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COUNCIL COMPANY

Hello

Welcome to the Autumn 2026 edition of your Resident Magazine!

As the seasons start to change again, I'm pleased to share another update on some of the work taking place across Cornwall Housing and the many ways residents are helping to shape what we do.

One thing I'm particularly excited about is the launch of our new Knowing Our Residents Team. We often say that residents are at the heart of our services, but to get that right we need to understand who our residents are, what matters to you and how we can make our services work better for the people who use them. You'll find more information about this important work in the pages ahead, along with opportunities to get involved and share your views.

This edition also shines a spotlight on community safety. You'll meet members of our Community Safety Team and learn more about how we work with partners to tackle anti-social behaviour and help create safer neighbourhoods. We've also included information about our Good Neighbour Policy, which is all about helping people live well together and building positive communities.

I'd also like to congratulate the winners of our gardening competition and thank everyone who took part. It's always a pleasure to see the pride residents take in their homes and neighbourhoods, and the entries once again showcased some inspiring outdoor spaces from across Cornwall!

Thank you to everyone who takes the time to get involved, complete surveys, share feedback or work with us to improve our services. Your views genuinely help shape the decisions we make and the improvements we deliver.

I hope you enjoy reading this issue.

Su Spence
Managing Director



Meet our green-fingered winners...

Garden of the Year 2026

This year's competition has once again shown us some beautiful gardens across Cornwall, from colourful wildlife-friendly gardens to beautifully maintained communal spaces. Thank you so much to everyone who entered.

A member of our Monitoring and Governance Panel, together with one of last year's winners, helped review the entries. Winners and runners-up were awarded vouchers in recognition of their hard work and creativity.

Two special awards were also presented for communal spaces that are wonderfully cared for, with a contribution towards the equipment they needed to help maintain the shared spaces.



2nd

Kelly-ann from Trewidland

Kelly-ann was awarded second place, with her certificate presented by Natalie, one of last year's competition winners.

Kelly-ann was delighted with the result and said: "The garden was a bare slope when I moved here 16 years ago. It's lovely to have our hard work acknowledged. Thank you."

The before-and-after photographs highlight the remarkable transformation of the outdoor space over the years.



3rd

John from Trevendon

John and his partner, Fay are pictured receiving third-place award for their garden which is bursting with colour!





Julie from Truro

This year's first place winner is Julie from Truro, whose garden impressed judges with its transformation and the dedication behind it.



Julie received her certificate from one of this year's judges, June, and said: "It's just really nice to have some appreciation for all the hard work I do on the garden."

Julie shared that her garden has been a labour of love since moving into her home. "It's taken me nine years, but with a lot of love, determination, hard work and gifts from family, we have a garden I love spending my time in. My real bit of peace and calm."

She added: "My health isn't always great, but it's so lovely to be able to look at this and see what I've achieved at the times I'm not feeling my best."

Fancy entering next year?

Look out for details of the 2027 Garden of the Year competition early next year. For more information, contact the Knowing Our Residents team at myviews@cornwallhousing.org.uk.

Get involved!

Knowing Our Residents



There has been a lot of change in Resident Engagement at Cornwall Housing! Knowing Our Residents is central to Cornwall Housing's 2026 – 2030 Business Plan, because the more we know about your priorities and preferences, the more we can shape our services to meet your needs.

Team changes

The Resident Engagement Team has relaunched as the **Knowing Our Residents Team**. The team's new way of working means that they will be supporting all teams across Cornwall Housing to increase how they involve residents in their work.

Meet the team



Bee Rowley

Knowing Our Residents Manager



Frankie Addey

Resident Voice & Influence Lead



Joanne May

Resident Voice & Influence Advisor
Mid-West Cornwall



Julia Walsh

Resident Voice & Influence Advisor
North-East Cornwall



Claire Edgecombe

Resident Voice & Influence Advisor
South East Cornwall

Bee & Frankie will:

- **Work with teams to maximise the impact of Level 1 data** (see next page for what each level means) – using feedback from residents to help inform decision making and promote the impact this has.
- **Work with Invested Residents at Level 4 involvement** – supporting the Monitoring and Governance Panel and Tenant-Led Scrutiny Panel to examine Cornwall Housing's performance and make recommendations for improvements. These groups play a key role in the governance structure, and ensure that resident voice is heard up to Board level.

