



home

Our new look Customer Magazine
Spring 2023




Your call

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Hello

and welcome to the Spring 2023 edition of your Customer Magazine...

Looking forward

It's been six months since I took over as Managing Director of Cornwall Housing. The best thing about Cornwall Housing is the people. We have staff who care, and tenants who are proud to live in their community.

We now have a new management team. The team (pictured above) have been working on the key things we need to do to improve your homes and our services. This includes working closely with the Council about how housing monies should be invested.

I'm pleased to let you know that they have agreed to take Cornwall Housing out of the Corserv group so that we can work directly with the Council again. Cornwall Housing remains Council owned, but no longer has responsibility for housing advice and homelessness services. This change will not add any additional costs, and will mean that Cornwall

Housing has more direct control over how to provide the best services for tenants.

There remains lots of work to do to ensure that we can quickly invest in the homes that need it, and improve our customer service – on the phone, online, and in communities. The new Board and management team are committed to providing a good housing service and safe, well-maintained homes.

Keep an eye on our website and magazine, and we'll keep you updated about our progress. And, if you take the time to do a 'Your Call' phone survey, thank you for rating our performance and letting us know how you think we are doing.

Su Spence
Managing Director

“ There is a lot of work to do to bring services back to where they should be. Su and her team are committed to doing this, and the change to take Cornwall Housing out of the Corserv group will not distract from this. It will create a more straight-forward relationship with the Council so we can ensure targets in the new management agreement are met.

Councillor Olly Monk - Portfolio holder for Housing and Planning

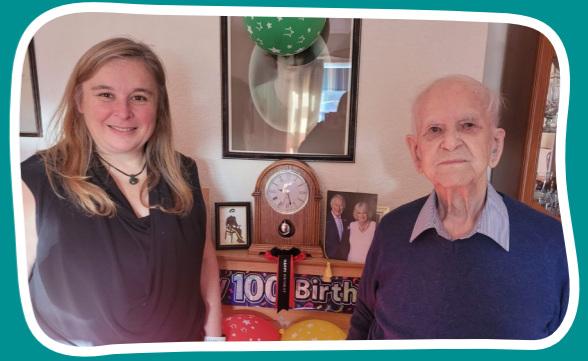
”

Happy 100th Birthday Roy!

A Cornwall Housing resident, Roy, has celebrated his 100th birthday!

Cornwall Housing Managing Director Su was pleased to visit Roy at his home and hear some of his stories about his varied life. Thank you to Roy's neighbour Paul for arranging the visit.

You can read more about this on our [website](#).



Thank you to the Oakland Green Committee volunteers

The Oakland Green Committee have been supporting the community of Saltash for 38 years. The committee was formed in 1985 when the Oakland Green Community Centre was first opened. Members of the committee have since used the centre to host an array of events over the years for the local community, including coffee mornings, bingo and themed parties.

We presented flowers to outgoing Chairperson, Diane Knight, to show our thanks for her support to the local community.

Residents of Saltash who would like further information regarding future use of the Oakland Green Community Centre should contact myviews@cornwallhousing.org.uk.

You can read more about this on our [website](#).



Spotlight on complaints



Complaints are an opportunity to put things right, and we are making changes to improve how we handle your complaints

There is a company-wide focus on improving how we solve problems for our residents. This includes getting better at handling complaints.

Lots of work has already taken place and will continue throughout the rest of the year including:

- Completing the Housing Ombudsman self-assessment for complaints and publishing it on our website
- Complaints surveys sent to tenants and staff
- Working to create a new Complaints Policy – launched in April 2023
- Hiring two dedicated Complaints Officers
- Company-wide face to face training for staff

How to make a complaint

In line with the Housing Ombudsman guidance, we define a complaint as:

“An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.”

