

# ShorelineNews

Winter 2011/12



we like  
this



[www.shorelinehp.com](http://www.shorelinehp.com)

# Welcome

So another busy year at Shoreline has drawn to a close. Looking back over the last twelve months we've continued major redevelopment work at Freshney Green, enjoyed continued success with Home Choice Lincs, maintained our Customer Service Award and boosted another local charity, to name only a few.

We've enjoyed celebrating with you at community events throughout the area and working with you as you continue to help us improve and develop our services. As well as holding our first ever flagship annual event – Shoreline's Big Day Out.

It has of course been a difficult year for many people as the country's financial difficulties continue and as we move into 2012 we are all sure to feel the effects of the government's welfare reform....it may be a challenging time.

However, we are still looking forward to 2012 – potential future development opportunities, letting more properties, meeting more of you and continuing to have a positive impact on your homes and communities.

Thanks again for being our tenants and a happy New Year from everyone at Shoreline.

*Best wishes*  
from everyone at Shoreline

## Competition time!

Pick up a gift for your family, friend or something for yourself with a £50 Argos voucher, up for grabs in our competition.

Simply answer the question and email, post or telephone us with your answer along with your name, address and contact details before Monday 6 February 2011. The answer can be found right here in this issue.

**Q. We recently took on how many work placements?**

**Was it:**

**a. 2**

**b. 12**

**c. 120**

You must be over 18 to enter the competition and entries are limited to one per household.

If you enter the competition you are consenting to any publicity if you are a winner.



Ruby Judge receives winning artwork from Shoreline customer engagement officer Lorraine Osgar, watched by her mum.

## How are we doing.... our performance

In each issue we'll focus on a different area of our service, letting you know how we are doing and what we are doing to improve our performance.

Stats throughout this issue let you know how we are performing across the key services we deliver to you, our tenants.

For more information or to discuss how you can be involved please telephone **0845 849 2000** or email **info@shorelinehp.com**

## Local pupils paint picture of ideal neighbourhood

Two local pupils have won artwork for their schools giving a vision of their ideal neighbourhood.

Local children took part in the art competition at Shoreline's Big Day Out, creating scenes that painted a picture of an ideal neighbourhood including everything from good neighbours to hot air balloons as well as swings, play areas and green spaces.

The winning entries were Ruby Judge and Luke Jackson winning the artwork they helped to create for Keelby Infants School and Grange Infants respectively.

Shoreline customer engagement officer Lorraine Osgar said: "Young people are a major part of the community and it's really interesting to see what they think makes an ideal neighbourhood."

**A little birdy tells us** you can now communicate with us on **Twitter** and **Facebook**. Simply search Facebook and Twitter for **Shoreline Housing Partnership** – we Twitter as **@shorelinehp**

# Round our way... spotlight on



Brian Stringfellow outside 23 Morpeth Walk, with Durham Avenue in the background, 1958

## Tenants move in

The first tenants moved into their eagerly awaited brand new state-of-the-art homes built to Eco Homes Standard with a range of the latest environmentally friendly features - including solar panels - designed to generate clean power, save energy, cut fuel bills and reduce pollution.

## Today

Innovative apartment blocks, new homes, green open spaces and a state-of-the-art medical centre - homes in the first two phases of the redevelopment are occupied and we continue to move tenants into brand new homes. The future looks bright.



Tina Hooton, age 9, in a garden on Newsham Drive



Our editorial team thought it would be interesting for us to take a look at one of the neighbourhoods across North East Lincolnshire in each issue of Shoreline News.

From where it began, to where it is now to the people, sights and projects along the way and the work Shoreline are doing in the local area. **First up... Freshney Green.**

## Where it began

The Yarborough estate was built in the early fifties to satisfy an urgent need for housing. The homes were mainly Unity type prefabricated 1950s houses and flats, initially built to last ten years.

People were excited to leave small flats or terraced houses for the new council homes complete with front and back gardens and an inside bathroom.

