

CORNWALL
HOUSING

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home

Summer 2026

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A CORNWALL
COUNCIL COMPANY

Hello

Welcome to the Summer 2026 edition of your Resident Magazine!

It's a pleasure to introduce this edition and share some of the positive progress taking place across Cornwall Housing.

One of the biggest developments this year is the launch of our new Business Plan for 2026–2030. We're investing around £40 million in our homes and services, and the plan sets out how we'll use that investment to make homes safer, improve services and help build stronger communities over the next four years. Everything in the plan is shaped by what you – our residents – tell us matters most: safe, well-maintained homes, reliable services and knowing that your voice is heard when things need to improve.

As you'll see throughout this magazine, there are already some great examples of that work in action. I'm particularly pleased that we've achieved 100% compliance across our heating systems, helping to keep homes safe and warm. We've also welcomed the first residents into our new developments in Redruth and Bude, creating much-needed homes and giving more local people the chance to put down roots.

What makes me most proud, though, is the difference these homes and services make to people's lives. Reading the stories of residents settling into their new homes is a reminder of why this work matters and the positive impact a safe, secure home can have for individuals and families.

This edition also includes information about our community walkabouts and drop-in sessions. These are a great opportunity to meet members of the team, raise any concerns and talk to us about your neighbourhood. Some of our best ideas for improving services come from conversations with residents, so I'd encourage you to come along if you can.

Your feedback continues to play a vital role in shaping our services. Whether through Tenant Satisfaction Measures, resident groups, community events or simply getting in touch with us directly, your views help us understand where we are doing well and where we need to do better.

Thank you for your continued support, involvement and feedback. Together, we can continue making Cornwall Housing a place where people feel safe, supported and proud to call home.

I hope you enjoy this edition.

Su Spence
Managing Director



Our plan for better homes and stronger communities

We've published our new Business Plan for 2026–2030, setting out how we'll make homes safer, improve services, and support stronger communities over the next four years.

Everything in the plan is shaped around you – our residents.

Our five priorities – Solid Basics, Safe Homes, Right Culture, Knowing Our Residents and Working Smarter – will guide how we deliver better repairs, safer homes and more responsive services.

We're investing around £40 million to improve homes, tackle damp and mould, and keep properties warm, safe and energy efficient.

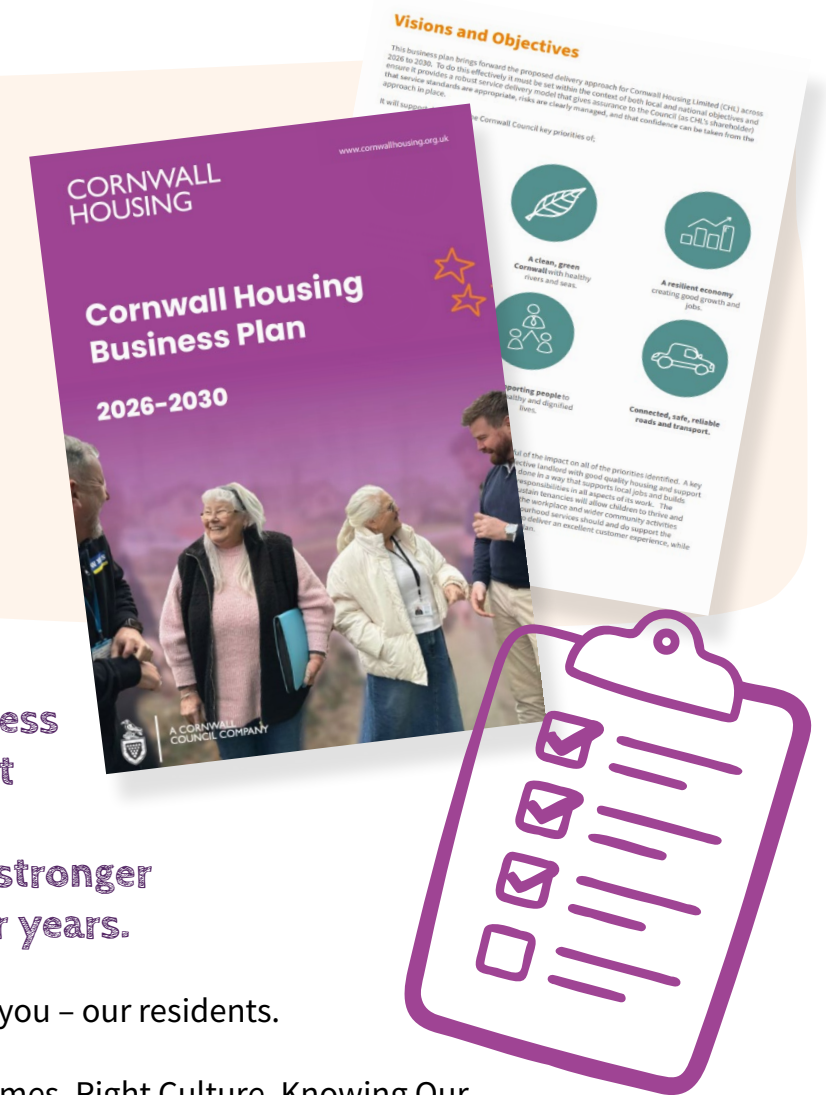
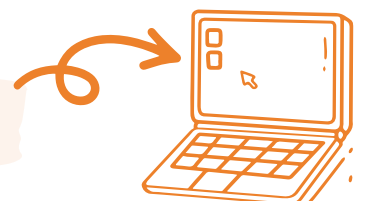
We're also committed to:

