

CORNWALL
HOUSING

www.cornwallhousing.org.uk

home

Our Customer Magazine
Autumn 2024

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great gardens
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A CORNWALL
COUNCIL COMPANY



Hello



and welcome to the Autumn 2024 edition of your Customer Magazine

There is much going on and I hope you enjoy reading about what is happening and some of the changes and improvements we are seeking to make. Before we tell you about what is changing I just wanted to thank everyone who has been involved in helping shape the changes that have been developed. We have worked with a number of residents to understand the current problems and design new ways forward, and this input has been crucial in the process.

So, what have we been doing? Well, you have told us – in the Tenant Satisfaction Measures (see p 12 – 13) and complaints (p19) that improving the repairs service and general maintenance is the key area for action. Therefore we have worked closely with Cornwall Council to prioritise more funding in the years ahead for major works programmes. Safety works will always be our top priority, but we are focusing less on kitchens and bathrooms but increasing the programmes to improve heating and making homes wind and watertight.

We are also changing our repairs contractor. Corserv Facilities will finish providing repairs at the end of March 2025 and be replaced with four new contractors – a specialist for home safety compliance and heating, and three area based for responsive repairs. Full details are set out throughout this magazine with our special feature on pages 4 – 9.

We know that your community is often as important as the quality and safety of your home. We have many local residents doing brilliant things in the community and its great to showcase some of these in our magazine.

I hope you enjoy reading this edition, and please let us know if there is something you would like included in future editions or on our website.



Su Spence
Managing Director

Our Annual Report for 2023/24 will be available on our website from the end of October.

www.cornwallhousing.org.uk



News from our residents



Derek knows his onions

Truro resident, Derek, has been growing a variety of fruit and vegetables for his neighbours and tending to their gardens, despite his serious health issues. Derek's neighbour said: "Everything is home grown, and it tastes amazing. Derek is such a gentleman. We return the favour by getting his shopping."

It's a good little community here, we all chip in to help each other."



Kinsman and Trengle Tenants and Residents Association have raised over £19,000 for events, clubs and a new CCTV system at the Community Hub in Bodmin!



Here are the star bakers!

In June, residents held a "bake off" at Bederkesa Court in Bodmin to raise money for Macmillan Cancer Support.



Read the full story on our website

Oakland's Green in Saltash has a new community garden, thanks to the dedication of the Oakland's committee, planting efforts of the Friends of Tincombe, and a generous donation from Kernock plants.

A spring refresh for the Repairs Service

A man with a beard and a friendly smile is the central figure. He is wearing a bright yellow high-visibility safety vest over a light-colored polo shirt. A black strap, possibly for a tool bag, is over his right shoulder. He holds a clipboard in his right hand and a small green container in his left. A lanyard with a green circular tag and a badge hangs around his neck. The background shows a hallway with green doors; one door has a small sign with the number '2'. The lighting is warm and indoor.

“

You, the residents of Cornwall Housing, will know only too well that we have struggled to deliver a good repairs service. There are many reasons for this, but it largely comes down to the vast area a contractor needs to cover, along with the lack of available trades in the region, which creates long waiting times. This repairs project aims to bring about real and lasting change for the better for residents.

Ian Frazer, our Executive Director of Asset Management, is leading the project.

”



3 ways the Repairs Service will change from April 2025

1

3 new contractors

Earlier this year Corserv Facilities, our main contractor delivering repairs, advised that they will not bid for a new contract when their current one ends in March 2025.

Learning from previous experience and listening to the contractors during market testing, we have decided that the repairs contract needs to be delivered by multiple businesses, because we have too many homes across Cornwall to be easily managed by just one.

2

3 new repairs patches

We will split the county into three areas called 'patches' for repairs (and three contracts) to help contractors manage the number of jobs received and the travel time needed. We believe this arrangement will be better for residents, as they will have a single contractor in the area they live, who can provide a more focused service.

3

1 separate contract for home safety checks and heating systems

We will have a separate contract for home safety checks, because the skills and experience needed to complete gas (and all heating types) and electrical testing are very specific. A single mechanical and electrical contractor will cover the whole county, providing servicing, testing, and heating breakdowns, but will not get involved in everyday repairs.

“

Neal Edmonds, our Head of Repairs, explains:
“It's incredibly important that we work with contractors who have enough people and skills in their business to be able to deliver the number of repairs needed across the whole of Cornwall. This has been a challenge in the past. We're really pleased that three large contractors engaged with us during market testing.”

