



# SHORELINE news

Issue 5 Summer 2007



**In this issue**

Shoreline online  
Bulldozers move in  
Tasking begins

# inside this issue...



6

## WELCOME

Welcome to the latest issue of Shoreline News, the newsletter that keeps you informed about what is going on at Shoreline and in your local community.

There are lots of exciting projects taking place across North East Lincolnshire and in this issue we bring you the latest news about the Yarborough regeneration programme, the new task force reducing anti-social behaviour on the Nunsthorpe and the successful community clean up in Immingham.

As Shoreline celebrates its second birthday our Chair looks at the many achievements that have been made.

And, as we prepare for our first government inspection in November we look to the future at what improvements we can make to the service we provide.

If you have any ideas, suggestions or news for the tenants' newsletter please let us know by telephoning communications on 0845 849 2000 option 5 or email [communications@shorelinehp.com](mailto:communications@shorelinehp.com)

*Enjoy the summer!*



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## DROP IN

The Shoreline Customer Service Centre, 11-13 Osborne Street, Grimsby is now open on Saturday mornings, making it easier for you to pop along if you are in the town centre at the weekend or you work throughout the week.

## OPENING TIMES

Monday, Tuesday, Thursday, Friday  
9am – 5.30pm

Wednesday  
10am – 5.30pm

Saturday 9am – Noon

## IMPORTANT CHANGES TO HOW YOU REPORT YOUR HEATING AND HOT WATER REPAIRS

All heating and hot water repairs are now carried out by Shoreline's new servicing partner Mears Mechanical and Electrical.

You can now report all your heating and hot water repairs on Shoreline's main number:

**0845 849 2000**  
option 1.



Front cover: Yarborough resident Ashley Buley safely watches the bulldozers move in to begin work on the neighbourhood ready for the multi-million pound housing transformation.

# chairman's message

Let me cast your mind back to just over two years ago when we were all looking forward to the stock transfer date of 21st March 2005.

We knew there would be challenges ahead and that these would not only affect you as our tenants but us as a new and developing organisation.

Now, two years on, there have been many changes. As an organisation we have become more flexible and approachable to our partners and most of all to you, our customers. This is evident in the increase in the number of Tenant and Resident Associations (TARA's) across North East Lincolnshire to a staggering fourteen which underlines that we are gaining recognition and trust among the community that we serve.

It was my original intention to list all of the progress and achievements that we have made over the last two years but after reviewing the feedback from the various Shoreline teams, *I counted a staggering 192 individual improvements..!!*

Many of these are internal improvements that help us manage the business better and to list them all would turn this into a lengthy article. Examples

of these accomplishments are evident across the organisation ranging from the way we process invoices to the major works programme for the Decent Homes Improvements. They all contribute to providing a sound business framework and this is more than evident in the people who work for the organisation and deliver our promises.

In the last year alone through the Decent Homes Plus programme we have seen the installation of 727 kitchens, 708 bathrooms with 'overbath' showers, 349 central heating upgrades and 753 electrical upgrades. The homes in the Immingham and Willows neighbourhoods are now in a better, more sustainable condition and the quality of life for tenants has improved.

Our Regeneration team has worked positively with local agencies and communities to develop projects that address issues that have been identified in the Neighbourhood Investment Plans. Some of the key projects include our Community Investment Fund, the development of a Construction Apprenticeship scheme with our partners and also the securing of



# chairman's message continued



Neighbourhood Renewal Funding to develop local training opportunities.

*Focusing on improving the quality of life throughout the neighbourhoods is important to us, and some of our work has been nationally recognised. Operation Dacron, a joint initiative between Humberside Police and Shoreline recently won the second place award for Outstanding Contribution to Tackling Youth Crime at the Home Office National Justice Awards.*

Our Anti-Social Behaviour (ASB) team have been very actively involved in this project which has reduced the number of anti-social behaviour incidents, complaints and criminal damage on the Willows. Recent successes have also been noted on the Yarborough estate and recognition must go to all of the people who were prepared to take a stand and work with our ASB team and the police. Working together resulted in successfully achieving anti-social behaviour orders (ASBOs) on three of the most notorious troublemakers, banning each of them from the estate. Again, well done and thank you to all concerned.

