

CORNWALL  
HOUSING

[www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk)

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Autumn 2025

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A CORNWALL  
COUNCIL COMPANY



# Hello

and welcome to the Autumn 2025 edition of your Customer Magazine

It's now a year since we adopted our new mission: **to provide safe homes in strong communities for one and all.** Since then, we've taken big steps forward to turn those words into action. From improving how we organise and deliver services to putting lasting changes in place that support not just homes, but the people and communities that live in them – it's been a year of meaningful change. And while we know there's more to do, we're encouraged by the steps taken so far.

We also know that delivering safe, warm, affordable homes is only part of our role. Being a social landlord means recognising the whole picture - supporting people to feel secure, connected and confident in the places they call home.

That's why we're especially excited to share that we're recruiting a new Non Executive Director. This is a fantastic opportunity for one of our residents to join our Board and

help shape the decisions that affect homes, services and communities across Cornwall. If you care about where you live and want to use your voice to make a difference, we'd love you to get involved! Head to our website for more information or you'll find a postcard inside the magazine with everything you need to know.

So, as we head into this new season, we want to thank you - our residents - for being such an important part of the journey. Whether it's through sharing your feedback, joining in local projects, or simply chatting with us about what matters to you, your input continues to shape what we do, every day.

Wishing you a warm and wonderful autumn.



**Su Spence**  
Managing Director

## Do you know where your stop tap is?



**On a water meter?**  
**Did you know there's a stop tap at the meter if you cannot find one in your home**

Your internal stop tap (also called a stopcock or valve) controls the water supply to your home. In an emergency - like a burst pipe - this is the first thing you'll need to use.

It looks like a small tap or lever between two pipes and is usually found under the kitchen sink. It might also be in a cupboard, downstairs toilet, garage or under the stairs.

Turning it clockwise shuts off the water. Anti-clockwise turns it back on. Do it slowly and never force it.

It's important to know where it is and check that it works. A quick check now could save a lot of trouble later.

Take a moment to find your stop tap and test it gently: it's a small tap that can stop big problems!

## Neighbourhood News

### What's new at Pellymouter?



After a year-long effort staff and tenants at Pellymouter were celebrating as a brand-new defibrillator has now been installed on the outside of the HUB, right at the heart of the estate.

### Community Day enjoyed by Truro residents



Families living in and around Hunkin Close, Truro, took part in a number of activities at their Community Day, which sent a real buzz throughout the neighbourhood.

Children and young people enjoyed the Truro Community Football Sessions and multi-skills games for ages 5-15 years, supported by SUPASPORT South West.

Cornwall Fire & Rescue Service also dropped by with a fire engine - a big hit with both kids and adults who got a hands-on safety demo and the chance to explore the truck.

Residents had the chance to meet and chat with teams from across Cornwall Housing including the Grounds Maintenance team and Independent Living Service, who were on hand to talk about everything from anti-social behaviour and repairs to compliance, rent and community safety.



# Repairs reminder: What to do and what to expect



**All contractors will carry official ID, so don't be afraid to ask to see it.**

We recently introduced our new repairs contractors - Cardo, MD Group, WMS and also CCS, who carry out home safety checks and heating repairs.

Here is a quick reminder how to report a repair and what to expect when a contractor visits your home.

## Reporting a repair

### Emergency repair?

Call us immediately on **0300 1234 161**. Emergencies include:

- Serious health and safety risks (e.g., uncontrollable leaks or electrical hazards)
- Major structural damage
- Security threats (excluding lost keys)
- Complete and prolonged loss of essential services like gas, water, or electricity

If you smell gas, call the National Gas Emergency Number on 0800 111 999.

### Non-emergency repair?

Go to the 'Report a Repair' section on our website ([www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk)) and complete our online form.

Alternatively, email us at [info@cornwallhousing.org.uk](mailto:info@cornwallhousing.org.uk) or call us on **0300 1234 161** and speak with a member of our Customer Service Team.