- Meeting all safety standards and completing fire safety works
- Delivering a more resident-focused repairs service
- Ensuring most homes meet the Decent Homes Standard
- Reducing the number of empty homes and improving re-let times
- Giving residents a stronger voice in shaping services

Alongside this, we'll simplify how we work and continue building a culture focused on great service and understanding residents' needs.



[You can read the full 2026–2030 Business Plan here](#)



A new community begins in Redruth

There's been a warm welcome in Redruth as the first residents moved into their new homes at the Murdoch and Trevithick site this April.

The 52-home development, managed by CHL on behalf of Cornwall Council, is our largest so far and is helping to provide much-needed affordable homes for local people.

Housing officers and members of the customer service team were on site to greet residents as they arrived, helping them settle in and answering any questions they had about their new homes.

Among the first to move in was Ellie, who had been living in temporary accommodation in Truro. She has now settled into her new home with her children and her dog, Daisy. Ellie said it feels "amazing" to finally have a place they can call their own.

Also moving in on the same day were Chloe and Andrew, along with their family of seven, returning to Redruth after living in Camborne. They described their new home as "beautiful" and said it marks a fresh start for their family.

The new neighbourhood is already creating a positive impression, with residents praising the space, quality and welcoming feel of the homes.



Ellie with her dog, Daisy



Leia, Martin and their little one, with Housing Officer Tracey Lawrence



Donna with daughter Aleesha



Chloe and Andrew



Come and talk to us at a Drop-in Session

We're holding community drop-in sessions where you can speak directly with us about housing issues or anti-social behaviour.

It's a chance to share your views, raise concerns and work together to keep our neighbourhoods safe and supportive.

You can check here for upcoming dates, locations and how to join.



Community drop-in at Malabar Community Centre



Community drop-in at Callington Town Hall

Join a Community Walkabout

We're committed to keeping our neighbourhoods clean, safe and welcoming – and our Community Walkabouts are a great way to do this together.

Join us, local Councillors and resident representatives to walk around your estate, raise any concerns and help make a difference.

All walkabouts run from 10am to 1pm, and everyone is welcome – just come along!

[Click here to check the Spring/Summer 2026 schedule](#) and find your nearest walkabout.

If you can't attend, you can still report any issues to your Neighbourhood Housing Officer.



Garden of the Year 2026

Deadline extended!

Open to all!

Nominate a neighbour!

Whether you're growing flowers, veg, or just making a small space bloom, we want to see your garden grow.

Big or small, wild or neat, we love all kinds of gardens.

Categories:

- Best overall garden
- Best creative space
- Best communal space

Kids' Garden Competition (under 12)

Little sprouts can join in! Certificates and prizes up for grabs and family helpers are welcome!

How to enter

- Email: myviews@cornwallhousing.org.uk
- Phone: 0300 1234 161 (ask for Julia Walsh)
- Social media: Private message on our [Facebook page](#)



Grow your own

Plant now for fruit in years to come

Thinking ahead to autumn - this is one of the best times to plant fruit bushes. The soil is still warm, which helps roots establish before winter, giving plants a strong start for the growing season ahead.

Fruit bushes are great value, and once established can produce crops for many years with very little maintenance.

