

CoastLines

THE MAGAZINE FOR COASTLINE CUSTOMERS | ISSUE 62 | SPRING/SUMMER 2026

Plus



We welcome customers to our new development in Penzance



Coastline raises £20,000 for Cornwall Blood Bikes



Meet the apprentices learning for the future



Find out how to get involved and help shape our services



Celebrating our customer heroes

Read all about the winners of our annual Customer at the Heart Awards



Out now: Our Volunteer Annual Statement

Welcome

Welcome to the Spring edition of CoastLines

And a very big welcome to all the new customers who have joined us since the last edition of CoastLines! Over the past few months we've welcomed customers to new developments in Penzance, Bodmin and Coverack to name but a few – and we've also taken on seven new homes from the Cornwall Community Land Trust. You can read more about that in this issue.

As you will see on the front cover, a number of customers were given Customer at the Heart Awards recently for the fantastic difference they are making to their neighbours and to local communities. Hearing about all the wonderful things you are doing really puts a smile on our face and it's one of our favourite events of the year.

We have lots of advice pieces in this edition for you, from everything to giving us feedback, reporting repairs, dealing with ASB and more.

You can also find out more about the great work our volunteers do, how the future's looking at Coastline for our apprentices and how we raised £20,000 for Cornwall Blood Bikes.

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

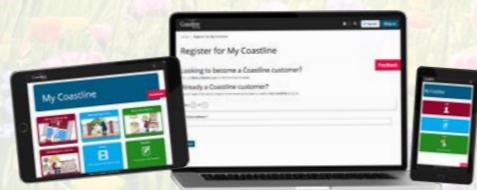
Communications Team

CoastLines magazine is published twice a year and features a wide range of information and news from across our communities. We are always keen to hear from you! If you have an idea for this magazine, you can get in touch with our Communications Team by emailing CoastlineComms@coastlinehousing.co.uk or calling on the usual number.

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



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, LinkedIn and Instagram.

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2026 EVENTS CALENDAR

CATCH UP WITH COASTLINE



	MAY	JUNE	AUGUST	SEPTEMBER	NOVEMBER	DECEMBER
27	VEOR HOUSE 10AM - 12PM	09 SCOTTS HOUSE 10AM - 11.30PM HENS HORN 12PM - 1.30PM	26 VEOR HOUSE 10AM - 12PM	15 SCOTTS HOUSE 10AM - 11.30PM HENS HORN 12PM - 1.30PM	25 CAMBORNE PUBLIC ROOMS 10AM - 12PM VEOR HOUSE 10AM - 12PM QUENTRAL HOUSE 1PM - 3PM	10 SCOTTS HOUSE 10AM - 11.30PM HENS HORN 12PM - 1.30PM
28	CAMBORNE PUBLIC ROOMS 10AM - 12PM TRELAWNY COURT 1PM - 3PM QUENTRAL HOUSE 1PM - 3PM		27 CAMBORNE PUBLIC ROOMS 10AM - 12PM TRELAWNY COURT 1PM - 3PM QUENTRAL HOUSE 1PM - 3PM		26 TRELAWNY COURT 1PM - 3PM	
29	WHEEL ARUNDEL 1PM - 2PM		28 WHEEL ARUNDEL 1PM - 2PM		27 WHEEL ARUNDEL 1PM - 2PM	

COMMUNITY COLLABORATION



	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER
6	11:30AM-1:30PM	9 10:30AM-12:30PM	9 11AM-1PM	4 10AM-12PM	9 10:30AM-12:30PM	8 10:30AM-12:30PM	10 11AM-2PM

VOLUNTEERING



JUNE		OCTOBER	
1-5	VOLUNTEERS WEEK	14	VOLUNTEER LEARNING LUNCH
		28	INVESTING IN VOLUNTEERS STEERING GROUP

CELEBRATIONS



OCTOBER		DECEMBER	
21	COASTLINE COMMUNITY AWARDS	9	VOLUNTEER CHRISTMAS CELEBRATION

NEIGHBOURHOOD ACTION DAYS



	MAY	JULY	AUGUST		OCTOBER	NOVEMBER	
27	10AM - 2PM CARDREW CLOSE AND COPPER CLOSE (TR15)	29 10AM - 2PM SPREY ROAD, BODMIN (PL31)	12 10AM - 2PM PENWARTH COURT/ PENBOTHIDNO (TR11)	26 10AM - 2PM ROUNDHOUSE WAY (TR13)	28 10AM - 2PM CORONATION AVENUE (TR14)	25 10AM - 12PM CAMBORNE PUBLIC ROOMS (TR14)	25 12.30 - 2.30PM QUENTRAL HOUSE (TR15)

Seeking Coastline Stars!



Do you know someone who's a really kind neighbour? Someone who's done something marvellous for your community? Perhaps just someone who gives you a bit of support when you really need it?

Why not nominate them for a Customer Star Award.

Winners will be chosen on a monthly basis so you can nominate at any time across the year.

Each month a lucky winner will receive a Housing Perks or Love 2 Shop voucher as our little way of saying thanks - and congratulations!

Find out more and nominate by visiting our website, email getinvolved@coastlinehousing.co.uk or give us a call.

Community heroes celebrated with Coastline awards

Coastline Housing proudly hosted the annual Customer At The Heart Awards (CATH) at the Penventon Hotel in Redruth.

Around 100 guests including nominees, Coastline volunteers, team members, executive team, board members, and non-executive directors, attended the event to celebrate the power of community spirit.

Francesca Rhodes, Coastline's Chair, said in her address to attendees:

"It's really wonderful to be here and acknowledge the many contributions you make and the impact you have on our customers."

"In my first year as Chair, I'm very proud of what we have achieved together. We have supported over 1,600 people, whether they needed emergency shelter, longer term housing, or just someone to listen."

The evening began with entertainment from Stevie D, followed by an inspiring awards ceremony hosted by Francesca and CEO Allister Young.

Guests enjoyed a buffet and the opportunity to connect with fellow community members, volunteers and Coastline colleagues.

The CATH Awards celebrate the achievements of those who make a difference, whether through small acts of kindness, environmental efforts, or personal growth. Coastline recognises and honours the energy, passion, and dedication of its customers who help build stronger, more connected communities.



Award Winners

Good Neighbour - Hayley Gilbert & Lisa Davis, Camborne

Hayley and Lisa run the Camborne Children's Clothes Bank. Their houses are donation points and they help hundreds of people each month.

Garden Competition: Annette Tolcher, Camborne

Your Next Step: Ophelia Charles, Illogan
Ophelia has helped to turn the garden at day centre Chi Winder into a usable space, planting fruits and vegetables to be used in the residents' kitchen. By encouraging residents to get involved with the garden, she has helped build confidence, reduce isolation and offer a sense of pride and purpose to those who may be going through difficult times.

Partnership Working: Greenfingers

Kevin Hawke and his team at Greenfingers have supported communities working with trees, fencing and other ground works. Kevin also supported the Facilities Management Assistants with communal bin store clearances.