Complaints or expressions of dissatisfaction can be raised in a number of ways:

1. By telephone
2. By email
3. Completing our online webform
4. In writing to our offices
5. Directly to any of our employees
6. In person when visiting our offices
7. An advocate or representative on your behalf, with permission
8. Local MP or councillor

We will accept complaints or expressions of dissatisfaction through our social media channels. However, we will request you send a private or direct message to us with further details of the complaint to make sure there is customer confidentiality and privacy.

For more information about what is and what isn't a complaint, please see our [website](#).



How can the Housing Ombudsman help me?

If you are unable to resolve your complaint through your landlord's complaints procedure you can refer it to the Ombudsman. We will deal with each complaint to find the best outcome for your individual circumstances.

Find out more on their [website](#)

Contact them:
info@housing-ombudsman.org.uk

Listening and acting on your feedback about our complaint handling

We asked tenants who have previously made a complaint, and tenant volunteers to give us some feedback about our approach.

88% were aware we have a complaints policy. 76% knew how to make a complaint.

The most important things that mattered when making a complaint were:

- **Dealt with quickly**
- **Things being put right**
- **Being listened to**

The Tenants Scrutiny Panel also investigated our complaints policy and performance. They asked:

“What are customers' experiences of Cornwall Housing's Complaint Handling procedure?”

The Tenants Scrutiny Panel said	We did
..the Complaints Policy needs to be rewritten and made clearer and meet the ombudsman's complaint handling code.	A new policy has been written so that it is clearer and meets the Housing Ombudsman's requirements.
..we should inform all residents about the complaint process and how to get in touch – including a regular article in the Tenants' Newsletter.	The new policy is published on the website, with regular articles in the tenants' newsletter - including a flowchart about the different stages and timelines.
..staff should be made aware of the policy and have training on how to handle complaints.	We are holding face to face training for all our staff in March and April to make sure they know about the new policy and what they are expected to do to support a customer's complaint.

Richard McCarthy, Chair of the Panel, said: “Throughout this investigation we have gained an insight into what is important to customers, and that is communication.”

- **13 recommendations were made by the Tenants' Scrutiny Panel**

- **12 were accepted**

Find out more about the Tenants Scrutiny Panel and see their full report on our [website](#).



I'm Angie Scott. As the new Head of Customer Services and Business Support, it's my responsibility to oversee how we handle complaints as an organisation. This is something I feel very strongly about, and I can promise you it's an area of work that myself and the whole Senior Management Team are looking at very closely.

We know things have taken too long in the past and we know we need to get better. Staff across the business, including our two dedicated Complaints Officers, are working hard to try to solve issues more quickly when things go wrong. We're also working closely with the Tenants' Scrutiny Team and Tenants' Forum, who have told us that keeping you informed is absolutely crucial. We know we've got more work to do, but we are absolutely committed to doing it. I want to reassure you that improving how we handle your complaints is a very real focus for us.



We have made some changes to our policies!

What does this mean for my repairs?

We are improving our communications for repairs on your home. This means we will:

- Continue to text or email you with confirmation of your appointment, with the date and time. We will also now include the type of work.
- Send an additional reminder message the day before your appointment.
- For those without mobile phones or email, we will call you on your landline, if we have one on our system.
- Our operatives will aim to contact you when they are on their way to your appointment.
- Our operatives will carry out additional repairs whilst in your property, providing they have the time to do so. If not, they will report these on your behalf.

Our appointment slots are morning (8am-midday) or afternoon (midday-4pm). But let us know if you have school runs to do and we can work around these times for you.



You can report a repair in 3 ways:

1. **Online:** Booking a repair www.cornwallhousing.org.uk
2. **Email:** info@cornwallhousing.org.uk
3. **Phone:** 0300 1234 161 (for daytime or emergency out of hours repairs)



What does this mean for the condition of the new Cornwall Housing home I'm moving to?

(Not including mutual exchange)

Before moving in, we will ensure all safety checks are carried out, and all heating and plumbing is working. Also:

- Walls and ceilings will be left in a standard you are able to decorate straight away.
- Gardens will be cleared of rubbish, with grass/shrubs cut to a level you can continue to maintain.
- Ensure you are given guidance on how to use the systems in your home, such as: heating and boilers, shown locations of any utility meters and the location of your stop cock.