Try blackcurrants, gooseberries and redcurrants, which are all hardy, reliable and well suited to smaller gardens. Honeyberries are another good option and are often easier to grow than blueberries.

A sunny spot, regular watering during dry spells, and a mulch of compost around the base will help them settle in and thrive.

To plant:

- Dig a hole wide enough for the root system
- Place the bush in and backfill with soil
- Add a layer of compost if available
- Finish with a mulch (cardboard topped with compost works well to retain moisture and suppress weeds)



Start small and plan ahead

You don't need to transform your whole space at once. A little planning and planting this autumn can lead to a rewarding harvest next year - with fresh, home-grown produce to enjoy and share.

More people are looking at simple, low-cost ways to grow their own food at home, and the good news is you don't need a large garden or specialist tools to get started.

Ideas from Saltash Community Allotment...

Earlier this year we shared some tips for container growing, and this remains a great option for anyone with limited space.

Try container growing

Many crops can be grown in containers, old compost bags, coffee sacks, or large grow bags. This makes it easy to grow food on patios, balconies, doorsteps, or in small gardens.

We have had great success growing root vegetables and tubers this way, and potatoes do particularly well in large dumpy bags.

Any container can be used, as long as it is deep enough for your chosen crop and has drainage holes in the base.



**CORNWALL
HOUSING**

NEW SERVICE FOR BODMIN & LISKEARD RESIDENTS

DO YOU STRUGGLE WITH YOUR GARDEN?



WE CAN HELP!

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

SERVICES INCLUDE:

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

FIND OUT MORE OR BOOK:

01872 266383

active.living@ageukcornwall.org.uk

www.ageuk.org.uk/cornwall

£25
AN HOUR



Sweet treats and big smiles

This spring, our Repairs Team joined forces with our contractors WMS, MD Group and Cardo to spread some cheer on the Children's Ward at Royal Cornwall Hospital (Treliske).

They gathered a brilliant bundle of gifts, including over 100 Easter eggs, cuddly toys, bubbles and fun craft bits. Delivered on 2 April, the treats brought smiles and a welcome lift to children spending time in hospital.

The team at the ward, including Senior Play Specialist, Jane Mortimer, and her colleagues, were delighted. They help children and families every day, making tough times a little easier.

A big thank you to everyone who chipped in - a simple act of kindness that made a big difference.

Keeping homes warm and safe

We're really pleased to share some positive news - for the first time, we've reached 100% compliance across all heating systems.

For residents, this means you can feel more confident that your heating system is being checked and maintained properly, helping to keep your home safe, warm, and working as it should.

This has only been possible thanks to a lot of hard work from our heating contractor teams and colleagues behind the scenes. We know there's always more to do, but we're proud of this step forward and what it means for the people living in our homes.

A big thank you to everyone involved.



New homes, new beginnings in Bude!

In June, residents started moving into their new homes at our latest housing development in Bude. The development brings 20 new affordable homes to the area, including 12 social rent properties and 8 shared ownership homes.

Among the first households to move in were Richard and his family (pictured here collecting keys with Ruth Ayre, Voids and Lettings Manager). They were delighted to begin the next chapter of their lives in Bude. For many residents, the new homes represent not just a change of address, but the opportunity for greater stability and a place to put down long-term roots.

Ruth Ayre, Voids and Lettings Manager, said: "Seeing these homes come to life as residents move in is incredibly rewarding. A huge amount of work goes into delivering developments like this, so it's wonderful to reach the point where people can finally unlock their front doors and start making these houses their homes."

We look forward to supporting residents as they continue to move in over the coming weeks, and hope to see the development grow into a vibrant new neighbourhood.

Listening, learning, improving: How your feedback shapes our homes and services

Every year, you tell us what it's like to live in your home and use our services through Tenant Satisfaction Measures (TSMs). This feedback is really important because it shows what is working well and where we need to improve.

TSMs are also used by the Regulator of Social Housing to check how well social landlords are doing across England. They do this through something called the **consumer standards** - the basic rules all social landlords must meet.