”





New repairs timescales introduced from 10 October to help get ready for new contractors

From Thursday 10 October we have introduced a new Interim Repairs Policy. This replaces our current repairs guide. We want to ensure that the handover to the three new repairs contractors goes smoothly, and that emergency and urgent repairs are prioritised during this change.

New target timescales

Emergency repairs



Example: roof and gas leaks, loss of water and exposed wires

Urgent repairs



Example: damaged bannisters, blocked toilets and running overflow

Routine repairs



Example: this includes replacing glass after boarding up

Planned repairs



Example: timber rot, window and door replacements and path repairs

Target timescales for emergency repairs are still 24 hours, and all urgent repairs should be completed in three or seven days

Routine repairs will be logged and should be completed within nine months. A new category of planned repairs – for multiple trades or low priority works, will aim to be completed within twelve months.



Su Spence, our Managing Director said:

“To create a better repairs service, we need to start with the basics – that means getting emergency and urgent jobs right. It is going to be a challenge to deliver our revamped repairs service with three new contractors. As we become more efficient, we are also expecting to complete more repairs than we have in previous years and that means spending more. So, we need to keep a tight grip on what we are spending and focus our resources on the repairs needed most.

“This will be in place until we are confident our interim contractors are providing a really good emergency and urgent repairs service, and we are tackling the most urgent and safety critical repairs our residents are telling us about.

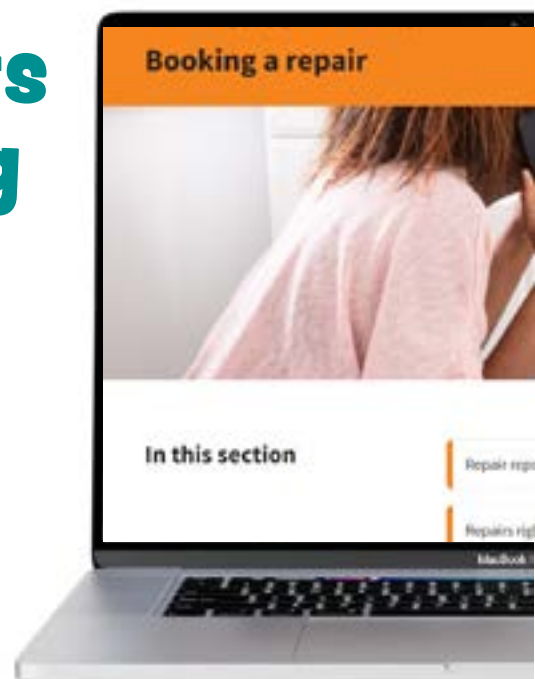
“The new Interim Repairs Policy makes our intentions clear - we are being honest and upfront in setting out the level of standard our residents can expect to receive during this time of change.”

“This focuses resources on tackling the most urgent safety critical repairs first and getting them completed more quickly and efficiently. We understand that the longer wait for routine repairs will be an inconvenience for some residents, but we ask for your understanding during this time of real change. We have heard consistently from tenants that you want improvements in the repairs service, and we want Cornwall Housing to make that happen. This won't be forever – it is an interim solution to help manage change and pave the way for lasting improvements in future years.”

More information and the full Interim Repairs Policy is available on our website.

Wondering how residents were involved in shaping our repairs service?

We have, and will continue to, involve residents in designing services and influencing decisions throughout the changes to the Repairs Service and the home safety checks.



This summer, you...



Shared your views on home safety checks

Out of 2,500 residents who had a home safety visit within the past year, 191 responded to our home safety survey. 12 joined an online discussion about what's needed within our home safety service, customer commitments, and how we recruit contractors



Influenced our contractor choices

Some residents continued to be involved in shaping our contractor tender specifications



Took part in a repairs workshop

You met with our managers to talk about the repairs service, including what's needed, promises we make, social impact, and the questions we should put to contractors

We are committed to working with residents to make this important change. Thank you to everyone that has shared their views. There will be more opportunities to get involved throughout the repairs project later in the year and during 2025.

Fancy getting involved?

Contact myviews@cornwallhousing.org.uk

or call us on 0300 1234 161



A message from Ian Frazer

Executive Director of Asset Management

“

Making changes of this size can be disruptive, and whilst we will do our best to continue to provide services to our residents, we would like to ask for people's understanding if they experience some difficulties over the coming months.