After you move in, we will:

- Sometimes agree future works with you to happen once you have already moved, to avoid delays to your moving date.

To read more about the new repairs policy and tenants' guide, visit our [website](http://www.cornwallhousing.org.uk).



Investing in your homes - our new priorities

Safe homes

Regularly checking homes to ensure that they pass safety tests or show up where we can act to make them safer.

Healthy homes

Ensuring that nobody lives in a home where defects cause damp and mould.

Fabric first

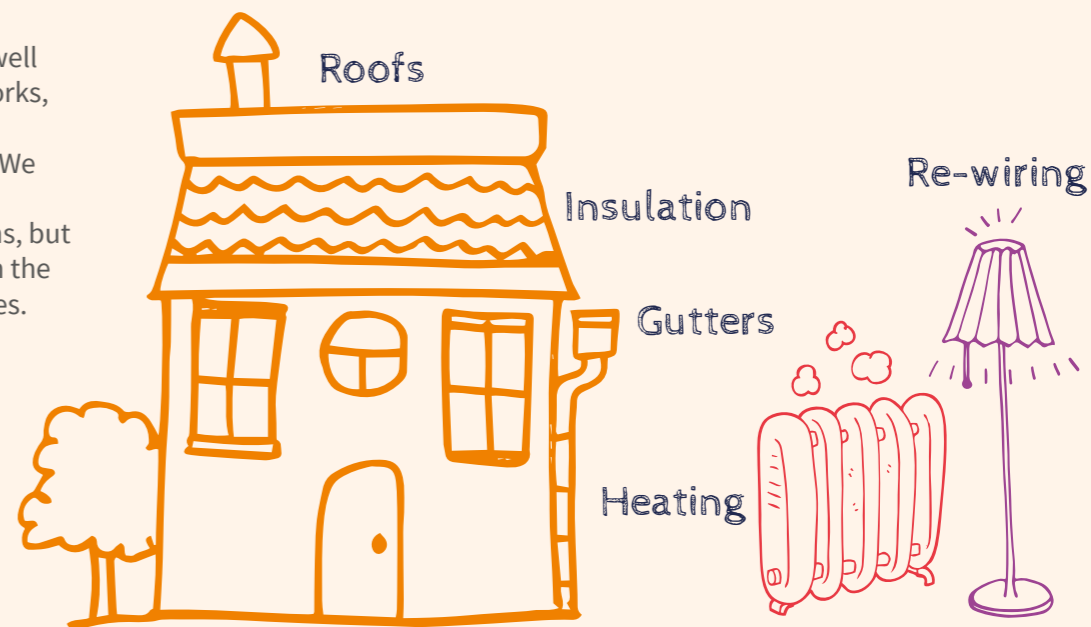
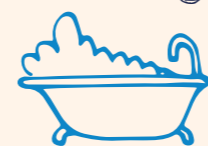
Planned maintenance investing in the core structure your home, reducing the amount of short-term repairs.

Fuel poverty

Meeting the challenges of increasing energy costs and being carbon neutral to ensure you can afford to heat your homes.

In the years ahead, as well as health and safety works, we will be prioritising a 'Fabric first' approach. We will be investing less in kitchens and bathrooms, but investing much more in the core structures of homes. This is >

Plumbing



“ In October 2022 we started surveying the condition of every home. From this we can make sure that we are first investing in those homes that need it most. Jonathan Quinn - Head of Asset Management ”

Getting serious about damp and mould

Condensation is the most common cause of damp. However, we are also working with tenants across Cornwall where leaks and other forms of water penetration need fixing. Sometimes this is a quick and simple job: quick to identify the problem and easy to repair. But sometimes it takes specialist investigations. Following years of underinvestment in the fabric of your homes, it's taking us longer than we'd like to resolve both simple and complicated damp problems.

