CoastLines

THE MAGAZINE FOR COASTLINE CUSTOMERS | ISSUE 63 | AUTUMN/WINTER 2026

Plus



Our best ever Tenant Satisfaction Measure results



An interview with the Nightchurch Pianist



Coastline is a 'biggest builder'



Preparing for winter - top tips for you and your home





Welcome Home!

A warm welcome to our new customers in Veryan



Out now: Our Annual Report to Customers

Welcome

Welcome to the Autumn edition of Coast Lines

This season we have published our Annual Report to Customers – an important document that summarises Coastline's performance, finances and other activities across the year. We have included a summary for you in this edition and the full version is now available to read on our website.

We also bring you lots of news from across your communities and some top tips on preparing for winter, ways to avoid damp and mould and winter payments and benefits that everyone should be aware of.

Earlier in the year, many of you completed a big Tenant Satisfaction Measures survey about how happy you are with Coastline as a landlord. We are delighted to tell you the results from this are in and they show our highest ever customer satisfaction scores. You can read about this in detail later in the magazine.

We also celebrate a colleague from Miners Court winning a Proud to Care award, the launch of Coastline's very own WhatsApp channel and we feature an interview with Rhys, the Nightchurch pianist, who talks about his journey from living on the streets to now living in a Coastline home.

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.

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.

Contact Us





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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 and Instagram.

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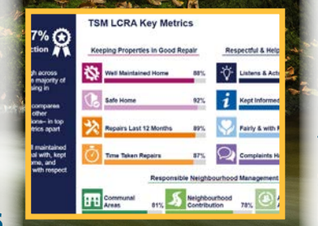





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Rayen is hailed a HERO!

A young Coastline Housing customer sprang into action to save his family from a house fire in Camborne this summer.

When Rayen Molton, aged 10, awoke to the sight and smell of smoke upstairs, he acted quickly to call 999, wake up his mum and get her out of the house.

Thanks to his quick actions, both mum and son escaped without injury, although they sadly lost a number of household items including many of Rayen's beloved toys.

Mum Karen explained: *"Within minutes the Fire Service was on the scene and extinguishing the fire. We are incredibly lucky to be alive. Words can't describe how grateful I am that Rayen woke up and saw the smoke. I tell him every day how brilliant he is and I'm so proud of him.*

"Everyone who has helped us since the fire has been so incredibly kind. People ask me what we have lost in terms of belongings but I prefer to think of it as what we have saved. And we managed to save quite a number of items thanks to the quick actions of the Fire Service and Coastline," she added.

Arriving shortly after the event to assist the family was Coastline Housing's Out of Hours Manager Tanya Bauer. She quickly arranged for alternative temporary accommodation for the family within Camborne and set about purchasing some emergency furniture and bedding for them to use.

Tanya explained: *"Without Rayen's quick actions, the Fire Service told us that we would have potentially been looking at a fatal fire with one or two casualties which doesn't even bear thinking about. Despite losing so many of his toys, he's remained incredibly brave and caring throughout the whole experience."*

A fresh new look for Hens Horn Court



Customers and visitors at Hens Horn Court in Helston have been enjoying refreshed and revitalised communal spaces following a refurbishment carried out by Coastline.

Customers told us that the communal areas felt tired and really needed freshening up. They also told us that the bin stores were impractical and difficult to use.

We got to work and refreshed the communal areas with new carpets and paint that were chosen by customers. We also enhanced the outdoor communal areas and moved the bin store so that residents could better access it.

This was all carried out in conjunction with a project to replace the slate roof on the outside of the building, so you could say it's had a makeover both inside and out.

The new roof coupled with the newly pointed stone work and external paint and repair really sets the building off perfectly for many years to come and the indoor areas are being enjoyed by residents daily.

Hens-Horn Court was originally built in 1988 on the site of the former Helston Railway Goods Shed and is an important part of the town's history. It's an iconic building on Station Road that will be well known to many.







Neighbourhood Action Days in your communities

Colleagues from across Coastline came together for a successful Neighbourhood Action Day at Roundhouse Way in Helston and at a number of neighbourhoods in Bodmin this summer.



The day was a fantastic example of collaborative working, bringing together teams from Tenancy, Community Investment, Tenancy Sustainment, Income and Services, all with a shared goal of supporting customers and improving the local neighbourhood.

Throughout the days, colleagues knocked on doors to speak directly with customers, understand any concerns, and offer support, advice and guidance where needed.

The team also helped customers dispose of unwanted household items, resulting in six van loads of items being cleared across both days, helping to create a cleaner environment for everyone.



The events were very well received, and we were delighted to receive the following feedback from one of our customers:

"Could I just say that it was a pleasure meeting you today. It was great to put a face to the name."

"I am thoroughly impressed with what happened today with making the neighbourhood more tidy."













Homes England funding

Coastline was delighted to receive news this summer that we have had funding confirmed from Homes England to move ahead with building 298 more homes, all of which will start on site in the coming months.

This funding is part of the Government's Social and Affordable Homes Programme that sets out to support the delivery of more homes in local areas for people in housing need.

To celebrate, Nathan Mallows and James Cox from Coastline's Development and Sales Team visited two sites currently under construction for Coastline in St Merryn and St Erme by Classic Builders. These schemes were both funded thanks to previous Homes England grants.

At St Merryn we are in the process of building **81** homes and at St Erme we will be providing **36** homes. Completion dates will range from March 2027 through to November 2028.

We are very excited to be working with Homes England and our contractors across Cornwall to bring more new homes to local communities and help address the Cornish housing crisis.





Keep an eye on our social media channels for future updates on these schemes and the other developments where we will shortly be starting work on site.

Coastline is a biggest builder!



Coastline Housing has earned a place on a top ten list of the fastest growing housing associations in the country.

We have appeared sixth in the chart that details how many new homes housing associations nationwide built as a percentage of their current stock last year.

Coastline delivered 209 new homes in Cornwall during 2025/26, meaning we grew by 3.9% and we now have a total of 5,387 homes in ownership or management.

The list has been put together by Inside Housing magazine, as part of a sector-wide survey of development carried out by housing associations within the UK last year, to see where the most new affordable homes are being delivered.

James Cox, Assistant Director of Development and Sales at Coastline, said: *"We're very proud to be listed as one of the fastest growing housing associations in the country. This is great news for people in Cornwall as we know that more affordable homes of all sizes and types are still desperately needed by so many individuals and families. The fact that we have been able to bring forward so many new developments across the county over the past year and that we will be delivering even more homes moving forwards is good news for everyone."*



Allister Young, Chief Executive, adds: *"Ultimately, homes change lives. Good housing underpins health, wellbeing, employment and education, so it's crucial that we are playing our part to bring more housing to people who need it in Cornwall and we will continue to work very hard to do so over the coming years."*

Awaab's Law: What you need to know

From 30 November 2026, Phase 2 of Awaab's Law comes into effect. This is national legislation that expands the range of hazards that landlords must address within specific timescales.





What we will do

Emergency hazards

Examples include gas leaks, loss of heating during cold weather, or other issues that present an immediate risk to health and safety.

We will:

- Investigate the hazard within 24 hours of becoming aware of it.
- Complete any work required to make the situation safe within 24 hours.
- Offer temporary alternative accommodation where necessary.
- Share the outcome of our investigation within 3 working days if more time is needed.



Significant hazards

For hazards that are serious but do not require an emergency response, we will:

- Investigate within 10 working days.
- Share our findings within 3 working days of completing the investigation.
- Complete any immediate safety-related work within 5 working days.
- Begin any further required works within 5 working days, or within 12 weeks where delays are unavoidable.
- Offer temporary alternative accommodation where necessary.



Your health matters

We must consider any personal health risks that may increase the impact of a housing hazard.

Please let us know if you or anyone in your household has:

- Asthma.
- Respiratory conditions.
- A weakened immune system.
- Any other health condition or vulnerability that may be affected by your living environment.

Providing this information helps us assess risks appropriately and respond as quickly as possible.

GREAT COMMUNITIES



We're introducing Remote Video Assist to help us understand some repair issues more quickly and make sure you get the right support.

If we think a video call could help, we may offer you the option to show us the repair or problem using the camera on your smartphone or tablet. We'll send you a link, and a trained Coastline colleague will talk you through what to do.

It's completely your choice. If you don't want to use video, that's absolutely fine – we can continue to help you through our usual repair and inspection services. Choosing not to use video won't affect the service you receive.

During the call, you stay in control of what you show us. We'll only ask to see the area needed to understand the problem, and we'll remind you not to show other people, personal documents or anything unrelated to the repair.

The video is viewed live and also maybe recorded and stored. We may make relevant notes about the issue and what happens next, just as we would during a normal repair conversation.

Using Remote Video Assist may help us understand the problem sooner, decide how urgent it is and make sure the right person attends if a visit is needed. It won't replace an in-person visit where one is required.

Our aim is simple: to make it easier to get your repair assessed quickly, safely and with as little inconvenience as possible.