“We will continue to work with Corserv Facilities and a number of other contractors until early 2025”

“Our long-term aim is, of course, to provide the best, most efficient and effective repairs and home safety checks services possible, but that is likely to take some time to achieve. In the short-term, residents may experience longer wait times and other challenges with our Repairs Service.

Through all the changes, home safety remains our highest priority. We'll ensure your home safety checks are completed ahead of time, so we remain fully compliant and your homes are safe.

“We are committed to keeping our residents informed and involved during this period of change and we will provide regular updates on our website and social media. We'd like to thank residents for their patience and understanding in advance.

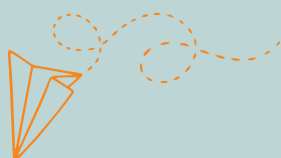
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Report your repairs to us in the usual ways



On our website

www.cornwallhousing.org.uk



By email

info@cornwallhousing.org.uk



By phone

0300 1234 161



We plan to announce all new contractors by the end of 2024. We'll then work with them to make sure they are ready to carry out repairs and home safety checks by 01 April 2025.

Keep informed. Find updates and FAQs on our website.
Got a question? Email or call us





Looking after your home

Our home decency mission



Understanding planned maintenance

We're committed to ensuring our residents live in decent homes. This means making sure homes are safe, warm, and well-maintained. One way we do this is through planned maintenance. This involves taking care of things like upgrading boilers, fixing roofs, and improving insulation before they become bigger issues. Planning ahead will help keep your home in good condition for years to come.

Right now, we're particularly focused on tackling critical repair and maintenance needs.

You might be wondering how this differs from priority repairs. While those are urgent fixes—like dealing with a leak or a broken heater—planned maintenance is all about the long-term care of your home.



We are focused on maintaining homes to meet the 'Decent Homes Standard'

- Ensuring homes meet statutory minimum standards for housing
- This year we're ensuring homes are safe and free from hazards



Creating better homes: from EPC G to C



At the same time, we are investing in energy efficiency. We aim to bring all our homes up to EPC C+ standards, making them warmer and more affordable to run.

We have now upgraded our last remaining EPC G rated home to an EPC C. We have just over 100 EPC F rated and are focused on what we can do to tackle this.

We know these ratings aren't where they should be, but we are already making progress and will continue to improve the energy efficiency of our homes for our residents.



Focusing on warm, dry homes

Historically our focus has been on replacing kitchens and bathrooms. However, we are listening to feedback from residents and are ensuring **our future investment plans are focused on improving heating, thermal performance and making homes wind and water tight** rather than large kitchen and bathroom replacement programmes.



Maintenance Milestones!



Our external revamp of Gregory's Court in Bodmin and Highfield Estate in Camelford are now complete.



Rendering



Roofs



Windows



Doors

The Regulator now has your feedback to help assess our performance



In June we sent the Regulator 22 performance results, including 12 made from feedback about tenant satisfaction from our Your Call survey.

What are Tenant Satisfaction Measures?

The Regulator of Social Housing now requires all social rent landlords to provide them with performance information every year. The required information is called the Tenant Satisfaction Measures (TSMs), and the Regulator provides detailed guidance for landlords about how this information is collected and calculated.

There are 22 TSMs:

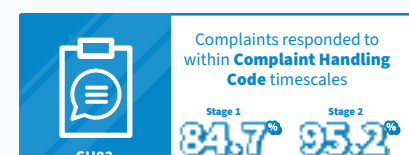
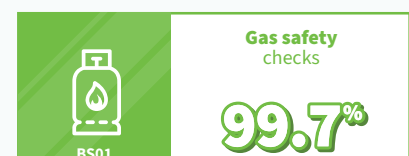
- 10 landlord measures – which we calculate ourselves, and
- 12 tenant survey measures, which are collected and calculated by an independent specialist called Acuity.

1039 tenants took part – 1026 by phone and 13 online. The first survey was on 6 April 2023 and the last survey 11 March 2024.

More information about our approach to collecting and calculating the tenant satisfaction measures is available on our website.

The Regulator has coded the 22 TSMs, and we have included this code on the results to make it easier for you to compare them

Overall	Repairs & maintenance
Safety	Complaints
Neighbourhoods	Engagement





Congratulations to Mr Day, from Falmouth, who won the summer prize draw in our Your Call Survey.

We launched the survey in April 2023 to gather feedback from tenants about our services. Acuity, an independent expert, is helping us by calling 1000 tenants each year to find out how satisfied you are. All participants in the survey are entered into a quarterly draw for a chance to win £100 in shopping vouchers.