Local resident Roberta Lightfoot had an interesting take on this, in this excerpt from Unity on Yarborough:

“As a child I can remember my first impressions of coming to our new house. I hated the stairs. I can remember crying

and saying people will always know that you are going to the toilet, which was situated at the top of the stairs. On a plus side there was a bath inside instead of the kitchen sink or tin bath. We had a garden instead of a backyard.”

## The Decline

By the late 1990s, derelict blocks of flats, grey buildings, graffiti and run-down streets littered with old tyres, rubbish and corrugated iron. The estate was looking a far cry from how it started.



Sandra Bird on her Lambretta outside 32 Newsham Drive, 1955

## Bringing back pride

Plans for the multi-million transformation of the now infamous estate were announced in January 2007, by Shoreline joining forces with award-winning developer Linden Homes (Stamford Homes).

The ambitious scheme – running into tens of millions of pounds – planned to completely regenerate and transform the 296-home estate to provide 440 modern new properties for the next generation of residents.

The exciting and long-awaited housing package won the support of residents and local councillors - regenerating the area and pushing it to the forefront of modern day housing.

## Demolition marks new dawn - April 2007

Demolition of properties on Grimsby's Yarborough estate began bringing down five blocks of accommodation comprising 19 properties.

## A fresh start

Freshney Green unveiled as the new name for the former Yarborough estate as it continues on the exciting new phase in its future. The new name really signifies this neighbourhood's rebirth.

## In the next issue...

...we'll be focussing on the Nunsthorpe. If you've got memories or photographs you'd be happy to share please let us know... just contact us in any of the usual ways.

# Solar energy - Bad news?

In the last edition of Shoreline News we explained that we were hoping to install solar panels on the roofs of as many homes as possible so that you could benefit from the electricity being generated.

We are really sorry to report that the future of all such schemes across England have been thrown into major doubt as an announcement was made on 31 October 2011 by the government which massively reduces the 'tariff' (payment) for the electricity generated by the panels, making the current scheme uneconomic.

As a result of this uncertainty the partner that we were working with to run the scheme has stopped all work on it and it now looks extremely unlikely that we will be proceeding as we had hoped.

This is completely outside our control and affects many other housing associations and many thousands of other residents right across the country.

This is a major disappointment but we are monitoring the situation closely and will be looking to salvage what we can from the scheme going forward, although at this stage it's impossible to say what this might mean.

**Look out for a further update in the next edition.**

# Can I transfer?

If you want to move from your current Shoreline home and you would like a transfer you need to fill in an application form on the Home Choice Lincs website at [www.homechoicelincs.org.uk](http://www.homechoicelincs.org.uk)

Your application will be assessed on the basis of your housing need and you will be placed in a band. The Home Choice Lincs website tells you more about what happens next.

We want to keep our loyal customers and will assist you to move as your housing needs change. However, as your landlord we will not automatically let you take on a new home if you have not met the terms of your current tenancy agreement. Before you think about moving, be aware that we will expect you to do the following:

- Arrange a time for us to do a **pre-leaving inspection** before you move.
- When we visit you we will **expect to find your home in a reasonable condition**. We will arrange to carry out any minor works to make sure it is ready to relet quickly.
- If we find deliberate damage or neglect you will be recharged for the cost of repairs and **you must pay in full before we will allow you to transfer**.
- **Your rent account must be up to date with no arrears**. If you have arrears you must make sure that you are keeping to an arrangement to pay them off. We do not allow you to transfer if you have rent arrears (unless there are very exceptional circumstances).
- You must make sure that there are no other breaches of the terms of your tenancy such as a record of you causing nuisance or anti-social behaviour.
- You are required to let other applicants view your home during the lead in time to sign up to your new property. This means that there will be no delay in moving a new tenant in as soon as you move out.

**If you are thinking of moving, please contact your neighbourhood officer so that we can explain in more detail and answer your questions.**

# Part rent, part buy - new shared ownership properties available

If you would like to buy a property of your own but you can't afford to, shared ownership could be what you are looking for.

Shared ownership allows you to buy a share of a property and pay rent on the remaining share which you do not own.

Over time, if you wish, you can buy more shares so that eventually you own your home in full. To apply you must be in housing need and unable to buy a home outright.