How you can help

- Report hazards as soon as they arise.
- Keep a record of any communication with us.
- Contact us if you have any queries.
- Ensure you are available for, and attend, repair appointments so that issues can be resolved without delay.

We're here to help

If you have concerns about damp, mould, heating, ventilation, or any other housing hazard, please contact us as soon as possible so we can investigate and take the appropriate action.

Learn more about damp and mould and our repairs processes at our website, or get support at by searching for 'Housing Ombudsman – Awaab's Law.'

Changes to gas, heating and electrical services: helping keep your home safe



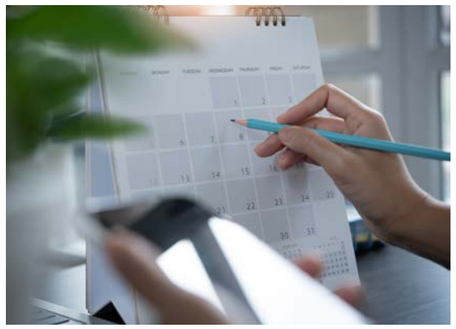
We're making some changes to the way our gas, heating and electrical services are delivered. These changes are designed to give you a more joined-up service, improve communication, and help us keep your home safe, well maintained and compliant with important safety requirements.

What is changing?

From 1 April 2027, electrical safety checks, electrical repairs and maintenance, including electrical night storage heating, will be carried out by Coastline Services alongside our current in-house repairs team.

Gas heating replacements, servicing and repairs will be carried out by MSB Group, a company based in Helston. By delivering these services in a more joined-up way, we can make better use of your rent and service charge money while continuing to provide the safe, reliable support you need in your home. You should continue to contact Coastline in the usual way, and we'll let you know who is visiting your home when an appointment is needed.

Until then, Blue Flame will continue to provide their great service to customers this autumn and winter.



Why giving access matters

Some visits to your home are essential because they help protect you, your household and your neighbours. Gas servicing, heating repairs, electrical safety checks and follow-up work allow us to make sure heating, hot water, wiring, sockets, smoke alarms and other safety systems are working as they should.

- **Please keep your appointment where you can.** If the date or time is not convenient, contact us as soon as possible so we can rearrange it.
- **Make sure an adult is available to let us in**. Our colleagues or contractors will always carry identification, so please ask to see it if you are unsure.
- **Tell us about any access needs.** If you need more time to answer the door, have a support need, or need us to make reasonable adjustments, please let us know.
- **Help us complete safety checks on time.** Missed appointments can delay important work and may mean we need to take further steps to gain access where checks are legally required.



Solar panels and renewable technology

If your home has solar panels or other renewable technology, please do not alter, repair or disconnect the system yourself. Report any damage, fault messages or concerns to Coastline, and allow access when appointments are arranged so we can keep systems safe.

Plug-in solar: check before you buy or connect

CORGI Technical Services, a recognised safety and compliance organisation, advises customers to check before using plug-in solar panels. These systems are not suitable for every home and are not the same as plugging in a normal appliance, so please speak to Coastline before buying, installing or connecting one. Never use extension leads or adaptors, and do not connect more than one system.

Thinking about EV charging?

If you would like to install an electric vehicle charging point, you must ask Coastline for written permission before any work starts. Chargers must be installed safely by a qualified installer and must meet all legal, planning and electrical requirements.



Please do not use extension leads or trail cables across pavements, shared areas or public spaces. Some homes may not be suitable for an individual charger, but we will explain the options when you contact us.



Find out more about building safety

You can find more information about building safety, including helpful FAQs, on our website. These pages explain what we do to keep homes safe, what you can expect from us, and simple ways you can help, such as reporting concerns early and keeping appointments.

How to contact us

You can continue to contact us in the usual way through My Coastline, by calling **01209 200200**, or by emailing **customer.service@coastlinehousing.co.uk.**

Thank you for helping us keep homes safe. Giving access when appointments are arranged, reporting concerns early, and asking permission before making changes all help us provide safer, better and more reliable services for everyone.

Look out for more information and updates early 2027.

Veryan development welcomes new customers



An 18-month new-build project in a picturesque village on the Roseland peninsula has been officially unveiled.

Eight social rentals and five shared ownership homes have been built in Veryan and a gathering of Coastline colleagues and local councillors visited the development to mark its opening.

Cornwall councillor Julian German, who had the honour of cutting the ribbon, said: *"It's fantastic to come to Veryan and see affordable homes which will have direct and immediate benefits on the village. "We're in an area where housing costs are high, so it is vitally important that we have affordable homes which keep people in the village and make a big difference to amenities such as the shop, pub and school."*

The development, which is called Ochre Works, is on land between Roseland Gardens and the village's sports and social club. It comprises four one-bed bungalows, four two-beds and five three-beds.

James Cox, Assistant Director of Development and Sales, said: *"We're delighted with the development, which had certain challenges such as the discovery of an unknown storm water drain. Classic Builders overcame all the issues on site to produce something which sits really well with the local vernacular and will provide fantastic affordable homes in Veryan."*

One couple to benefit from the new builds are Ben and Chloe, who were previously living with Ben's parents in the village.

Cllr Julian German officially declares Ochre Works open, joined by representatives from Coastline and Classic Builders, parish councillors and local residents .



Just as the homes were being finished, Chloe gave birth to the couple's first child, which would have created an extremely cramped situation.

Chloe said: "*My partner Ben and me are so grateful to have been given the opportunity to live here at Ochre Works. The house is so spacious and it is such a lovely home. Going from living in a small box room whilst expecting our first baby to now living here feels like a luxury.*

"It has changed our lives to have been given a home forever for our little girl to grow up in. We absolutely love living in Veryan with such a community feel and we can't thank Coastline enough for giving us and our seven-week-old baby this opportunity."



Rechargeable works

As your landlord, we are committed to maintaining your home and keeping it safe. While we take care of standard maintenance and everyday wear and tear, there are some situations where the cost of a repair or service falls outside of our standard responsibilities. When this happens, we raise what is known as a recharge.

What is a recharge?

A recharge is a cost billed to a customer for repairs, maintenance, or services caused by accidental damage, neglect, misuse or authorised alterations to the property. Recharges ensure that funds meant for other essential housing services aren't diverted to cover avoidable repairs by individuals, household members, or visitors.

What we expect

- To help keep your home in good order and avoid unexpected charges, we expect customers to:
- Take care of minor home maintenance tasks such as replacing light bulbs or unblocking minor sink blockages. Keeping the inside and garden tidy, clean and free from any rubbish.
- Report repairs promptly. Let us know right away if something is broken or not working so we can prevent any further issues.
- Seek permission before carrying out any home improvements or alterations.
- Clear the property at the end of your tenancy, leaving the home clean, clear and in a good state of repair when moving out.

What we do with recharges

If a reported repair is identified as your responsibility, we will notify you before carrying out any non-emergency work so you know what to expect when you get your invoice.

For any urgent safety or security risks, we will carry out the work immediately to keep you and your home safe, and invoice for the costs afterwards.

We understand that unexpected costs can be difficult. If you are invoiced for a recharge, our Income Management Team can work with you to arrange an affordable repayment plan if you can't afford full upfront payment.

Typical Costs Breakdown

Final costs may vary depending on the extent of damage and materials required, but some typical costs you can expect for more common recharges carried out within office hours are:

Lock Change: £54.00

Gain Entry and Lock Replacement: £150.00

Replacement Glazing: £102.00

Board Up and Replacement Glazing: £162.00

UPVC Door Panel Replacement: £96.00

Plaster Repair: £192.00

Antisocial behaviour: what we're doing and how we can help

Everyone deserves to feel safe and comfortable at home

Antisocial behaviour (ASB) can mean different things to people. It might be persistent loud music, verbal abuse, fly tipping, problems with vehicles, concerns about pets, or behaviour that makes shared spaces feel difficult to enjoy. Whatever the issue, we know it can affect your day-to-day life and how you feel about where you live.

That is why we take reports of antisocial behaviour seriously. Our aim is to listen, understand what is happening, and take the right action where we can.

Sometimes we can use our tenancy agreements or housing law to step in directly. At other times, the issue may sit outside our powers. When that happens, we do not simply close the door - we work with partners who may have the right tools to help.

This can include Devon & Cornwall Police, Cornwall Council's Antisocial Behaviour Team and the Community Protection Team. Each organisation has different powers, and by working together we can make sure reports are directed to the people best placed to act.

We also have an Antisocial Behaviour Policy and a Good Neighbour Policy. These explain how we respond to problems on our estates and what customers can expect from us. Both are available on our website.