Damp and mould is a complex issue. It is not always easy to tell if it is caused by water coming in your home from outside, or a leaking pipe, or a build up of condensation. If you think it is caused by something we could repair, then please report it to us. If you are not sure, wash down the mould and take the steps advised on the next page, and if they don't help – report it to us and we'll investigate.

Damp and mould can be caused by a number of different things, including:

- Leaking roof
- Broken guttering
- Rising damp
- Leaking pipes
- Condensation build-up

New processes and investment to tackle damp and mould

We are establishing a damp and mould task force, getting in extra resources, and trying to help tenants as quickly as possible with specialist support. We have a new approach to try and investigate and deal with damp quicker:

- Identifying and resolving immediate actions
- Working with you on what you can do
- Organise a surveyor to inspect the home and take action they identify
- If the damp and mould returns, we may commission an independent surveyor and install some monitoring equipment to understand what other action needs to be taken.



We do have a backlog of damp and mould cases that is causing more delays to investigations and resolutions than we'd like. Our new focus and resources will help to tackle it sooner.

Help! I've got mould in my home

If you are struggling with damp, condensation or mould, require further advice on how to deal with it, or need our help, you can email us at: info@cornwallhousing.org.uk or call: 0300 1234 161



Let's work together to tackle damp and mould

We want to let you know how condensation forms and how you can keep it to a minimum, to help ensure this type of damp and mould doesn't grow in your home.

What is condensation?

Condensation occurs when warm moist air is produced in kitchens and bathrooms, and then moves to colder parts of the house to settle. Warm air holds moisture and when it meets a cold surface, it cannot hold the moisture any longer and forms droplets of water. Poorly ventilated and cold housing encourages condensation, and the growth of mould.

How can I prevent condensation?

Try to wipe down windows and sills every morning with a cloth. You can also buy condensation channels and sponge strips that fit to windows to collect the condensation for you!

Did you know?

We produce water vapour in large quantities from everyday activities.

A 5-person household puts about **10kg of water** into the air every day!

Top 3 Tips to Stop Mould

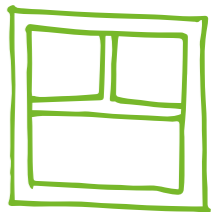
1 Produce Less Moisture

Produce Less Moisture. To reduce moisture when cooking, cover pans and try not to leave kettles boiling. Hang washing outdoors or put it in the bathroom and close the door, open the window and the put the fan on. Avoid paraffin or portable bottled gas heaters as they produce lots of moisture.



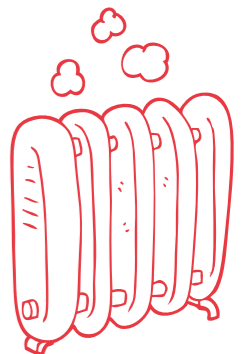
2 Ventilate

Make sure to keep a small window ajar or a trickle ventilator open in your house, allowing for extra ventilation in the kitchen and bathroom! Close these doors too, to stop moisture reaching other rooms. Open curtains or blinds or open the trickle ventilators on your windows. Leave cupboards and wardrobes slightly open. Also, leave space between wardrobes and walls and try not to place furniture against outside walls, as they are colder.



3 Heat

In cold weather, keep low background heating on as much as possible (even when no-one is home), including unused rooms. Draught proofing windows and doors with excluders and heavy curtains will help keep your home warm and lower bills! Just remember not to block permanent ventilators, like extractor fans. Avoid draught proofing windows in the bathroom or kitchen or any rooms where there is a heater or cooker.



Remember! Provide ventilation at the same time!

Find out more at www.cornwallhousing.org.uk/damp-and-mould

It's Your Call!

Tell us how we are doing in our new phone survey

We are launching a new phone survey to find out how you think we are doing. Your feedback will tell us where we are getting it right and what we are getting wrong. We will use it to shape our plans and priorities, and make changes where needed.

