

home extra

News in brief
Spring/Summer update

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**Enter our
Garden
Competition**

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**Our £79M
Home Maintenance
Programme is well
underway**

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**Welcoming
your new Estate
Rangers**

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A CORNWALL
COUNCIL COMPANY



Healthy Cooking Classes for Supported Living Residents

This Spring we welcomed Healthy Start Cornwall to one of our Supported Living Schemes to run a healthy eating cooking class. Families were invited to the playroom to make healthy pizzas.

Parents were able to get hands on in the kitchen, socialise with each other and discuss healthy tips and habits that they could adopt. There was a supervised play area, so parents could enjoy cooking whilst their children were looked after.

Our Independent Living Service team provide valuable support to our tenants in supported schemes to help them to live independently.



Our Your Call Spring Prize Draw winner

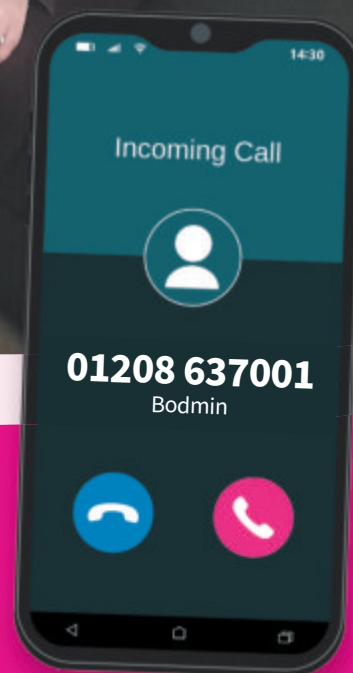


In June, we selected our Tenant Satisfaction Measures survey prize draw winner. Every resident that rates our performance in the survey is entered into a quarterly prize draw - for a chance to win a supermarket voucher!



I don't normally fill out surveys and never thought I'd have a chance of winning. Getting the phone call to say I had won was a big surprise. The shopping voucher will be a big help during the cost-of-living crisis. Thank you.

Miss Margereson, Launceston



See this number calling?
It's Acuity asking you to take part in the Your Call survey!

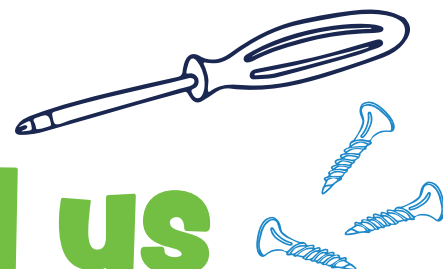


Got something that needs fixing?

Report a repair to us via telephone or the online form on our website



Quick fixes before you call us



**Hello,
I'm Ben**



I'm your Repairs Delivery Manager. I would like to help with some basic checks you can do before you report a repair to us. A simple check could well have you back working without the need to wait for our Repairs team!

3 easy checks you can do to solve common home issues



“My toilet won't flush but it's not blocked.”

There may not be any water in the cistern. Pour in some water if it's empty. Or, if your flush won't work, try a manual flush by pouring water directly into the bowl. Start slowly, then increase the speed to push wastewater into the pipes.

“Mine and my neighbour's drains are blocked.”

Your shared drains may be blocked. You should call Southwest Water as they own those drains, on 0344 346 2020. They don't charge for the call out. If it's your internal drain, you should report it to us. If you're unsure who owns the drain, call Southwest Water on 0344 346 2020 and they can check.

“I've got no power.”

If your neighbours have also lost power, there may be a power cut in the area. Report it to the National Grid online.

If it's just your home that's affected, look at your switch board to see if all your circuits have tripped or just one. Separate circuits might be labelled, so you can tell which room has caused the trip. Then you may be able to get the power back on for the other circuits.

If the power has tripped, unplug all your appliances. Then, try to put the power back on at the switch board. If it comes back on, plug appliances back in one by one to see which one is causing the issue. The faulty one will cause another trip.