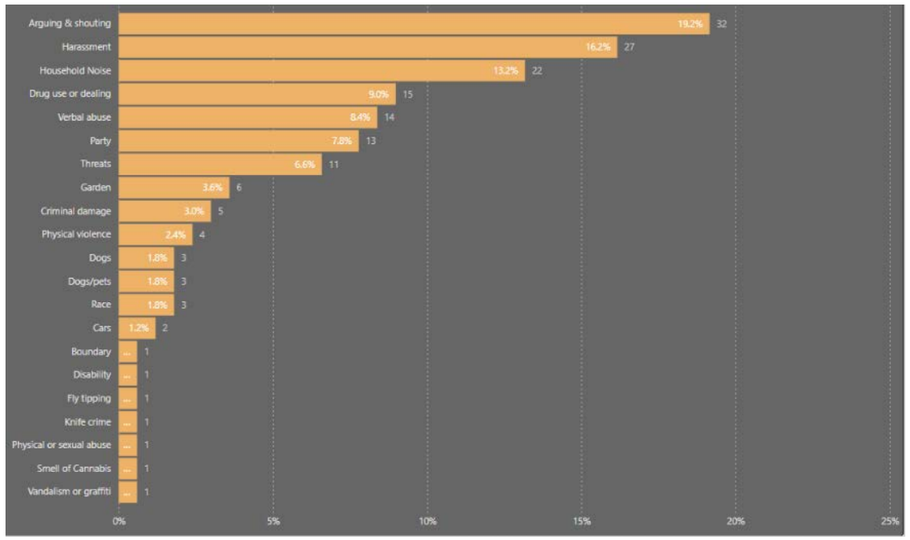


If you are dealing with an issue and are not sure what to do first, the ASB Toolkit can help you take the next step. Use it to check what type of problem you are experiencing, what evidence may be useful, who is best placed to help, and when you should contact us.

Start by choosing the issue that best matches your situation. The toolkit will help you decide whether to keep a record of what is happening, speak to a neighbour where it is safe and appropriate, contact another agency, or report the matter to us so we can investigate it. It covers these sorts of issues:

- Concerns about children
- Criminal activity
- Fly tipping
- Hate crime
- Graffiti
- Pets
- Vehicles
- Verbal abuse and harassment

Over the past 12 months, we managed 167 specific antisocial behaviour cases across Cornwall. The table below shows the types of reports we dealt with between 1 August 2025 and 1 August 2026.



In many cases, the most effective solution is early intervention. A conversation, letter, email, change in behaviour, neighbour-to-neighbour discussion or mediation can often stop a problem from getting worse.

For the most serious cases, we can take stronger legal action, including seeking eviction where a customer has seriously breached their tenancy. This is always a last resort. Eviction has life-changing consequences, and the court process is rightly rigorous, detailed and often lengthy.

In the last 12 months, this has included:

- Coastline evicting a customer in St Cleer after they severely attacked their neighbour.
- Coastline evicting a customer in Redruth after they allowed their home to become a health hazard to other neighbours.
- Coastline evicting a customer for the non-payment of rent and a high level of ASB in the Redruth area

We know these situations can be distressing for neighbours who have to live through them. In both cases, the legal process took between 9 and 12 months to resolve.

To try and continually improve this area of work, a customer satisfaction survey is completed. This highlights things which our team have done well and other things which we can improve upon.

Here are a couple of comments which we received from customers over the past 12 months:

The officer who managed my case was very hands on; they came out and spoke with me face to face and was very calm, as I struggle with communication. I think that she clearly has a lot of knowledge. She tried her absolute hardest with the nuisance tenants. She looked after everyone in this issue, doing what she had to do. It has made a massive difference to my life.

The management of antisocial behaviour will continue to be a key service area for Coastline, so we will continue to keep customers updated about how we are tackling antisocial behaviour in local communities. If there is an issue affecting your home or neighbourhood that you would like us to cover in a future article, please let us know.



Online or In-Person Opportunities – get involved with Coastline!

Scrutiny and Mystery Shops
Review Coastline services from a customer's perspective, helping to identify good practice and opportunities for improvement.

Community Collaboration Sessions
Review and improve how information is communicated to customers, working with Coastline teams to review and feedback on policies, leaflets, CoastLines magazine, web content, and other customer communications.

Environmental & Sustainability Champions
Help to shape Coastline's environmental initiatives, share your views on sustainability projects, and encourage greener living across your community.

Customer Procurement Panel
Help ensure customer voices are heard in purchasing decisions, influencing how Coastline works with suppliers to achieve the best value for money and community benefit.

Customer Voice Group
Review Coastline's performance, explore service improvements, and make recommendations to the Customer Experience Committee, which includes customers, Board Members, and the Executive Team.

Volunteer Opportunities
We offer a wide range of volunteer opportunities across our services, including roles within extra care, homeless support, administrative roles and more.

In-Person Only Opportunities
Void Inspectors
Help inspect properties that become vacant alongside Coastline's Voids Team, with the aim of ensuring high standards of re-lets are met.

Online Only Opportunities
Surveys
Complete short surveys and provide feedback on your experience as a Coastline customer.

Join the Coastline Conversation Facebook Group & Coastline Housing WhatsApp Channel
These are open to anyone living in a Coastline home who would like to have their voice heard, take part in online polls, provide feedback digitally, and stay up to date with what Coastline is doing within local communities and to improve services.

GREAT SERVICES

Coastline WhatsApp Channels

Have Your Say with Coastline

Want to know what's happening, share your views and hear about opportunities in your community? We have launched two new WhatsApp channels - one for rental customers and one for our Shared Owners.

Join our WhatsApp Channel to:

Receive important updates
Take part in quick polls and surveys
Discover local events and support
Learn about services that affect you
See what changes have been made from your feedback

Scan a QR code and join one of our WhatsApp Channels today.

WhatsApp Channel

Shared Owners Channel

Stay informed. Stay involved. Stay connected.



Stay warm, stay well this winter

As temperatures drop and energy costs remain a concern for many households, staying warm during the winter months can sometimes feel challenging. The good news is that there are simple steps you can take to keep your home cosy.

Here are some top tips to help you stay warm and well this winter.



1. Heat the rooms you use most

If you're looking to save energy, focus on heating the rooms you spend the most time in rather than the whole home all day.

Keep internal doors closed to help trap warmth and prevent heat from escaping into unused rooms.

2. Let the sunshine in



Winter sunshine can provide a surprising amount of free heat.

During the day:

- Open curtains and blinds on sunny windows.
- Move furniture away from windows where possible to allow sunlight to enter.

As soon as it gets dark, close curtains to help keep the warmth inside.

3. Keep radiators clear



Radiators work best when heat can circulate freely around the room.

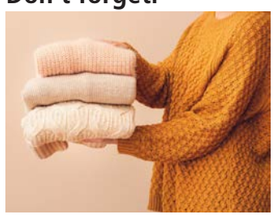
Try to:

- Avoid placing large furniture directly in front of radiators.
- Keep radiators free from clothing and other items.
- Dust radiators regularly to help them work efficiently.

4. Dress for the weather

Wearing several thin layers of clothing can be more effective than one thick layer.

Don't forget:



- Warm socks and slippers.
- A jumper or cardigan indoors.
- A blanket when sitting down for longer periods.

5. Keep Moving

Being active helps your body stay warm.

Simple activities such as:

- Walking around the house.
- Housework and household chores.
- Gentle stretching exercises.

can all help improve circulation and keep you feeling warmer.

6. Stop draughts



Small gaps around doors and windows can let cold air in and warm air out.

You can:

- Use draught excluders around doors.
- Close windows properly.
- Check that curtains cover windows fully.

Be careful not to block vents that are designed to provide ventilation, as these help prevent condensation and maintain good air quality.



7. Check on family, friends and neighbours

Winter can be particularly difficult for older people and those with health conditions.

If you have family members, friends or neighbours who may be vulnerable during cold weather, a quick call or visit can make a big difference.

Stay safe while keeping warm

Never use outdoor heaters, barbecues or camping stoves indoors to heat your home. These can create serious fire and carbon monoxide risks.

Make sure your smoke alarms and carbon monoxide alarms are working and test them regularly.

We're here to help

If you're struggling to keep your home warm or are worried about your energy costs, there may be support available. Our **Tenancy Sustainment Team** is always on hand for a chat if you are struggling.

Have your say without leaving home!



We're launching a new Online Advisory Group, and we'd love to hear your views.

We know life is busy. Between work, family and everything else, finding time to attend meetings isn't always easy. That's why we're taking things online.

Every three months, we'll host a relaxed online chat where you can share your thoughts on things like repairs, communication, community projects and future service improvements.

We'll be having our first online meeting in November so look out for more information in the coming months!

- No experience needed
- Less than an hour every three months
- A chance to help shape Coastline services

If you're happy to share your ideas and experiences, we'd love to hear from you.

Interested? Contact Chris Barstow at chris.barstow@coastlinehousing.co.uk to find out more.

Respectful and helpful engagement



A helping hand this winter

With the cost of living crisis continuing to bite and winter on the horizon, here's a run through of some payments and benefits that you might be able to claim to give you a helping hand this winter. You will find some contact details for further advice in this feature too.

Winter Fuel Payment



Over the past two years the criteria around Winter Fuel Payments changed. While restrictions were temporarily introduced, eligibility has since been expanded so that all pensioners can receive the payment.

Am I eligible?

