.

Seren Blackmore from Padstow was crowned **Young Hero** for all the litter picking she has done over a number of years to keep her neighbourhood clean. Seren and family live near a communal park that for some time did not have a litter bin. She would often fill carrier bags of litter and bring them home to dispose of, even when she became too old to use the park herself. Seren has also helped other children who were experiencing bullying in the park, stepping in to give them support.

A **Partnership Working Award** was given to **Izzy MacQueen** who runs 7th Rise, an eco-friendly venue delivering wild experiences in nature on the Fal River. Some of Coastline's homeless clients and colleagues met Izzy during a foraging workshop at 7th Rise and she was keen to find out what else she could do to help Coastline's Homeless Service further. She generously offered free use of her venue each month for clients. The impact this has had on the wellbeing and confidence of many clients has been described as phenomenal.

A group of Coastline volunteers stand with Allister Young and Steve Harrison. They were given certificates to honour the total number of hours they had donated since starting with Coastline – some had clocked up over 1,000!

Hussain Layne, a volunteer of Coastline's Homeless Service, was given the **Your Next Step award** in recognition of the journey he has been on personally and the ways in which he has helped clients at the service. He has been integral to a garden transformation project, helping to turn an overgrown and disused area into a multifunctional activity space that lots of people have since benefited from. Hussain was also given a Partner Programme Award for his hard work in establishing a newsletter for the Homeless Service and being a representative for other voices on different resident groups and focus sessions.

A **Green Champion award** was given to **Dermot Dooley** from Bodmin for his hard work cutting the grass and maintaining the wild hedges and field in front of his property for children in the neighbourhood to use as a safe space for outdoor games. He also helps many other people in his area to maintain their own gardens and is always keen to plant things that keep the birds, bees and other insects happy.



Tim Davis, Community Volunteer of the Year winner, with Allister Young (left) and Steve Harrison

Community Volunteer of the Year was won by **Tim Davis** of Truro who has volunteered at Coastline's Homeless Service since 2019. Tim organises local walks, encouraging people to get active and spend time in nature. These have proved so popular they evolved into weekly 'Explore Cornwall' walks. This sees groups of people going on walks across the county to discover and learn about new areas.



Jeanette Evans receives her Miners Minders Award

A love of card games led to **Jeanette Evans** from Redruth volunteering at Coastline's Miners Court Extra Care scheme, offering to teach people in the Day Centre how to play. Jeanette spent a couple of Monday afternoons teaching people how to play different games and it became so popular that the sessions now happen on a weekly basis and people really look forward to them. Jeanette was awarded the **Miners Minder Award** for her patience, positivity and the laughter she brings with her each week.

Allister Young, Chief Executive of Coastline Housing, gave out the awards alongside retiring Chair of Coastline Steve Harrison. Allister said: "It's one of the highlights of my year to be able to hand out these accolades and meet so many inspiring people. Each and every person nominated deserves true congratulations for the impact they have had on their local community, neighbours and others. They are an example to us all."

The **Good Neighbour Award** was given to **Kimberley Croft** who spends his time tending the garden, picking up litter, weeding and growing vegetables for others to eat in his local community. He attends group sessions and classes on a regular basis because he knows it will encourage others.



Kimberley Croft accepts his Good Neighbour Award from Allister Young (left) and Steve Harrison

Joe Ferguson from Helston was given a special **Long Service Award** for his involvement in Coastline's activities over many years. He was nominated for being a real inspiration, working with the landlord to bring about positive outcomes for his fellow customers.



Joe Ferguson receives his Long Service Award

Celebrating Coastline's volunteers

We've published our Volunteer Annual Statement for 2024/25, celebrating the impact that our many volunteers make across the company.

Our Volunteer Scheme was established in 2013 and has grown from strength to strength, widening the number of experiences we are able to offer each year.

Since 2015 we have also been successfully awarded the **Investing in Volunteers** accreditation - the UK quality standard for good practice in volunteer management.

During 2024 a fantastic



donated their time to us



totalling

5,955 hours

and generating a social value of

£337,533



Of these volunteers

8 progressed into employment with external companies



43 accessed training courses during the year.



Between them, the volunteers earned



2,486 time credits

Louise Beard, Deputy CEO at Coastline, said:

"Our volunteers have an enormous impact on the engagement and support for our customers. They make a difference to people's lives and are very much part of the Coastline family. I would like to take this opportunity to thank everyone that has volunteered at Coastline for all the wonderful work they do and the amazing difference they make."