If you feel shared ownership could be right for you we have homes available at Scartho Top, Scartho, Stallingborough, Freshney Green and Waltham.

For more information please visit [www.shorelinehp.com](http://www.shorelinehp.com) or contact us for a brochure.



**Our performance - Empty properties**  
We are now turning properties around in half the time it took us in previous years, achieving an average of around 40 days. But we are not yet at our target of 30 days.

# Avoiding the New Year hangover

Christmas can be a very demanding time of year financially, with presents to buy and extra shopping to do. Because you wanted to keep your cash for other things there was probably an even greater temptation to borrow money or avoid paying your rent and bills.

We hope you haven't given yourself a financial headache this New Year with bills and debts you can't afford. But if you have got into difficulties, please remember you are not alone.

Lots of people are in the same situation. Contact us as soon as possible. We're here to offer debt, rent arrears and benefits advice as well as provide help and support should you need it.

If you would like a confidential appointment to discuss your concerns about debt, financial worries or benefits advice please telephone **0845 849 2000**, visit [www.shorelinehp.com](http://www.shorelinehp.com) email [info@shorelinehp.com](mailto:info@shorelinehp.com) or pop in to one of our public offices to make an appointment.

You can also get free advice and support from any of the following organisations who can also provide practical help, money saving tips and even money-off vouchers.

**North East Lincolnshire Credit Union**  
You can save and borrow with low-cost loans from your local North East Lincolnshire Credit Union. Contact the local branch at St James' House, St James' Square, Grimsby, telephone **(01472) 361990** or visit [www.nelcu.co.uk](http://www.nelcu.co.uk)

**Citizens Advice Bureau (CAB)**  
The CAB can help resolve legal, money and other problems by providing advice and information. Advice is free, impartial and confidential. Pop in to the local CAB office at 4 Town Hall Street, Grimsby, telephone **0844 111 444** or visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

**Moneyline**  
Shoreline backed Moneyline offers advice on affordable borrowing, especially if you receive benefits or are unable to access High Street lending. Telephone Moneyline on **(01472) 267600** or visit [www.elmline.co.uk](http://www.elmline.co.uk) for more information.

**MoneyAdvice Service**  
Providing free advice to help everyone understand and manage their money better. Telephone **0300 500 5000** or visit [www.moneyadvice.org.uk](http://www.moneyadvice.org.uk)

**Harbour Place**  
Harbour Place offers a listening ear and free advice for a variety of problems, such as debt, housing, homelessness and welfare benefits. Visit 42 Albert Street West, Grimsby or telephone **(01472) 344118**.

**Community Advice Service**  
The Community Advice Service offers free help and advice for a variety of problems, such as debt, housing, welfare benefits and legal matters. The Community Advice Service is situated at 10-16 Kent Street, Grimsby or you can telephone the service on **(01472) 240256**.

**North East Lincolnshire Council**  
The council can give free advice about claiming housing or council tax benefit. Visit any of their customer access points, telephone **(01472) 323710** or email [benefits@nelincs.gov.uk](mailto:benefits@nelincs.gov.uk)

**Christians Against Poverty**  
Christians Against Poverty are a debt counselling charity, offering a free, non-judgemental approach to helping people get out of debt. You can contact the charity on **0800 328 006** or email [grimsby@capuk.org](mailto:grimsby@capuk.org)

**Money Mentors**  
Community Money Mentors work alongside various organisations such as North East Lincolnshire Credit Union, Moneyline, Harbour Place and North East Lincolnshire Council. The Mentors provide information on a variety of services and offers and refer clients to organisations depending on the help and advice you may need.

And don't forget the Citizens Advice Bureau is holding exclusive drop-in sessions for our tenants.

**Every Monday 10am - 1pm**  
at the Civic Offices, Pelham Road, Immingham

## Gas Safety Checks

If you have gas heating appliances it is very important that you have these checked.

It is a legal requirement for us to check gas appliances every 12 months. This is because gas appliances can become dangerous and give off carbon monoxide fumes if they are not maintained correctly.