You may be eligible for a Winter Fuel Payment of up to £300 if you were born on or before 27 June 1960 and live in England and Wales. You do not need to be in receipt of certain means-tested benefits to be eligible. However, if your individual taxable income is over £35,000, you will have the payment recovered by HMRC. Taxable income includes things like your State Pension, private pension, and earnings from work, but generally doesn't include any benefits like Housing Benefit.

How much will I get?

The Winter Fuel Payment is worth between £100 and £300, to help you with your heating bills over the winter months. The exact amount you'll get depends on your age and living situation.

If you're eligible you will receive a letter in October or November to let you know how much you'll get. Most payments will be made automatically in November or December.

We're here to help!

If you'd like some help to check your benefits or to understand you finances, contact our Tenancy Sustainment Team at **tenancysustainment@coastlinehousing.co.uk** or calling **01209 200200.**

Pension Credit



With the ongoing challenges of the cost of living, it's more important than ever that households check their eligibility for Pension Credit. It's estimated that around £1.6 billion of Pension Credit is left unclaimed each year!

If you're over State Pension age and on a low income, Pension Credit can give you extra money to help with your living costs.

Am I eligible?

Pension Credit is made up of two parts, Guarantee Credit and Savings Credit. You could be eligible if:

- You've reached State Pension age.
- Your weekly income is less than £238.00 if you're single or £363.25 if you're a couple
- Your income is higher than the above but you have a disability, are a carer, have certain housing costs, or are responsible for a child.

How much will I get?

Pension credit will top up your weekly income to a minimum of £238.00 if you're single or £363.25 for a couple. You could get more than this if you have a disability, care for someone, have certain housing costs, or are responsible for a child.

The average Pension Credit claim is estimated to be worth around £4,300 a year but it also unlocks access to other financial support, including: the Winter Fuel Payment, Council Tax reduction, Housing Benefit, help with NHS costs, free TV licence, a Cold Weather Payment or the Warm Home Discount.

How do I claim?

You can make a claim online for Pension Credit by visiting the **gov.uk** website.

You can also call the Pension Credit claim line on **0800 99 1234** and they will complete the application with you over the phone.

You and your partner, if you have one, will need to make sure you have ready your National Insurance Number, details of any income and pensions, and details of any other money or savings.

Warm Home Discount



The Warm Home Discount Scheme is a government program that provides a one-off payment to help with the costs of energy over the winter months.

Am I eligible?

Eligibility is based on the benefits that you're in receipt of on the qualifying date each year. This year the qualifying date is 23 August 2026. You must also be named on the electricity bill for the property and your energy provider takes part in the scheme.

You will normally qualify automatically if you receive the Guarantee Element of Pension Credit or one of the means-tested benefits below and your property is assessed as having high energy costs.

- Pension Credit (Guarantee Element),
- Universal Credit,
- Income-related ESA,
- Income-based JSA,
- Income Support,
- Housing Benefit.

If you need to discuss your eligibility or property details, you can contact the Warm Home Discount Helpline on 0800 030 9322.

How much will I get?

The Warm Home Discount is £150 and is applied directly to your electricity bill between October 2026 and March 2027. The money will not be paid to a nominated bank account.

If you have a pre-payment mater, you will normally receive a top-up voucher.

You should get a letter between October and December 2026 that confirms your eligibility.

Cornwall Council Crisis and Resilience Fund



If an unexpected financial crisis leaves you struggling with basic living costs, Cornwall Council's Crisis and Resilience Fund offers short-term relief to keep your household safe and secure – including support for purchasing heating oil.

Am I eligible?

You can request support through the Crisis and Resilience Fund if you meet the following:

- You are dealing with an urgent financial emergency that poses a threat to your health or wellbeing,
- You received means-tested benefits such as Universal Credit, Pension Credit, Income Support, Job Seeker's Allowance or Employment and Support Allowance, or can prove severe hardship,
- You have not drawn more than £1,500 in total from previous Council hardship awards over the past 12 months.

What can I get?

The scheme delivers tailored assistance based on your immediate needs, such as:

- Energy and Heating Oil Assistance: pre-payment meter top-ups or direct grants of up to £300 toward heating oil orders,
- Food and Emergency Provisions: vouchers or payments to cover grocery and essential care items,
- Critical Household Items: grants to replace or repair faulty essential home appliances or furniture.

How do I apply?

Visit Cornwall Council's website and search for **Crisis and Resilience Fund** to find more information and the online application form. As well as providing your details you will also be required to complete a 'Better Off Calculator' with information about your income and expenditure so the Council can better understand your circumstances.

You will also be required to provide your 2 most recent bank statements and any other relevant evidence, such as evidence of a heating oil invoice.

GREAT SERVICES



A helping hand this winter

Attendance Allowance



If you've reached state pension age and you have a disability or long-term health condition, Attendance Allowance can help cover extra costs to make daily life easier. It is not means tested, so your income and savings do no affect what you get.

Am I eligible?

You could be eligible for Attendance Allowance if:

- You have reached State Pension Age,
- You have a long-term health condition or disability,
- You need help with personal care (such as washing, dressing, or eating) or help to keep you safe,
- You have needed this support for at least 6 months, unless you are terminally ill.

You do not need to have someone actively caring for you to claim and you can spend the money on what ever you need to make daily life easier.

How much will I get?

Attendance Allowance is paid at two rates depending on the level of care or supervision you need:

- Lower Rate (£76.70 per week): if you need frequent help or constant supervision during the day or night.
- Higher Rate (£114.60 per week): if you need help or supervision during both the day and night, or if you are terminally ill.

Claiming Attendance Allowance can also increase your entitlement to other benefits, such as Pension Credit, Housing Benefit, or Council Tax reduction.

How do I claim?

You can start a claim directly by calling the DWP Attendance Allowance helpline on 0800 731 0122 to request a paper form. You can also download the form on gov.uk

Need help applying?

Filling out disability forms can feel daunting, but local independent organisations can support you through the application:

- DIAL (Disability Information and Advice Line): offers free, confidential advice and phone support to help complete benefit forms. Call **01736 759500** or visit **disabilitycornwall.org.uk**
- Age UK, Cornwall and the Isles of Scilly: provides free guidance and step-by-step assistance with Attendance Allowance applications. Call **01872 266383** or visit **ageuk.org.uk/cornwall**

Beat damp and mould this winter



As the weather gets colder, many of us spend more time indoors with the heating on and windows closed. While this helps keep our homes warm, it can also create the perfect conditions for damp and mould to develop. Damp and mould can affect your home and, in some cases, your health, so it's important to take simple steps to reduce excess moisture and improve ventilation. The good news is that a few small changes can make a big difference.

1. Let Fresh Air In

Everyday activities such as cooking, showering, drying clothes and even breathing create moisture in your home.

Try to:

- Open windows for a short time each day, even in winter.
- Use trickle vents if your windows have them.
- Keep air vents clear and unobstructed.
- Leave a small gap between furniture and external walls to allow air to circulate.

2. Use Extractor Fans

Extractor fans are one of the most effective ways to remove moisture from the air.

Remember to:

- Turn on kitchen extractor fans when cooking.
- Use bathroom extractor fans during baths and showers and leave them running for at least 15 minutes afterwards where possible.
- Report faulty extractor fans to us so we can help.

3. Keep Your Home Warm

Cold surfaces are more likely to attract condensation, which can lead to mould growth.

Where possible:

- Maintain a steady temperature throughout your home.
- Heat all rooms regularly, even those you use less often.
- Avoid letting your home become very cold before turning the heating back on.

4. Dry Clothes Carefully

Drying clothes indoors can release a surprising amount of moisture into the air.

To reduce the risk:

- Dry clothes outside whenever possible.
- If drying indoors, use a well-ventilated room and close the door.
- Open a window slightly or use an extractor fan.
- Avoid drying clothes directly on radiators.

5. Wipe Away Condensation

If you notice water droplets on windows or windowsills, wipe them away as soon as possible. This simple habit can help prevent moisture building up and reduce the chance of mould developing.

6. Look Out for Early Signs

Treating mould early can stop it spreading.

Keep an eye out for:

- Black spots on walls, ceilings or around windows.
- Musty smells.
- Peeling wallpaper or paint.
- Persistent condensation.

If you spot mould, clean affected areas using an appropriate mould-cleaning product.

We're here to help

If you're experiencing persistent damp, mould or condensation problems in your home, please let us know as soon as possible. Our team can work with you to identify the cause and help find a solution. Together, we can keep homes warm, healthy and comfortable throughout the winter months.

Need to report damp or mould?

You can contact us through any of the usual channels – telephone, My Coastline, a simple form on our website damp and mould page or via email.

Thank you for helping us achieve our best-ever satisfaction results!

Your feedback is helping us improve homes, services and neighbourhoods

We're really pleased to share this year's Tenant Satisfaction Measures results with you. Thanks to the feedback customers have given us, satisfaction with Coastline has reached its highest level since the measures were introduced.

The Tenant Satisfaction Measures, or TSMs, are a national survey that helps housing providers understand how customers feel about their home, landlord and services. It looks at your overall experience over time, rather than just one recent contact.

This year, overall satisfaction with Coastline reached **87.2%,** up from **80.5%** in 2023/24.

