

home extra

News in brief
Spring update

**Mrs Richards is
our latest 'Your
Call' Survey winner
Page 7**

**Wondering who
to contact about an
existing repair?
Page 4**



Hello

Welcome to the Spring update edition of your Customer Magazine

I'm delighted to share stories that celebrate our residents, keep you updated on what's happening in your communities and highlight the progress we're making together. I hope you enjoy this issue and don't forget, if you're growing something great in your gardens you can enter the garden competition, to find out more visit page 8.



Su Spence
Managing Director

Scrutiny Spotlight: Customer Services

Our Tenant Led Scrutiny Panel has recently taken a close look at how our Customer Service team works here at Cornwall Housing, with a special focus on the Contact Centre.

They reviewed how we're doing day to day and checked how well we're keeping our Customer Promise and following our procedures.

The Panel agreed that customer service by the Contact Centre was generally good, with helpful and polite Customer Service staff, but that things aren't solved quickly enough if information has to be passed around the business. Their report came up with 17 insightful and helpful recommendations including:

- Making sure new repair contractors can track jobs using the same reference number you're given when you call
- Helping teams across Cornwall Housing improve communication and response times with both customers and our Customer Service Advisors
- Updating our system so important flags about vulnerability, diversity, and communication needs are easy to spot on the main screen

Want to get involved with the Tenant Led Scrutiny Panel?
Email at myviews@cornwallhousing.org.uk or call 0300 1234 161.

To read the full report, including all seventeen recommendations click here.

From wagging tails to wedding bells

Just three years ago, Mel and Darren were strangers living on the same street in St Austell. Both had been through some tough times and found a fresh start thanks to Harbour Housing.

Mel soon fell in love with a dog called Kasper, who was being walked by another resident around the local farmland. Mel also owned a dog, Skyler, so reached out to Kasper's owner, Darren, to arrange daily dog walks. The dogs hit it off straight away - running through the fields while Mel and Darren shared coffee and chats.

Before long, it wasn't just the dogs who were best friends. Mel and Darren grew closer with every walk and soon love was in the air.

This year, they tied the knot in Heartlands, Pool, and swapped St Austell for a brand-new chapter. Thanks to support from our Rough Sleeper Accommodation Project Team, they now each have their own cosy SoloHaus home to call their own.

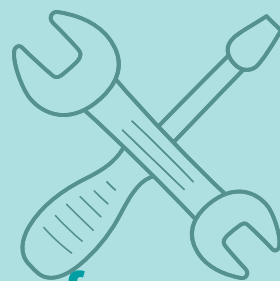
All thanks to a couple of dogs, some countryside walks - and a love story that's truly pawsome!

Read more about our SoloHaus PODS on page 6





Your guide to repairs



Exciting news! We've successfully welcomed our four new contractors to help deliver your repairs!

If you have a new repair to report, you should continue to contact us (CHL) as soon as possible so that we can raise a job for one of the new contractors to visit your home.

Once a job has been raised by us, we pass it to the relevant contractor to make it happen.

So, if you need to change an appointment that has already been booked or ask a question about when a contractor will be arriving or who they will be sending, please get in touch with the contractor.

You can do this using the information below:

Contractor	Email	Number
WMS - Covering Mid and West Cornwall	CHL@wms-gb.com	01209 314666
Cardo - looking after Northeast Cornwall	cornwallrepairs@cardogroup.co.uk	01752 427470
MD Group - serving Southeast Cornwall	cornwallhousing@mdgroup.co.uk	01579 683888
CCS - taking care of heating repairs across Cornwall	customerservices@correctcs.co.uk	01208 227960

Repairs timescales

Emergency repairs



Example: dangerous electrics, blocked toilets, uncontrollable water leaks

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



Report your repairs to us in the usual ways:
On our website: www.cornwallhousing.org.uk
By phone: 0300 1234 161
By email: info@cornwallhousing.org.uk



Welcome to your new home!

This Spring we have welcomed a number of new tenants to their very own purpose-built SoloHaus.

Located in Penryn and Penzance these PODs have been specially designed to provide a safe, comfortable, and independent space for residents and arrive fully furnished, ready for installation onto a pre-prepared site.

Designed to house single people, the homes have a 60-year lifespan and are built to Future Homes Standards, exceeding building regulations for energy efficiency and sound insulation.

The homes are specifically intended to help those with a history of homelessness who are ready to move on from emergency accommodation or other provision, helping them regain their independence.

In addition, we have PODs located in Newquay.

We have helped 70 individuals through our SoloHaus scheme; helping to prevent homelessness in the county.

'Your Call' Prize winner!



Congratulations to Mrs Richards from Falmouth who took part in our resident telephone survey and won £100 in Aldi shopping vouchers.

Hooray!



"I was so shocked to get your call," she told us. "I honestly don't ever win anything, so it's a huge and very happy surprise!"

A big thank you to everyone who has shared their views through our surveys - your feedback helps shape the way we work and improve our services, feeding directly into our Tenant Satisfaction Measures.

Remember, every time you complete a Your Call survey, you're automatically entered into our prize draw - with a £100 voucher up for grabs four times a year!



Our latest tenant satisfaction results can be viewed here.

Reminder: Get Growing to enter this year's Garden Competition!

Open to all residents, the competition celebrates the creativity, effort, and green fingers that brighten up our communities.

Whether you've got a small balcony bursting with life or a shared garden space in bloom, we want to see it!

This year's categories are:

- Best Overall Garden
- Best Creative Space
- Best Communal Space
- Tallest Sunflower (Under 10s)

How to enter:

1. Social Media – Send your photos and details to us via private message on Facebook.
2. Email – Send entries to info@cornwallhousing.org.uk, marked FAO Julia Walsh.

The competition closes on Friday 31 July

Need a hand with photos? No problem! Call us on 0300 1234 161 and ask for Julia to arrange a visit.

Helping hands and happy homes at Albion Court

Residents at Albion Court in Torpoint are now enjoying an improved service designed to help them live as independently as possible.

The 12-month pilot scheme, launched in April by our Independent Living Services (ILS) team, brings extra support right to the doorstep. Two new Scheme Management Officers and a Caretaker have joined the team, working alongside our Area Housing Officers to help residents with tenancy tasks, health and wellbeing support and jobs like grass cutting and smoke alarm testing.

Residents have played a big part in shaping this new service, sharing their ideas at regular meetings. They're keen to build a strong, friendly community and help tackle loneliness and isolation.

They've even created a helpful guidebook for new and existing residents, packed with useful information about living at Albion Court.

If this scheme is successful the ILS Team will look to roll it out across other Older Persons Accommodation in the County.



Find out what the residents have been up to in our next edition of HOME.



What's on

Come along to the Community Day at Hunkin Close

Wednesday 28 May

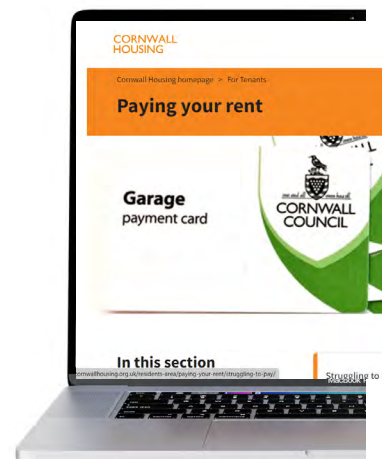
Free Truro Community
Football Sessions

Community Support

Neighbourhood clean up



I've got
rent
to pay



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

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

Need to contact us?



Call us: 0300 1234 161



Email us: info@cornwallhousing.org.uk



Message us: search Cornwall Housing
on Facebook, LinkedIn or Twitter