Take Part in our Your Call Survey at www.cornwallhousing.org.uk



A key factor for dissatisfaction is the delays to homes being well maintained – this is shown in the very high percentage of homes that do not meet the decent standard, 22%. Also, repairs and maintenance is the primary theme from the dissatisfaction with how we listen and act. This is mostly about delays and repairs not being completed.

Action

★ Following the early results of the stock condition survey, Cornwall Council and Cornwall Housing reviewed the planned maintenance investment programme and have allocated more finance from the year 2026/27.

★ We are redesigning our repairs service and commissioning new contractors.

★ We are talking to staff to improve how we listen and act to what you need.

Complaints handling satisfaction is generally low for social housing across the country, but we are below average. However, our analysis shows many residents who said that they had made a complaint and took part in this question, hadn't had a formal complaint handled by us in the previous 18 months. This shows that there is more that we can do to better handle enquiries and follow ups across the service.

We have been handling many more formal complaints than other social housing providers – 86 per 1000 homes, and improved our complaint response times – for more information on our complaints handling see page 9.

Using your feedback to improve services

We will continue to analyse these results, as well as collect this year's performance, and use it to inform our decisions about how we improve services and where best to focus our efforts. In the meantime, if you receive a call from Acuity – our independent survey contractor – you can be part of letting us (and the Regulator) know how we are doing.

Would you like to get more involved?



We offer a wide range of meaningful opportunities for you to influence and scrutinise our landlord strategies, policies and services.

Our new resident engagement approach has been built around what residents said in the Better Connections survey and in workshops with sector expert TPAS.

How much involvement do you want to have?



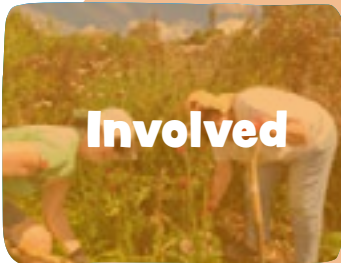
Asked

Level 2 engagement – usually from home

A survey – online, phone or doorstep

One off commitment of 15 – 30 mins answering questions on a specific topic

Most of our surveys invite a sample of tenants, but let us know if you're happy to be regularly invited.

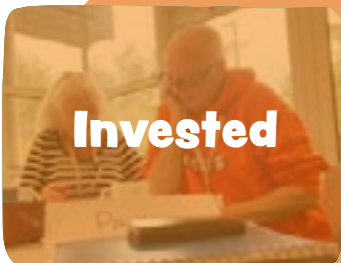


Involved

Level 3 engagement – can be online from home, in the community or at a meeting or event

A bit more of a commitment – a half day or full day, or you regularly give your views, experiences and skills.

This includes helping in your community with resident events or neighbourhood improvement



Invested

Level 4 engagement - in meetings online or in person

For residents who want to make a commitment to volunteer to check what we are doing and hold us to account

This includes the Tenants Forum and Scrutiny Panel who meet online and in person at least four times a year.



If none of the above suit you, if you don't have the time or the desire to get involved, our level 1 engagement reviews will capture what residents have already told us in day-to-day interactions.

Want to get involved? Email myviews@cornwallhousing.org.uk

Would you like to join the Cornwall Housing Communication Crew?

Justin said “Being part of the Communications Crew has been a great experience! I joined because I wanted to offer a tenant’s perspective, which can be different from staff. It’s a low-commitment role, and it’s quick and easy to share feedback—usually just an hour of my time.”



The Communication Crew is a virtual group of tenants who help us get our messages right.

As part of the crew, we will email you an article to comment on, every month, to feedback at a time that suits you. It will usually take around 15 minutes.

We are particularly interested in hearing from people who have diverse needs and different communication experiences.



If this sounds like something you’d enjoy, we’d love to hear from you! Come and be a part of making communication better for everyone.

Contact us at myviews@cornwallhousing.org.uk

If you really like the detail, our new resident engagement strategy is available on our website



You could be missing out on pension age benefits

Are you over State Pension age? Do you earn less than £218.15 per week (or less than £332.95 per week for couples)? Then you may be eligible for extra benefits.

Don't overlook Pension Credit

Pension Credit gives you extra money to help with your living costs if you're over pension age and on a low income. Many people are missing out because they don't know about it.