This year in particular, Coastline has seen an increase in young volunteers engaging in formal opportunities. The number of young volunteers has risen from just one in 2023 to five in 2024. Coastline now offers the opportunity for school-age students to undertake volunteering as part of working towards their Duke of Edinburgh award.

Many of these volunteers help out at Miners Court, our Extra Care scheme for older people in Redruth. This intergenerational volunteering has really fostered a sense of community at Miners Court, creating a

chance for both generations to share their skills, knowledge and experiences with one another.

One of our young volunteers said: *"I've enjoyed meeting new people. One of the customers I visit when I drop back their laundry seems lonely and always looks happier when he sees me. I stay to have a chat and it makes me feel good."*

Another added: *"Not only has it taught me many valuable things for my future, but it's also been an amazing working environment. I've been overjoyed to help out the community and look forward to volunteering again soon."*

If you have a specific skill that you think you could put to use volunteering with Coastline, or you would like to see what general volunteering opportunities we have available, visit our volunteering page. You can read the full Volunteer Annual Statement in the same place.



Making a difference

Eight Coastline customers took part in a confidence and motivation course run by Active Plus at Coastline House in February.

Congratulations to everyone who took part and engaged in all the various activities designed to build confidence, teambuilding skills and resilience.

Thanks also to everyone at Active Plus for making this fantastic course happen.

ACTIVE PLUS

VETERANS INSPIRING PEOPLE

One participant said: *"I have learnt to work with a team and trust people and listen."*

Another added: *"I feel a lot better about myself and more confident about going out."*

Challenge Poverty event

We were delighted to welcome Perran Moon, MP for Camborne, Redruth and Hayle, for a tour of our Homeless Service in Pool.

The visit was part of **Challenge Poverty Week** - an annual campaign to raise awareness of poverty and the many different shapes and forms it takes.

Emma Rowse, CEO of Cornwall Voluntary Sector Forum, joined Perran on the tour and they both thoroughly enjoyed speaking to clients and Coastline colleagues to find out more about all the good work that goes on here.

Coastline's CEO Allister Young and our Accommodation Manager Briony Oliver were very happy to discuss with them the ongoing challenges for homeless people living in Cornwall and the ways in which we provide help and support.



CHALLENGE
POVERTY
WEEK
ENGLAND
& WALES

Supporting StreetVet



Colleagues at Coastline Housing presented **£16,806** to StreetVet and one of its celebrity partners Julia Bradbury during an outreach session taking place at our homeless centre in Pool.

The money is the result of a year's worth of fundraising by colleagues and this year we raised a record amount.

Deputy CEO Louise Beard, who was proud to help hand over the cheque, said: "This is by far the most we've ever raised for a charity of the year, which just goes to demonstrate the huge support colleagues have for StreetVet and the incredible work they do with the pets of people experiencing homelessness. It's clear that we have a large number of animal lovers here at Coastline and they were incredibly enthusiastic about StreetVet and the great work they do in Cornwall."

Coastline has worked closely with StreetVet for years and the charity holds monthly outreach sessions at Chi Winder, our purpose-built homeless centre in Pool. The sessions are always incredibly busy, with people living in the centre's crisis accommodation, supported housing and other people rough sleeping locally bringing their animals in for check-ups and treatments.

Coastline colleagues and clients gather with StreetVet CEO Zoe Abbotts, StreetVet Volunteer RVN Jayne James and celebrity partner Julia Bradbury to hand over their record-breaking fundraising amount.



Louise adds: "Just 10% of homeless hostels in the UK allow pets to stay with clients who are accessing crisis or supported accommodation. When we built our homeless centre, we were certain that we wanted to let people who were staying there bring their pets with them. The bonds we develop with pets are deep and they are such an important part of our lives. Experiencing homelessness is incredibly hard as it is, without the added trauma of being parted from a beloved companion."



Colleagues at Coastline raised the funds thanks to a number of events including their big annual marathon challenge in September where teams clocked a collective 800 miles in eight hours. Across the year, they also held events such as BBQs, a quiz night, raffle, St Piran's Day celebration and even an 'Coastline Olympics' event where teams of four had to take part in some fun and comical challenges.