Aside from the 'front line staff' who you see carrying out repairs in your homes or dealing with your queries through our offices, all of our initiatives and progress to date has been supported and underpinned by the people that you don't see, the 'behind the scenes staff' who all communicate and work together to ensure we provide the best service for you.

So where do we go from here? It goes without saying, we are still an organisation in its infancy and one that is still learning and developing.

*The next and most important challenge for us is the Audit Commission Inspection in November where we aim to achieve the highest standards.*

In summary, we couldn't have accomplished so much without your feedback and contributions and from my own, as well as from the Boards' perspectives, I would like to thank you for all of your efforts in making Shoreline the success that it is today. With your continued support and contributions, I feel sure that we will progress even further.

*Best wishes for the future to you and your family.*

*Andrew Almond-Bell*  
**Chair**

# an inspector calls...

A team of inspectors from the Audit Commission's Housing Inspectorate will be visiting Shoreline on 19th November this year for two weeks to assess the services we are providing to you.

## Why are the inspectors coming?

The inspectors look at housing associations to make sure they provide quality services in a cost effective way to their tenants, leaseholders and the wider community.

## What will they do?

A team of inspectors will look at the quality and range of services that Shoreline provides and will test these services in a number of ways, including:

- Visiting estates and talking to residents
- Holding focus groups with tenants and leaseholders to talk about specific services in depth
- Meeting with staff and board members

- Contacting customers who have recently used a service – e.g. had a repair carried out in their home or made a complaint, to check the service they received
- Testing how staff deal with enquiries face to face or on the telephone through “mystery shopping”
- Speaking to other organisations that we work with, e.g. the police.



## Inspection results

The inspectors will make two judgements about our service:

- How good is the service we provide
- What are our prospects for improvement

A report will be published which will set out the inspector's findings and recommendations, which will be available on the Audit Commission website.

*More details on the inspection and our preparations for it will be included in future editions of Shoreline News. We will also let you know what the Audit Commission say about us and what we plan to do to improve our services when the final report is made available in early 2008.*

**If you would like any further information about our inspection, please contact Leigh Collingwood on telephone number 01472 572251 or e-mail**



# multi-million pound

**Bulldozers have moved in to transform Grimsby's Yarborough estate into a multi-million pound housing showpiece as Shoreline joins forces with award-winning developer Stamford Homes.**

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

Shoreline have guaranteed a home to all those tenants who wish to remain on the estate during and after the redevelopment.

Murray MacDonald, Director of Neighbourhood Services, said the announcement came following extensive talks with tenants.

“The residents’ wishes have always been our number one priority. The majority have said they want to remain on the estate during and after the eight year rebuild and those tenants have a guaranteed place when it is complete, providing they do not breach their tenancy agreements.”



Yarborough residents celebrate with Shoreline Director of Neighbourhood Services Murray MacDonald after hearing the news that they are guaranteed a new home after the redevelopment.

*“Shoreline has delivered on what it said it would do. I’ve been here since 1963 when the estate was new. It will be a great experience to have a new home on the new-look estate.”* Chair of the Yarborough Tenants’ and Residents’ Association Roberta Lightfoot

*“With a young family we just wanted to know. We did not want to move off the estate and people like ourselves will be happy with the guarantee of a new home.”* Michelle Buley, Yarborough resident

## The exciting new proposals will include:

- homes built in the traditional style
- a mixture of both social and private housing
- open spaces / play equipment for pre-school children
- community ‘eco gardens’ geared towards the older generation
- a neighbourhood green to provide a heart to the community / meeting place

The exciting and long-awaited new housing package - which has won the support of residents and local councillors - will regenerate the area and push it to the forefront of modern day housing.

There are also proposals outside the scheme for a new medical centre and the possibility of a new primary school.



# Yarborough showpiece



Residents have been invited to develop and discuss plans for the neighbourhood including the type of houses to be built, gardens, children's play areas and open spaces.

If you have any questions, concerns or you would like to find out more about the Yarborough redevelopment please telephone Shoreline on 0845 849 2000 option 3 email [info@shorelinehp.com](mailto:info@shorelinehp.com) or visit [www.shorelinehp.com](http://www.shorelinehp.com)



**1** Yarborough Residents Marion Hansen, Les Bonner and Cooie Rice take a look at some of the displays with Stamford Homes North managing director Brendan Blythe.