Claims for Pension Credit can be made online at gov.uk/pension-credit

Or call the Claim Helpline on **0800 991 234**

Claiming Pension Credit could mean you're entitled to other benefits, like:

- Housing benefit – to help pay your rent
- The Winter Fuel Payment
- Help with NHS costs, like dental treatment

Shivering at the thought of winter bills?

You could get between £250 and £600 to help heat your home this winter with the Winter Fuel Payment.

You're probably eligible if you were born on or before 23 September 1958, you already receive Pension Credit, or you are on at least one other means tested benefit (like Universal Credit or Income Support).

Many eligible tenants will receive the payment automatically between November and December. However, if you have never received it before or you've recently moved, you may need to apply.

**Find out if you
need to apply**

**gov.uk/
winter-fuel-
payment**

The big Universal Credit switch

The government's Universal Credit migration is continuing, which means that legacy benefits like Jobseeker's Allowance, Housing Benefit, and Tax Credits will be merged into one single Universal Credit payment by the end of 2025.

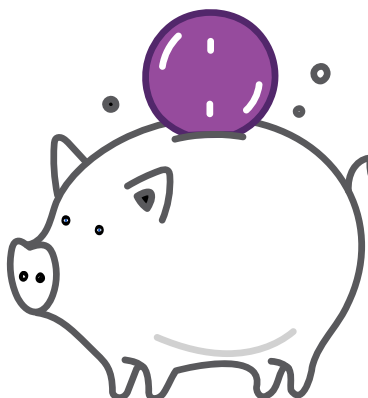
Don't wait - delaying your switch could result in missed payments!

Once you are contacted by the Department for Work and Pensions, you must claim Universal Credit as soon as possible. If you don't claim on time, you could miss out on benefits.

You may be entitled to more support when you switch to Universal Credit, like help with childcare, rent, and work incentives



**Got benefits questions? Call 0300 1234 161 for
advice from our Inclusion Advisors or email
inclusion.advisors@cornwallhousing.org.uk**



Have a say in what you pay

Every year, the Council decides on your rent levels and the housing budget, and they want to consider your views!

Tell us what you think in our Rent and Expenditure Survey. It's your chance to help shape future rent decisions.

Ready to take the survey? Email myviews@cornwallhousing.org.uk with the subject 'Rent Survey' or call us on **0300 1234 161**.

Let's talk about rubbish

We have installed new waste and recycling units at three of our blocks of flats with shared refuse facilities.

Now ready for use, the new facilities at Cuddra Road in St Austell, West View in Perranporth, and Harvey Street in Torpoint aim to make waste disposal easier and more eco friendly for local residents. This project was funded through our improvement budget to enhance the sustainability of our estates.

Our Neighbourhood Management team worked closely with Cornwall Council's waste team to keep residents informed about the new facilities and rubbish collection procedures, posting letters and knocking on residents' doors. Every resident was happy with the changes, so we replaced the existing free-standing bins.

North East Cornwall Waste collections are changing in November

Cornwall Council are encouraging residents to get ready for weekly food waste collections, and fortnightly rubbish collections.

Tenants living in North East Cornwall (Bodmin, Bude, Launceston, Padstow, Wadebridge, Camelford and Kilkhampton) will begin to see changes to their waste collections from November as the county wide roll-out continues.

Homes in Mid West Cornwall will switch over in 2025.

Help with your collections

You can apply for an assisted collection if you have a mobility issue, a disability or a medical condition and do not have anyone at home aged 13 or over to help with your collections.

Search for "assisted collections" at [Cornwall.gov.uk](https://www.cornwall.gov.uk) or call Cornwall Council on **0300 1234 141**.



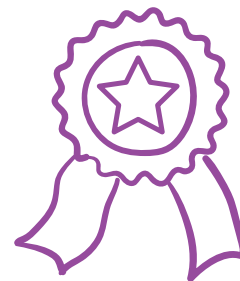
Recycle, recycle, recycle

Cornwall Council won't collect any rubbish that doesn't fit in your wheelie bin or sack. This means you'll need to separate your food waste and recycling to free up space in your bin.



If you're not sure what to put in your recycling bags and boxes, or if you need to order more, go to **[Cornwall.gov.uk/recycling](https://www.cornwall.gov.uk/recycling)**.

More complaints Better handling



In the financial year 2023/24 we have responded to **85%** of complaints on time, compared to just **18%** the previous year.

