

# Local Offers

Coastline Housing's Local Offers are our promises to our customers about the services we provide. The 12 offers run through to 2021 and reflect our Corporate Plan covering the same period.

They cover four key areas of service provision - Involvement and Empowerment, Home, Income, and Neighbourhood and Communities.

Our involved customers have worked closely with us to make sure these services meet our customers' needs.

**Here is a summary of our Local Offers to you, and our progress so far this year 2019/20.**



## Local Offers



## Target for 2021



## Progress so far August 2019

### Involvement and Empowerment



Achieve high levels of customer satisfaction



Ensure customers can pay their rent, apply for a home, report a repair, and contact customer service online



Respond to customer contact within 4 working days

### Target

**93%**

**50%** of customers choosing online services

**100%**

### Progress

**92%** was the level of satisfaction those of you who were surveyed reported this year. We survey all customers over a rolling three year period.

**30.4%** of customers were choosing online services this year

We managed to respond to **91%** of queries within 4 working days

### Home



Build new affordable homes for rent to meet the needs of those who live in Cornwall



Complete your repair right first time



Work to ensure your home is affordable to heat all year round

### Target

**643** homes built for rent

**99%**

No home costing more than **£600** a year to heat

### Progress

**98** built this year and on track to meet the total figure for 2021

**96.8%** of repairs were completed right first time at the first visit

Just **23** homes within our stock currently cost over £600 a year to heat. We are working on reducing this further.

### Income



Help customers to manage the impact of changes to benefits



Support people back into work and training



Support people who live in Cornwall to access our homes through our online Homehunt system

### Target

Less than **59%** of customers in receipt of Universal Credit experiencing rent arrear

**500** people helped back into work or training

**50%** of our existing homes re-let through Homehunt

### Progress

**56%** of customers in receipt of UC were in arrears this year

**40** people helped so far this year with more plans for the years ahead

**45%** of our homes so far this year were let through Homehunt

### Neighbourhood and Community



Ensure that your neighbourhood is a great place to live



Expand the support we provide for homeless people



Increase the number of older people that we support through new homes

### Target

**90%** customer satisfaction

**250** vulnerable people helped each year

**130** new homes developed for older people including a new Extra Care complex

### Progress

**87%** of people this year were satisfied with their neighbourhood as a place to live

This year so far our homeless service helped **144** people

We've identified a potential site for a new Extra Care scheme and work is continuing to bring this project to life