Visit [www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk) to find out what is classed as an emergency, urgent or regular repair.

## What to expect?

The repairs contractor working in your area will confirm when your appointment will take place. Here's what to expect:

1. A date and timeframe in which your appointment will take place.
2. An engineer to arrive at your property, introduce themselves and show you their ID.
3. The repair to take place. The engineer will always try to fix the problem however in some cases a further appointment may be necessary.
4. The work area to be cleaned and left tidy.

# Right where you are

Meet our new Regional Housing Managers and find out why locality working is bringing us closer to our communities

**We have some exciting news to share about how we'll be working with you in the future. We've been listening closely to what residents want and we're making changes to deliver a service that's more local and responsive.**

We're introducing locality working – a new way of organising our teams so that we can focus on the needs of your neighbourhood. From now on, our housing services will be based around the same three areas as our repairs contractor patches: Mid and West Cornwall, North East Cornwall, and South East Cornwall.

We recently welcomed three new Regional Housing Managers – one for each area – who you'll be seeing more of in your community. They'll be working alongside our Neighbourhood Housing Managers. We've also increased the number of Housing Officers and created new roles to help and support residents with their tenancy.

Working closer with our teams in repairs, will help us deliver services more effectively and get to know our communities better.

This means we can respond faster and work more closely with our residents to shape the future of housing in Cornwall.

Our approach is centred around collaboration, excellent customer service and truly putting you, our residents, at the heart of everything we do.

Meet Adam FitzPatrick, Regional Manager for the Mid and West

“I'm really excited to be Regional Housing Manager West because it's a chance to lead, make a difference and help shape things across a region that I grew up in and still live in.”

North East Cornwall

South East Cornwall

Mid and West Cornwall

Meet Ann-Marie Rogers, Regional Manager for the North East

“I am really excited to be joining Cornwall Housing, because it is a great opportunity to lead true locality working with our residents at the heart of services. It's a great time to improve services with our residents and colleagues.”

Meet Paula Williams, Regional Manager for the South East.

“I'm passionate about placing residents at the heart of what we do, ensuring residents voices shape our services and I'm committed to delivering consistently high-quality support.”

This is the start of a more connected, neighbourhood-focused way of working and we can't wait to make it happen together.





We need real voices, with real experience to help make real change.

As a Non Executive Director, you'll join our Board, oversee CHL services, advise the council and help shape decisions that build better homes and communities, you'll hold services to account and make a real difference to Cornwall.



COULD YOU BE OUR NEW  
**NON EXECUTIVE  
DIRECTOR?**  
READY TO JOIN OUR BOARD?

To find out more or apply visit: [www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk)

“ **Meet Cherise and find out why she joined the Cornwall Housing Tenant Led Scrutiny - Action and Review Panel**

I joined the Cornwall Housing Tenant Led Scrutiny - Action and Review Panel because I wanted more than just a place to live — I wanted to help make housing better for everyone. Like many residents, I faced challenges and felt unheard. Instead of staying frustrated, I took action.

The Panel offers a real chance to influence change and improve services by holding Cornwall Housing to account and scrutinising decisions being made. We meet regularly and are open in sharing our experiences, highlight what's working, and suggest where things can improve so that we, as residents, can be understood and our needs addressed.

Being part of the panel has given me confidence, purpose, and connection. Our voices are not only listened to — they lead to real results.

If you're passionate about making a difference, and want to help Cornwall Housing become the best it can be, join us. Contact [myviews@cornwallhousing.org.uk](mailto:myviews@cornwallhousing.org.uk)

To find out more or to get involved, email [myviews@cornwallhousing.org.uk](mailto:myviews@cornwallhousing.org.uk)



**Changes to  
UK landlines  
- Here's what  
you need to  
know**



The UK's landline phone system is getting a makeover - to be completed by January 2027! But don't worry - you'll still be able to pick up the phone and chat just like before. Here's what's happening and how it might affect you.