Year	Complaints year to date	% on time for year	% upheld for year
2023/24	929	85%	87%
2022/23	811	18%	43%

Work to create a robust complaints handling process has improved performance but the sheer number of complaints, as well as deadline with a backlog from the previous year, meant that the performance isn't as good as we want it to be. Despite upholding 87% of complaints this year, we also saw an increase in residents asking for a stage 2 review of their complaint (a total of 106 this year). Senior managers continue to find that customers have valid reasons for being dissatisfied and to date have either fully or partially upheld the vast majority of complaints where responses have been completed.

Angie Scott, Head of Customer Service and Engagement said "The benefits of senior managers leading the Stage 2 complaint process is helping improve how we shape our services, as complaints are being discussed at the highest levels of the business on a regular basis."

We now have an easy ready version of our complaints leaflet. Contact us for a copy.

Learning from complaints

Delay to repairs and planned maintenance are the primary themes in your complaints, along with lack of communication and no action.

What are we doing to address this?

- Making changes to improve our repairs and maintenance service (see pages 4 - 9)
- Better communication with individual residents when there is a delay, and making the year's planned maintenance programme available to staff to help better advise residents of whether major works are planned in the coming months.




Think Fire Door!

Just one small action could save a life

We all know that fire can kill and have devastating impacts for individuals, families and communities. But what if there was someone that could prevent the fire spreading and save not one, but multiple lives. What if I told you there is, and that someone is YOU!

You could be a community hero with one very small action, and that is closing a fire door every time you walk through or by one. It's as simple as that.

At Cornwall Housing, we want everyone to feel safe in their home and invite all tenants to;

 **STOP** every time you walk through a door;

 **THINK**, is it a fire door?

 **TAKE ACTION** and shut every fire door.

Together, we can keep each other safe.

What is a fire door?

Fire doors are made with fire-resistant materials that block smoke and flames, stopping them moving to a different area in the home or block of flats.

Your front door and those in communal hallways are fire doors. They are an important part of the building's safety system.

It is important to:

- Keep fire doors shut when not in use;
- Not tamper with self-closing devices, and ensure your visitors do not either;
- Get permission for any changes to the front door of your flat
- Report any fire door fault or damage immediately to

Contact us on **0300 1234 161**



Why can't I install a solid fuel burner?

We ask residents not to install solid fuel stoves or reopen closed chimneys for a number of reasons:

- **Health and Safety Risks:** Solid fuel stoves can release harmful pollutants, especially if burning waste or treated wood, which can be dangerous to both you and your neighbours. Solid fuel also increases the risk of chimney fires and carbon monoxide poisoning. Old, disused chimneys can omit poisonous gases like Carbon Monoxide and they might have been condemned for a safety reason.
- **Environmental Concerns:** Burning solid fuels releases toxic chemicals and emits a large amount of carbon into the atmosphere. This type of heating needs to be removed and decommissioned over the coming years to meet the Government's pledge to reduce carbon emissions and achieve net zero by 2050.
- **Legal Obligations:** We also have a legal obligation to improve the energy efficiency ratings in our homes by 2030. To achieve this target all heating systems must have thermostatic controls and be of high efficiency.

What if I can't afford to heat my home?
If you are struggling to heat your home this year, there may be help available.

Visit our website to see what cost of living support you may be entitled to.

What is a solid fuel burner?

A solid fuel burner is a standalone heater that burns wood or coal to heat a room. This includes open fireplaces and wood or log burners.

Solid fuel fires and wood burners are covered under home safety checks and need to be maintained and inspected by us annually. So, you need to ask us before you install one.

Working together with Cornwall Council



“It’s a beautiful house and well worth the wait. It means everything to us to come home.”