Young Hero – Lily Denyer, Redruth

Lily, aged 16, has volunteered at Miners Court Extra Care scheme on weekends, balancing her final year of school and part-time work. Recognising the value of companionship, Lily began volunteering fortnightly to play chess with a customer, who regularly speaks of the positive impact she has had on their mental wellbeing.

Community Volunteer of the Year:

Eric Cawkwell, Camborne

Since joining Coastline's volunteer scheme, 88-year-old Eric has been the driving force behind the transformation of the Miners Court Day Centre garden. His passion and purpose has led to the creation of an inclusive outdoor space that brings together day centre customers and Miners Court residents.

Partner Programme: Kingsley Quick, Carn Brea

Kingsley is incredibly hands-on, creative and up for everything. He is reliable and trustworthy and invites other clients to join in on projects he is involved with. He has done an amazing job supporting the gardening at the allotment polytunnel and Chi Winder flower beds. He has also been involved in the Miners Court project.

Miners Minds: Ivan Keast, Redruth

Ivan is a new Miners Minder this year and he has made a huge difference to the scheme at the day centre with his infectious smile and willingness to help others. He is always lending a hand and coming up with new ideas.

Green Champion: Alasdair Grieve, Pool

Alasdair has made a meaningful contribution to Coastline's environmental efforts through hands-on voluntary work in two key garden projects at Camborne Homeless Service's allotment. He also played a vital role in a joint initiative between Miners Court and the Homeless Service, helping to build two new raised beds.

Special Recognition Award:

Kelly Kemp, Camborne

Kelly brought leadership and insight to meetings with the Regulator of Social Housing, representing the customer perspective and shaping a meaningful dialogue.

Beyond this, her passion for amplifying the Customer Voice and driving positive change has strengthened Coastline and inspired greater engagement across our community.

Wellbeing Wednesdays at Trelawny Court

Wellbeing Wednesday continues to make a meaningful impact across our community, generating an impressive £185,000 in social value since its launch in August.

What began as a simple weekly coffee morning at Trelawny Court in Camborne has grown into a vibrant gathering where residents come together in a relaxed and friendly environment. It is far more than coffee and conversation. Residents enjoy activities such as darts, knitting, chair yoga and puzzles, along with visits from external groups. Recently, the local police joined a session to share helpful advice on cybercrime and personal safety.

Each gathering is shaped by the residents, ensuring their interests, ideas and passions remain at the heart of every session. The mornings are planned and led by a dedicated group of volunteers whose time, care and enthusiasm create a truly welcoming atmosphere. Thanks to their commitment, Wellbeing Wednesday has become a space where friendships develop, confidence grows and residents feel genuinely connected to their community.

“It brings everyone together; I really enjoy the talking and company.”



“The fun isn't all in the questions for the quiz but it's all the talking and the laughs that it brings.”



“It brings people together and gets us talking to each other, it doesn't matter if we don't know the answer to the quiz questions it's just about the conversation it starts and the laughs we all have together”

Since the initiative began, attendance has increased by 80 percent, highlighting how much these sessions mean to those who take part. Every participant has reported that attending helps reduce feelings of isolation and loneliness. Many have also shared that they now speak with their neighbours more often, a clear sign of the positive impact the sessions are having.

Looking ahead, we are excited to expand Wellbeing Wednesday across all Housing for Older People schemes. We know many more residents would benefit from these opportunities to connect, share experiences and thrive. Our aim is to continue building supportive communities where everyone feels valued and engaged.

“I make an effort to come down and socialise because it makes my week.”

“I look forward to coming, doing crafts and chatting with everyone.”

“I love coming down, doing my knitting, and just listening to everyone.”

A make-over for Veor's common room

Customers, colleagues and partners come together for a special day at Veor House, in Camborne to celebrate a recent make-over.

They all marked the opening of the newly refurbished communal area, a space designed to create opportunities for people to connect. Alongside the celebration, a Catch Up with Coastline took place, enabling customers to speak to their housing officer, facilities team and leasehold and service charge officer.

A customer consultation session was held with Coastline's volunteer manager and volunteer Denise, to gather ideas on how the new communal area can be used.

We were also joined by our fantastic partners Healthy Cornwall, the Community Anti-Social Behaviour Team, South West Water and law firm Stephens Scown, who offered guidance and resources to customers throughout the day.

We hope our customers here are really enjoying their improved communal area and making the most out of socialising with others here.



Volunteer vacancies

Have you ever thought about volunteering with Coastline? It's a great way of giving something back, expanding your experience and increasing wellbeing. We currently have the following volunteer vacancies:

We're looking for Customer Voice Volunteers!

Help shape Coastline's services and make a real difference in your community. As a Customer Voice Volunteer Lead, you'll help guide one of our involvement activities, such as:

- Customer Void Inspections
- Complaint Mentors
- Community Collaboration Sessions
- Mystery Shops and Scrutiny Reviews

You'll work closely with Coastline teams to turn customer experiences into real improvements and share your group's findings at quarterly Customer Voice meetings

Your Impact:

- Champion what matters most to customers
- Make sure customer feedback is heard at every level
- Celebrate what Coastline does well
- Help ensure value for money and better services for all

Time Commitment: Four two-hour meetings per year and involvement in a scrutiny activity



Activities Volunteers - Camborne

You could help bring connection and joy to customers living in Coastline's housing for older people. By volunteering to lead group sessions at our Wellbeing Wednesday Coffee Mornings, you'll help create a welcoming and friendly atmosphere that reduces loneliness and social isolation.

Your time and energy can make a real difference. If you have a special skill, hobby or talent to share we'd be thrilled to hear from you!

What you could be doing:

- Planning and leading activities
- Offering refreshments
- Making connections and chatting with customers

Time Commitment: Every Wednesday for 2 hours



Telephone Befrienders – Volunteer from Home

Some Coastline customers can feel isolated and lonely at times, we are looking for a caring individual to join our telephone befriending team to be a listening ear. This is a flexible volunteer role that can be carried out from home, making it perfect for those with limited time or anyone looking to fit volunteering around work or other commitments.

What you could be doing:

- Make regular friendly phone calls to Coastline customers who may feel isolated or lonely
- Offer a listening ear and provide companionship through conversation
- Build positive, supportive relationships over time
- Refer customers to local groups, activities, or schemes they express interest in
- Maintain confidentiality and respect boundaries

Time Commitment: 2 hours per week during the hours of 10am to 4pm Monday to Friday

Benefits:

- Reimbursement of travel expenses
- Full induction & training
- Annual shopping vouchers and prize draw entries
- Celebration events to recognise your contributions.