How your feedback links in

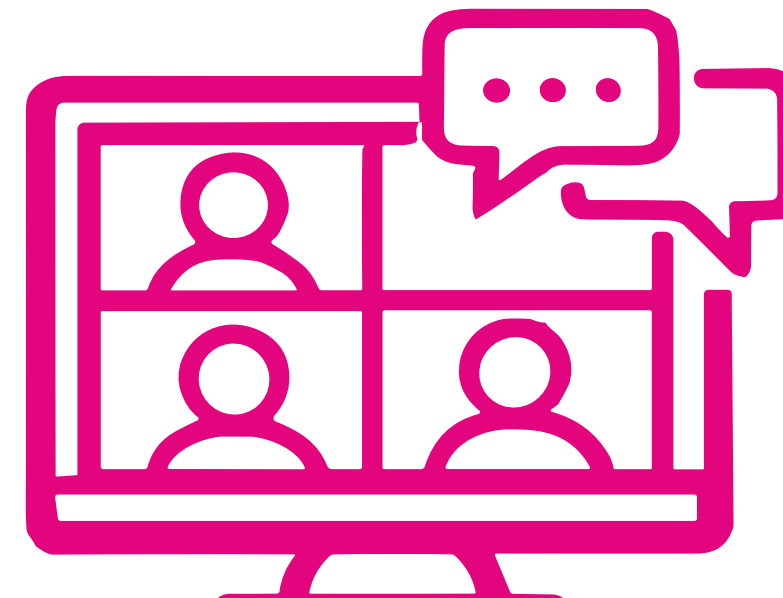
Your TSM feedback helps show whether we are meeting these standards in real life.

For example:

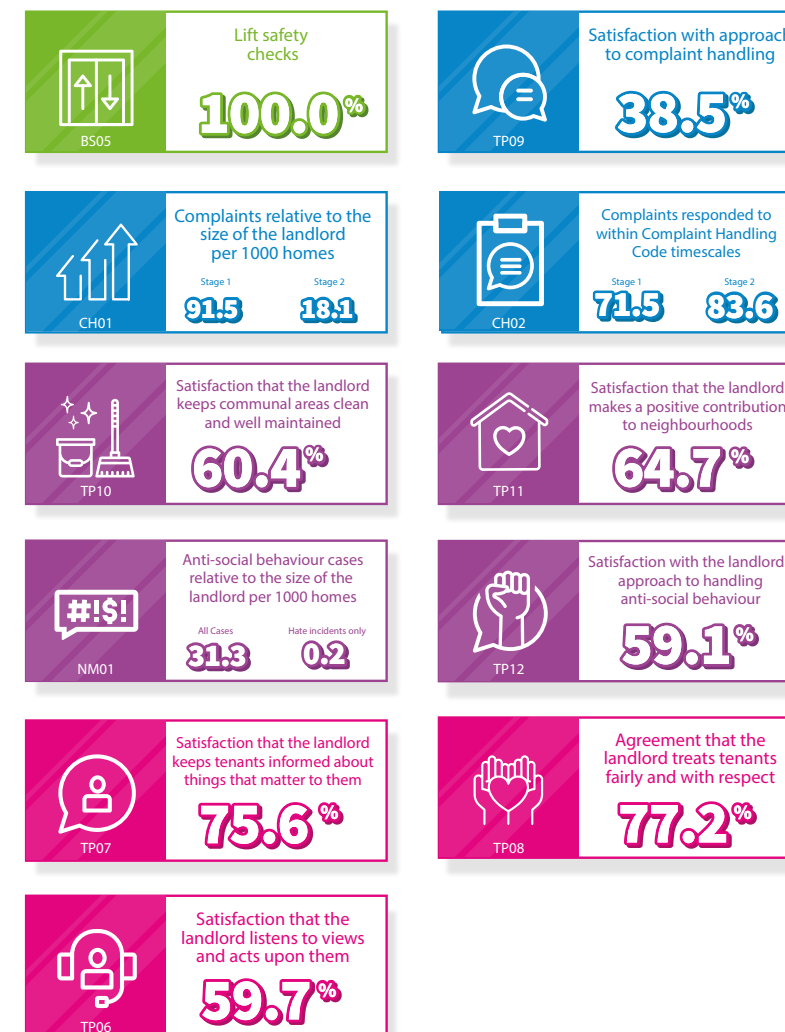
- If residents say repairs are slow, this links to the standard about safe, good-quality homes
- If residents feel they are not being listened to, this links to the accountability standard
- If neighbourhood issues are raised, this links to the neighbourhood standard
- If tenancy services are unclear or unfair, this links to the tenancy standard

The regulator uses this information, along with inspections and other data, to check how well we are performing.

Results for 2025-2026



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



What are the consumer standards?