From April, our survey partner will be phoning tenants to find out how satisfied you are with our service. We are working with independent housing sector expert Acuity Research and Practice to hear from 1,000 tenants across the year.

This will tell us how you think we are performing, and how we compare to other landlords up and down the country. It will be reported to the Council and the Regulator of Social Housing. Managing Director, Su Spence, is our lead for making sure that we are meeting the regulator's standards.

Why should I take part?

- ★ Tell us where we're getting it right, and what we're getting wrong, so we can improve our service to you and all our tenants
- ★ So that we can identify and address consistent tenant concerns
- ★ So that we can listen and act
- ★ Be part of the voice for tenants in Cornwall, and across the country, as survey results from all social landlords help the regulator make sure tenants get good services

When will we find out the results?

We will start to communicate interim results possibly as early as September, and regularly update them as more surveys are collected throughout the 12 months. We will involve staff and tenants in identifying what we need to do to improve the service for you.



You may be wondering...

Is the survey anonymous?

Yes. Your responses will not be linked to your name and address, unless you agree with Acuity that they can pass us your comments to follow up directly with you. The only exception would be if there is a welfare concern.

How will I know the caller is genuinely from Acuity?

The phone number will show up on your caller ID as **01273 093939**. The caller will introduce themselves, and if you have any concerns, you can contact our customer service centre to check, and Acuity can call you back.

Acuity will not ask you for any personal details.

What will the questions be?

The questions will follow the guidelines and wording set by the Regulator of Social Housing. You can see the questions on our [website](#).

How do you choose who to call?

We are not involved in selecting who is called. Acuity select a sample of tenants purely based on achieving a representative cross section of our tenants. The only exclusions will be where we have been alerted to a tenant who cannot or does not want to take part in a survey. If you would like to opt out from this and future surveys, contact us on myviews@cornwallhousing.org.uk.

Find out more on our website including prize draw terms and conditions, or call our team.



If you get a call and take part in the phone survey, you will be entered into our quarterly prize draw for **£100 shopping vouchers**



Flat fire doors: what you need to do

Together, we can keep each other safe

Fire doors are an important barrier to the spread of fire or smoke to communal hallways and other homes.

All tenants who live in flats have at least one fire door in their home – the front door. If there is a fire in your flat, ensure all people leave immediately and shut the front door behind you. When you are safely outside, call the fire service on 999.

Many Cornwall Council flats also have fire doors in the communal hallways or at the block entrance. These doors are often heavily built. This is to slow down the spread of fire and smoke.

Fire doors are a very important part of the building safety system. Together, we can keep each other safe by:

1. Keeping fire doors shut when not in use;
2. Not tampering with self-closing devices, and ensure your visitors do not either;
3. Reporting any fire door fault or damage immediately to Cornwall Housing on [0300 1234 161](tel:03001234161).

It is also important that you do not alter or change your front door without the agreement of Cornwall Housing. This is so that it doesn't reduce the building safety.

Fires can be devastating. Smoke can also be very harmful and damage people and homes. Closed fire doors slow the spread of fire and smoke.

Together, we can keep each other safe.

For more fire safety information visit: www.cornwallhousing.org.uk/firesafety



Pictured above: A fire caused by an extraction fan. The occupants kept their bathroom fire door closed, and the fire was limited to that room until the Fire Service arrived.

Photos by Tolvaddon Community Fire Station

A small gas leak can cause headaches, fatigue and flu-like symptoms ...



Together, we can keep each other safe

If you have gas in your home, we have to carry out an annual heating service and safety inspection to protect you and your family.

Gas safety is very important as gas appliances that are faulty or poorly maintained can have dangerous and even fatal consequences.

The safety check will identify faults, which if left could leak to a gas escape, fire, or carbon monoxide poisoning.

This is a free service. We will contact you when your service is due.