Interested in making a difference? We'd love to hear from you! Speak to the Community Investment Team to get started via 01209 200200 or getinvolved@coastlinehousing.co.uk



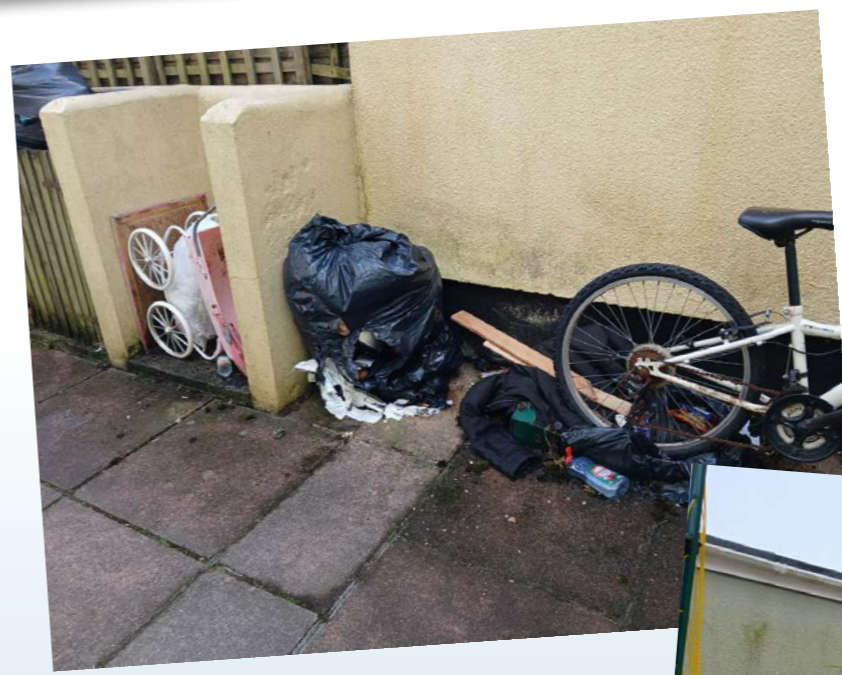
Spring cleaning in Pengegon

There's been some great team work going on at Pengegon recently where customers, Coastline teams and Greenfingers have all been working together to clear away rubbish, old bins, weeds and more from yards here.

The spring clean has created clean and well-maintained shared areas moving forward, with clear places for bin storage and clothes drying.

Our Facilities Management Team members are always delighted to work with customers to make improvements. It supports our approach to responsible neighbourhood management and a better environment for all.

Here are some before and after photos - thanks to everyone that's been involved!





Move-ins at Penzance

We are delighted to welcome 33 new Coastline customers to our development in Penzance.

Charter Way is the first phase of this new development and customers were thrilled to take the keys and start settling in during February.

Colleagues from our Development, Lettings and Income Teams were all on hand to welcome them and hand over welcome packs. A second phase of this development will see 44 more new homes welcoming their new residents later this year.

This is Coastline's first new-build development in the town of Penzance so we are really pleased to have a presence here and to be bringing such beautiful new homes to the town.



Coastline has been contacted by a PhD student at the University of Exeter who is running a study into indoor air quality among older people in Cornwall. Would you like to be a part of the study? Read on to find out more...



Breathe Well at Home

The study is funded and ethically approved by the University of Exeter. Participation is voluntary and your information will be kept strictly confidential.



What this study is about

Indoor air quality in older people's homes.



Why this matters

Exploring indoor air quality in homes to better understand how it affects our health.



Who we are looking for

- Aged 60 years or over
- Non-smoker
- Planning to stay in the same home for the next 12 months



What it will involve

- Two one-month indoor air quality monitoring periods (winter & summer)
- Two 6-day indoor air filter samplings (winter & summer)
- Five short questionnaires during each one-month monitoring period (summer & winter)



When the study takes place

Summer: 1 June to 31 August 2026
Winter: 1 November 2026 to 31 January 2027



What you will receive

- ❖ Personalised indoor air quality report
- ❖ £10 voucher to compensate for electricity used by the device (1x summer, 1 x winter)
- ❖ £15 voucher for one month monitoring (1x summer, 1 x winter)



How to get involved

If you are interested or would like more information, please contact us by any of these methods:

- Name: Siyu Wang
- Email: sw1135@exeter.ac.uk
- Mail: European Centre of Environment and Human Health, Peter Lanyon Building, University of Exeter, Penryn TR10 8RD

The study is funded and ethically approved by the University of Exeter. Participation is voluntary and your information will be kept strictly confidential.





Coastline welcomes new Cornwall Community Land Trust residents

Coastline Housing has taken on seven extra homes across two small Cornish villages thanks to a new agreement with Cornwall Community Land Trust.

The agreement is part of a wider strategy to help give Cornwall Community Land Trust more capacity to unlock further delivery of affordable homes for local people in future.

Six of the properties are located in Ruan Minor on The Lizard, with one additional home in Blunts near Saltash.

These homes previously had tenancy and repair services provided by a landlord in Devon and the geographical distance involved was creating issues for customers. Coastline was approached to help by purchasing and managing these properties and the landlord was delighted to assist.

Stuart Blackie, Head of Housing Services at Coastline, said: "We are really pleased to welcome these new residents to the Coastline family. Given that we only operate in Cornwall we were in a great position to help improve things for these customers. We have been busy getting to know our new customers and bringing them on board with new tenancy agreements, welcome packs and more."

Left to right: Tenancy Management Coordinator Sam Price and Director of Finance, People and Change Nathan Malloys calling on customers at Ruan Minor where Coastline has taken on some new homes from Cornwall Community Land Trust.

Cornwall Community Land Trust will use the proceeds from the sale of these homes to refocus energy on bringing forward more affordable home schemes within the county for the benefit of local people.

Dominic Fairman, Chair of Cornwall Community Land Trust, said: "Cornwall Community Land Trust are delighted to find a new long-term sustainable landlord for our tenants in Ruan Minor and Saltash. The governance for being a landlord for social housing is quite rightly very tightly regulated, and as a small charity we were unavoidably relying on third party contracts to manage this which was unsatisfactory for both us and the tenants.

"The fact that Coastline are a Cornwall-only organisation who very much share our outlook and values mean that they are the perfect people to take on the long-term responsibility for these houses and keep them in perpetuity for the benefit of their local communities."



School children name new development in Dobwalls

Easter is symbolic of new beginnings and for Coastline customers in Dobwalls, it proved to be just that.

Keys to 24 social rent homes were handed over for the development opposite the village school, following an 18-month build with EBC Partnerships Ltd.

Coastline's newest project, for people with a local connection to the parish, comprises four one-bedroom homes, 13 two-beds, five three-beds and two four-beds.

Development officer Roshni Mitchell said: "Members of our Development and Lettings Teams last week welcomed residents into their new homes, handing over keys and explaining how the homes work, including the air source heat pumps for hot water and heating."