Joanne, Julia and Claire will:

- **Collaborate with teams to increase the opportunities residents have to get involved at Level 2 – Asked, and Level 3 – Involved**, through establishing new and diverse methods of engagement, such as different surveys and drop ins, as well as new resident groups.
- **Support the delivery of social value projects**, by working with our partners and contractors alongside communities to enhance shared spaces and launch projects that meet local needs.
- **Keep track of what engagement activities take place, and celebrate the impact that resident insight has** on the services Cornwall Housing and partners deliver.

Get involved!

There are lots of ways to get involved at CHL, and make a difference to services you receive.



Who's behind the front door?

A key focus for the Knowing Our Residents Team is making sure we have accurate and up-to-date information about the people who live in Cornwall Housing managed homes.

Over the next year, we'll be improving how we collect, store and use resident information. This will help us keep records accurate, better understand support needs, and provide services that work for residents.

The project will be overseen by the Resident Inclusion and Accessibility Group and the

Monitoring and Governance Panel to ensure residents' views help shape the work.

Next spring, we'll launch a Resident Census, giving you the opportunity to share information that will help us better meet your needs. We'll keep you updated on the project's progress along the way.

New Inclusion & Accessibility Group

We are currently interested to hear from people who would like to join our newly formed Inclusion & Accessibility Group - please see the information on the following page.

Get involved!

First session

Friday 2
October 2026
1.30-3:30pm

Resident Inclusion & Accessibility Group



Share your views

Review policies and influence decision making



Share your experiences

Identify barriers and opportunities



Improve services

Help shape them to meet the diverse needs of residents



Be heard

Support underrepresented voices

Who can join?

Any Cornwall Housing resident who is passionate about equality, diversity and inclusion is welcome.

We are especially keen to hear from residents whose experiences, identities or circumstances may be underrepresented in Cornwall. If you feel your perspective is not always heard, please get in touch.

Need support?

We will work flexibly to reduce barriers and meet individual needs, so everyone has the opportunity to get involved.

- ✓ Accessible formats available
- ✓ Flexible ways to take part
- ✓ Language and communication support
- ✓ Carers, support workers and advocates welcome

Your voice. Your community. Real change.



MyViews@cornwallhousing.org.uk



01872 324615

Important info



How your data helps prevent fraud



We are part of the National Fraud Initiative, to prevent fraud and ensure public money is used fairly.



This means Cornwall Council may share some of your information, like your name and address, with other organisations responsible for managing public money. This helps prevent fraud and detect issues like unauthorised sub-letting.

It is a legal requirement, and by doing this, we're helping to make sure that public funds go where they're needed most. Rest assured, your data is used responsibly and only for this purpose.

More information is available at www.cornwall.gov.uk/nfi

Don't forget: The Digital Switchover

The UK's landline network is being upgraded to a fully digital service by January 2027. For most people, the change will be simple, and you can keep your existing phone number. In many cases, your current handset will continue to work as normal.

Your phone service provider will contact you before any changes are made and explain any steps you need to take.

Important: Some devices that use traditional phone lines, such as telecare alarms, health monitoring equipment, and burglar or fire alarms, may be affected. If you use any of these, please check with your equipment provider to ensure they will continue to work after the switchover.

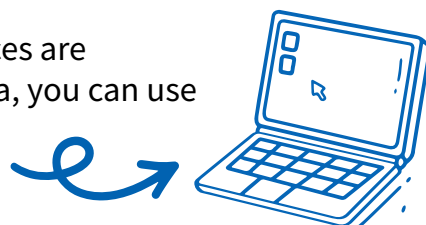
If you live in a Cornwall Housing managed flat or scheme, you do not need to take any action. We are already working with specialist providers to ensure services such as lifeline alarms, fire safety systems, door entry systems, CCTV and lift communications continue to operate safely and reliably.

There is no need to worry. Your landline is not disappearing, and support will be available throughout the transition.

Further information

For up-to-date advice: [Digital Switchover](#)

To check what services are available in your area, you can use the [Openreach fibre checker](#).



No tricks... just money-saving treats!

Zombies, vampires and monsters will soon be roaming across Cornwall as youngsters get into the Halloween spirit.

But after the spooky celebrations are over, a real Halloween horror comes to light. In the days after the festivities, households across Cornwall throw away a scary amount of waste every year, including around...

125 tonnes of fancy-dress costumes and a staggering 180 tonnes of pumpkin flesh.

Cornwall Council is encouraging residents to think ahead and save money by reducing, reusing and recycling.