Zoe Abbotts, Chief Executive of StreetVet, said: "We are incredibly grateful to Coastline Housing for choosing StreetVet as their Charity of the Year partner and for their tremendous efforts in raising vital funds. Coastline Housing's commitment to being a pet-inclusive organisation aligns perfectly with our mission of protecting the human-animal bond,

keeping pets and their owners together wherever possible. The money raised will help us provide free veterinary care and services to the pets of those experiencing homelessness. Together, we can make a significant difference in the lives of those experiencing homelessness with their beloved pets."

Head of Finance at Coastline Zoe Field, who organised the Coastline charity marathon challenge, adds: "As a Cornish charity ourselves, we feel it is important that we do what we can to give to fellow charities operating in our area and support the great work that they do. Every year, I'm astounded by the great fundraising ideas that colleagues come up with and the super effort people put into the challenges and events we hold."

Meet the team

Meet Coastline's Facilities Management Assistant team, managed by Facilities Contracts Manager Iain Rance, the team is made up of Lisa, David, Nick and Mark. They are responsible for:

- communal fire alarm and legionella testing
- communal repairs and maintenance reporting
- customer engagement.

Asset and Facilities Manager Liam Williams said: *"In all of our customer feedback it is clear that customers see communal areas and grounds as an extension of their home and vital to local communities. Iain and the Facilities Management Assistant team will help Coastline continue to deliver safe and well-maintained communal areas to the standards both Coastline and our customers expect."*

The team's work will help Coastline ensure we are meeting the requirements of three Tenant Satisfaction Measures - maintaining building safety, keeping properties in good repair and responsible neighbourhood management.



Congratulations Jeffrey!

We're very proud of Jeffrey Lee, our Digital Support Technician Apprentice, for being a finalist in the Cornwall Apprenticeship Awards last week.

Jeffrey was shortlisted in the digital and IT apprentice category and received a Highly Commended in this category on the night.

He was nominated after lots of Coastline colleagues gave such brilliant feedback about him to our People and Culture Team. They all said Jeffrey was a real asset to the team, always goes out of his way to help and works in a calm, efficient and cheerful manner. Well done Jeffrey!



Introducing our new Commitment Statement

There are multiple ways for you to get involved with Coastline and help shape our services for the better. Colleagues from all areas of Coastline are committed to working with customers in a variety of different ways to ensure that your voice is heard.

We've summarised all the ways in which customers can make an impact by publishing something called a Customer Involvement Commitment Statement.

You can read this document on our website now.

It details how we go about listening to customer views and acting upon them, keep you informed about things that matter and how we treat everyone fairly and with respect. This means that any customer, at any time, has a route to access necessary services, raise complaints, influence decision making and hold Coastline to account.

If you would like to get involved with shaping our services in any way, give us a call on **01209 200200**, email **getinvolved@coastlinehousing.co.uk** or visit our website to find out more.

Adapting and responding

At Coastline, we have been working hard to promote and improve our approach to supporting vulnerable residents, adopting policies to adapt to any diverse needs you might have.

“Recognise Record Respond”

Thank you to any customers who have responded to questionnaires or updated your personal details via My Coastline – this helps us to adapt our services to meet your needs.

If you have asked us to contact you regarding any additional support needs or adjustments, your housing officer will be in contact to discuss these with you.