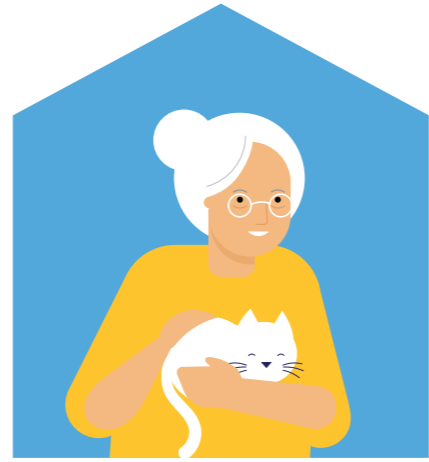
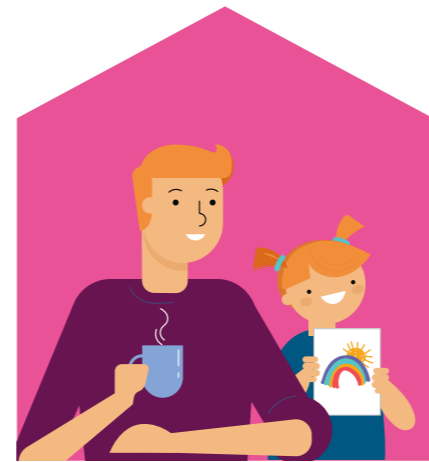
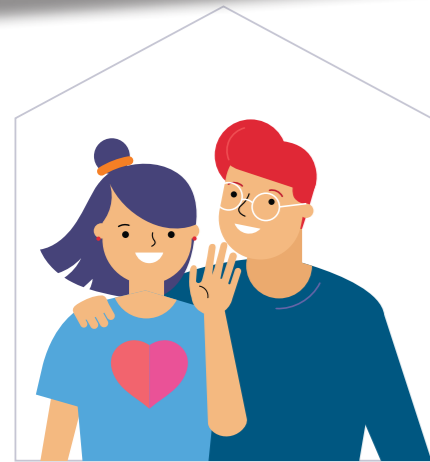
The development has two newly confirmed street names of Gwel Deg, which is Cornish for "beautiful view", and Primary Road, reflecting the proximity of the nearby school.

The names were chosen with input from children at nearby Dobwalls Community Primary School and confirmed by Cornwall Council's street-naming team.

Schoolchildren have closely followed the build progress from its inception, with presentations by Coastline and EBC Partnerships, followed by a guided tour of the properties, and tree-planting in public spaces last week.



Everybody needs good neighbours...



Did you know Coastline Housing has a Good Neighbour Policy?

Being a 'good neighbour' can help all residents enjoy living in a safe and secure environment. Everyone has the right to enjoy living in their home in peace and comfort. This means that all customers of Coastline must show consideration, think of others and be a good neighbour.

One of the conditions of the Tenancy Agreement states that neither the tenancy holder nor anyone living in the household or visitors should cause any nuisance or harassment to others.

Read the full policy on our website to find out more.

If you are currently experiencing any nuisance or Anti Social Behaviour issues, Coastline encourages neighbours to resolve some of their differences by communicating in a respectful and courteous way if they feel able to discuss the problem. If things don't improve or the situation is too serious to deal with at an informal level, our Tenancy Management Coordinators will intervene to investigate the situation and we may call on the assistance of specialist services offered by other agencies such as mediation.

We will take action against perpetrators of serious ASB in line with our ASB Policy. You can find out more about our approach to ASB on our website, or give us a call if you would like to talk.



Loft storage – why it matters for your home's efficiency

At this time of year, many of us are having a spring clean and moving items in and out of loft spaces. It's a great opportunity to remind customers about the impact that storing items in loft spaces can have on the efficiency and health of your home.

Why Coastline Housing discourages loft storage:



Structural concerns:

Installing boarding or placing heavy boxes directly on loft floor joists can put undue stress on the roof structure, especially if boards are used to store heavy items.



Insulation efficiency:

Compressing insulation beneath boards and stored items can reduce its effectiveness by over 50%. Loft insulation works by trapping air, and crushing the insulation prevents this, leading to higher energy consumption and increased heating costs.



Ventilation issues:

Proper ventilation is essential in allowing moisture-laden air to escape from around loft surfaces. Removing, thinning, or crushing loft insulation for storage purposes, disrupts airflow, which can cause condensation, mould growth, and even structural damage to your home.

In short: Loft storage may seem convenient, but it can lead to higher bills, reduced energy efficiency, and potential damage to your home. Please try to avoid storing items in your loft.

Help us to help you

At Coastline, we want to make sure every customer receives the right support, at the right time, and in the right way. That's why we ask you to update your Equality, Diversity & Inclusion (EDI) details and let us know about any health, accessibility, or personal circumstances that may affect how you use our services.

Here's why this information matters:

It helps us tailor our services to you

Everyone's needs are different. By understanding things like preferred methods of communication, accessibility requirements, or health considerations, we can adapt our services so they work better for you.

It ensures we're providing safe, inclusive housing

EDI information helps us check that all customers are treated fairly and have equal access to our services—regardless of background, identity or circumstances.

It allows us to offer support when you need it most

If you share information about vulnerabilities—whether temporary or long term—we can make sure our teams understand your situation and respond in a way that keeps you safe and supported.

It helps us improve our services for everyone

The more we know about our customers' needs, the better we can plan future services, shape improvements, and make decisions that reflect our whole community.

Your information is always kept secure

Any details you share are stored securely, and if we need to share it with trusted partners, we make sure it is protected and used responsibly to support you and improve services.

If you haven't updated your information recently, it only takes a couple of minutes on My Coastline. Keeping your details up to date helps us look after you—and helps us keep improving our services for the future.

Customer Equality, Diversity & Inclusion Survey

Help us to help you!
Coastline is committed to Equality, Diversity & Inclusion (EDI). Collecting this information gives us a better understanding of our customers, helping us to identify any key areas for improvement, and tailor our services to best meet your needs. We're ensuring this information is up-to-date, so we are asking you to complete the quick form on this sheet. You do not have to provide this information but it does help us relate to and communicate with our customers and ensure that no group is excluded or underrepresented. All the information you provide is kept in the strictest confidence, in accordance with the Data Protection Act.

SEX	GENDER
<input type="checkbox"/> Male	<input type="checkbox"/> Gender identity same as sex registered at birth
<input type="checkbox"/> Female	<input type="checkbox"/> Identify as trans(gender) woman
<input type="checkbox"/> Prefer not to say	<input type="checkbox"/> Identify as trans(gender) man
	<input type="checkbox"/> Identify as non-binary
	<input type="checkbox"/> Gender identity same as sex registered at birth, but not listed
	<input type="checkbox"/> Prefer not to say gender identity

SEXUAL ORIENTATION	
<input type="checkbox"/> Straight or Heterosexual	<input type="checkbox"/> All other sexual orientations
<input type="checkbox"/> Gay or Lesbian	<input type="checkbox"/> Prefer not to say sexual orientation
<input type="checkbox"/> Bisexual	

MARITAL STATUS	
<input type="checkbox"/> Single, that is never married	<input type="checkbox"/> Divorced
<input type="checkbox"/> Married and living with your husband/wife	<input type="checkbox"/> Living with someone as a couple
<input type="checkbox"/> In a legally-recognised civil partnership	<input type="checkbox"/> Widowed
<input type="checkbox"/> Married and separated from your husband/wife	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> In a legally-recognised Civil Partnership and separated	<input type="checkbox"/> Unknown

DISABILITY

Do you consider yourself to have a disability, long-term physical or mental health condition?
 Yes No Prefer not to say

If yes, do any of your conditions impact your day-to-day activities?
 Yes No

Coastline

Case studies: (not real names)



Case Study: Supporting a young single parent settling into a new home

Mia has just moved into her Coastline home after time spent in temporary accommodation. As a young single parent, she let us know through her lettings application support needs assessment (vulnerabilities) that she would appreciate some extra support while settling in and managing her new tenancy.

