# Coastline Housing hosts customer away day

**Wednesday 13 September, 2017**

Almost 300 customers of Coastline Housing in Cornwall attended its annual away day to discuss their social landlord's services.

This year it was held at Flambards theme park in Helston, which proved to be incredibly popular with more people than ever heading along.

Customers had a chance to talk about an even wider range of services and projects than at previous events, from new developments through to repairs and getting involved. They were also asked to tell Coastline about all the things that are most important to them as customers, so that the landlord can produce a new range of customer promises to live by in the coming years.

Coastline Housing's Income Management team was on hand to give lots of details about Universal Credit which will be introduced widely in Cornwall early next year. Suggesting ways to save money, South West Water attended to help customers look at ways of reducing bills.

Of great interest to many was Smartline, an exciting research project looking at how technology can be used to help us live healthier and happier lives. The Smartline team spoke to customers from the Camborne, Pool, Illogan and Redruth (CPIR) area to encourage them to become one of 350 households in this partnership project. Smartline is led by the University of Exeter with Coastline Housing, Cornwall Council and Volunteer Cornwall.

Customers also had the chance to hear about the support and training Coastline provides through its Inspiring Futures scheme to help people improve their employment skills.

Leanna Cox, Inspiring Futures Coordinator at Coastline Housing, said: "We love to hear from our customers and every year this proves to be one of the best ways to find out about their needs and discuss what we can do to help make life better. Over the years our focus has changed so we now also provide information about other agencies that can help too. With continuing changes in welfare and the jobs market Coastline has worked really hard forming close partnerships with those agencies to develop schemes like Inspiring Futures. That has seen dozens of people make the move into work. Today, many more will have heard about that success and will hopefully start on a similar path."

Following the consultation, Coastline's customers enjoyed the rest of their day in the park including the thrills of Flambards' rides.

For

more details on Smartline please see www.coastlinehousing.co.uk/smartline,

and for Inspiring Futures head to www.coastlinehousing.co.uk/inspiring-futures.

## Media:





## Related Sectors:

Charities & non-profits ::

## Related Keywords:

Housing Association :: Cornwall :: Coastline Housing :: Away Day :: Customers :: Social Housing :: Homes :: Flambards ::

## Scan Me:

## Company Contact:

**Coastline Housing Ltd**

T. 01209 200200
E. cheryl.houghton@coastlinehousing.co.uk
W. https://www.coastlinehousing.co.uk

View Online

**Additional Assets:**

**Newsroom:** Visit our Newsroom for all the latest stories:
**https://www.coastlinehousing.pressat.co.uk**