**You cannot see, taste or smell carbon monoxide but it can kill.**

In addition by checking your heating appliances regularly we can ensure that they are working in the most efficient manner. This will help reduce your bills and help reduce the damage to the environment.

**Your gas safety check is free and could save your life!**

**How will I know when you are going to call?**

We will write to you and let you know when one of our heating engineers will carry out the service. It will take around 45 minutes to complete. Please be available at this time or phone us on **0845 849 2000** to arrange another appointment.

Once an appointment has been made, it is important that you are there when our heating engineer calls. If you are out, they will leave a visiting card asking you to contact us to make another appointment.

**Appointment options are:**

<b>Monday to Friday</b>	
<b>AM</b>	<b>8.30am – 1pm</b>
<b>PM</b>	<b>12 noon – 5pm</b>
<b>School run</b>	<b>10am – 2.30pm or after 3.30pm</b>
<b>Saturday</b>	
<b>AM</b>	<b>8.30am – 1pm</b>

**The check**

After the heating engineer has finished the work, they will leave you a certificate to confirm the check has been carried out.

If there are any problems with your heating appliance or ventilation that cannot be sorted immediately, the engineer may have to turn off your heating, if it isn't safe to use. We will provide you with temporary facilities.

Do not attempt to re-connect an appliance that the engineer has disconnected.

**What will happen if I do not allow entry for the check?**

It is a condition of your tenancy agreement that you allow access for the gas safety check to be carried out. If you do not do so we will take legal action to enforce access. Please do not make this necessary.

**If you smell gas**

All gas escapes are serious and you should take action. If you smell gas, follow these simple steps:

- Do not turn any light or socket on or off, or strike any matches. When you use switches, this can often generate sparks which could be enough to ignite any escaped gas in the air
- Do not smoke
- Check to see if any gas appliance is turned on but not lit
- Turn off the main gas supply. The main lever to turn the gas on and off is next to your gas meter
- Open windows and doors. This will allow any gas which has built up in your home to escape

**Gas Emergency Number**  
**National Grid 0800 111 999**

**The Dangers of Carbon Monoxide**

Carbon monoxide is a poisonous gas that can be produced by burning any fuel. You cannot see, taste or smell it – and it causes the following symptoms if you breathe it in:

- Flu-like symptoms, such as headache and feeling sick
- Dizziness
- General tiredness. Your heating appliance might develop the following signs if too much carbon monoxide is present:
- Pilot lights burn yellow or orange flame
- Soot or stains form around the appliance
- Pilot lights frequently blow out

If you have a carbon monoxide detector that warns you of the presence of this gas, or you think you may be suffering from carbon monoxide poisoning, turn off the heating appliance immediately and ventilate the room.

Get some fresh air and call us on telephone number **0845 849 2000**. A heating engineer will visit you to make sure your heating appliance is operating correctly. If you have any of the signs and symptoms of carbon monoxide poisoning you should go to a hospital emergency department immediately, particularly if several people in the household, or pets, are affected.

# Gift-filled shoeboxes send Christmas cheer

Gift-filled shoeboxes put a smile on children's faces at Christmas thanks to our employee collection.

Shoreline employees collected toys, stationery, toiletries, sweets plus knitted hats and scarves to make up shoeboxes to donate to the Samaritan's Purse Christmas Appeal.

Nearly fifty boxes were packed and wrapped by the Shoreline Board before being sent on their way by Shoreline chair Karen Rastall.

The Samaritans Purse Operation Christmas Child campaign is an annual shoebox campaign for individuals, schools, churches, workplaces and community groups to send gift-filled shoeboxes to needy children around the world.



# Get involved

Are you retired? Got some spare time on your hands? Perhaps you want to gain some experience of how the housing sector works? Or enhance your CV by volunteering for an hour or two a week?

We're committed to making sure everything we do is scrutinised by tenants or residents. As such, we are looking for volunteers to sit on a panel of Resident Regulators.

As part of the panel you will review different areas of our business and see how well we are doing. You will then make recommendations as to how we can change for the better.

This is no ordinary volunteer opportunity. You will have access to our board members, management, performance and service delivery. You will receive free training and become a vital part of our day-to-day business.