Because she's shared this information with us:

- Her Tenancy Sustainment Officer is arranging visits and check-ins at times that work around childcare and school runs
- We're connecting her with services such as budgeting support, employment advice, and local community groups
- We're giving her more notice for upcoming appointments so she can plan ahead
- Our teams are keeping in close contact during her first few months to help her feel confident and secure in her home

What this means: Mia is receiving personalised support right now—helping her get off to a strong start in her new home and ensuring she feels safe, informed and fully supported every step of the way.



Case Study 2: Tailored communication for support needs

David, a longstanding Coastline customer, updated his My Coastline profile to tell us he experiences anxiety, especially around unexpected visits or phone calls.

Because his profile includes this information:

- Our teams now book appointments by text and email instead of calling
- Repairs operatives always knock and wait longer before approaching the property
- He receives reminders the day before any planned visit, reducing stress and helping him feel prepared

Result: David now feels more in control and has reported a much more positive experience with repairs and home visits.

your next step

We're listening and acting

Thank you to everyone who took part in the most recent Tenant Satisfaction Measures (TSM) survey. Your feedback plays a vital role in shaping and improving our services, and we wanted to share some of the changes you've helped us make.

Taking action on Anti-Social Behaviour (ASB)

You told us you wanted clearer updates and quicker action when reporting anti-social behaviour. In response, we have:

- Improved our ASB case management process, ensuring reports are reviewed faster and followed up more consistently
- Introduced clearer communication at each stage, so you know what's happening and when
- Strengthened our partnership working with local agencies to help resolve issues more effectively

Better communication with you

You also told us that communication matters. We've listened, and have made several improvements, including:

- More regular updates about your enquiries, so you're not left waiting for information
- Simpler, clearer language in letters and emails
- A renewed focus on keeping your contact details up to date, helping us reach you quickly when something needs attention

Your Voice Matters

We're committed to continuing this journey with you. The next TSM survey is coming soon - please keep an eye out for it. Your feedback helps us improve the services you rely on, and we truly value every response.



Want more opportunities to shape our services?

If you'd like to have a bigger say in how we work and help influence future improvements, take a look at our Get Involved opportunities and join the Coastline Conversation. From sharing your views to joining customer groups, there are lots of ways to help shape our services.

Thank you for helping shape a better service for all our customers.

Ready to take Your Next Step?

Coastline offers **FREE** training and support to help you build skills for home and work life.

Whether you're looking to boost your CV, gain confidence or explore new opportunities, we're here for you!

Training options include:

- **Volunteer roles** – gain experience and give back to your community
- **Professional skills** – safeguarding, Equality and Diversity, Health and Safety, Data Protection, professional boundaries
- **Food safety and hygiene** – perfect for catering or hospitality roles
- **Digital Skills** – from basic IT to online workshops and one-to-one sessions
- **Coaching, mentoring and leadership** – build confidence and lead teams
- **Life skills** – first aid, budgeting and money management, mental health and wellbeing
- **Employment support:**

We also work with the Cornwall & Isles of Scilly People Hub to offer 1:1 support for CV writing, interview skills, job searches and more.

Coastline may even be able to help with course costs through our Coastline Crisis Fund.

Interested? Email us at: getinvolved@coastlinehousing.co.uk, visit our website or give us a call!

Beware 'no win, no fee' law firms when it comes to repairs

We believe everyone has the right to live in a safe, warm, and well-maintained home, but occasionally we don't get everything right.

We take reports of disrepair seriously and work hard to resolve issues as quickly as possible, but if you are unhappy with how a repair has been handled, you have the right to make a complaint directly to us.

Unresolved issues will be escalated internally, before ultimately being dealt with by an independent Housing Ombudsman or the law courts.

Coastline supports the disrepair legislation and the role of the Housing Ombudsman to ensure that all our customers receive the best service.

However, an alternative process which can prove costly and time-consuming is the involvement of "no win, no fee" solicitors, who routinely contact customers offering to represent them with their complaint.

Most claims companies are trying to make money from housing landlords and often our customers receive very little of the money recovered, as it goes to the claim handlers.

In fact, after the costs of insurance, administration and other sundries, you may not get anything at all and could be left to foot the bill.

A recent disrepair case, in which a no win, no fee company took Coastline to court in Truro, resulted in our customer having to potentially pay £14,000 in costs after the Judge ruled all complaints to be not proven.

Coastline's contracts manager Neil Williams said: *"It is not as simple as these companies saying 'no win, no fee' to customers, because anyone making an unsuccessful disrepair claim must realise that if they don't take out insurance, they may be liable to pay costs.*

"Depending on the size of the case, insurance alone can cost as much as £5,000, or up to 45 per cent of the potential claim, so we urge anyone who has concerns about repairs to contact us directly and we will deal with it as swiftly and efficiently as we can."

Coastline urges any of our customers who are contacted by these claims companies to instead follow our own robust complaints procedure.

If you have a need to report a repair or have a complaint, use My Coastline, visit our website or call us on **01209 200200**.



New tax year, new rates: is your income up to date?

Every April, most benefits see a change or increase to help keep up with the cost of living.

These changes usually happen automatically, so it's easy to miss just how much your household budget might have changed. You may even be missing out on an extra financial help.

As of April 2026, several key payments have been adjusted to help with the ongoing cost of living. While exact figures depend on your specific circumstances, most benefits like Universal Credit, Pension Credit and Personal Independence Payment (PIP) will see an increase.

Check Your Entitlement

Billions of pounds of financial support go unclaimed each year, often because people assume that they earn too much or aren't aware of the criteria. We recommend using an independent Benefit Calculator at least once a year to check you're not missing out. With the changes to benefit rates, you may even find you're now eligible for certain benefits, even though you weren't a couple of months ago!

Entitledto - www.entitledto.co.uk

Turn2us - www.turn2us.org.uk

Policy in Practice – www.betteroffcalculator.co.uk

Finding the Right Support

Navigating the benefits system can be complex, but you don't have to do it alone. There are several ways to get expert, impartial advice, including:

Independent Advice – You can contact national experts like **Citizens Advice** (www.citizensadvice.org.uk) or **Age UK** (www.ageuk.org.uk) for comprehensive, confidential support on your rights and benefit entitlements.

Coastline Support

Feel free to get in touch with our Tenancy Sustainment or Income Management Teams. We can discuss your individual circumstances, point you in the right direction and discuss how your benefit payments may affect your rent payments. Get in touch for a friendly, confidential chat: tenancysustainment@coastlinehousing.co.uk or income@coastlinehousing.co.uk or call us on **01209 200200**.

Tenancy fraud – see it, report it



Tenancy fraud is not a victimless crime. Every instance deprives someone in need from accessing affordable housing and puts additional pressure on social housing waiting lists.

Obtaining a home by giving false information, illegally subletting to a third party, wrongfully claiming a tenancy following the death of the lawful tenant or owning another home are all examples of fraud, punishable by imprisonment or financial penalty.

Tenancy fraud not only costs millions of pounds every year, but it impedes people in genuine need from securing housing.

You can report tenancy fraud by emailing fraud@cornwall.gov.uk or by calling **0800 7316125**. If you have any questions or would like to discuss any aspects of this, you can also call Coastline at any point and speak to the Tenancy Team.