**2** Stamford Homes North land director Terry Borril and managing director Brendan Blythe with some of the younger residents, taking photos of things they like in the neighbourhood.

**3** Brendan Blythe discusses house build style, storage space and energy efficiency of homes with the local residents.

Young people from the community were given disposable cameras to take photos of the areas where they play and the activities they like to do so that the design team could understand the way they play.

Stamford Homes North managing director, Brendan Blythe said: "The workshop was another great success and a very productive day".

*"It is encouraging to see so many residents embrace the plans which will bring a new lease of life to the estate. We feel, that we - and the design team - are really beginning to get to know the residents well".*



# shoreline online

pay rent

look at job vacancies

report leaking tap

get info for mum about over 60's housing

find out what's going on for the kids over the hols

Looking for a home? Want a career? Like to get involved in your community or simply pay your rent or report a repair? Shoreline's newly improved user-friendly and accessible website meets all your needs.

[www.shorelinehp.com](http://www.shorelinehp.com) has been redeveloped to include all the information and advice that residents, future employees, the media and existing or prospective tenants require.

To celebrate the launch, residents of North East Lincolnshire were given the chance to log on and win a 32" Philips LCD television kindly donated by Shoreline's partners Bullock Construction and Mears.

After browsing the site and answering a simple question Joanna Grigs - Grimsby was the lucky winner drawn from a hatful of entrants.

The website can now be used to:

- download a housing application form quickly and easily
- pay your rent
- report a repair, day or night
- make a complaint or compliment a service
- apply for a job with Shoreline
- find out about older people's accommodation
- get involved in your community
- find out news on all the latest regeneration projects

*Joanna was presented with her prize on Friday March 23, 2007, almost two years to the day of Shoreline's second anniversary.*





The website is accessible to a wide audience and has many interactive functions including large font conversion, a translation service and Browsealoud, a computer program that reads out the words on a website.

The website will continue to improve in line with user demand and new technology as well as through consultation with residents of the local community to ensure that we are meeting demand and delivering a quality service.”

Shoreline Web Development Officer Julie Thompson, who developed the site said:

“Our website is a one-stop-shop where everyone can find out everything they need to know about Shoreline and the services we provide 24 hours a day, seven days a week.

The site is up-to-date, fast, efficient and user-friendly, meeting the needs and exceeding the expectations of our wide range of customers.

You can find all the latest news and lots of useful features including a search facility, links to related sites, young people’s pages and users can also download a range of publications, forms, documents and leaflets - so make sure you’re a regular visitor.





## tasking begins at make the neighbourhood better centre

### A new multi-agency taskforce at the forefront of tackling low level crime and anti-social behaviour has begun work on the Nunsthorpe and Bradley Park estates, Grimsby.

The Neighbourhood Safety Scheme, a partnership initiative between North East Lincolnshire, Humberside Police, Shoreline and Havelok Homes has begun to jointly brief and task officers.

Representatives of these agencies including Police Officers, Police Community Support Officers (PCSOs), Community Wardens and Shoreline Anti-Social Behaviour Officers will work together from the Make the Neighbourhood Better Centre, Second Avenue to resolve problems

causing a nuisance to residents on the estate.

The officers will address low level crime issues that have a significant impact on the local community and the residents' quality of life by:

- **Tackling graffiti, fly tipping and abandoned vehicles**
- **Working with the fire service to prevent arson attacks**
- **Providing educational awareness about community safety within schools**
- **Presenting visible patrols and issuing Fixed Penalty Notices**
- **Engaging with communities by becoming involved in youth activities and supporting vulnerable groups**

The officers are based at the Make the Neighbourhood Better Centre on the Nunsthorpe estate. Shoreline transformed this previously derelict building in the heart of the estate into a focal point for improving the community and to provide officers from these agencies with the opportunity to jointly address problems.

Woodlands schoolgirl Katy Taylor named the building the 'Make the Neighbourhood Better Centre' and designed the centre's logo and the building was officially opened last year by Austin Mitchell MP.

The centre also provides a wide range of other neighbourhood services including Ward Councillor surgeries, a cashier service and housing advice.

**Scheme officers are available every Monday and Friday, 1pm – 2pm at the centre where residents can discuss any problems or concerns.**

# tackling racial harassment

## and true vision reporting

Shoreline believe people have the right to live in their own home and neighbourhood free from unlawful discrimination. We will not tolerate any form of racial harassment being undertaken by or against its residents. Most importantly we want people suffering racial harassment to report this to us, so that we can help and support them and take action against those responsible.