Get creative with your costumes

Help save your pennies and the environment by reusing or adapting old costumes. See what's lurking in your cupboards or ask friends, family or neighbours if they have any fancy-dress outfits they'd be happy to swap or lend. It's a great way to save money and give costumes a second life.

Make your own decorations

You don't need to spend lots on Halloween decorations. Old jars, cardboard boxes, paper and fabric scraps can all be turned into spooky displays.

Choose decorations you can reuse

Look for decorations that can be packed away and used again next year. Reusable items may cost less in the long run than buying new each Halloween.

Check charity shops

You can often find costumes, decorations and Halloween accessories at a fraction of the cost of buying new.

Roast the seeds

If you're carving a pumpkin, don't throw away the seeds. Wash them, add a little oil and seasoning, and roast them in the oven or air fryer for a tasty snack.





Working together for community safety

We have recently secured a number of closure orders for properties affected by persistent anti-social behaviour which was having a significant impact on local residents.

These outcomes have been achieved through close partnership working between Cornwall Housing, Devon & Cornwall Police and Cornwall Council's Anti-Social Behaviour Team. Information and reports from local residents also played an important role in supporting the applications.

A special mention goes to the community safety team, who have played a key role throughout this process. They prepared and submitted witness statements, attended court hearings and coordinated the immediate securing of all the properties once orders are granted, with a view to Cornwall Housing taking further legal action against the perpetrators. Because the court had granted closure orders, we were able

to start enforcement action immediately, using the mandatory grounds for possession which is available in cases of serious anti-social behaviour.

The successful applications demonstrate the value of strong partnership working and our commitment to supporting safe communities.

Thank you to everyone involved in achieving this outcome, including colleagues across Cornwall Housing, Devon & Cornwall Police and Cornwall Council's ASB Team.

What is a closure order?

A closure order is a legal power that can temporarily close a property where serious ASB or criminal activity is causing harm to the local community. Closure orders are always considered a measure of last resort and are only pursued after other interventions have been explored.

Meet the team

Community Safety

We're introducing our Community Safety team to highlight some of the important work they do every day to help build safer communities across Cornwall.



Adam Fitzpatrick
Regional Housing Manager

I am the Regional Housing Manager for the West. As part of my role, I also lead on Community Safety across Cornwall Housing. I have worked for CHL for more than two decades and during this time I have held a range of roles, including Support Worker, Housing Officer, and Neighbourhood Enforcement Manager. Throughout this time I have continued to enjoy my work. I am particularly passionate about working closely with residents and partner agencies, and I value the variety the role brings - no two days are ever the same, which keeps the work both engaging and rewarding!



Before working for Cornwall Housing, I've worked in various roles with Probation, We Are With You and First Light. I like the challenge of finding practical solutions to complex situations, and I enjoy working with partner agencies, including the police and community organisations. Multi-agency working enables us to take a holistic approach to cases and achieve the best possible outcomes for residents.

Alongside my work at Cornwall Housing, I'm really proud of being a parent and raising my children while staying positive, dependable, and still being the life and soul of a party! I enjoy beach days, walking my miniature dachshund Mabel, and making the most of good food and good company.



Sam Campbell
Community Safety Officer

Meet the team

Community Safety



Amy Garnett
Community Safety Officer

I joined Cornwall Housing in 2023 after previously working as a police officer, and later in coaching and teaching. I've always been drawn to roles where I can support people, so this felt like a natural fit. I really enjoy getting out in the community, meeting people face-to-face and helping find practical ways to deal with anti-social behaviour. It's great to be part of something that helps people feel safer, and I'm proud of the difference we can make as a team. Outside of work, I love being in the sea or around rugby, and a mocha is definitely my go-to for a quick tea break!



I have worked in my current role for six years, building strong experience and confidence in managing a wide range of situations. I particularly enjoy the variety the role offers, as it keeps the work engaging and challenging, while allowing me to continue developing my skills and make a positive difference for residents and the wider community.



Dan Archer
Community Safety Officer



Adam Kerecsenyi
Community Safety Officer

I have worked as a Community Safety Officer at Cornwall Housing for two years after transferring from another housing provider. I really enjoy my job because I am passionate about helping people and making a positive difference in the communities we serve. Whether it's supporting residents through difficult situations or finding solutions to complex issues, it is rewarding to know that my work helps people feel safer and more secure in their homes.





Good neighbours make great communities

Home is more than just the place where we live. It's where we relax, spend time with family and feel part of a community. That's why being a good neighbour matters.