This is a great opportunity for someone looking to boost their CV, someone wanting to contribute to their local area or simply someone with some spare time they would like to fill.

This opportunity won't require you full-time. It is likely you will be required for around two hours a week and normally on the same day. We will also support you if you want to work more hours from home.

For more information or to apply please telephone **0845 849 2000**, email [info@shorelinehp.com](mailto:info@shorelinehp.com) or visit [www.shorelinehp.com](http://www.shorelinehp.com)

**Our performance - Heating services**  
99% of properties have a valid safety certificate. The remainder are due to us not being able to gain access. We are working to improve to catch our neighbours North Lincs Homes who have achieved 100%.



Above: Shoreline chair Karen Rastall loads the van with Christmas gifts  
Below: Ebony Edge gives Shoreline chair Karen Rastall a helping hand

# Building skills for life

Twelve unemployed adults from across North East Lincolnshire have entered the world of work through our specially created placements.

The six month paid placements – supported by North East Lincolnshire Council's Change programme – aim to provide individuals with skills, experience and confidence to move from long-term unemployment into the workplace. We're providing the opportunities in a range of occupations including administration, finance, customer service, procurement and legal.

And unlike conventional work experience, the placements are also getting paid.

Shoreline programme manager Phil Thames said: "We're helping people get a foot in the door but the placements are not just simply about securing a job. We're aiming to help people overcome the barriers they face to finding long-term employment – everything from a lack of experience, low confidence, health problems or financial barriers so they can find work but more importantly stay in work."

Since 2009 Shoreline has worked in partnership with the Change programme to create over 250 supported work opportunities for local long-term unemployed people.

North East Lincolnshire Council delivers a programme of services, through the Change programme, which aims to support unemployed residents access work and help businesses to create new employment opportunities.

**Our performance - Heating repairs**  
 Since bringing the heating team in house, performance on heating repairs has been above target in four out of two months. With a new system in place, performance is expected to continue to improve.



Laura, Charlotte and Michael join Shoreline chief executive for a morning meeting.

## Shoreline Takeover

Shoreline was taken over in November as part of National Takeover Day.

The day provides young people with the opportunity to work with adults and experience a working environment.

Young students Michael Beavis, Laura Bakasa and Charlotte Rendall inspected properties before they were let, took part in a neighbourhood walkabout and even shadowed our chief executive Tony Bramley.

Laura said: "I learnt a lot about social housing, all Shoreline employees were great and it was an eye opening day which I thoroughly enjoyed."

**Our performance - Anti-social behaviour**  
 All reports of anti-social behaviour are responded to within five days, or two days for hate issues.



Shoreline programme manager Phil Thames, Shoreline placements Harriet Hay, Greg Grantham, Grace Murray, Liam Thompson, Dale Hanson, Ryan Day and Shoreline chair Karen Rastall



Laura and Charlotte take part in a property inspection.

# Be prepared for winter

Our message to you in extreme weather conditions if you need support is to:

## Stock up, stay in, ring us

Here is a list of items you should start stocking up on before the bad weather is here:

- Coffee/ tea
- Sugar
- Milk (dried or long-life)
- Bread (can be frozen)
- Butter/ margarine
- Tins of soup, fruit and vegetables
- Frozen meals
- Toilet rolls

- Pet food
- Torch and batteries
- Bottled water
- Light bulbs

### This winter be prepared!

In extreme weather conditions, if you need urgent supplies or assistance please telephone the local Safeguarding Adult's team on **(01472) 256256**.



## Make a difference by checking in on an elderly neighbour



By spending ten minutes visiting an elderly neighbour, you really could make a difference to their safety this winter.

Just a few simple checks could keep them safe from fire.



If you are concerned about any of these issues contact HumberSide Fire today.  
Call 0300 303 8242 for more information.

### Our performance - Arrears

Arrears performance is worse than target but we are working hard to collect outstanding arrears.