As part of this commitment we have reviewed how we deal with racist incidents and released a new advice booklet, which gives important information on how we will deal with these in the future. The booklet clarifies what we will do once a report is received, gives assurances on how you will be treated, offers advice to those suffering from harassment and informs you of the type of action we can take against those responsible.



The booklet also includes advice on;

- What a racist incident is.
- How to report incidents to us.
- How we will respond to these incidents.
- What you should do if you are suffering from racial harassment.
- What you will need to do to help us take action.
- Our commitment to work with partner agencies like the police to tackle racial harassment.

As part of this commitment, the Customer Service Centre in Osborne Street has become one of 11 True Vision reporting centres in the area where racial harassment and hate crime incidents can be reported to Humberside police.

The True Vision initiative is currently being used by 37 police forces across the country and is a self reporting system which allows victims, witnesses or third parties the opportunity to report incidents by giving as much or as little information as they wish.

This can be done by;

- Using the self-reporting packs which contain information, advice, a reporting form and prepaid envelope which allows victims to confidentially report any incidents.
- Being interviewed in one of our confidential interview rooms by a Shoreline officer trained in True Vision report taking.

Reports can be made anonymously, in which case they will form part of a statistical database on where incidents are occurring, or if personal details are given it will be investigated further by the police in accordance with the person making the reports wishes.

*If you would like a copy of our 'Tackling racial harassment' booklet or wish to make a report of racial harassment then please contact your Neighbourhood Officer on 0845 849 2000 option 3, or visit the Shoreline Customer Service Centre, 11-13 Osborne Street, Grimsby or Make the Neighbourhood Better Centre, 60 Second Ave, Grimsby.*

# investment programme update

Mears and Bullock have now moved into West Marsh and Grange and Crowland neighbourhoods.

We will be working inside properties in the West Marsh neighbourhoods until October 2007 and working inside properties in the Grange and Crowland neighbourhood until August 2007.

External works will begin in West Marsh in July and in Grange and Crowland in June.

So far we have completed 999 properties in the Willows and Immingham neighbourhoods consisting of:

- 761 Bathrooms**
- 945 Kitchens**
- 373 Central heating upgrades**

Before we start the work in your home we will need to carry out a survey. If we are not allowed access to your home for these to be carried out then your home will not be included in the investment programme.

We would like to thank you for your patience while we undertake these surveys.

## are we doing everything right?

When the improvement work has been completed, you will be given a Tenant Satisfaction Questionnaire. This is your chance to let us know what we are doing right and where we can make improvements to the service we provide.

Please take a few minutes to complete the survey and you could be in with a chance of winning a £25 Freshney Place voucher in the monthly prize draw. You can return the survey by post in the FREEPOST envelope provided or hand it back to your Mears or Bullock Tenant Liaison Officer.

Comments made recently have been:

*"The standard of work and the manner in which it was undertaken was very professional. Any queries were dealt with efficiently, politely and to customer satisfaction. Many Thanks"*

*"I would like to thank Shoreline and Bullock for my lovely bathroom, my wife and I are highly delighted. Thanking all concerned."*

*"In my opinion the operation was second to none. From the representatives of Shoreline, to the bosses and the workmen – everyone was absolutely superb. I have no complaints whatsoever."*



# another day to pay!



Another Direct Debit date has been introduced so that you have even more choice about when you pay your rent. From May you will be able to decide whether you wish for payments to be made on the first or fifteenth of each month so you can choose the time which best suits you and make payments closer to the time you get paid.

## Benefits of Direct Debit

If you have a bank or building society account Direct Debit is the easiest way to pay your rent as it enables it to be paid in one monthly payment saving you the time and trouble of writing and sending a cheque or paying by cash. It also allows you to budget by paying over 12 equal monthly instalments.