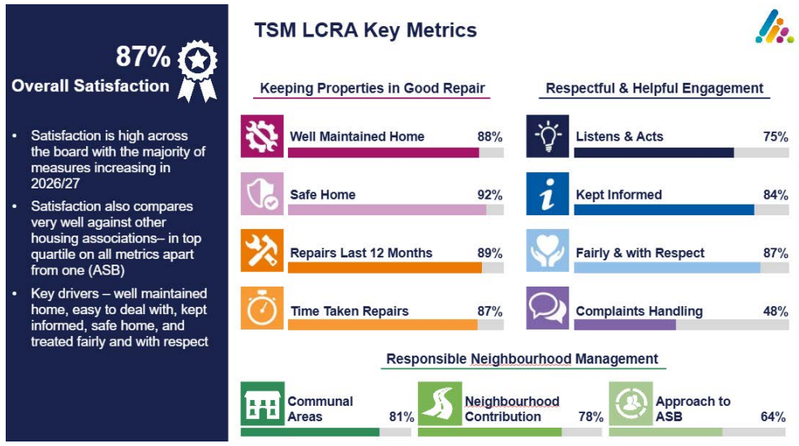
These results are about more than numbers. They tell us what matters most to customers - feeling safe at home, getting repairs done well, being kept informed, and being treated fairly and with respect.

"Whenever I call Coastline I am always answered by somebody polite and helpful. I am yet to be disappointed."

Progress we can build on

Since 2023, we have seen improvement across every TSM, with some significant improvements in the following areas:

- being **kept informed** has increased from 70% to 84%
- Coastline's **contribution to neighbourhoods** has increased from 65% to 78%
- satisfaction that Coastline **listens and acts on feedback** has risen from 64% to 75%.



	2023/24	2024/25	2025/26	2026/27
Overall Satisfaction	81%	83%	85%	87%
Well Maintained Home	80%	**85% (↑)**	87%	88%
Safe Home	83%	**88% (↑)**	91%	92%
Repairs Last 12 Months	84%	86%	87%	89%
Time Taken Repairs	80%	80%	83%	**87% (↑)**
Communal Areas	76%	80%	81%	81%
Neighbourhood Contribution	65%	**75% (↑)**	78%	78%
Approach to ASB	56%	**64% (↑)**	62%	64%
Listens & Acts	64%	**71% (↑)**	70%	75%
Kept Informed	70%	**79% (↑)**	82%	84%
Fairly & with Respect	80%	**84% (↑)**	86%	87%
Easy to Deal With	84%	86%	86%	89%
Complaints Handling	40%	40%	38%	48%
NPS (Promoters)	63%	61%	65%	69%
Base	1,140	1,054	1,052	822

We're proud of this progress, and shows that our improvement actions are being seeing and felt by our customers. We also know there is more to do. Your expectations continue to change, and your feedback helps us understand where to focus our time, effort and investment next.

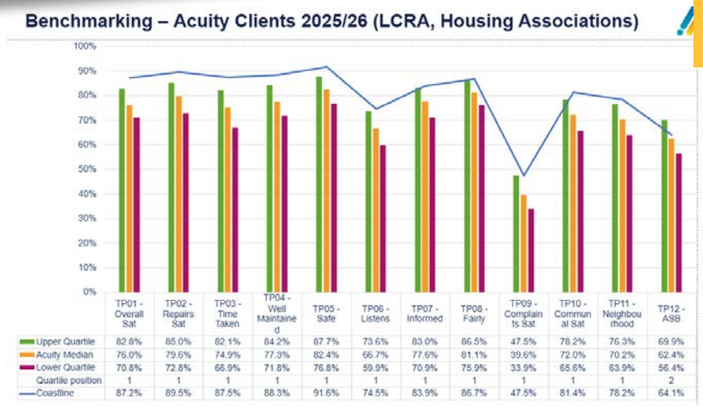
"Every single one of the Coastline maintenance people have been super friendly and nothing but willing to help in anyway they can."

"The workers are very polite. They make sure that they clean up after. Cannot fault them."

Listening, learning and improving

One of the clearest messages from this year's results is that customers want to feel listened to, treated fairly and kept informed. We know how important this is, and we're pleased to see satisfaction improving in these areas.

"I have always experienced friendly and helpful customer service and genuine understanding."

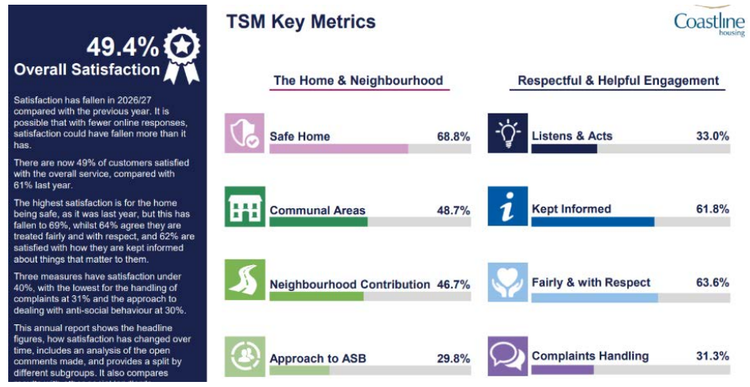


What we'll focus on next

While many areas have improved, the results also show where customers want to see further progress. We'll keep focusing on complaint handling, listening and acting on feedback, and tackling anti-social behaviour, because we know these areas can have a big impact on people's lives.

Low cost home ownership results

We also asked shared owners about their experience. Their feedback highlights a different picture, with lower satisfaction and clearer areas where we need to improve. The results to the right show what shared owners told us and where we are focusing our next actions. For our shared owners, 49% of customers were satisfied with the overall services that Coastline provides. This is a reduction on last year's survey where 61% of customers were satisfied.



Here's what customers told us

Customers praised:

- Individual colleagues
- Professionalism
- Respectfulness
- Empathy
- Helpful telephone service

Customers are frustrated by Coastline being:

- slow to act
- poor at follow-up
- difficult to get resolutions from
- requiring repeated chasing

We are working on improving the main issues our shared owners have raised, including:

- Resolving defects
- Communication and follow-up
- Improving information relating to shared ownership responsibilities

If you're a shared owner, why not join our WhatsApp

Thank you for sharing your views

A sincere thank you to everyone who took the time to complete the survey and share their experience. Your feedback helps us understand what is working well, where we need to do more, and how we can keep improving for customers.

We're pleased to see satisfaction improving, and we remain committed to building on this progress so customers continue to feel safe, supported and listened to.

"They really care for us and they are there if you need anything"

Proud to Care awards



A huge congratulations to **Karla Denyer** at Miners Court who won **Support Worker of the Year** at the Proud To Care Cornwall awards.
And a second congratulations to **Grace Johns** who was shortlisted in the **Newcomer of the Year** award. These awards showcase the very best examples of care and support in the county so it's no mean feat to be shortlisted or to win. **We are very proud of Karla and Grace – congratulations.**

Room to Reward: Celebrating Our Volunteers



As an Investing in Volunteers accredited organisation, recognising and celebrating the incredible contribution our volunteers make is an important part of who we are.

We were delighted to recently nominate Wellbeing Volunteer Paula for the Room to Reward scheme in recognition of her outstanding commitment to supporting residents at Trelawny Court, one of our Housing for Older Persons schemes.

Paula has generously dedicated her time to running weekly wellbeing sessions, helping to create a welcoming and engaging space for residents. During the early stages of the project, Paula was our sole volunteer and played a vital role in establishing the sessions. She took the time to listen to residents' ideas, developed activities based on their interests, and delivered them with enthusiasm and care.

As the group grew and new volunteers joined, Paula continued to make a significant difference by warmly mentoring and supporting them, helping them build confidence in their roles. Her positivity, commitment and encouragement have been instrumental in creating a thriving volunteer-led programme.

We're pleased to share that Paula's nomination was successful, and she will be enjoying a complimentary break courtesy of one of Room to Reward's partner hotels. This well-deserved recognition is a small thank you for the tremendous difference she continues to make.

Congratulations, Paula, and thank you for everything you do!

Join the Coastline Conversation!

Have your say....

Make a difference...

Help us decide....

We make it easy for you to give us feedback on the services we provide

Join us, represent your community and influence Coastline

Every voice in the Coastline Conversation helps to influence and shape our services

Have your say
- Community Connections sessions
- Catch-up with Coastline
- Annual and regular surveys
- Complaints & compliments

Make a difference
- Community Collaboration sessions
- Residents Associations
- Community Standard Inspections
- Under 35s Advisory Group
- Neighbourhood Action Days
- Community Impact Funding
- Co-production at the Homeless Service
- Volunteer Scheme
- Your Next Step



Talk to us!

Find out more, follow us on social media

Email getinvolved@coastlinehousing.co.uk
or call 01209 200200
and ask to speak to your
Community Investment Team

Help us decide
- Customer Voice
- Void Inspectors
- Scrutiny Reviews
- Complaint Mentors

Coastline

Volunteer Story



Name: Tammy

What does your volunteer role involve?
As a member of the Customer Voice group, I attend regular meetings and scrutiny sessions. Coastline is very open to having its policies and services assessed by customers and has a customer-centred approach.