Calling, calling...

We would like to remind customers to make use of our call-back feature when phoning Coastline House with an enquiry.

If none of our advisors are free to take your initial call, you will be automatically placed on our call-back list and contacted as soon as the next advisor becomes available.

The call-back feature means our customers do not have to wait on the phone, safe in the knowledge that you will keep your place in the queue.

During a storm-affected January we received **4,917** incoming calls and a further **585** call-backs, which was the highest number ever recorded in a single month. We certainly hope not to see another storm Goretta this year! But even on our slightly busier days, this is a really useful feature for you to use and will hopefully save you some time.



Success for Coastline in Anti-Social Behaviour court cases

Coastline Housing has secured a victory against two serious Anti-Social Behaviour (ASB) perpetrators in Illogan and St Cleer and has been granted outright Possession Orders following both court cases.

In both of these (unconnected) cases, the perpetrators had prolonged histories of aggressive, intimidating and nuisance behaviours towards neighbours.

Prior to issuing the possession claims, Coastline had repeatedly taken steps to try and resolve the issues, working with neighbours, local Police and Cornwall Council's Anti-Social Behaviour Team.

Unfortunately, the ASB continued to escalate which led to a judge granting possession in both instances.

A spokesperson from Coastline Housing said: "After what has been a long and difficult journey involving a lot of hard work in both cases, this is a great result and relief for all the neighbours who have been intimidated by this behaviour.

"Pursuing an eviction is always the very last resort for Coastline but we must take a firm stance against Anti-Social Behaviour in all its forms. Everyone deserves to feel safe and respected in their communities and we are committed to protecting this quality of life for our residents."

If you are experiencing any form of Anti-Social Behaviour, we are always keen to work with you and do our best to resolve it. Visit this page of our website for more information, help and advice.



Earn while you learn – the value of apprenticeships

Coastline was delighted to support National Apprenticeship Week earlier this year and shine a spotlight on some of our own wonderful apprentices.

Here at Coastline we are proud to have 15 apprentices across all sectors of our business, including care, trades and housing.

Three apprentices have recently successfully completed their course and are now full-time members of the team.

Apprenticeships can take from 12 months to four years to complete, depending on the course and level. We usually have two in-takes a year, in January and September.

The numbers Coastline take on vary each year depending upon current apprentices' planned end dates and the need for growth within our teams.

In the past, our apprentices were offered a permanent role only if a vacancy happened to come up at the right time. Now we do it the other way around: we only create an apprenticeship where we know we'll need a permanent role at the end.

NATIONAL APPRENTICESHIP WEEK 2026



Lauren, a Painting and Repairs Apprentice, said: "I used to do boat building with my dad and I really like practical work, I didn't like just sitting around working on a computer. "I did carpentry and it led me on to painting. I like art, so I combined the two! It's really good doing an apprenticeship and a trade because you can work your way up and learn while you go."

Luca, who has recently completed his apprenticeship and is now a full time Housing Services Administrator, decided to give it a go to as it provides a good balance between studies and hands-on experience.

He said: "It helped me build confidence speaking to people internally and externally and gave me experience managing different projects and juggling different tasks.

"I now float between five teams and I've gained knowledge from lots of different people. My advice would be to definitely give it a go, just jump in headfirst and you won't regret it."



Brothers **Jacob** and **Lucius** are Roofing Apprentices and enjoy getting tools ready, setting up on the "scaff" and getting ready for the day ahead.

Lucius said: "We work outside and it's physical, hands-on and keeps your mind going. I much prefer it to being behind a desk."

Jacob described January as being "crazy" with numerous repairs, such as fixing leaks and broken tiles, as a result of the wild weather.

He added: "I'd definitely recommend an apprenticeship to get your foot in the door and pick up a new skill and then it can progress further in your life."

Record-breaking fundraising

GREAT PEOPLE



Coastline Housing raises £20,000 to help keep Cornwall Blood Bikes running

Colleagues at Coastline Housing have presented £20,000 to Cornwall Blood Bikes to help the local charity in its lifesaving work.

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

CEO Allister Young, who was proud to help hand over the cheque, said: "Coastline colleagues clearly felt very passionately about Cornwall Blood Bikes to raise such a fantastic amount. Any of us living in or visiting Cornwall never know when we might need the services of this fantastic charity and its hard-working volunteers so we've been proud to fundraise for them across the past 12 months."

Colleagues at Coastline raised the funds thanks to a number of events including their big annual marathon challenge in September where colleagues between them clocked up just over 3,000 miles in one day and raised £5,128. Participants walked, ran and cycled the miles – and one small group of colleagues even did a special motorbike ride to add some miles to the total, in tribute to Cornwall Blood Bikes and the many miles volunteers cover each year.

Across the year, staff at Coastline also held events such as BBQs, a quiz night, raffle, big breakfasts and a VE day celebration.

Cornwall Blood Bikes is a volunteer-run charity providing a free, "out of hours" courier service for the NHS, transporting blood, plasma, urgent samples, medication, and donor breast milk between hospitals, hospices, and care homes. They operate weekday



Colleagues at Coastline Housing gather to hand over their £20,000 to representatives and riders from Cornwall Blood Bikes.

nights (5pm–7am) and 24 hours on weekends/bank holidays to save the NHS money on courier fees.

Jayne Penlerick, Chair of Cornwall Blood Bikes, said: "We are just blown away by this £20,000 donation. We are all volunteers and Cornwall Blood Bikes gets busier each year. Last year the team carried out around 7,800 jobs and rode a total of around 244,000 miles doing so. We also celebrated our 10th anniversary. We wouldn't be able to do any of this without people like the team at Coastline Housing who fundraise so hard for us. It means so much to be able to use this money to keep these bikes on the road for the people of Cornwall."

Assistant Director of Finance at Coastline Zoe Field, who organised the Coastline charity marathon challenge, adds: "Every year I think to myself that we won't beat our previous total in terms of miles and money – but then we seem to manage it. I'm so proud of the way colleagues get involved and really push themselves to make a difference and we know this money will make a real difference to Cornwall Blood Bikes."

VOLUNTEER ANNUAL REPORT 2025-26



GREAT PEOPLE

Our Volunteer Annual Report has been published!

We're so proud of the incredible impact our volunteers made over the past year.

In 2025, our amazing 89 volunteers donated 5,224 hours of their time to support Coastline customers, creating an incredible £624,061 in social value.

Of these volunteers, ten progressed into employment with external companies and 41 accessed training courses during the year.

Our new Volunteer Annual Report 2025–26 celebrates everything they've achieved and shares our plans for 2026–27. You can read it on our website now.

Louise Beard, Deputy CEO at Coastline, said: "Volunteer engagement reached exceptional levels, with 98% of volunteers reporting satisfaction, 100% feeling appreciated, and 98% stating they would recommend the programme. These figures highlight the strength of our approach and the positive experience we strive to deliver."

Underlining how volunteering makes a difference to others while also bringing real benefits to those who give their time, one volunteer said: "It's kept me mentally stimulated, feeling that I am doing something worthwhile and making a positive difference."

