

Coastline Housing Community Standard

Coastline is committed to working in partnership with communities, helping them to prosper and assist customers to realise their ambitions and achieve goals that they may have thought beyond their reach.

Customer loyalty, and the reputation and perception of Coastline as a Company, is more important than ever. Coastline Housing is a member of PlaceShapers, a national alliance of more than 100 community-focused housing associations. It owns and manages 750,000 homes and provides services to more than two million people. The Homes & Communities Strategy sets a clear direction to achieve our aspirations and meet our customer's dreams. This supports the Corporate Plan 2017 to 2021, Asset Management Strategy and Repairs and Maintenance Strategy 2017 – 2021. In addition to our own standards and strategies we will meet and aim to exceed the existing consumer regulation objective and consumer standards as set out below:-

- **The Tenant Involvement and Empowerment Standard** – which requires landlords to provide choices and effective communication of information to customers and to have a clear, simple and accessible complaints procedure
- **The Home Standard** – requires homes to be safe, decent and kept in a good state of repair
- **Coastline+ Standard** – ensuring components within homes are upgraded and/or replaced within their life expectancy. This also includes HHSRS (Housing health and safety rating system)
- **The Tenancy Standard** – requires providers to let their homes in a fair, transparent and efficient way and enables customers to access opportunities to exchange their tenancy
- **Neighbourhood and Community Standard** – requires providers to keep the neighbourhood and communal areas that they own to be clean and safe and to promote social, environmental and economic wellbeing in areas where they own homes. To work in partnership with others to tackle antisocial behaviour in neighbourhoods where they own homes.

The Green Paper 2018

The Government has published this document to ensure customers, leaseholders and private owners are not ignored or stigmatised and are treated with respect by landlords. The main objectives of the paper are:-

- Ensuring homes are safe and decent
- Effective resolution of complaints
- Empowering residents and strengthening the regulator
- Tackling stigma and celebrating thriving communities
- Expanding supply and supporting home ownership

Measuring Performance

Coastline has a suite of key indicators to measure our performance. The results of these are published to our customers.

Coastline is guided by its four corporate values:

- Putting customers first
- Striving to be the best
- Being open honest and accountable
- Valuing each other

In line with these values Coastline has developed a commitment to delivering excellent standards across our communities. We will make use of a wide range of opportunities to listen to customers, feedback to customers and complete our own inspection of community issues. We are developing a 'Trust Charter' to set out these principles, and delivery of the Community Standard should be read in conjunction with this Charter.

Our Community Standard Commitment to customers

We aim to keep our communities free from;

- Fly tipping
- Litter
- Graffiti
- Abandoned vehicles
- To provide a clean and safe environment. Communal areas will be kept tidy and presentable.

Coastline will:

- Undertake monthly Community Walkabouts – Coastline will make use of information available to inform priority areas. Community Walkabouts will involve teams across Coastline with the vision of hearing and listening to customers, identifying improvements and supporting community spirit
- Monitor key issues which affect communities, such as anti-social behaviour
- We will respond to complaints about hate crime and domestic abuse within one working day
- Offensive graffiti/fly tipping within one working day
- Investigate and consider innovative solutions to issues such as bin spillage

We will listen to our customers in the following ways:

Customers will have opportunities to develop their community, supported by Coastline

We will use customer feedback to improve our services

- Through our Customer First survey
- Through Voice of the Customer
- Consultation via Great Services and Great Homes customer groups
- Community walkabout consultation
- Customer Away Days

- Customer Champions
- Coastline's official complaint process

We will feedback to our customers using the following methods:

Customers will have a range of methods of communication in which to feedback their views on improving our services

- Feedback via Voice of the Customer
- My Coastline Customer portal
- OkEachDay
- Coastline website
- Social media
- CoastLines magazine
- Community newsletter
- Great Services, Great Homes meetings
- CSC

We will monitor the condition of communities

Coastline will analyse data collected from customers and staff on the condition of communities to ensure we target resources in the areas of greatest need. We will do this by:

- Building 1000 new affordable homes for rent and low cost ownership by 2021
- Collecting data to identify and monitor trends
- Using this data to influence where we target resources
- Monitoring customer satisfaction
- Using customer first survey results to influence target areas
- Upgrading and repairing communal areas in our ownership that are found to be in a poor condition
- Reviewing performance of management companies and their responsibilities for communal areas
- Identifying disrepair through five-yearly stock condition surveys
- Identifying properties suitable for disposal through the voids process and our viability model
- Using Smartline technologies to monitor efficiencies and environments within homes
- Visiting 100% of our stock over a five year period
- Increasing staff awareness and providing training and refreshers to identify issues, such as safeguarding, hoarding, fire safety and disrepair

We will monitor the cyclical maintenance and appearance of communities

We will review our working practices to deliver better value for money. By amalgamating cyclical and planned work programmes to a neighbourhood we will be able to reduce costs of contractors. For example, the cost of scaffolding for painting and repairs of a larger site with more properties will be cheaper per property than those that are smaller. Amalgamating works at a neighbourhood level also improves the overall appearance of our neighbourhoods. We will achieve this by:

- Reviewing cyclical and planned work programmes
- Ensure contracts and maintenance are carried out to deliver the best value for money
- Undertaking inspections of grounds maintenance to ensure the delivery of contracts
- Ensuring grass cutting, litter picking, hedge maintenance, weed spraying specifications are met
- Inspecting communal blocks and interior spaces to ensure delivery of cleaning contracts
- Undertaking inspections of play areas to ensure safety of equipment and the play grounds
- Accessing community grant funding schemes to improve existing communal areas
- Accessing grant funding to implement external wall insulation
- Installing eco friendly equipment where possible

We will monitor the safety and appearance of communities

We will ensure that robust measures are in place to minimise the risk of antisocial behaviour and will work with our partners to ensure our neighbourhoods are safe environments. We will do this by:

- Ensuring that all new customers have tenancies with a 12 month probationary period so we can monitor behaviour and condition of the customer's home both internally and externally
- Tackling tenancy fraud
- We will employ Local Lettings Plans with Cornwall Council to mitigate the risk of ASB in areas that have been previously problematic
- Using reports of ASB and customer satisfaction to target resources
- Working with partners such as the Police, Cornwall Safety Partnership and Cornwall Fire and Rescue Service with whom we have service level agreements
- Work with the Police to offer Restorative Justice to victims of crime where appropriate
- Use independent mediators to resolve neighbourhood disputes where appropriate
- Working with Adult Care and Support and Cornwall Mental Health Team
- Removing fly tipping on Coastline land
- Working with Cornwall Council to address fly tipping in areas not owned by Coastline
- Removing offensive graffiti within one working day of it being reported
- Supporting victims of ASB, hate crime and domestic abuse by working with external partners
- Respond to hate crime within one working day
- Respond to reports of domestic abuse within one working day
- Working with Cornwall Council to removed abandoned vehicles
- Considering the installation of CCTV with partners for consistently problematic areas

We will support you in your community

We will deliver a cohesive package of skills and support to our customers to assist them with digital inclusion, work and training opportunities and sign post to other agencies to assist with debt advice. We will offer our older customers a proactive and reactive service to ensure their safety and wellbeing. We will do this by:

- Offering customers the Handyline service to assist with minor works or improvements at a reduced cost
- Supporting customers and facilitating moves where a property has been identified for disposal
- Assisting vulnerable customers with online applications
- Offering digital training and upskilling via our external partners
- Sign posting to debt advice agencies
- Sourcing food bank vouchers for those in crisis
- Providing the OkEachDay Service
- Providing Coastline Assist to Coastline customers and private residents at a competitive price
- Assist with Universal Credit and benefit enquiries
- Staff using mobile working to assist you in your home
- Carrying out regular Community Engagement visits
- Making referrals to other agencies to support you and your wellbeing
- Assisting with hoarding issues and working with the Fire and Rescue Service as part of our SLA
- Supporting and working with customers who are reluctant to give us access to carry out health and safety checks on their homes
- Supporting customers back in to work or training
- Offer community funding opportunities for local projects
- Provide support to community groups that are applying for external funding
- Giving advice on budgeting and the cost of living in your home
- Undertaking a Housing Option Review at the end of your fixed term tenancy to ensure the property is still suitable to your needs and is affordable