Why did you decide to become a Coastline volunteer?
I've always been interested in and involved with co-design. After becoming a Coastline customer and experiencing the good personal service I received, I decided to give some of my time back by helping to improve services for all customers.

What impact do you feel your volunteer role has had?
I hope my contribution has been both constructive and informative. I have been involved in co-design work for more than a decade, and I hope I have been able to bring some of that experience and knowledge into my volunteering role to help influence positive change.

What do you enjoy about your role?
It's been a great way to meet new people and to have a real influence on how Coastline communicates and engages with its customers.

What would you say to someone thinking about volunteering?
It's a great way to make a positive impact and to have a say in how to future-proof housing in Cornwall.

What's going on at our Homeless Service?

Colleagues at our Homeless Service have been engaging in some great activities with clients this summer, really helping to boost their confidence and wellbeing.

Garden Project

The team successfully applied for Coastline Community Impact funding and Coastline Services donated scaffolding boards to help transform a tired looking and falling apart garden project.

Our Gardening Partner Barry used his carpentry skills to redesign and build new raised beds. His new design enables the beds to be more accessible and look so much smarter with a lick of new paint.







Residents were able to get involved with the decision making and creating how they wanted their new garden to look.

This has helped foster pride in themselves about what they have achieved and given them a greater sense over ownership to look after the garden moving forward. By working in partnership across Coastline and utilising its funding support for communities we were able to make a real difference to the wellbeing, access to nature and enabling residents to utilise their strengths for the benefit of the whole homeless service.



Bodmin walk

We had a great day out on Bodmin Moor where a big mix of people got together including one key worker, one volunteer, 7 residents and Polly and Hannah from our Activities and Inclusion Team. We provided lunch and lots of water and hot drinks to keep people refreshed and energised.

We built the day around what people wanted by breaking into two groups. This ensured we were tailoring the day to everyone's support needs and ability, making it inclusive.

One group made it to the top of Rough Tor and the other almost to the top. Both groups were incredibly proud of themselves!

7th Rise Nature Retreat

We have a new focus this year which is to support nature recovery and human recovery in a reciprocal relationship. We are using Polly's skills as a Nature and Health Facilitator, Hannah's excellent fire cooking and Andy's knowledge and passion for nature restoration and creativity to offer opportunities such as learning the practice of mindfulness using nature, creating art from the land, learning about how to look after the land, teaching safe fire building and cooking over fire.

Clients often come away from the day saying they feel calmer and restored to their best selves while also feeling invigorated with a new passion for getting into nature and what they want to achieve with their lives.



One resident said: *"For me mindfulness enabled me to appreciate the waves of life as the beautiful force they are."*

Home is where the art is for The Nightchurch Pianist

Rhys Wynne-Jones' life has changed beyond recognition in the past two years.
Known as The Nightchurch Pianist, Rhys, who was homeless for more than a decade, now receives voicenotes from Peter Andre.
At the Pride of Britain Awards last year, he shared stories of his hometown with Ronnie Wood; received Red Carpet tips from Chesney Hawkes; and chatted to Carol Vorderman and the cast of EastEnders, among others.
Just a few weeks after rubbing shoulders with the stars at the Grosvenor House Hotel in London, he finally secured a place he can call home, after moving into a new Coastline Housing development in west Cornwall.
Rhys, aged 34, first stepped into the public domain in January 2024 after his impromptu performance of Bohemian Rhapsody at Penzance's St Mary's Church went viral on Facebook.
Whilst living rough in Penzance, he walked into St Mary's Church and asked if he could play the piano – not as a performance, but to help him cope.
"There is a lot of noise in my head, but when I play piano my head goes quiet, I feel calm. It feels different from anything I do. I feel like I need to do it," he said.
Rhys received a standing ovation from the audience on that winter's night and has since enjoyed numerous ovations for his performances all over the country, after officially becoming The Nightchurch Pianist in the summer of 2024.
When he was first recognised as The Nightchurch Pianist he was living two lives – on the streets and as a local celebrity. He had no idea his talent would become a nationwide phenomenon.
He continued to live in temporary accommodation in Pool, having spent time at St Petroc's following a period of homelessness in Penzance.
Rhys moved to Cornwall with his family in 2008, but when his parents divorced, he found himself without a home.
He returned to his native Kent, where he lived in work accommodation during his time in the Army, and later as a holiday park entertainer. Early evidence of his ability to perform came when he won an award from Park Holidays UK in his first season.
The reality of his situation was very different though.
"I was trying to carry on, but I was hanging by a thread and ended up on the streets. I wandered for a bit, but I felt so broken," he said.



"Every day I didn't know what was going to happen. I was trying to navigate pain that we don't feel in society, trying to deal with a crippling lack of self-worth.
"It's a common misconception that homelessness signals an individual's failure. There is such a variety of backgrounds and circumstances - and it's that which has failed them."
Rhys' interest in the piano began after he was inspired by his sister's singing lessons as a child. More than 25 years later, he has raised around £40,000 for charity since his night church performance 18 months ago.
He has collaborated with Aussie pop prince Peter Andre on a television pilot and has a series of gigs planned in a variety of venues including a theatre production in Bristol.
His manual dexterity is not the sum of his skills – as part of his act he recites all the countries of the world, the elements of the periodic table, and the first 100 digits of maths number Pi. He even raps.
"I don't see myself as a professional pianist or a celebrity figure. I only need enough money to cover my expenses – I just love to play the piano to raise money for homeless charities and good causes," he said.
Life in his new home is quite simple – he practises on his Roland keyboard, works, eats and sleeps. His time trying to survive on the streets is now firmly behind him, but those bleak memories continue to motivate him to help and inspire others.
He added: *"I need to heal, because the pain doesn't end just because you've got a key. People don't find it easy to go back to the system which broke them in the first place.*
"If you're homeless, you sit outside of the world. If you want to know what the world looks like after you've died, sleep on the streets. It just goes on without you."

Volunteer vacancies

Whether you're lending a hand with existing sessions or bringing a new idea to life, 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! If you'd like to volunteer but don't see a role that's right for you, please get in touch.

What we offer:

- All travel expenses reimbursed
- Learn new and develop existing skills
- Access to training courses
- Make a real difference in your local community
- Celebration Events
- Prize draws

Email **getinvolved@coastlinehousing.co.uk** or call **01209 200200** if you would like to know more about any of these volunteer vacancies:

Engagement Volunteers – Pool

At Coastline Homeless Service, we are looking for friendly and enthusiastic volunteers to support and engage with residents at our Chi Winder service in Pool.
By giving a little of your time, you can help create a welcoming environment and make a positive difference to people's day-to-day lives.

What you could be doing:

- Building positive, supportive relationships with residents
- Helping residents feel confident, motivated, and supported to access services
- Encouraging participation in activities and helping to run sessions

Time commitment: One day per week.

Day Centre Volunteer - Redruth

By volunteering to support our Extra Care Day Centre, you'll help create a warm, welcoming environment that reduces loneliness and supports wellbeing.
Whether you're making refreshments or offering a helping hand with our regular activities, your time and enthusiasm can make a real difference.

What you might be doing:

- Supporting group activities
- Preparing and offering refreshments
- Chatting with customers and helping them feel included

Time Commitment: Every Wednesday 9:30am - 3:30pm (full or half day available)

Events Volunteer

Help bring Coastline communities together by supporting the planning and delivery of community events and projects, including at Miners Court Extra Care scheme and Coastline's Homeless Service.

What you could be doing:

- Supporting with event set up.
- Assisting with refreshments and event activities.
- Recording attendance and asking customers for feedback.
- Making connections and chatting with customers.

Time Commitment: Approximately once/twice per month but dependent on event dates.

Laundry Volunteer - Redruth

Coastline's Miners Court Extra Care scheme would love to hear from an enthusiastic laundry volunteer. If you have some time you could give each Monday morning please get in touch. You'll not only be supporting residents with their washing, you're also very welcome to chat and join in with their activities in our Day Centre.

What you could be doing:

- Washing, drying and folding residents' laundry
- Delivering laundry to resident's flats
- Keeping the laundry room clean and tidy
- Making connections and chatting with customers

Time Commitment: Every Monday 9:30am - 1pm

Green-fingered Eric's devotion to Veor House voluntary work





A lifelong love of homegrown produce is showing no signs of slowing down for one of Coastline's valued volunteers, as he approaches his 90th year.

Despite the unusually hot summer, Eric Cawkwell, the one-man market garden, has just as much enthusiasm for his flowers and vegetables today as he did when he first started at the age of five.

Eric, 88, said: *"My father was away at war in the Army, so I helped my mother and brother to grow our own potatoes, cabbages and green vegetables in the garden at our home near Hull.*

"When I joined the Navy for 13 years, the gardening stopped, but as soon as I came out I moved to Buckinghamshire and picked it up again."