What you must do:

- ✔ Give us access to carry out the service as it's part of your tenancy agreement.
- ✔ Rearrange if necessary. We understand that occasionally you may have to rearrange for medical or caring reasons, sometimes at the last minute – if you can't make your appointment, please contact us straight away so that we can rearrange with you as soon as possible on [0300 12354 161](tel:030012354161).



Help keep you and your family safe

- ★ Keep your annual gas safety check visit
- ★ Let us know if you have to rearrange.

Are you Carbon Monoxide aware?

We provide carbon monoxide alarms to all tenants whose home has a fossil fuel burning appliance, such as a gas system.

If your home does not have any fossil fuel burning appliances, but you have brought in a portable appliance – get a carbon monoxide alarm to keep you and your family safe (and check your tenancy as the rules may not allow it!).

Not just a fire risk!

A brief exposure to small amounts of carbon monoxide may cause headache, flushing, nausea, dizziness, vertigo, muscle pain or personality changes.

Exposure to higher amounts may cause movement problems, weakness, confusion, lung and heart problems, loss of consciousness and death.

Call our repairs team if you have any concerns about gas safety in your home, on [0300 1234 161](tel:03001234161).

Cost of living do you need extra support?

Our Inclusion advisors can help you

If you find yourself struggling with finances, quite often you will be encouraged to claim Universal Credit. However, sometimes this may not be the best route for you. Before you go ahead, it may be worth speaking to an Inclusion Advisor for advice.

We have a team of Inclusion Advisors who give advice and support on topics like:

- The benefits you may be entitled to: what to claim and how to claim.
- Money and/or debt management.
- What funds you may be able to claim, depending on your circumstances.
- What other help is available.

Just call [0300 1234 161](tel:03001234161) and ask to speak to your Inclusion Advisor.

Could you be entitled to a back payment of bereavement benefits?

From the 9th February 2023, surviving partners who were living with their partner and entitled to Child Benefit at the time of their death, could be entitled to Bereavement Support Payment. Up until this change only married parents could claim this benefit.

However, this also means that anyone who missed out on claiming this before because they were not married can make a backdated claim. There is a time limit to be able to do this.

Please call [0300 1234 161](tel:03001234161) to speak to a Cornwall Housing Inclusion Advisor to find out more and whether you may be entitled to this help, or call the DWP bereavement service on [0800 151 2012](tel:08001512012).

Cost of Living Support

We have also put together some organisations that offer Entitlement Checkers to help you find out exactly what you can claim:



Entitled To:

www.entitledto.co.uk/help/cost-of-living

Turn to Us Benefits Calculator:

benefits-calculator.turn2us.org.uk

Age UK:

Call for free advice and support [0800 678 1602](tel:08006781602) or visit: www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/pension-credit

Help for Households Government Support

There have been a series of announcements from the government about support with energy bills, extra support for people with disabilities, cost of living payments and more. Full information can be found on the government's Help for Households hub: www.helpforhouseholds.campaign.gov.uk

Cornwall Council Household Support Fund

The Cornwall Council website provides financial help for those struggling, including one off payments, free school meals, food bank details, tips for saving money, and more: www.cornwall.gov.uk/costofliving



Do you know what your Area Housing Officer can help with?

We caught up with Paula Major and Richard Lewis, two of our Area Housing Officers, to let you know about the work they do and their most common queries. Paula and Richard have been Area Housing Officers for a combined total of 31 years. They both initially joined the team because of their care and desire to help people.

What can my Area Housing Officer help with?

Area Housing Officers can provide information to help keep your Cornwall Housing tenancy, refer welfare or safeguarding issues, and help ensure that the area you live in is clean and cared for. Our role is about the people in our properties and their tenancies, and not the bricks and mortar!



What queries do you deal with?

Initial welcome to your home

“We are often the first face you see when you become one of our tenants. We will support you in your initial introductory tenancy to help you meet all conditions needed to have a longer successful tenancy.”