New homes and a new chapter for Callington residents

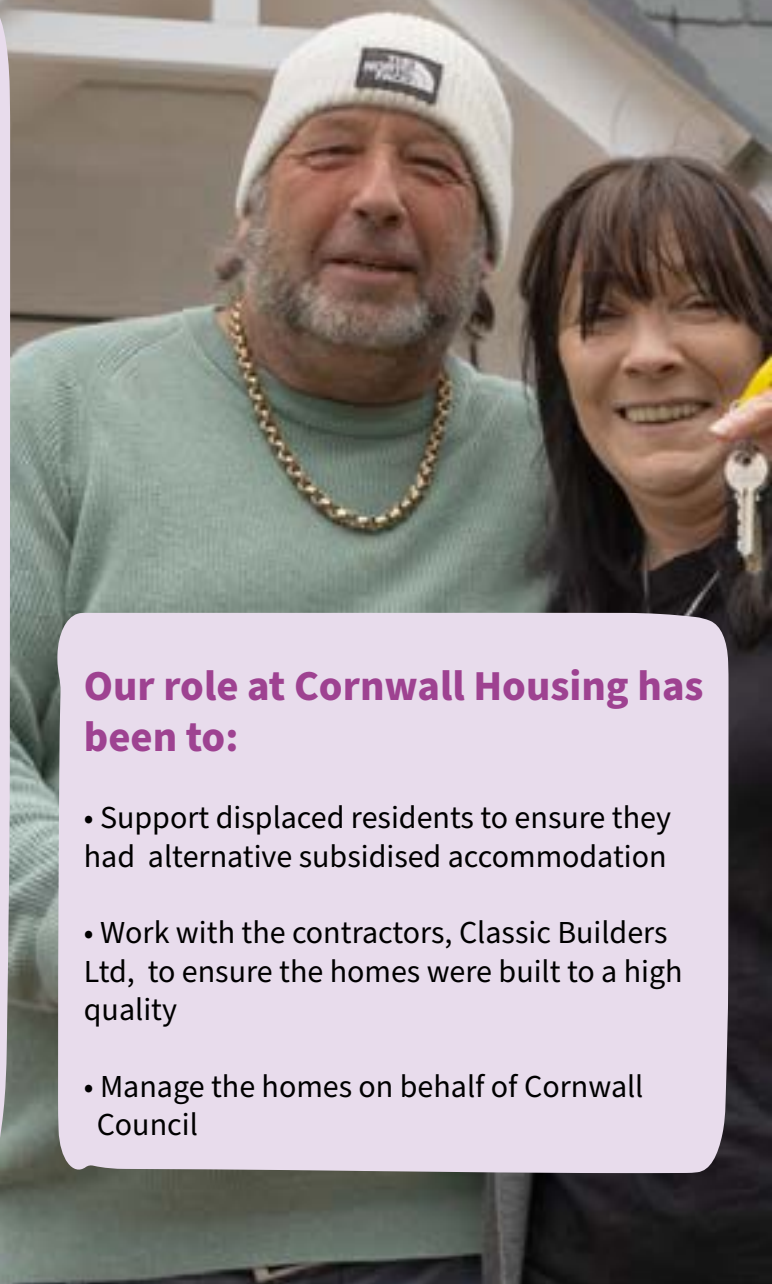
We have been working with Cornwall Council to build 15 new affordable homes for local people at Urban Terrace in Callington. The scheme is now complete, and the first residents moved in this summer. The new homes replace 10 Council-owned and 5 privately owned homes built in the 1950's. The homes had to be demolished when mundic was found, which was gradually making them structurally unsound.

The previous homes have been replaced with good quality affordable houses and flats for social rent to local people. The people who lived in the original Council owned homes were given first refusal on the new homes.

The new scheme includes 4 one-bedroom flats, 7 two bedroom houses and 4 three bedroom houses with gardens and parking. All the homes are highly insulated and heated with low carbon air source heat pumps. They also have renewable energy sources and high levels of insulation, so are much more cost effective to run.

Our role at Cornwall Housing has been to:

- Support displaced residents to ensure they had alternative subsidised accommodation
- Work with the contractors, Classic Builders Ltd, to ensure the homes were built to a high quality
- Manage the homes on behalf of Cornwall Council



"I had the lovely job of re-letting the new homes. It's wonderful to see the looks on the residents' faces when we hand over the keys. Especially to those who have been waiting to return to their homes."

Ruth Ayre, our Voids and Lettings Manager



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



Dear Cornwall Housing

Your questions answered

“Can each block of flats have one communal washing machine? Each tenant would be encouraged to sell their washing machine and tumble dryer at a good price to the Council. We would each buy our own washing powder.”
Ms H, Cornwall Housing resident

We understand the benefits of communal washing facilities and offer them in some of our supported housing. In these cases, the cost is included in the rent, and our staff manage the facilities during regular visits.

Unfortunately, we can't offer this option in our general housing. Many of our buildings don't have the space for shared laundry areas, and managing them would require additional staff and costs, which could lead to higher charges for residents. With the rising cost of living, we want to keep rents and service charges affordable, so this isn't possible right now.