## Other benefits include

- no need to wait at home for rent collection.
  - no further paperwork to complete once the agreement is set-up.
  - no postage to pay.
  - normally no bank charges providing the account is in credit.
  - it is guaranteed by three main safeguards: immediate money back guarantee from the bank or building society if an error is made, Shoreline must give advance notice of any change to the date and amount, and you have the right to cancel the agreement at any time.
- All your normal charges can be paid this way, rent (including water and heating charges), garage rent and insurance, and they will be taken out of your account by one simple payment on the day you choose each month or if this falls on a weekend the nearest working day.
- If you are interested in paying by Direct Debit please complete the enclosed form and return it to us.
- the peace of mind of knowing your rent is being paid automatically and your payment will not be missed.
  - knowing when your money is going in and out of your account.
  - no queuing.

## Message sent and you've paid your rent!

You can now pay your rent anytime, anyplace, 24 hours a day, 7 days a week with our new text messaging service. Paying by text is simple and quick and like other payment options provided by Allpay it is secure and easy to use.

To pay by text you will need to register by following the link on our website: [www.shorelinehp.com](http://www.shorelinehp.com). To register you will need your Allpay card, e-mail address, mobile phone number and the debit/credit card details of the account you wish payments to be taken from. The site also gives you guidance on how to use the scheme, for example what your text message should say in order for your payment request to be successful.

Once registered you can text the amount you wish to pay to 81025 and you will receive a text to confirm your payment has been processed. It will then be deducted from your bank account and credited to your rent account within two working days.



# Immingham springs into action

**New bins, a community clean-up and increased environmental awareness in schools contributed to a cleaner, brighter Immingham this Spring.**

Nearly thirty new bins have been installed in primary schools and across Immingham after Shoreline, North East Lincolnshire Council, Extended Schools, the Reedmeer Tenant and Resident Association and MAGIIC (Making a great impact in the Immingham Community) responded to calls to reduce the amount of litter on the streets and increase environmental awareness in schools.

The bins, funded by Awards for All, each feature a winning logo by **Eve Vickers** (9) and **Afton-Chloe Boswell** (10) from **Eastfield Junior School** and their slogan 'Bin it in it!' after the pair won an Extended Schools competition last year to come up with a design.

To commemorate the installation representatives from Shoreline and partnering agencies presented a framed copy of the design to the school and its winning pupils.

And with Spring in the air the community decided to come together and organise a clean-up day for Wednesday April 11, 2007.

Residents of the local community took part in a litter pick across the

Reedmeer estate and in the Washdyke Lane area.

There were no age limits for those taking part and children and young people enjoying the Easter holidays were rewarded with free leisure passes for getting involved.

Shoreline Regeneration Officer John Manton said:

*"We aim to make Immingham a cleaner, brighter place to live through events like the clean-up day which have an immediate impact but also by the installation of new bins which have a positive impact on the long term environment of the local community."*

*Immingham has really shown everyone else what can be achieved when we all work together."*



# on your bike

**Wheels really do go round and round at Western Primary School as unwanted bicycles get recycled as part of a youth engagement programme.**

Young people at the school have been given the opportunity to take part in the initiative that develops their skills and gets them fit as well as improves the environment and quality of life of the neighbourhood.

Shoreline has provided over £4000 of funding for the project through their Community Investment Fund.

Those taking part have learnt how to build and maintain mostly unwanted cycles, many of which have been cleared from the estate.

Some of the recycled bikes are now being used by the children themselves and some have been donated to local charitable organisations and local families.

The school also has plans to engage those who have taken part in a full programme of cycle training in partnership with North East Lincolnshire Council Road Safety.

Shoreline Regeneration Officer John Manton who

has supported the scheme, said: *“Recycle a bike provides young people with something to do and somewhere to go but also enables those young people who may have become disaffected to engage with education again through the development of their practical skills.*

*The project benefits the school but also the entire community not only those parents who have worked alongside their children in the scheme but those members of the community who have benefited from the provision of a cycle and the healthy lifestyle that it promotes.”*

Western Primary head teacher Kim Leach, said:

*“Watching our children working on this project, with beaming smiles, is a very humbling experience”.*



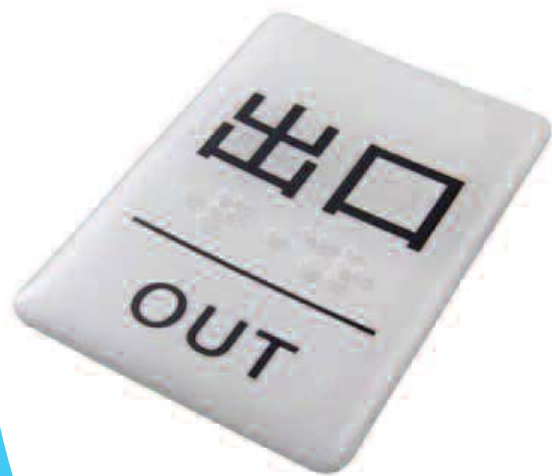
Western Primary School pupils having a wheely good time!