Changes to your tenancy

“We always like to know about any changes to your household. This includes new occupiers or babies that need adding to the tenancy, or anyone that moves out so we can keep our records accurate. We will also help if you need to end your tenancy or report a death.”

Home swaps

“If you are looking to move to a new home through an exchange, we can assist you through the process once you have found someone to swap with.”

Neighbour disputes and estate management

“We are happy to help to resolve issues with neighbours, such as noise nuisances, untidy gardens and communal areas.”

Safeguarding

“We care about you and your families and want to make sure you are safe and well. A large part of our role is working with tenants and other agencies to come up with plans to make things better.”

Pet management

“We want to know about any furry or feathery family members you plan to get, as permission is required. We will assess if your property is suitable, and work with you to ensure you know about our pet policy.”

Thank you, Paula and Richard!

You can find out who the Area Housing Officer is where you live, on the Cornwall Housing [website](#).

Contact them on info@cornwallhousing.org.uk or call: [0300 1234 161](tel:03001234161).

You don't have to speak to your Area Housing Officer to request any forms. You can print the forms you need yourself, quickly and easily from the Cornwall Housing website! All forms can be found on the “For Tenants” page, under the category of the form you are looking for. Alternatively, if you do not have online access, you can contact the customer service team, who will be happy to post any forms to you directly.

What can I report direct to Cornwall Council?

If you have local neighbourhood issues, such as parking and dog fouling on our estates the best way to resolve it is through Cornwall Council's Report It website. www.cornwall.gov.uk/report-something.

If you see an issue in a public space, you can report it directly to Cornwall Council. The Council provides a range of services to ensure our estates are clean and safe. It's quickest and easiest to report online:

- Fly Tipping, Sharps Removals, Bulky Waste Collections - Rubbish and recycling - Cornwall Council
- Litter & Dog Waste Bins Emptying - Litter and litter bins - Cornwall Council
- Street Cleaning of Footpaths, including dog mess, needles & broken glass - Street cleaning - Cornwall Council

If you don't have access to the internet, you can call them on [0300 1234 141](tel:03001234141).

Please note, this service is for open public spaces, not enclosed spaces such as communal staircases, hallways, or drying areas. Please report enclosed space issues to Cornwall Housing on [0300 1234 161](tel:03001234161).

www.cornwall.gov.uk/report-something



- ✓ Welcome to your home
- ✓ Tenancy changes
- ✓ Home swaps
- ✓ Neighbour disputes
- ✓ Estate management
- ✓ Pet management

Cornwall Housing Bake Off



Over the next few issues of our magazine, we'll be introducing you to some of our lovely people in the Cornwall Housing community - through their yummy recipes. This edition, Rosemary has shared one of her family recipes... Mouth-wateringly good ginger biscuits! Rosemary joined Cornwall Housing in November 2020. She supports the Fire Safety Team, organising Fire Risk Assessments.



“

I started baking as a child, I would bake every week when my children were living at home and would also bake regularly for church and charity sales. It is lovely that my grandchildren now also enjoy baking with me. Now I often bake cakes & biscuits for work colleagues. I have a jar of these ginger biscuits in the office with me today!

”

On your marks, get set... BAKE! Rosemary's Ginger Biscuits

- Rub the butter into the flour
- Add the sugar, ginger, mixed spice & bicarb
- Warm the syrup and add to the mixture to make a stiff paste
- Form into small balls (about the size of a walnut)
- Place on a greased baking sheet, leaving room for spreading
- Flatten each ball a little with a fork
- Bake for 15 mins in a slow oven (gas 3-4)
- Allow to cool before removing from the baking sheet
- Cool completely and store in an airtight container - they should keep really well in an airtight jar for 2-3 weeks

Ingredients

8oz Self raising flour
4oz Butter
4oz Caster sugar
2tbsp Golden syrup
2tsp Ground ginger
½ tsp Mixed spice
1 level tsp Bicarbonate of Soda

Serves approx
24 biscuits



New Cookers for Cornwall Housing Communities

Cornwall Housing has provided two brand-new cookers for the communities of Tregaer Flats in Falmouth, and Bederkesa Court in Bodmin.