Eric, who has been volunteering for Coastline for 10 years, has created a spectacular allotment at Veor House in Camborne, where he now resides with Lynne, his wife of 27 years.

He took over the garden after the previous incumbent passed away and his tireless labour of love has brought delight to other residents, who enjoy the beautifully kept outdoor space.

Eric tends to everything from spring bulbs such as crocuses and tulips, to geraniums, roses, begonias, primroses, clematis and much more.

He has enough fruit and vegetables for a feast too – his haul includes celeriac, white radishes, runner beans, courgettes, gherkins, tomatoes, cabbages, cucumbers, carrots, spring onions, purple sprouting, broccoli and kohlrabi.

He is also cultivating a chilli which boasts more than one million Scoville Heat Units – for the uninitiated, suffice to say it is rather hot!

"I enjoy batch cooking using what I've grown and particularly curries, chilli con carne, bacon and leek pasta bake and cottage pie. I'm hoping to grow potatoes in the future – some Baby Charlottes to start with and then Maris Piper.

"I really enjoy being outdoors and keeping it all going. Mainly I like to grow flowers because residents here like to look out of the window and see a bit of colour. They really appreciate what I do for them," he said.

The only days of the week that you won't find Eric in the garden are Mondays and Thursdays, when he's volunteering at Coastline's Miners Court Extra Care, in Redruth.



Our new STAIRs Scheme Makes It Easier to Find Information

Want to know more about how Coastline works? Our new STAIRs Publication Scheme makes it easier to find key information about our services, performance and decision-making, all in one place, helping our customers understand more about how we operate and the services we provide.

STAIRs (Social Tenant Access to Information Requirements) is a new initiative designed to give social housing tenants better access to information about their social housing provider. The aim is to support greater transparency and help customers feel more informed about the issues that matter to them.

The scheme signposts information across several key areas, including our performance, finances, safety, repairs, governance and policies. Whether you're interested in how we're performing or want to understand more about a particular service, the publication scheme can help point you in the right direction.

From 1 April, customers will also be able to submit formal information requests under STAIRs. So, if you've checked the publication scheme and still can't find what you're looking for, there will be a simple way to ask us for the information directly.

We believe that being open and accountable helps build trust, and STAIRs is another step towards making information more accessible for social housing customers.

Find out more by visiting the STAIRs Publication Scheme: www.coastlinehousing.co.uk/publications-and-policies/stairs-publication-scheme

Annual Report to Customers

Our Annual Report to Customers for 2025/26 is hot off the press. You can read a full copy on our website now in the **'Our Publications'** section. We have included a summary here of some of our performance stats from across the year to give you an overview of how Coastline is doing. We're delighted to share with you another year of strong performance and financial results.



New homes built
209

Homes started on site
276

Number of customer contacts
92,640

Number of calls answered
46,642

Average call waiting time
69 seconds

No. of kitchens installed
185

No. of bathrooms installed
47

Crisis Support Fund spend to help those in need
£109,760

Discretionary housing payments we supported customers to access
£13,668

Net Promoter Score
49

Reported cases of ASB
146

Non-emergency repairs completed
11,837

Emergency repairs
3,343

Repairs visits where we were not granted access
823

Gas servicing compliance
100%

Average days to let our homes
17.96

Number of homes let
295

Customer satisfaction
87%

Rent arrears
0.83%

Complaints received
102

Compliments received
2,929

People helped back into work and training
101

People helped by our Homeless Service
2,029

Customer Experience

Keeping properties in good repair

Effective handling of complaints

Responsible neighbourhood management

Coastline Housing appoints two new Non-Executive Directors

Henry Meacock and Marcus Ralling have joined Coastline as Non-Executive Directors.
They will bring to the Board a wealth of experience and expertise across a range of industries, spanning several decades.
Group Chair Francesca Rhodes said: *"We're thrilled to welcome Henry and Marcus to Coastline. They offer fantastic financial acumen and a depth of knowledge across many sectors. Their arrival is both timely and exciting as we roll out our latest five-year Coastline Plan. It enables us to build on the excellent regulatory grading we received in September."*
Coastline Housing received the highest regulatory grades for Consumer services (C1), and Governance practice (G1), and retained its V2 (Viability) grading; these grades reflect the quality and safety of customers' homes, the standard of customer service that Coastline offer, and whether customers feel valued and listened to.
It also covers the strength of leadership and management at Coastline and the charity's ongoing commitment to increase the supply of social housing in Cornwall.



Marcus Ralling

Marcus has more than 30 years' experience of UK and European Real Estate, recently serving as Interim Chief Investment Officer (CIO) for Homes England, the Government's housing and regeneration agency.

Before that he spent six years as Managing Director and Head of European Portfolio and Asset Management for Global Investment Firm, KKR, undertaking strategic portfolio and asset management activities.

He was previously Managing Director and Head of UK and European Asset Management for global institutional investor PGIM for five years, and Property Business Director and joint Head of Asset Management at Threadneedle Property Investments.

An Estate Management graduate from the University of Greenwich in 1994, some 30 years later Marcus achieved an MSc in Housing and City Planning at University College London. He spent two years as a volunteer mentor for a vulnerable young person, and he has been a member of the Farnham Food Bank team.



Henry Meacock

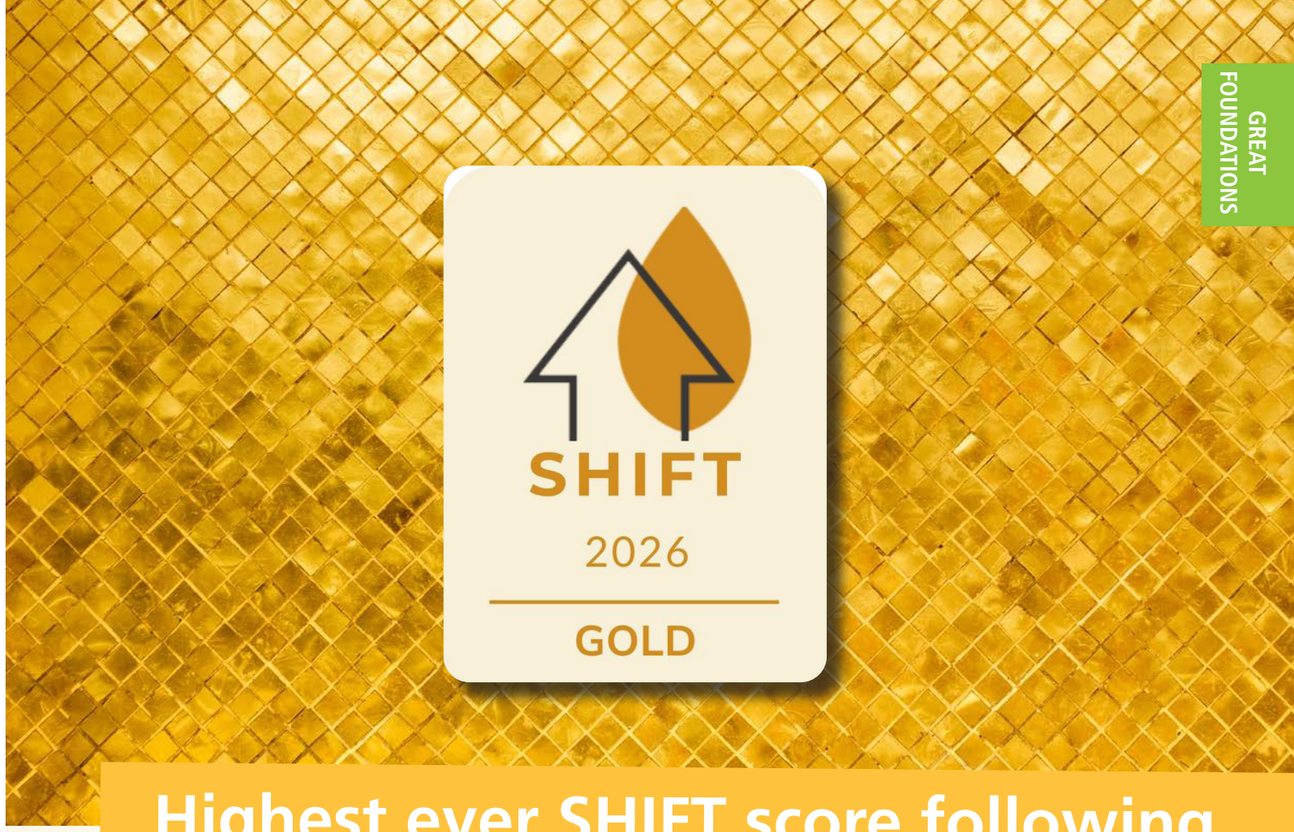
Henry is a chartered accountant and chief executive across housing, homelessness, finance, governance and digital transformation.

He has been the Chief Executive of Cornish homelessness charity St Petrocs since 2022. Prior to that he was part of the senior leadership team, focusing on IT and systems, having been a non-executive trustee and treasurer for six years until 2020.

Key financial roles were previously held at Kawasaki Precision Machinery Ltd, Wheal Jane Group, Ocean Housing and Manchester Airport, among others.