**Answered
by Nyree, our
Independent
Living Service
Manager.**



**Answered by
Jacqui, our
Inclusion
Advisor Team
Leader**

“What do I do if I mutual exchange and there is a legacy debt on the electric meter of the home?”

Tenants' Forum members

All you need to do is:

1. Take a meter reading on the day your tenancy begins
2. Contact your energy supplier and register as the new bill payer. Submit a meter reading and ask them to remove the debt from the previous bill payer.

Cornwall Housing Bake Off



Each issue, we introduce someone from our Cornwall Housing community through their yummy recipes! This edition, Adam has shared his classic Victoria Sponge Cake. Adam joined Cornwall Housing in 2002. His current role is Specialist Services Manager but Adam has had many roles, including Support Officer and Neighbourhood Enforcement Manager.



“

“I didn’t start baking until a few years ago. We saw a birthday cake in a shop window, and I thought, I can do that! If I can do it, anyone can.”

”

Adam’s Victoria Sponge

On your marks, get set... BAKE!

- Heat your oven to 160c fan/140c/Gas 3. Butter and line a 20cm round cake tin
- Put some grease proof paper at the bottom of two 8-inch cake dishes and line with butter
- Mix butter and sugar first in a large bowl (an electric whisk makes it light and fluffy)
- Add the eggs one at a time and continue to mix
- Sieve the flour into the mix. Mix until soft and smooth
- Pour the mixture evenly into your cake dishes and bake for 25-30 minutes. Remember to keep an eye on them!
- Once you think they are ready, lightly press the middle of the cakes down. If they come back up, they’re ready
- For the butter cream - sieve the icing sugar into a bowl, add the butter and mix until soft enough to spread
- Once your cake has cooled, put the butter cream in the middle and then add some delicious jam
- You can choose to decorate it, or just add a light dusting of icing sugar and eat it straight away!

Ingredients

Cake

10oz self-raising flour (sieved)
10oz caster sugar
10oz butter
1tsp vanilla essence
5 large eggs

Butter Cream

10oz icing sugar (sieved)
5oz butter – unsalted
1tsp vanilla essence



John takes to the stage



Our involved tenants speak at the National Housing Conference

“In June, I attended the National Housing Conference in Manchester along with another Forum member, Joseph De-Ville. We were both asked to sit on a panel and speak in front of an audience of housing professionals from all over the UK.

My panel consisted of two senior officers of large Housing Associations, the Chief Community and Sustainability Officer at Sovereign Network Group, the Director of Customer Service at Gateway Housing Association, and myself - Chair of the Cornwall Housing Tenants' Forum.

Our topic of conversation was the new Consumer Regulation regime and what we have learned so far. We also discussed the Tenant Satisfaction Measures (TSMs), what they are telling us, and asked whether they are doing what they were designed to do.

The talk brought up some interesting points. I gave my opinion from a tenant perspective, which was at times quite different from my co-speakers. We did agree that the new regulations and the TSMs are a positive start,

“the only reason social housing exists is because of us, the tenants”

but they are not by any means a finished product and need reviewing.

I also took the opportunity to talk about the work of the Tenants' Forum, like the review of Cornwall Housing's complaints process. Members of the Forum analyse 10% of a random selection of complaints to see if the complaint policy has been followed, and that the responses issued by Cornwall Housing are compliant.

On the whole, I believe the appearance of tenants at such major housing events (even if there are so few of us) does go a long way to remind the world of social housing that the only reason social housing exists is because of us, the tenants. We are the customers and the customer is always right.”

Celebrating our green-fingered tenants Garden of the Year 2024 winners



Veronica From Kingsand



“I think your outside space should be an extension of your home.”



3rd

Angie from Padstow



“My tip for other residents looking to start their garden journey is to make the view outside your window a pleasant place first, then gradually extend that to the rest of the garden.”



2nd

Check out the back page to see the bloomin' marvellous 1st place!

Shaun and Teresa from St Newlyn East

**Garden of
the Year
2024**



“We were so surprised to win. When we moved in, the garden was a wilderness. We’ve been working on it for two years now. It’s been hard work, but worth the effort to keep it in good condition. My twin sibling and I have been tenants for over 60 years, growing up just across the road in a Cornwall Housing home with our parents.”

Contacting us

Contact us for anything to do with your tenancy, maintaining your home, or estate services that we look after. To contact us, call our customer service team on **0300 1234 161** or email **info@cornwallhousing.org.uk**. They can also direct you to your Area Housing Officer, Inclusion Advisor, or Rent Management Officer.



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