**So, what's changing?**

The current analogue system that's been running our landlines for decades is being replaced with a digital one. That means instead of plugging your phone into a wall socket, you'll need to have a broadband service and connect it to a broadband router. Contact your phone provider to ask for more information if you do not have a broadband service.

It's all part of making the UK's communication systems more reliable and future-proof. Your phone provider will be in touch before anything changes - and they'll walk you through exactly what to do. In some cases, they might send you a new router or other equipment to make the switch easy.

**Living in flats or blocks?**

If we provide your lifeline alarms, fire systems, door entry, CCTV or lift communication to your residence, don't worry - we're already working with system providers to make sure everything is ready for the switchover. You won't need to do anything; we've got it covered.

**What can you do now?**

- Check in with your phone provider if you're unsure about how or when you'll be switched over.
- Ask your alarm or health device provider if their equipment will work with a digital line.
- If we support your building's systems, don't worry - we'll handle any upgrades or checks needed.

Visit Digital Switchover at <https://digitalphoneswitchover.com/> for all the latest updates and helpful advice.



And remember - your phone provider will be in touch with all the details you'll need.



If you use special devices that rely on your landline - like:

- Telecare or lifeline alarms
- Health monitors
- Burglar or fire alarms

Check with the device provider to make sure they'll continue to work smoothly with the new system.



## Ten top tips for tackling damp and mould

We may only be in Autumn, but colder months are on their way which brings with it an increased risk of damp, mould and condensation in your property. Below are our top ten tips and tricks for keeping moisture low to help stop problems occurring.

- 1. Temperature:** Set your heating to come on for longer but at a lower temperature; spikes in temperature from very warm to very cold create the perfect conditions for condensation to form.
- 2. Ventilation:** Make sure you always have your extractor fans on when you're in the shower or bath, or when you're cooking, and keep the kitchen or bathroom doors closed too. Open windows if you can.
- 3. Remove excess water:** Wipe water away from windows to avoid mould.
- 4. Air rooms:** Open windows and vents when you can to let fresh air in and moist air out - especially first thing in the morning.
- 5. Dry washing:** Dry your clothes outside, if you can - if that's not an option then think about drying them in the bathroom or kitchen, keep the extractor on, a window open and the doors closed.
- 6. Allow air space around furniture:** Make sure your furniture is away from radiators and external walls as this stops air moving around your home.
- 7. Put lids on pans:** Keep lids on your pans when you're cooking to stop steam escaping.
- 8. Tumble drying:** If you have a tumble dryer, make sure it's ventilated outside. Always remove lint after every use.
- 9. Clean away mould:** If you do get mould, use a mould cleaning product to remove it.
- 10. Sleep soundly:** consider keeping your bedroom window open a fraction during the night.



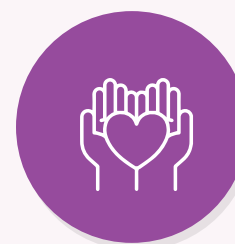
Wondering what to do about damp and mould?

Watch our short video on helpful hints at tips at [www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk)

## Discover the new Albion Court

We're pleased to introduce an exciting new service at Albion Court - designed to make life here even more welcoming, supportive and enjoyable. And now, with bedsits available, it's the perfect time to see for yourself what makes our community so special!

### What's new at Albion Court?



**Two-person management team** - ensuring there's always a familiar face on-site to offer help, advice or just a friendly chat.



**Dedicated caretaker** here to assist with everyday DIY tasks, keep outdoor spaces looking their best and make sure your home feels cared for inside and out.



**Resident-led improvements** - from welcome guides for new arrivals to regular community events, everything is shaped with our residents' ideas in mind.

10 SEPTEMBER

OPEN DAY



Come and see for yourself at our **Open Day on 10 September** - tour the facilities, chat to current residents and find out more about moving into one of our available bedsits.

To find out more about the Open Day or Albion Court, email [ILS@cornwallhousing.org.uk](mailto:ILS@cornwallhousing.org.uk) or call **0300 1234 161** and ask for the Albion Court ILS team.



