# Customer away day brings a little magic

**Wednesday 26 September, 2018**

Over 200 Coastline Housing customers came to the landlord's away day at Flambards in Helston.

The housing charity holds an away day each year to gather opinions from people living in its homes about how they feel Coastline is performing and what they think of future plans and initiatives.

Customers spent some time talking with Coastline staff before making their way through to the theme park to enjoy a day of rides and entertainment.

Adding some extra sparkle this year was Billy Whizz, with balloon modelling and magic tricks to keep the children entertained.

Cathy Hadfield of Coastline Housing said: "One of the most exciting things we talked about with customers this year was the launch of a new online portal called My Coastline that allows customers to log in and book an appointment for a repair to be carried out, pay their rent and more. Technology is moving fast and we're keen to keep up with it and offer customers easier and smoother ways of communicating with us."

Customers also gave feedback on what matters most to them in their neighbourhoods, whether there are enough opportunities for young people and children locally, Coastline's new proposed pet policy and more.

Cathy adds: "Another big topic on the agenda this year was the impact of Universal Credit, the new benefit system which has now reached Cornwall. Many people are still incredibly confused about the new system, how to apply for it, and how it will impact their finances so it was great for staff to be able to explain things face to face to those customers and put some worries at ease."

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