Living close to other people means there will sometimes be differences in lifestyles, routines and expectations. A dog might bark, children might be playing outside, or a neighbour may be carrying out some DIY at the weekend. While these everyday activities can sometimes cause frustration, they aren't always considered anti-social behaviour.

Our Good Neighbour Policy is designed to help residents understand the difference between anti-social behaviour and the normal day-to-day realities of community living. Rather than focusing on blame, the policy encourages understanding, respect and practical solutions that help neighbours get along.

When concerns are raised, we'll listen carefully, consider everyone's circumstances and look at the best way to support those involved. In many cases, a friendly conversation, a small

compromise or some practical advice can help resolve issues before they become bigger problems.

We know that every situation is different, and we recognise that health conditions, disabilities and personal circumstances can affect how people experience and cope with certain situations. That's why we take a fair, balanced and supportive approach.

By showing consideration for those around us and treating each other with kindness and respect, we can all help create safer, stronger and more welcoming neighbourhoods.

Together, we can make our communities great places to live.

Find out more about our [Good Neighbour Policy on our website](#) or speak to your Housing Officer.



Have your say

What's life like for you in Cornwall?



Residents are being asked to share their views on life in Cornwall and what they want Cornwall Council to focus on in the year ahead.

The **Let's Talk About Cornwall survey** asks people about their local area, how the cost of living is affecting them and their families, and which council services and activities matter most to them.

Council Leader Leigh Frost said: "We know that rising costs have affected households across Cornwall in different ways, and we want to hear directly from residents about their experiences.

"Your feedback will help us understand the pressures people and communities are facing and where they want us to focus our efforts."

The Let's Talk About Cornwall survey is available at the link below until **1 November 2026**. It takes around 10 minutes to complete.

Anyone without internet access can request a paper copy by calling 0300 123 1118.



Click here to take part

A large crowd of people is seen from behind, looking up at a spectacular display of fireworks exploding in the night sky. The fireworks are bright and colorful, with many small sparks trailing off. The people are silhouetted against the bright light of the fireworks.

Stay safe on firework night

If you're planning to enjoy fireworks this autumn, consider attending one of the many organised displays taking place across Cornwall. These events are designed with safety in mind and can be a great way to celebrate with family and friends. Some venues also offer low-noise or "quiet" displays, which can be a more enjoyable option for young children and anyone sensitive to loud noises.

Wherever you're celebrating, please be considerate of those around you. Fireworks can affect neighbours, wildlife and pets, so a little thought can go a long way in helping everyone enjoy the season.

If you're using sparklers, remember they become extremely hot and should never be given to children under five.

A few key things to remember

- Fireworks, including sparklers, can only be purchased by people aged 18 or over.
- It is illegal for anyone under 18 to possess adult fireworks in a public place.
- Always buy fireworks from reputable retailers and follow the safety instructions provided.
Professional display fireworks should only be used by trained operators.

If you see fireworks being used irresponsibly or dangerously, contact Devon & Cornwall Police on 101. Information can also be reported anonymously via Crimestoppers on 0800 555 111.

NEW SERVICE FOR BODMIN & LISKEARD RESIDENTS

DO YOU STRUGGLE WITH YOUR GARDEN?



WE CAN HELP!

We've partnered with Age UK to offer reliable gardening support to our residents. If you're over 50, the friendly Age UK Gardening Team can support you in keeping your outdoor space tidy and enjoyable.



SERVICES INCLUDE:

- Weeding
- Mowing and lawn care
- Plant pruning
- Potting and planting
- Hedge and shrub trimming
- Shed and greenhouse tidying
- Garden clearance
- Landscaping
- General garden maintenance

FIND OUT MORE OR BOOK:

01872 266383

active.living@ageukcornwall.org.uk

www.ageuk.org.uk/cornwall

£25
AN HOUR



Alternative formats:

If you would like this information on audio CD, audio tape, Braille, large print, any other format or interpreted in a language other than English, please contact:

**Cornwall Housing
Chy Trevail
Beacon Technology Park
Bodmin
PL31 2FR**

Call: 0300 1234 161

**Email:
info@cornwallhousing.org.uk**

I've got
rent
to pay



Pay your rent anytime using our 24/7 automated payment line: 0300 1234 200 (tenancy reference required) or online at:

**[www.cornwallhousing.org.uk/
residents-area/paying-your-rent](http://www.cornwallhousing.org.uk/residents-area/paying-your-rent)**

Need to
contact us?



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