## Frozen pipes... do's and don'ts

### 1. To prevent frozen pipes:

- Try to keep your heating on (even at low temperature) in all rooms where this is possible.
- Regularly run your taps, particularly the tap(s) nearest the stop cock to ensure a regular flow of water through your pipes.
- Check the location of your stop-cock or sure-stop and check this is working.
- Please make sure you take the sink plug out.

### 2. If your pipes are already frozen:

- Please keep the tap closest to the stop cock or sure-stop on so you will know when the water flows again.
- Ensure your heating is turned on.
- Check the water flow regularly and that there are no leaks or burst pipes within the property. If there are please turn off the water supply straight away and report this to us on **0845 849 2000 option 1**.

### 3. If you experience any leaking pipes:

- Please turn off your stop-tap or sure-stop and report this to us on 0845 849 2000 option 1.
- Please isolate your electricity at the consumer unit (if it is safe to do so – if it is wet please don't touch it)

- If you can, please contain any leaks using buckets.

4. If you are going away during a cold period for any length of time, please turn off the water and leave the heating on at low temperature.

5. If the mains water supply to your property is frozen we may not be able to assist you. You may need to contact your water supplier for further information but please do not hesitate to call us if you need any advice or assistance.

**Our performance - Complaints**  
We aim to answer all complaints within 10 working days. And in 78% of cases we have done. However we are working hard to address performance on those not answered in time.

# Baby it's cold outside

Brrrrr...the temperatures are starting to drop. And naturally we start to turn up the heating. But with the cost of energy bills on the rise, it's probably a good time to take control of your energy bills. Here are some top tips from the Energy Saving Trust to help you save money and stop wasting energy.

## 1. Be nice to your freezer...

Fridge freezers are the most hardworking appliances in our kitchens – in fact, UK households use around £2 billion worth of electricity on refrigeration and freezing every year. To help cut costs, don't leave the door open longer than necessary, as cold air will escape. Avoid putting hot food into the fridge, defrost the freezer regularly and check the door seals are working properly.

## 2. Draw those curtains

As the days get chillier, closing your curtains at dusk will stop heat escaping through windows. This is an easy and practically free way to help you reduce your energy bills and stop wasting energy.

## 3. A bright idea...

When the days are shorter you'll be relying on your lights more. If you can, trade your ordinary light bulbs for energy saving ones. And with inefficient light bulbs being phased out over the next few years, now is a great time to do so. Energy saving light bulbs last up to 10 times longer than ordinary bulbs, and by fitting all the lights in your house with energy saving bulbs you could save around £30 a year and £480 over the lifetime of all of the bulbs.

And always turn off the lights when you leave a room.

## 4. Put on a jumper?

Turn your thermostat down. Did you know that if you reduce your room temperature by 1°C you could cut your heating bills by up to 10% and typically saves around £50 per year. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.

## 5. Don't standby

Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.

## 6. Do a full load

If possible, fill up the washing machine, tumble dryer or dishwasher - one full load uses less energy than two half loads.

## 7. Fancy a cuppa...

Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).

## Asbestos

We've produced a new leaflet which addresses concerns and questions about asbestos in the home. It explains:

- What it is
- Why it might be a problem
- Where it is found
- Dos and don'ts

Contact us to receive a copy, visit our website or pop in to any of our customer service centres. And of course if you have any questions or concerns then contact is in any of the usual ways.

**Our performance - Local Offers**  
Overall we have achieved a solid position in our local offers position but there are a number of areas where we need to improve which we'll be addressing and reporting back on in the tenant annual report.

## Pay less for your energy

You can telephone My Home Energy Switch - the new switching service for social housing tenants for free on 0800 051 5346 or visit [www.myhomeenergyswitch.org.uk](http://www.myhomeenergyswitch.org.uk) today to find the best price for your gas and electricity.

It's free, fast and simple to switch and they'll take care of all the paperwork.

Give it a try!

## Rent free weeks

We will be making some minor changes to the rent free weeks in 2012/2013. The first rent free week in the financial year which would normally be in April 2012 will now be moved to the last week in March 2013. All the other rent free weeks will remain the same, consisting of one rent free week at the end of August and two at the end of December. If you have any questions about this or any objections then please contact us by **Friday 27 January 2012.**

## Our performance - Reactive repairs

Performance on emergency repairs remains good. With urgent and routine priorities solid but below target. An action plan has been put in place to improve performance. Customer satisfaction is 94% year to date, just below our 95% target.