Improving our homes will take time



How Cornwall Housing is investing £79m over the next 3 to 5 years



How do we choose which homes get an upgrade?

We carry out Stock Condition Surveys. The survey results tell us which homes are in most need of improvement.



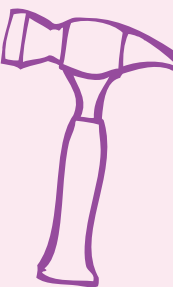
“I love my new kitchen. I didn’t think I would ever have anything like this living in a Council home. I feel so proud of it!”



Safety first

We understand that residents with older kitchens and bathrooms will want to know when they can expect to get upgrades. The reality is that Cornwall Housing needs to prioritise the money it has to invest in homes to complete essential works first. This means carrying out improvements that may not be obvious to residents but are none-the-less vital, such as, upgrading sewage and drainage systems we are responsible for, completing fire safety and electrical safety works, tackling damp and mould and carrying out roof works.

Over the next two years, there will be a small kitchen and bathroom upgrade programme (141 kitchens and 113 bathrooms) for those homes where works are judged to be essential. Renata (pictured) is one example of a recent kitchen upgrade that has taken place. However, the number of kitchen and bathroom upgrades will increase over time once all essential works have been completed.



Improving homes that need it most

Our Stock Condition Survey results have told us which homes to prioritise



**Highfield Estate,
Camelford**



**Gregory's Court,
Bodmin**

We've been working with **BuildX (SW)** to upgrade

- ✓ Roofs
- ✓ Windows
- ✓ Doors
- ✓ Cladding
- ✓ Insulation
- ✓ Guttering
- ✓ Rendering

Essential improvements at Albion Court

Albion Court in Torpoint was identified as a high priority for improvement works. So, we've been working with EcoSafe Group to install new fire doors, with upgraded lighting, and fire alarm systems. Empty homes have been renovated too, with new kitchens, wet rooms and flooring. A new kitchen and WiFi system will also be available for communal use.



Essential improvement works have also started at Trecarn in Launceston with contractor Harmony Fire

After



Renovating roofs

We've been working with CLC Group Ltd. to improve our roofs. At Kemp Close, we have replaced the roof coverings, upgraded insulation, removed asbestos, and given the outside a much-needed lick of paint.



Before



How to be fire safety savvy if you vape

While vaping is promoted as a safer alternative to smoking, it still poses some fire risks if not used and stored properly.

Vaping has become very popular, especially with young people, which has led to a rapid increase in illegal products.

All vapes are a potential fire hazard in the home, but illegal vapes (like illegal cigarettes) can be more hazardous because they don't follow safety guidelines.

What are the fire risks?



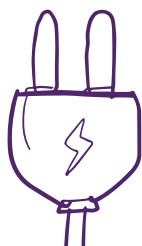
Battery explosions

The batteries used in e-cigarettes and vapes can explode, causing fires. This risk increases if the device is illegal.



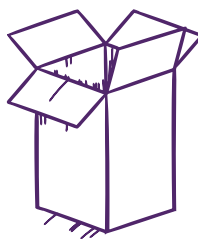
Disposal

Throwing away devices in the household bin can lead to a fire if they come into contact with other materials.



Charging

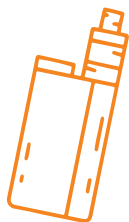
Overcharging or using incompatible chargers can also cause batteries to overheat and explode.



Storage

Storing devices near flammable materials can be a fire risk.

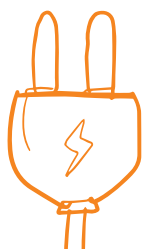
Top tips to be fire safety savvy with your vape at home



Make sure any vapes entering your home are legal (20mg of nicotine or below, holds 2ml of liquid or below, provides 600 puffs or below if disposable).



Keep vapes away from flammable materials. For example, do not charge near a bed, or leave in a coat pocket.