“It's a pleasant place to live - friendly, with kind and helpful staff. It's good to know they're always there if needed.  
Doug, Albion Court”



Albion Court isn't just a place to live - it's a place to belong. With a stronger sense of community, more support and plenty of opportunities to connect, our residents are helping us make Albion Court feel like home for everyone.

Albion Court,  
Torpoint



# 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.

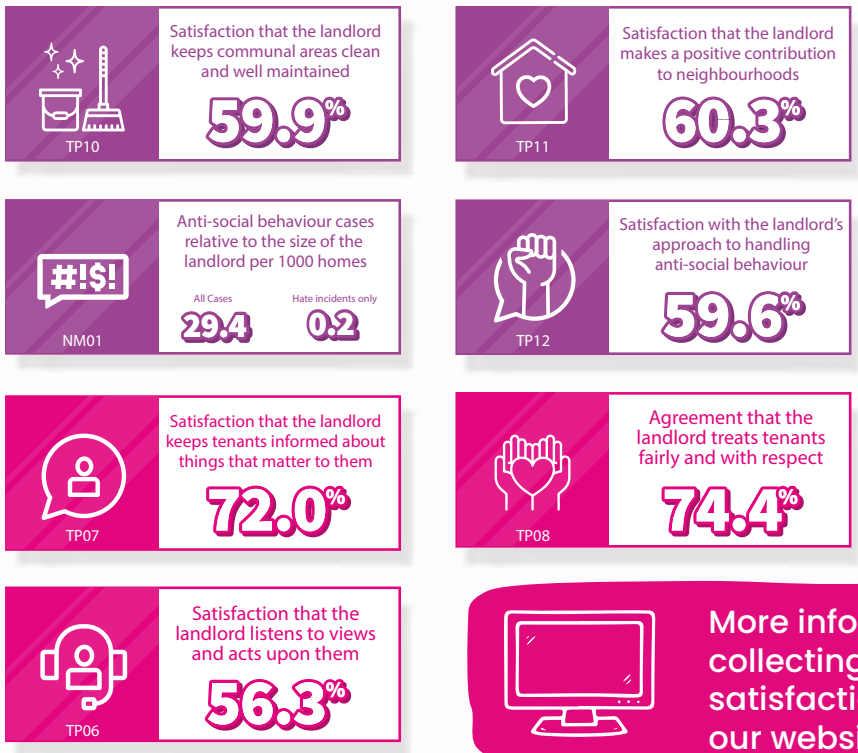
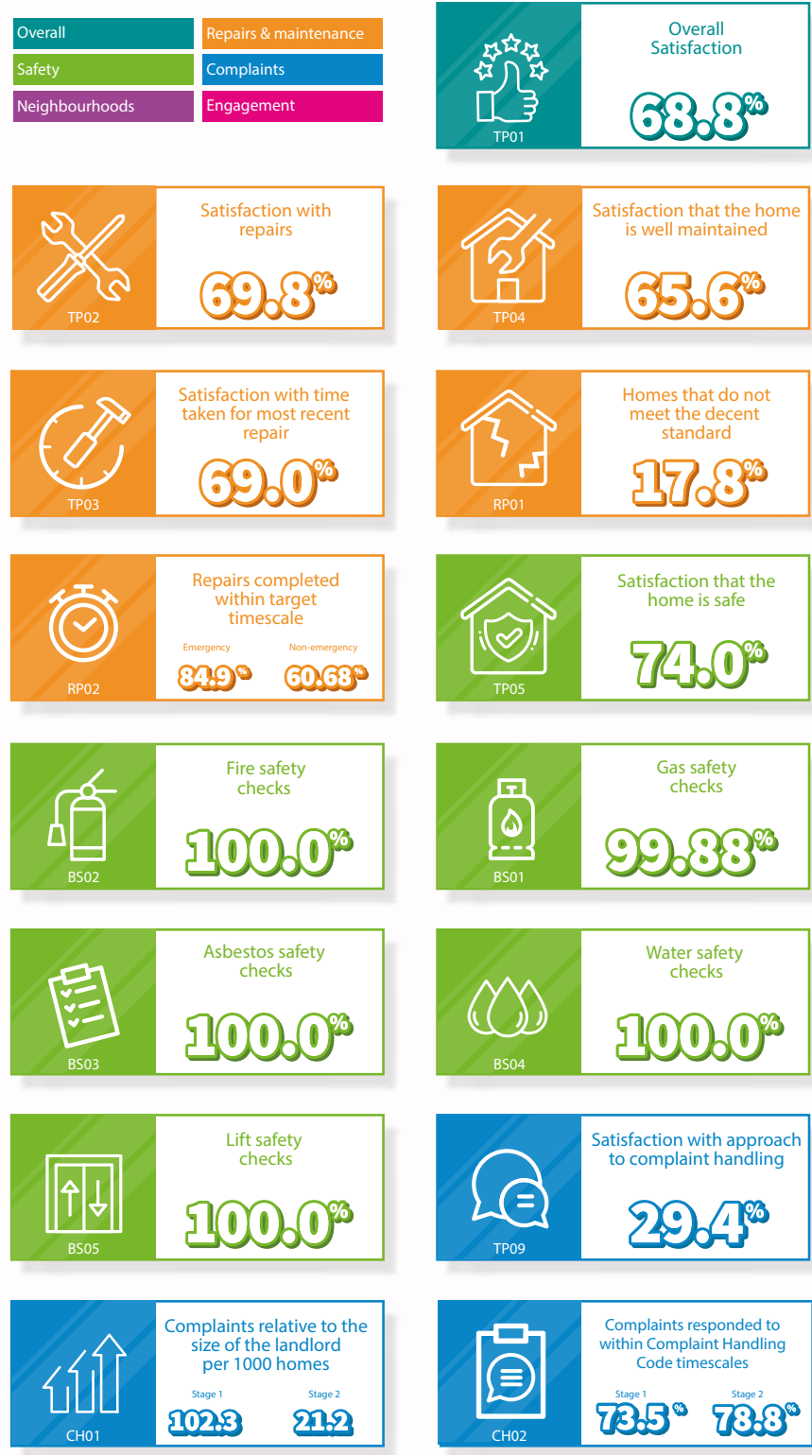
## What are Tenant Satisfaction Measures?