# What a difference a year makes

We take a look back at just some of the major projects, news and events that have shaped the last year in the life of Shoreline.

## Apartments snapped up

We snapped up 15 modern, two-bedroom apartments at the heart of Freshney Green increasing our financial commitment to the housing redevelopment by over £1 million and providing accessible housing for older people and those with a disability.

## A faster way to pay

Swanky self-serve payment kiosks installed at our public offices giving you a faster way to pay your rent.

## Customer service proves to be excellent

We were delighted to maintain the Customer Service Excellence standard which tests delivery, timeliness, information, professionalism and staff attitude and whether as an organisation we are developing customer insight, understanding our customers' experience and measuring levels of service satisfaction.



## More homes

Cleethorpes tenants were welcomed to the Shoreline family after we officially took ownership of 59 Cleethorpes properties continuing to increase our housing stock across North East Lincolnshire.



## New neighbourhood office opened its doors

In a bid to improve services, cut costs and provide value for money, we opened a new neighbourhood office at Immingham Civic Centre providing innovative self-serve payment kiosks, a free direct telephone connection to our own advisors and extended payment hours.

## New team deliver heating, hot water and gas service

We welcomed 21 qualified engineers, managers and administrators previously employed by Mears to the Shoreline family, directly providing our heating and hot water repairs and annual gas safety checks.



## Major boost

Grimsby's Women's Aid was the latest local charity to receive a major boost from our employees whose fundraising efforts reached well over £33,500 in six years.

Chosen charity of the year 2010-11 – Women's Aid provide services to victims and survivors of domestic violence and received over £5,300 – much needed funds which will go specifically to the children's fund.



## Shoreline's Big Day Out

Hundreds of local residents were welcomed to a free day of fun at our first ever flagship annual event. Shoreline's Big Day Out offered a range of activities and entertainment for all ages, with music, games and live demonstrations with employees on hand to answer questions including our very own chief executive Tony Bramley in his makeshift living room.



# Contact Us

Web. [www.shorelinehp.com](http://www.shorelinehp.com) Email. [info@shorelinehp.com](mailto:info@shorelinehp.com)

Telephone. 0845 849 2000

## Lovely to hear from you

Got a special thank you, you're unhappy with our service or you'd simply like to improve things for the better? Then let us know. Send us a letter, drop us an email or give us a call...we really do read them all!

**Well done** - Well done to you for Shoreline's Big Day Out - it was really well prepared, well balanced and an interesting day - brilliantly attended.

*Marcus Czarnecki, Safer and Stronger Communities Partnership*

**Helpful and friendly** - The tradesperson that carried out my repair was the most helpful and friendly person to ever carry out repairs at my property.

*Mr McCormick, Grimsby*

Your contact centre advisors are a wonderful team, nothing ever seems too much.....over the last three years you have given me great support.

*Ted Craven, Grimsby*

**Praise** - I'd like to praise the workman that came round to do the floor tiles - They was brilliant, always informing me what they were doing. They are a credit to Shoreline.

*Mr Holeworth, Grimsby*

**A credit to Shoreline** - A sincere compliment to Pam Stephenson for the way she dealt with my recent rent query. Her efforts to clarify things were exceptional and the terminology she employed was easy to understand and follow.

*Mr Richardson, Grimsby*

**From start to finish** - I can not fault you on anything and wanted you to know this especially as everybody complains but very rarely compliment the service you provide.

*Mr Wright, Grimsby*

**On time and polite** - Thank you for your workmen - they were on time and always polite. And they left no mess.

*Mrs M Wicks, Cleethorpes*

**A big thank you** - We're really pleased with the work that has been carried out - the site hasn't looked as good for years.

*Franklin House residents*



Corporate member of  
Public England Council  
Committed to better communication

345



business for neighbourhoods

Registered in England and Wales Number: 4997871

Registered Charity Number: 1107876

Tenant Services Authority Registration Number: L4442