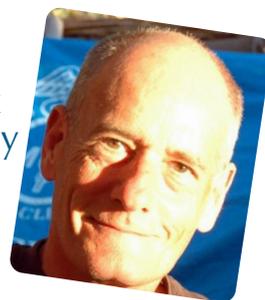


Customer Experience Forum

The forum is made up of customers recruited to work with Coastline colleagues to monitor key customer services, and keep an overview of how we're meeting our Trust Charter commitments.

Edward Chapman

I am a keen runner, writer and environmentalist living in Camborne since November 2017; previously lived in Bude having moved to Cornwall from Sussex in 2000. I was prompted to apply to be part of the Customer Experience Forum by my experience of being part of the Health and Environment Public Engagement group set up by the University of Exeter where I have seen the important role public engagement can play. Covid-19 restrictions have highlighted the importance of the home and community environment and I believe customer involvement can help Coastline make better decisions regarding matters that impact customers. I have good analytical and problem-solving skills from an accountancy and business background and have developed good listening skills having trained as a triathlon and run coach where an athlete-centred approach is promoted. Listening to your athletes' needs is vital in that environment.



Joe De-Ville

I live in Trewoon, St Austell, in a Coastline three-bedroom property with my wife and three children 19, 11 and 9. I have a keen interest in housing as I was part of the tenant advisory panel with the National Housing Federation in the implementation of Together with Tenants. I have been involved in Customer Voice and a part of on the Coastline Conversation since its inception and before that I was part of the customer scrutiny panel. Previously to my time with Coastline I received training to do my Chartered Institute of Housing Course in Housing Level 2. So, to this end I have a underpinning knowledge of the housing sector. I feel I have a good sense of the future and the priorities with regards the Housing White Paper and can show my passion to change to this end. I am very much looking forward to working on the Customer Experience Forum with Staff and colleagues and residents. I look forward to working with you all in any way possible.



Steve Curtis

I am Cornish born and bred; born at St Michael's Hospital in Hayle, and although I have moved around the county, I have lived in a Coastline property in Redruth for coming on six years from 2016. I took early retirement in April 2020 due to ill health but I'm a keen advocate of Coastline having being involved previously with the Customer Scrutiny Committee, and now Customer Voice. I was involved in a Parks Scrutiny, the results of which will be making a positive impact to the local community around St Meriadoc Park, because of the recommendations that were made by the scrutiny group. I am also a Digital Volunteer and enjoy passing on my skills to help other customers get more from their digital devices, which has made some people better able to stay in touch through the Covid-19 pandemic. I also volunteer with Smartline helping out at an internet cafe. I am very much looking forward to being a part of the Customer Experience Forum and bringing my skills to the table to help make Coastline the very best housing association in Cornwall.