Another volunteer added: "It's helped me with my confidence and motivation, helped me feel like I belong and am part of a team, on the back of that it's given me the confidence to start my own business."

89 Total number of volunteers who have donated their time



Hours donated **5,224**



Social Value of Volunteering **£624,061**



10 volunteers progressed into employment with external companies, and



1 started their own business.

41 of the volunteers accessed training in 2025



Scrutiny activities carried out by the group in 2025 included working on an antisocial behaviour action plan and risk assessment, looking at communication relating to repairs, and complaints process mystery shop.

If you are interested in joining our volunteer team please contact the **Community Investment Team** via getinvolved@coastlinehousing.co.uk or **01209 200266**.

What happens when we get it wrong — and how we make it right

What happens when we get it wrong — and how we make it right
 At Coastline, we pride ourselves on delivering excellent service, but we know that sometimes things don't go as planned. When that happens, your feedback is important to us. We will listen, learn from your experience and take swift action to put things right.



Why your feedback matters

Feedback isn't just something we collect, it's something we value. All forms of customer feedback play a vital role in shaping better services and ensuring our teams continue to uphold Coastline's values.

Complaints

A complaint is any expression of dissatisfaction, about our service or actions, however it is made:

- Call: 01209 200200
- Email: feedback@coastlinehousing.co.uk
- Text, 'My Coastline' portal, or write to us at Coastline House, 4 Barncoose Gateway Park, Pool, Redruth TR15 3RQ

Complaints can be raised about:

- Any service Coastline provides to our customers, including work by us or our contractors
- Work we have failed to do despite you reporting an issue to us
- The conduct of one of our colleagues or one of our contractors' employees
- And anything else that hasn't gone quite right

Some matters, such as new repair requests or Anti-Social Behaviour (ASB) reports sit outside the complaints process, but we'll always guide you to the right place.

You can also request a copy of our full Customer Feedback (Compliments and Complaints) Policy or find it on our website.

Here are some recent examples of how we've taken positive action following complaints:

You Said	We Did:
Customers reporting ASB and noise didn't know what information to provide	Created new ASB guidance sheets, including definitions, required evidence, FAQs and limits of Coastline's powers
Lack of communication from staff about repair delays.	Introduced case-review and improved communication expectations, including more regular customer updates and informing customers of expected target dates
Customers weren't kept updated during damp and mould investigations	Introduced improved communication processes to ensure regular updates to customers, contractors, and internal teams
Customers said that communications were unclear, abrupt, or didn't explain decisions fully	Reviewed all customer-facing communication to ensure wording is supportive and easy to understand. Improved explanations around technical issues, so customers understand what is happening and why.



Complaint Mentors

We understand that making a complaint may feel daunting. That's why, in addition to our Governance and Customer Feedback Team, we have a dedicated group of customers who provide support as Complaint Mentors. They offer friendly, independent support, whether you need help understanding the process or want to explore your options if you're not happy with the outcome.

What Complaint Mentors do:

- Offer practical, independent support
- Help you understand the complaints process
- Attend meetings with you if you wish
- Provide reassurance and guidance
- Ensure your voice is heard
- Share feedback to help improve services (with your consent)

Get in Touch

It's easy to share your thoughts:

Call: 01209 200200 **Email:** complaints@coastlinehousing.co.uk

Text, 'My Coastline' portal, or write to us at Coastline House, 4 Barncoose Gateway Park, Pool, Redruth TR15 3RQ

You can also request a copy of our full Complaints Policy or find it online at Complaints - Coastline Housing

We're here to help, listen, and improve.





Calling all customers!

Coastline's Customer Experience Committee (CEC)

We're looking for customers who want to make a real difference to the services Coastline provides, to join our Customer Experience Committee as a Customer Member. This is a unique opportunity for customers to help shape the future of Coastline's services, ensuring that the customer voice is at the heart of everything we do. No previous board or committee experience is needed - just a passion for making a difference and a commitment to being curious, undertaking training, and attending and preparing for meetings. Full training and support are provided.

This is a paid role which is currently £3,605 per year (paid monthly).

What is the CEC?

The Customer Experience Committee work together to:

- Review performance and customer satisfaction
- Highlight areas for improvement
- Make recommendations that directly shape how Coastline works
- Ensure the customer voice is heard at every level

Who we're looking for

You don't need any formal qualifications, just:

- A genuine interest in improving Coastline services
- The ability to work with others in a positive, respectful, and constructive way
- A willingness to share ideas and feedback
- A passion for representing the wider customer community
- An ability and commitment to prepare for and attend meetings (approximately every two months), including willingness to be involved with Stage 2 customer complaints panels

We're particularly keen to welcome applications from shared owners and customers under 35, as we want our committee to reflect the diversity of our community.

What you'll gain

- A chance to influence Coastline's decisions and priorities
- Training and support to build your skills
- Meeting new people and being part of an active community group

Timeline

We'll be advertising these roles in the summer with a view to make appointments of successful candidates in November – keep an eye out on our social media pages for any upcoming roles that you may be interested in!



Have your say: join our 2026 Scrutiny Reviews!

Want to help shape the services that matter to you and your community? This year, we're carrying out a series of important Scrutiny Reviews, and we're inviting customers like you to be part of the change.

These reviews help us understand what's working well, where we can do better, and - most importantly - what really matters to you. By getting involved, you'll directly influence how we deliver services in the future.

Scrutiny Reviews you can get involved in:

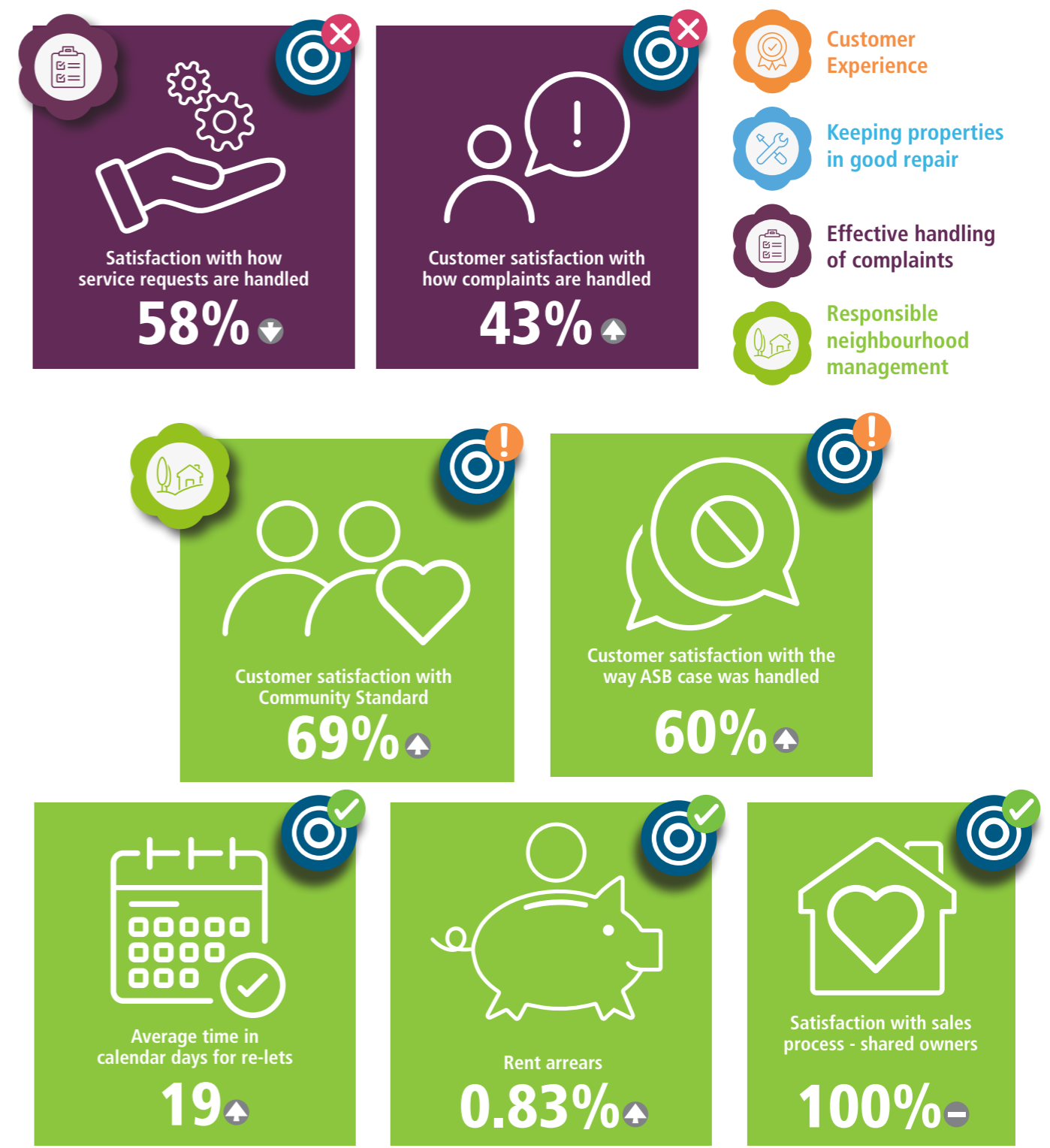
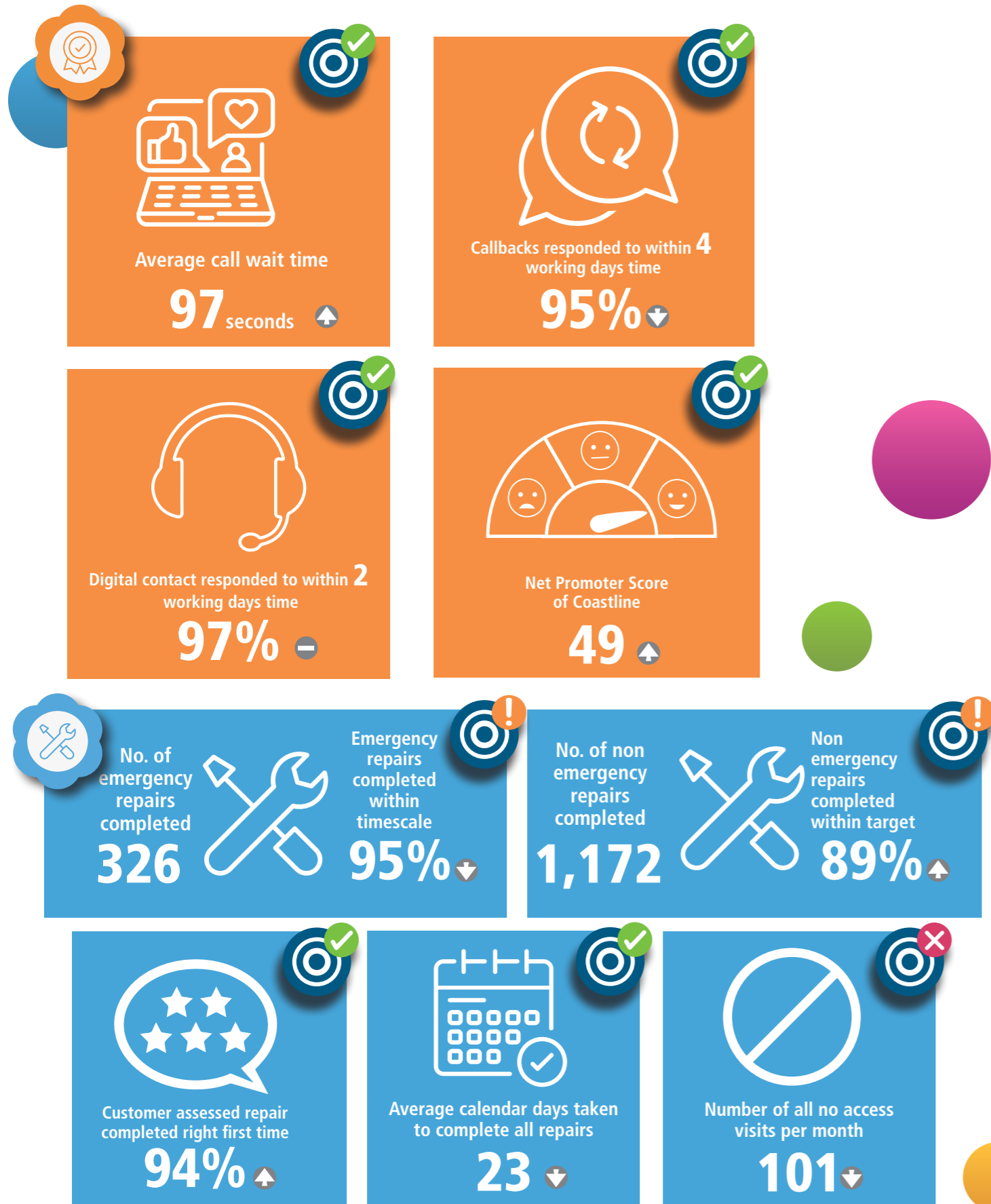
- **Vulnerability & Equality, Diversity and Inclusion (EDI)**
Help us explore how well we support customers with different needs and experiences. Your insight could shape how we make our services fair, accessible and responsive to everyone.
- **Awaab's Law (damp & mould response)**
We're reviewing the volume of reports, how quickly we respond, and the quality of our follow-ups. You can help us understand customer experiences and make sure no one has to live with damp and mould.
- **New voucher platform**
We're introducing a new system to support households with essential items. We're assessing how easy it is to access and how well it's being used. Your feedback will help us improve the reach and impact of this support.
- **OKED – alternative provision**
We're looking at how effective our alternative service options are and how they meet customer needs. Your ideas and experiences will help us shape what comes next.

Your voice matters - get involved today

If you're passionate about improving services, want to share your experiences, or simply want to make a positive difference in your community, we'd love to hear from you.

To take part or find out more, email us at getinvolved@coastlinehousing.co.uk or visit our website to find out more.

Our performance March 2026



- Customer Experience
- Keeping properties in good repair
- Effective handling of complaints
- Responsible neighbourhood management

= on target
 = off target
 = within 5% target
 = performance improved
 = unchanged
 = performance declined



You told us,
we listened,
together we...

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