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.

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 with other social landlord results.



### Action

- ☆ We're developing a Neighbourhoods Strategy.
- ☆ We've moved to locality working to better understand our residents and be more visible in our communities.
- ☆ We are talking to staff to improve how we listen and act to what you need.

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

## 'Your Call' Prize winner!



Congratulations to Mrs Iwona Johnson from Launceston who took part in our resident telephone survey and won £100 in Tesco shopping vouchers.

Mrs Johnson said: "I was shocked and pleasantly surprised when I received the phone call to say I'd won. When is states that you could win a prize for completing the survey, I didn't believe it, but it can happen. I would encourage tenants to have their say, and it could be your turn next time."

Thank you to everyone who has taken part in our surveys, it really does help us review how we are performing and where improvements can be made.

Everyone that completes the 'Your Call' survey is put into the prize draw, and a winner is picked at random four times a year. So, if you see this number calling, **01208 637001** pick up and you could be our next winner!

# The true cost of missed appointments



## Why keeping your home safety check matters more than you might think.

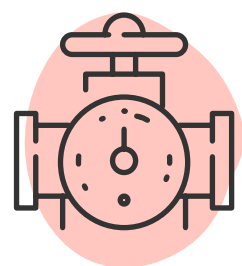
Every year, we work hard to carry out essential gas and electrical safety checks in your homes. These visits aren't just a legal requirement - they help ensure you and your neighbours stay safe, warm and secure all year round.

But when our contractors can't get access to a property - even after multiple attempts - it has serious consequences, not just for safety but for the budget we rely on to maintain and improve your homes.