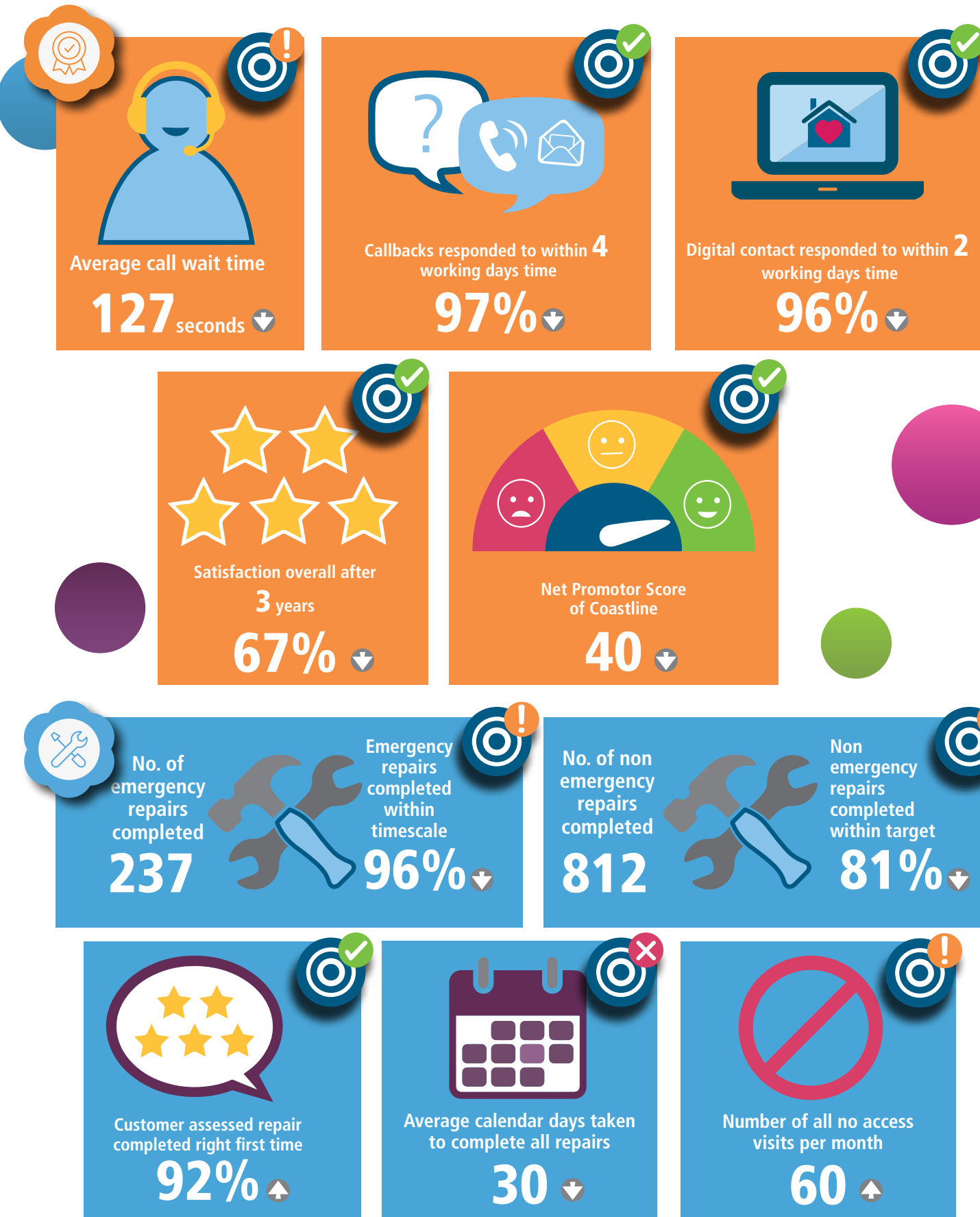
Where our records show that we are missing information about you, we will be contacting you via email in the next few days with a link to a survey for you to complete – if you don't want to share this information, please still respond to us but tell us you 'prefer not to say'.

For people who don't have access to an email address, you will find surveys in your CoastLines newsletter. Please take a few minutes to complete this important information – please be assured, that any information you provide to us is kept in strict confidence.

If you ask us to contact you regarding any additional support needs or adjustments, your housing officer will be in contact to discuss these with you.



Our performance March 2025



Legend:

- Target icon with green checkmark = on target
- Target icon with red X = off target
- Target icon with orange exclamation mark = within 5% target
- Upward arrow = performance improved
- Horizontal line = unchanged
- Downward arrow = performance declined



Overall satisfaction

It is important to us that you trust us as your landlord, and we pride ourselves on making improvements based on listening to your feedback. You can expect us to:

- Be open, honest and accountable
- Use helpful and clear communication
- Be consistent, fair and respectful
- Treat you as an individual

This will be achieved by:

Respectful & helpful engagement

- Respectful interactions and active listening
- A range of opportunities to give feedback and hear how it is used
- Consultation ahead of significant changes to services

Responsible neighbourhood management

- Clean and well-maintained shared areas
- Positive contributions to local communities
- Resolving community concerns and anti-social behaviour fairly and promptly

Keeping properties in good repair

- Affordable, clean and secure homes free from disrepair
- Easy to use, good quality and timely repairs service
- Friendly and reliable customer service

Effective handling of complaints

- Simple and accessible ways to raise issues
- Resolving issues before they become a complaint
- Learning from issues and complaints

Maintaining building safety

- Listen to, take seriously and act upon any safety concerns
- Ensure all of our properties are compliant with all the required building safety standards

Valuing and celebrating differences

- Demonstrating inclusivity across all customer groups
- Through seeking the views of all groups, and
- Recognising and removing barriers to participation