# whatever your needs



If you would like Shoreline to communicate with you in a different language or you would like to receive information in Braille, large print or audio, please let us know.

Whether we are visiting you in your home, you have popped into one of our offices, you are searching the Shoreline website, requesting a leaflet or reading this newsletter we are committed to ensuring that we communicate with you in the way that is most appropriate for you.



- We can offer face-to-face or telephone interpreters in over 140 languages
- All Shoreline employees carry a card which enables them to establish what language a customer or tenant speaks, and they are able to instantly contact the interpretation service.
- We are able to take telephone calls through RNID Typetalk – just let us know if you are signed up to the service.
- All of our offices have the use of the induction loop facility
- We can arrange lip speakers or British Sign Language interpreters
- We can translate documents, leaflets, newsletters and other publications into over 140 languages, Braille, audio or large print.
- The Shoreline website is accessible to a wide audience and has many interactive functions including large font conversion, a translation service and Browsealoud, a computer program that reads out the words on a website.
- Once you have requested that we communicate with you in a different format or language, we will make sure that where possible we will communicate with you in this way each and every time.

**Shoreline believes that all of our customers and tenants should have equality of access to information and services.**

If you have any communication requirements please contact communications on 0845 849 2000 option 5 or email [communications@shorelinehp.com](mailto:communications@shorelinehp.com)



# reunited in their new home

## A Grimsby couple were reunited in their new home after being separated for the first time in seventy years.

James and Hilda Eckles have been tenants for nearly seventy years but were separated for six weeks while Mrs Eckles was in hospital.

reunited in their new home at Matthew Quinn House, one of Shoreline's sheltered housing schemes.

Shoreline quickly found accommodation for the couple after ill health meant that Mrs Eckles was unable to return to the family home at Byron Grove, which the couple had occupied since 1938.

Shoreline Neighbourhood Officer Tina Key who arranged the move said:

*"We wanted to make sure that the couple had all their needs met and that they had a home that they could both move in to as soon as possible within the community that they have spent so much of their time. We hope they have many happy years to come living at Matthew Quinn House".*



**Photo:**  
James and Hilda smile at each other as they are reunited in their new home.

The delighted couple were welcomed to their new home by their family, friends and Shoreline staff and it was cause for a double celebration when the couple explained that it was also their 68th wedding anniversary.

## yee haa!

A group of line dancers aged between 14 and 74 are side stepping their way around Shoreline's sheltered schemes in North East Lincolnshire.

The Honky Tonk Stompers, made up of residents and friends of Sydney Taylor Court, Grimsby have made appointments to perform for residential homes including New Grove and Waltham House. Shoreline Sheltered Housing Co-ordinator Nikki Douglass said: *"They got together and enjoyed it so much they decided to perform for others. I saw them perform and they were fantastic. The costumes look great with pink Stetsons and western-style shawls".*



Pretty in pink – the pink ladies prepare for their stumping

Sheltered housing accommodation is generally provided in small community complexes of studios, flats or bungalows located together within a building or area, designated for people aged over 60.

*If you are interested in finding out more pop along to our Customer Service Centre, 11 – 13 Osborne Street, Grimsby, visit [www.shorelinehp.com](http://www.shorelinehp.com) or ring 0845 849 2000 option 3 to request a copy of our guide to sheltered accommodation.*

# our tenants say...

## Unlimited kindness

*I just wanted to write this letter as a thank you to those involved in installing the new kitchen. Their kindness was unlimited, nothing too much trouble. Kim was always there at the end of the phone to answer any questions or sort out any difficulties or problems that accrued. Whatever we asked or needed was always done with such efficiency, even visiting to make sure my Mam was managing and everything was alright while the work was being completed.*

*At eighty-three it was a big upheaval for any elderly resident but nothing was too much trouble, there was a man who even helped move Mam and some of her belongings upstairs while her flat was being completed.*