The consumer standards set out what every landlord must provide.

They cover four main areas:

- **Safe, good-quality homes** – homes should be safe, well maintained, and properly repaired
- **Listening and accountability** – landlords must listen to residents and deal with complaints properly
- **Neighbourhoods** – estates should be clean, safe, and well managed
- **Tenancy management** – homes should be allocated fairly and tenancies managed properly

Why this matters

This system means your views don't just stay with us - they also help hold us to account nationally. If something isn't right, it is more visible and must be addressed.

We use your feedback to:

- Improve repairs and maintenance
- Respond better to complaints
- Make services clearer and easier to use
- Work with partners to improve neighbourhoods

Chip pan safety

How to prevent chip pan fires

Ditch the chip pan, oven chips and air-fried chips are much safer. If you want to deep-fry at home, switch to a safe thermostatically controlled electric deep-fat fryer.

Never leave cooking unattended. If you must leave the kitchen, turn off the heat and remove the pan.

Only fill your pan one-third full of cooking oil. This prevents any overflow of oil when you add your chips. Should the oil overflow onto the hob it will ignite immediately.

Never cook after drinking alcohol or when tired. Reactions and judgment are impaired, and you are more likely to fall asleep and forget about the pan.

Test the oil temperature before adding food. Drop in a small piece of bread or a single chip. If it crisps within 60 seconds, the oil is ready. If it burns black instantly then the oil is too hot. Turn off the heat and let the oil cool.

Don't add wet or frozen chips to hot oil. This can cause violent splattering and cause the oil to overflow. Ice crystals on frozen chips vaporise instantly, causing the oil to bubble up. Always dry chips thoroughly before frying.

Fires can still happen despite your best efforts. Knowing the correct response could save your life and your home.

Recently there have been several chip pan fires in tenants' homes. CHL would like to ensure that all our residents stay safe when cooking at home.

Chip pan fires can develop rapidly and become extremely dangerous within seconds. Overheated cooking oil can ignite without warning, and attempting to extinguish the flames with water can cause an explosive fireball that spreads the fire and results in serious injuries.



For more information, visit: tinyurl.com/chl-chip-pan-safety



The Digital Switchover

What residents need to know

The UK's landline phone system is being upgraded to a fully digital service, with the change expected to be completed by January 2027.

For most people, the switchover will be straightforward and you will still be able to keep your landline number. In many cases, your existing handset will continue to work as normal. There is no need to worry about losing your phone service.

What is changing?

The current analogue landline system, which has been in place for many years, is being replaced with a digital system.

This means your home phone will connect through your broadband router instead of the traditional phone socket in the wall.

Your phone provider will contact you before any changes are made and will explain what you need to do. In some cases, they may provide additional equipment or a broadband hub to help you connect.

Devices that may be affected

Some equipment relies on traditional landlines, including:

- Telecare or lifeline alarms
- Health monitoring devices
- Burglar or fire alarm systems

If you use any of these, it is important to check with your equipment provider to make sure they'll continue working once the switchover happens.



Living in flats or supported housing

If you live in a Cornwall Housing-managed flat or scheme where we provide systems such as lifeline alarms, fire safety systems, door entry, CCTV or lift communications, you do not need to take any action.

We are already working with specialist providers to make sure these systems continue to operate safely and reliably, and our teams will carry out any necessary upgrades or checks.

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

Further information

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

If you would like to check what services are available in your area, you can also use the [Openreach fibre checker](#).



Looking out for each other: Hoarding awareness

Most people collect things over time, but sometimes it can become difficult to manage belongings and keep a home safe. Hoarding is often linked to mental health, trauma, anxiety, or bereavement - and support is available.

Hoarding is not just about being untidy. People can develop a strong emotional attachment to possessions and may feel anxious or distressed about throwing things away.

If left too long, hoarding can create serious risks such as:

- Fire hazards
- Blocked exits
- Damp and mould
- Pest problems
- Unsafe living conditions

Signs someone may be struggling

Some early warning signs can include:

- Curtains always closed
- Untidy or overgrown gardens
- Clutter building up inside or outside the home
- Difficulty allowing access for repairs or inspections

These signs do not always mean someone is hoarding, but they may mean they need support.

Our aim is to support residents to stay safe and well in their home. You can find more information and useful resources about hoarding awareness here.

If you need help

If you are struggling to manage your home, **you are not alone**. The earlier you ask for help, the easier it is to stop things becoming overwhelming.