The residents at Tregaer and Bederkesa Court highlighted the need for new cookers in their communal kitchens, which they rely on to host their community events. These include Sunday lunches, bacon bap mornings and Christmas dinners.

Cornwall Housing agreed to fund and install the new cookers using their partnership funds with the UK's largest supplier of building materials, Travis Perkins Ltd.



Chris, Sue and Ann with their matching pinnies and the new oven at Bederkesa Court

Your blooming beautiful gardens Garden of the Year Competition 2023

It's that time of year again! The Cornwall Housing Garden of the Year Competition - send in your photos and inspire others to be creative with their outside spaces.

Whatever size or style of your garden, whether it be a balcony window box, patio, vegetable patch, or flowerbeds, everyone is invited to enter! We encourage children to get involved too, with lots of prizes and certificates to be won.

To be in with a chance winning, you can:

Email: your details and photos to info@cornwallhousing.org.uk. Please mark the email for the attention of Julia Walsh.

Phone: [0300 1234 161](tel:03001234161) and ask for Julia so we can arrange for a photograph to be taken for you.

Social Media: Or send your photos and details in a private message to our Facebook page [facebook.com/CornwallHousing1](https://www.facebook.com/CornwallHousing1)

The closing date for all entries will be **Friday 28 July 2023**. Members from the Cornwall Housing Tenants' Forum will judge all entries and award the prizes.

Good Luck!



Garden of the Year 2022 winners Linda and her winning garden.



Find all the information you need at cornwallhousing.org.uk

Are you looking for information on your tenancy?

Do you need a specific form to fill out, or wish to buy or swap your home? We have everything you need on our website www.cornwallhousing.org.uk

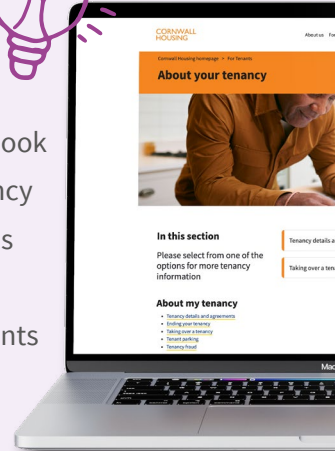
But where do I find what I'm looking for?

All Cornwall Housing essential information is located on our For Tenants page. This is located on the main navigation bar, at the top of the home screen. On this page, you will find links directing you to key areas of interest. Such as, "About your Tenancy," "Paying your Rent," and "Support with the Cost of Living."

Handy Page

Our About Your Tenancy page features useful information on:

- ✦ Your tenancy details and handbook
- ✦ How to end or take over a tenancy
- ✦ Your Area Housing Officer details
- ✦ Moving homes guides
- ✦ How to make home improvements
- ✦ Plus much more!



I've got lost down a rabbit hole! Help.

If you are struggling to find the answer to your query, try our search bar in the top right corner. Failing that, please call a member of our team so that we can assist you. You can also email us at: info@cornwallhousing.org.uk.

Call Us



0300 1234 161

Don't forget an extra bank holiday this May:
1 May, 8 May, 29 May

Our standard office hours are
Monday - Friday, 9am - 5pm.



Please note that Monday mornings are our busiest periods. If your query is not urgent, please avoid contacting us at this time so that we can swiftly answer your call.

If you need to report an emergency repair outside of our standard hours, you can still call a member of our out of hours team for assistance, on **0300 1234 161**.

Thinking of getting an electric car and wondering how to install a charger at your home?



We understand that tenants will want to charge their electric cars from home. But don't forget! You need to seek permission from us as your landlords first. Take a look at our website for everything you need to know about installing electric charging points at home:

www.cornwallhousing.org.uk/electric-vehicles



CORNWALL HOUSING

www.cornwallhousing.org.uk



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