Use the right charger for the device. Never leave a vape charging unattended or overnight.



Always follow the manufacturer's instructions for use, maintenance and disposal.



Test your smoke alarms regularly.

REMEMBER:

In Cornwall Council flats - all shared corridors, stairwells and balconies are smoke free zones

How to identify illegal vapes

Most illegal vapes are cheaper to buy. But, as they are not following legal restrictions, they can cause a greater fire risk or have more damaging chemicals in than legal vapes.

There are three main things to look out for:

1. Does it contain more than **2%, or 20mg**, of nicotine, exceeding the legal limit?
2. Does it hold more than **2ml of liquid**?
3. Does it provide more than **600 puffs**?

All legal products will need to comply with UK safety standards and will show a health warning on the packaging.



Find more fire safety information on our website





Welcoming your new Estate Rangers

Our Estate Rangers will be more visible and connected to communities. They'll have regular scheduled visits to enhance estates and build improvements

We want our neighbourhoods to be attractive, well maintained, and somewhere you are proud to call home. So, we have relaunched our Estates team.

We have re-launched the service because...

- **We listened to residents.** In our “Your Call” survey, 44% of residents said they want us to improve the appearance of neighbourhoods, but they liked our Caretaking service. So...
- **We looked at what we are spending.** Some contracts could have been better value. So, we used that money to expand the old Caretaking team into a larger Estate Ranger service.
- **We want to work closer with our communities.** Across housing, there is new regulation and a positive focus on what we can achieve together across our neighbourhoods

We've listened to you and our new Estate Ranger service will...

- ✓ Improve the appearance of estates, green spaces and landscaping
- ✓ Deliver recovery projects and improve biodiversity
- ✓ Work with volunteers and residents to improve neighbourhoods
- ✓ Complete inspections to keeping residents safe
- ✓ Quality check contractor services to ensure the right standards



I really enjoy seeing the impact we have on estates.

Katie, Estate Ranger

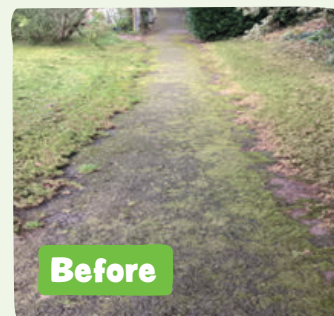
Did you know?

We have implemented an improved communal cleaning standard by our contractors, with penalties if they don't deliver a good service.



As a Cornwall Housing resident, I have a strong empathy with the tenants I might meet and a good understanding of the struggles they face.

Paul, Estate Ranger



Before

Some of the works completed by the new Estate Ranger team



After



Estate Walkabouts

We regularly meet with Councillors and tenant representatives to review conditions and discuss problems on our larger estates.

Call or email to join us! 

Become an Estate Champion

Take pride in where you live by telling us how happy you are with the cleaning and ground maintenance services in your communal areas. Register your interest by telephone or email

Cornwall Housing's Garden Competition 2024



“I really do love my garden, it's my happy place.”

Christine
from St Cleer

Celebrating and recognising our residents who take pride in their outside spaces

Whatever size or style of your garden, whether you have a balcony window box, patio, vegetable patch, or flowerbeds - all our residents are invited to enter.

Email us your photos and inspire others to be creative with their outside spaces before

Friday 26 July 2024!



Prizes to be won

Contact us

We would love to hear your suggestions about how we can improve your neighbourhood. If you have any ideas or want to report something to us, please email grounds.maintenance@cornwallhousing.org.uk



What the new Social Housing Regulation Act means for residents

By John Harris, Chair of Cornwall Housing's Tenant Forum



On 01 April 2024, the Social Housing Regulation Act came into law.

A major part of the new act is the Tenant Satisfaction Measures - a new way that an organisation measures its customer satisfaction. The new act also sets regulatory standards, with enforcement powers to compel registered providers to adhere to those standards.