*Now the kitchen is complete, it looks really nice and very expertly put together, Mam is really enjoying it and we would both once again like to thank everyone for all their kindness and thoughtfulness.*

*With many thanks*

N. Clarke

## Prompt and efficient

*May I say thank you very much for your prompt attention to my concerns. It is nice to know that everything was dealt with promptly and efficiently and once again many many thanks. E. Steyert*

## Huge medal

*Many thanks for your kind help and support during the course of our alterations.*

*You do a very difficult job so well and deserve a huge medal.*

Kim and Mark

## Thanks to all

*We would just like to say a big thank you to you both for all your support during our recent works. Please say thank you to all the workmen for all their hard work, they have done a great job. The kitchens are lovely and to a very high standard.*

*Thank you to Shoreline for making this possible.  
Mrs Lacey, Mr and Mrs Briggs, Stratford House*

## Smoking Ban

Smoking will be banned by the Government from all enclosed public spaces from 1st July 2007. You may have thought that this only applies to places like pubs, restaurants and nightclubs, but it also applies to certain Shoreline properties as well. If you live in a building where there are enclosed communal areas like balconies, stairwells, community rooms, landings and entrances, then you will be affected by the ban as it will be illegal for anyone to smoke in these areas. This will apply to residents, and anyone visiting or working in the building, including Shoreline employees and contractors.

If you live in one of our sheltered housing schemes or within a block of flats or maisonettes you will still be able to smoke in your own home, but not in any enclosed areas which allows access to your home or provides a communal facility. As the ban approaches we will be arranging for signs to be displayed in the areas affected so that everyone is aware of their responsibilities and that they are in a non-smoking area.

You are requested to avoid smoking while Shoreline employees are in your home. If you refuse to do so when asked by a Shoreline employee we will support them, if they leave your home on personal Health and Safety grounds, as long as you are not left in any danger by the employee doing so.

# Borough-Wide Tenants' Assembly

(BWTA)

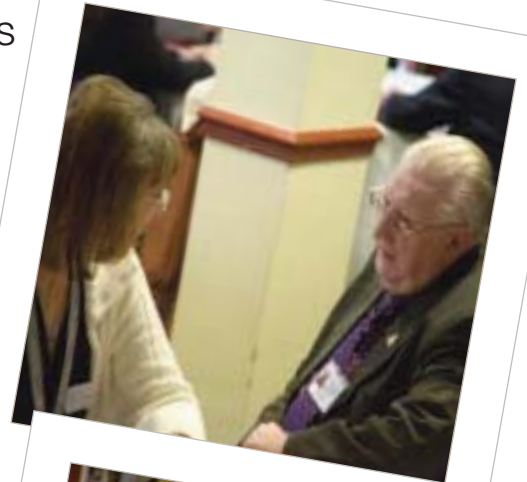


## Meet and greet!

Following the success of last years first of its kind networking day the Borough-Wide Tenants' Assembly will be giving Tenant and Resident Associations from across North East Lincolnshire another opportunity to share ideas and experiences.

Along with Shoreline, they have arranged for all fourteen associations and focus groups to meet, celebrate their success and share ideas for the future of individual neighbourhoods.

The event is invitation only and will be taking place at Hotel Elizabeth in June. As part of the day residents will enjoy presentations from Shoreline and the Borough-Wide Tenants' Assembly finding out what successful projects have taken place over the last few months.



## and the award goes to...

The Borough-Wide Tenants' Assembly have arranged an awards event in June 2007 which is to recognise good work within North East Lincolnshire from Tenants and Residents Associations, individual residents, housing association employees and partner organisations. Bullock, Mears, Shoreline

Property Services, PH Jones and Shoreline officers are all eligible to be nominated by residents, tenants and customers for a job well done.

**Look out for the winners in the next edition of Shoreline News.**

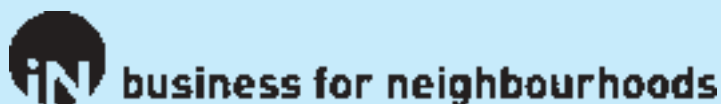




**0845 849 2000**

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

**[info@shorelinehp.com](mailto:info@shorelinehp.com)**



Corporate member of  
**Plain English Campaign**  
Committed to clearer communication.

**345**

Registered in England and Wales: Number 4997871  
Registered Charity Number: 1107876  
Housing Corporation Registration Number: L4442