We can work with residents to:

- Identify safety concerns
- Put support in place
- Agree small, manageable steps
- Connect people with specialist services if needed

Email: info@cornwallhousing.org.uk
Telephone: 0300 1234 161



Worried about a neighbour?

If you are concerned about someone:

- Be kind and avoid judgement
- Don't put yourself at risk
- Share your concerns with your housing officer so support can be offered

Sometimes a simple conversation or wellbeing check can make a big difference.

If you are worried about yourself or someone else, please contact your housing officer or customer services team.





John Harris
Chair of the CHL
Monitoring &
Governance Panel

The MGP update: June 2026

The Monitoring and Governance Panel (MGP) at Cornwall Housing has oversight of Cornwall Housing's performance. MGP report into the Board, and alongside the Scrutiny Panel, represent an important aspect of resident involvement in the governance structure.

In our last edition of the magazine, you heard from **John Harris** and here's what John has to update you on this Summer.

“ Hi everyone, the Monitoring and Governance Panel has been up and running for a few months now and we are getting into our stride. As a reminder of what we do, the MGP review current and new policies which affect tenants and leaseholders. We also monitor the various services offered by CHL.

The MGP has started its first major review exercise which is looking at CHL's Repairs and Maintenance service. To do this we have met with the 3 area-based repair contractors for an in-depth breakdown of how the first year has gone. We are also about to conduct site visits. After this we will begin to analyse all the performance data and write a report based on this information. The results of the review will be published on the [CHL website](#) by late July for all residents to see.

After the repairs exercise, we will be undertaking the annual Complaints Review, beginning in late July, with the results

made available in September. Once the complaints review has been completed, we will move on to the next planned review exercise which should be Customer Services. As with all our projects a degree of anonymous resident involvement will be a crucial part of our investigations, so you may have a call from us.

As we have said before it's the Monitoring & Governance Panel's intention to be as proactive and open as possible working to improve the services provided by Cornwall Housing.

John Harris, Chair of the CHL Monitoring & Governance Panel. ”

If you would like to get involved, you can find out more [here](#).



Transforming outside spaces



Residents at Trecarn, our Independent Living Scheme in Launceston, are enjoying a refreshed outdoor space thanks to a joint effort from our Rangers and Engagement teams.

The communal area has been transformed with restored and brightly painted furniture, new evergreen planters, a cleaned and organised greenhouse, and brand-new patio seating funded by the Trecarn Resident Association's closing funds.

One resident has already planted vegetable seeds in the greenhouse, with hopes more residents will get involved in growing plants and vegetables together.

A big thank you goes to Estate Rangers Frank, Trevor and Shane, along with Engagement Officer Julia and Lead Engagement Officer Frankie, whose hard work has helped create a brighter and more welcoming space for everyone to enjoy this summer.



Wyndhurst

Cornwall Housing officers, together with contractors Cardo and CCS, have worked hard to transform a disused pond area outside the Independent Living Scheme at Wyndhurst Orchard in Wadebridge.

For many years, the pond had been left unused, with no pond life and only stagnant water remaining. Following consultation with residents, it was decided that the area would be redeveloped into a series of landscaped planting levels, creating a more attractive and welcoming entrance for everyone to enjoy.

Work began in October 2025, when the pond was drained and the void filled using a variety of decomposing materials and topsoil. It was physically demanding work, and everyone involved rolled up their sleeves and got their hands dirty!

In June 2026, a selection of wildlife-friendly plants was sourced by Cardo through Social Value Funding. Teams once again came together to plant the new landscaping. Despite the cold and wet weather, everyone remained committed to completing the project.

Cormac Environmental Services supported both events by providing their Volunteer Toolkit Van, ensuring that all the necessary equipment was available to get the job done safely and efficiently.



Alongside the outdoor works, residents were invited to take part in a range of indoor craft activities in the warmth of the communal lounge.



Over the coming months, the plants will continue to establish and grow, helping to create a vibrant and wildlife-friendly space. The area will be monitored to assess its progress and identify any additional planting that may be needed.

This project is a fantastic example of successful partnership working, bringing together residents, housing officers, contractors and local organisations to create a lasting improvement for the community.

Well done to everyone involved in making this transformation happen!



Alternative formats:

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

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PL31 2FR

Call: 0300 1234 161

Email:
info@cornwallhousing.org.uk

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rent
to pay



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required) or online at:

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

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