He was educated at the University of Warwick, where he achieved First Class Honours in Management Sciences. He also has numerous professional qualifications, the latest of which is the Homeless Link Established Leaders Programme, which he completed in April last year.

Coastline focuses not just on ongoing investment in the quality of customers' homes ensures they are safe, secure, well maintained and fit for the future, but also on investment in new, good quality, affordable homes that are needed to meet people's needs and aspirations.



Highest ever SHIFT score following launch of five-year strategy

Achieving Gold accreditation for the second year in a row from the housing sector's primary independent sustainability standard is a huge achievement for Coastline.
The award, from Sustainable Homes Index for Tomorrow (SHIFT), demonstrates our continued dedication across the entire organisation, and the hard work of our employees to maintain the highest level of environmental performance.
Ella Johnson, Coastline's Assistant Sustainability and Data Insights Analyst said: "Receiving Gold again for our SHIFT accreditation is a great accomplishment for the organisation.
"Not only does it reflect our progress towards net zero, it also shows our ongoing commitment to data quality and transparency. Going forward we will use this to drive our internal improvements and to create enduring change for our customers and communities."

This year we received our highest overall score to date, as well as within the themes of Offices & Operations and Strategy & Leadership. The introduction of our 2025-2030 Environmental Strategy has helped to guide our sustainability practices and will continue to shape our work in this area.
This report is extremely valuable as it allows us to reflect on our work across a wide range of areas. It provides us with tangible actions we can take to further improve our sustainability methods and to reduce our environmental impact.
As SHIFT notes: *"Environmental issues continue to be a priority for the sector. Timely intervention is essential if UK social landlords are to reduce residents' energy costs, strengthen homes against the impacts of climate change, and create sustainable communities."*

What happens when we get it wrong?

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.

Quick fixes

If something's gone wrong, we want to hear about it, and we'll do our best to fix it swiftly. Most issues are resolved within four working days as service requests. In fact, out of the 327 service requests reported in 2025/26, we resolved 97% quickly and effectively, with the remainder, where customers were not satisfied with our response, progressing through our complaints route.

When it needs a closer look

If you want to raise a complaint, for example if a service we have provided doesn't meet your expectations, we will support you through our complaints route, which is guided by our Complaints Policy and has two stages. At Stage 1, a senior manager or member of our Feedback Team will look into what has happened within 10 working days and will reach out to you to better understand your experience. They will work with you to find the best way forward. Your experience matters to us, and this gives us a chance to put things right together.

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.
- Anything else that hasn't quite gone right.

We understand that making a complaint can feel daunting. That's why, in addition to our Customer Feedback team, we have a dedicated group of customers who provide support as complaint mentors. They're here to 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.

Complaints by numbers

In 2025/2026 we received:

125 complaints

102 received at Stage 1

23 progressed to Stage 2

18 complaints referred by customers to the Housing Ombudsman Service, of which **11** remain in progress

GREAT FOUNDATIONS

You said, we did

We are committed to improving our services to our customers, thanks to your feedback. In 2025/2026 we made a total of 217 commitments and service improvements.

You Said	We Did:
Some customers told us that they weren't sure what Coastline can do with respect to anti-social behaviour in their communities.	We revised ASB policy and procedures, including clearer expectations about visits, evidence requirements, diary sheets and escalation routes.
Some customers felt our communication could be clearer.	To support this, we created clearer letters and templates, ensuring tone, accuracy and expectations are appropriate.
Some customers said there were too many people trying to help them.	Single points of contact introduced for complex or serious issues to prevent inconsistent messaging.

Following the Code

As of April 2024, all social housing providers must follow the Housing Ombudsman's updated Complaint Handling Code. You can find our self-assessment and more information on our dedicated Customer Feedback page: Complaints - Coastline Housing

Feedback makes us better!

We welcome all feedback - whether it's a complaint, a suggestion, or a compliment. It helps us grow and improve. And when we get it right, your kind words mean the world to our team. Last year, we received an incredible 2,929 compliments from customers. Thank you!

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

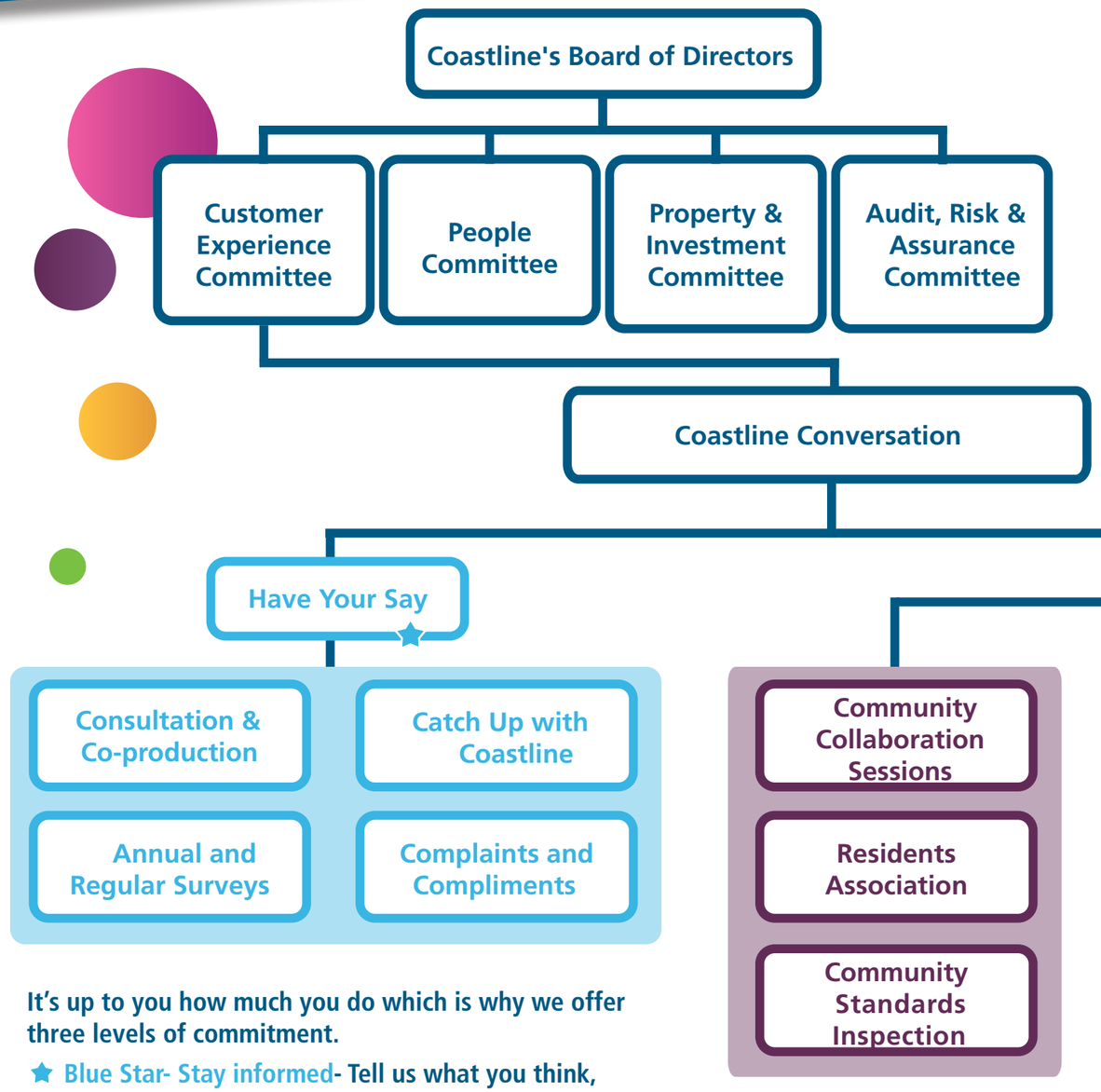
You can also request a copy of our full Complaints Policy or find it online at Complaints - Coastline Housing

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

Involvement Opportunities and Structure

GREAT FOUNDATIONS

At Coastline, we offer a range of options to influence decisions through the Coastline Conversation and have your say about the things that matter to you. We ensure accessibility and representation, online and out in communities, including at our Homeless Service and Miners Court Extra Care Scheme. This ensures that all customers, regardless of background or circumstance, have the opportunity to participate and benefit from our services, making it easy for you to give us feedback on the services we provide.



It's up to you how much you do which is why we offer three levels of commitment.

★ Blue Star- Stay informed- Tell us what you think, don't keep it to yourself.

★★ Purple Star- Our Involved Customers - ad hoc involvement and group members.

★★★ Green Star- Formal Volunteer roles due to time commitment, with a set role description, tasks and training provided.

Customer Voice will vote on scrutiny topics for the year, informed by customer feedback, performance trends, and priorities.

Customer Voice

You don't need any experience, just choose what suits you – whether you're an armchair advisor, questionnaire queen, community commentator or want to size us up through scrutiny - we love to hear from you.

Coastline Trust Charter



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

Coastline