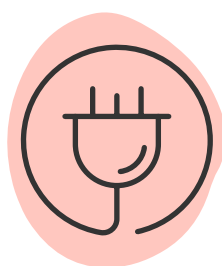


## How big is the issue?

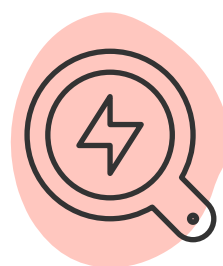
In 2024 alone, our "No Access" team received **565** referrals after contractors were unable to complete scheduled safety checks. Here's how those numbers break down:



**344**  
Gas Safety appointments



**147**  
Electrical safety checks



**74**  
Other Heating and Electrical compliance visits

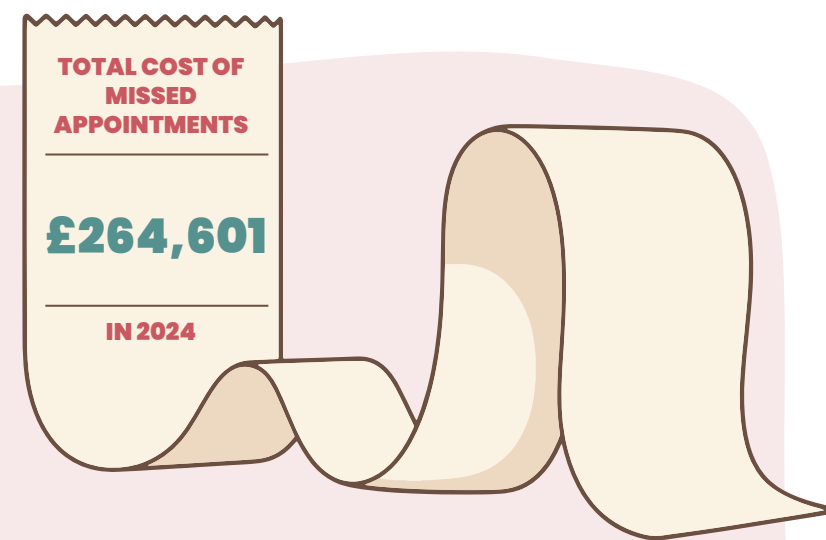
A referral is made after two missed visits - despite appointment letters, reminder texts, phone calls and calling cards with instructions to rearrange.

When this happens, Cornwall Council's legal team is brought in and warning letters are sent. If access still isn't granted, further legal steps are taken, which in extreme cases can even lead to an injunction or eviction.

## What does it cost?

The financial cost of missed appointments really adds up. In 2024, the estimated cost was **£264,601**, which includes:

- **£160,601** in contractor costs from incomplete services
- 147 hours a week



## What could that money do instead?

To put that into perspective, the money lost to missed appointments could have paid for:



**40**  
new kitchens

Or



**37**  
bathrooms

Or



**65**  
new gas boilers

## The wider impact

Missed appointments don't just affect budgets - they affect people. When safety checks aren't completed:

- Residents and neighbours may be at risk
- Cornwall Housing may not meet legal compliance standards
- Housing staff must divert time from helping residents to pursuing legal access
- Funds that could improve homes are instead used on enforcement

## Let's work together

We understand that life can get in the way and sometimes appointments are missed for good reasons. But if you can't make it, please let us or your contractor know as soon as possible. Rearranging is quick and easy - and it makes a huge difference.

By working together, we can protect everyone's safety, avoid unnecessary costs and invest more in the things that matter most to you and your community.



## 1st Prize Winner

Colin and Myrtle from Menheniot

**Garden of  
the Year  
2025**



We're delighted to announce that this year's Garden of the Year winners are Colin and Myrtle from Menheniot! Doesn't it look blooming brilliant!

Our website is bursting with blooming beauties, including the 2nd and 3rd place winners. Pop over to [www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk) to have a look and maybe even get some ideas on how to make your own garden, next years winner.

## 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](mailto:info@cornwallhousing.org.uk).



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