Here's some more key information from the new Social Housing Regulation Act

Landlords must ensure their residents are safe in their homes and must tackle hazards within a set time frame, including damp and mould.

Complaints must be noted by landlords as a complaint on first contact, then respond to the complaint within a set time frame. If the complaint is upheld, they must put things right. The housing provider must listen to the complaint, taking note of its nature and cause. It should then use this information as a tool to improve its services.

Social housing providers must know more about the condition of all their properties and the needs of their residents. To do this,

landlords must collect and use the knowledge collected effectively across a range of areas, such as repairs. Social landlords must be accountable to their tenants. They must treat them with fairness and respect, listen to what they say, and put things right when needed. To hold landlords to account, the regulator of social housing has been given extensive new powers (similar to the Ofsted inspections in education), which will enable it to take direct action. For example, it can issue unlimited fines and deregister a registered provider if it fails to comply with the new standards.

The regulator will inspect and scrutinise social landlords regularly to check they are meeting a decent homes standard. They will use tools such as the Tenant Satisfaction Measures, repairs data, and other relevant information.

I hope highlighting the main points from the new act is useful and interesting for other residents.

John Harris, Chair of the Tenants' Forum



“Members of the Cornwall Housing Board and Tenant Forum attended a housing conference in Birmingham recently. As Chair of the Tenants’ Forum, I was asked to sit on a panel to talk about the new regulations and answer questions.”

Independent Living Visiting Support

From £2.99
a month

Helping you achieve your goals at your own pace

Our Independent Living Service advisors can help you feel safe, secure, confident, and able to manage at home.

We can help you with:

- **Housing** - like helping you settle into a new home or deal with an eviction
- **Money** - assisting with bills, budgeting, rent arrears, debt, applying for welfare benefits or grants
- **Admin** - managing letters and forms
- **Home help** - improving your confidence around cooking and managing at home
- **Referrals** - putting you in touch with specialist agencies, like health or social services, and connecting you with social, religious or cultural opportunities
- **Health** - supporting you with mental or physical health, alcohol or drug issues
- **Career** - getting you into work, training or education

How it works:

- ✓ Fill out a referral form - yourself or with help from someone you know
- ✓ We will be in touch to ask you what's important to you and what help you need
- ✓ We'll meet you in your home or at one of our community hubs to make a plan and set out steps to achieve your goals
- ✓ We can finish supporting you once you are feeling confident
- ✓ You can get back in touch with us if you need more help in the future



Different levels of support to suit you

- Information and guidance
- Short term
- Long term



Contact us



01872 323518



ILS@cornwallhousing.org.uk



www.cornwallhousing.org.uk/independentliving





Do you want to have your say?

Summer opportunities



Online and telephone surveys



Online discussion groups



Face to face workshops

Many of you said in our Better Connections survey that you'd like to get involved in discussions about how we can improve our services.

We have lots of opportunities for you to get involved this summer. You can take part in surveys, discussion groups, or both! Get in touch if you want to give your views or share your experiences of:



Repairs and maintenance



Safety checks and servicing



Estates services

(maintenance, grass cutting and cleaning)

We will contact a range of residents about these services, to make sure that we are hearing you. If you want to be included in a way that suits your needs, please email your name and address to myviews@cornwallhousing.org.uk

Shape your service

How to contact us



Contact us if you need to speak to:

- **Repairs** – to report a repair
- **Your Rent Management Officer or Inclusion Advisor** – for advice on paying your rent, debt, benefits or money worries
- **Your Area Housing Officer** – for tenancy or neighbourhood issues
- **Customer Service** – for general enquiries

You can find the
name of your Area
Housing Officer on
our website



**Struggling with
the cost of living?**

Contact our
Inclusion Advisors
for support



0300 1234 161



info@cornwallhousing.org.uk



www.cornwallhousing.org.uk

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