



Cornwall Rural Housing
Association Limited

**HOMES TO MAKE
LIFE BETTER**

CUSTOMER REPORT 2025



Customer First



Inspire



Commitment



Integrity



People Focus

#makingadifference
#peoplebusiness



Our Vision

Homes to make life better

To support and sustain rural communities in Cornwall and the Isles of Scilly by providing quality affordable homes.



Our Values



Customer First

Our customers are at the heart of what we do.



Inspire

to be a great example to everyone that we engage with.



Commitment

to provide safe, affordable, quality homes.



Integrity

having strong principles in what we do, being respectful.



People Focus

investing in our people so that they can be the best that they can be.

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CRHA



Cornwall Rural Housing
Association Limited

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Cornwall Rural Housing Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014 (Registered Number: 24935R)

Foreword and the year in review

Welcome to this year's Customer Report.

This is where we reflect on the past year and provide you with updates and information about how we performed during the year and what you told us about the homes and services that we provide for you along with lots of other useful information.

We were delighted during the year to take handover of thirteen new social rent homes at Goldfinch Close, Wainhouse Corner, these homes which have all been designed and built to high standards are now providing a place to call home for local families and individuals in our rural communities.

We also welcomed the residents of Hanover Court on the Isles of Scilly to the CRHA family during the year after a transfer of their homes from Anchor Hanover.

We have also seen improvements in completion times for repairs, with more streamlined processes, training and an investment in resources leading to a more efficient repairs service.

Over the past year we also continued to invest in customers homes, enhancing living conditions and ensuring that homes are modern, well-maintained, future-proofed and that customers are proud of where they live.

Customer safety remains paramount, and we have continued to place a huge focus on ensuring that homes are safe through programmes of safety checks and testing – as always we would like to thank our customers for their co-operation and support in allowing CRHA's specialist contractors access to undertake safety checks and tests.

We don't always get it right of course, so when we don't we do what we can to put things right, part of this is how we handle and manage any complaints or service requests that we receive so during the year we strengthened our complaints handling process and provided more training for the team.

Last but not least, the success of CRHA rests with our people who strive each day to provide exceptional homes and services to customers, as a #peoplebusiness and employer of choice we do what we can to create a positive and inclusive workplace culture that provides an environment where our people are happy, feel valued, fully trained and supported.

David W Bolton
Chief Executive

"Communication has been second to none and we are happy here!"

"We are very satisfied with the commitment shown by your engaging & professional staff"



Tenant Satisfaction Measures – our approach and why they matter

Data from 1st April to 31st August 2025



89% in 2024

94%

of CRHA customers are Satisfied with our services

Source: Response rate was 27% (98 people) of those questioned - one refused to complete



VERY
SATISFIED



FAIRLY
SATISFIED



NO FEELINGS
EITHER WAY



FAIRLY
DISSATISFIED



VERY
DISSATISFIED

We are really pleased that the results of our Tenant Satisfaction Measures so far this year indicate that **94%** of our customers are satisfied with the overall level of service that they receive from CRHA. We are encouraged by the general positive increases in satisfaction seen across a range of measures, which reflect the improvements made in response to customer feedback. We remain committed to maintaining high standards and will continue to focus on key areas such as grounds maintenance and the upkeep of communal spaces. A new tree inspection programme has recently been introduced, and our Tenancy Management team will continue regular visits to developments to ensure our neighbourhoods remain clean, tidy, and well maintained.

Our customer satisfaction surveys, and general feedback is important to us as they help shape our services. If you would like to complete the survey, please click on the link <https://forms.office.com/e/kuQzVchpK6> or scan the QR code, ring our Office on 01208 892000 or email housing@crha.org.uk.



"Front door looks 'very posh', and the contractor was really nice too."

As a landlord and specialist rural housing provider we are committed to delivering exceptional customer service with a sense of warmth, friendliness, pride and respect taking a "customer first" approach in everything we do, ensuring that our residents feel valued and supported.

"I would like to be kept more up-to-date with big jobs such as kitchens."

"Very happy with everyone I've ever dealt with. Fantastic team of people."

In 2023/24 we launched our first cycle of tenant satisfaction measures surveys (TSM's), which are a set of specific questions that were introduced by the Regulator of Social Housing (RSH) on 1st April 2023. These measures help us assess how well we are delivering quality homes and services, ultimately helping us to make a real difference to the lives of our customers. We carry out these surveys every two years.

On the 1st April 2025 we commenced this year's programme of TSM surveys using our digital and doorstep approach to engage with customers. Throughout the year, customers will be invited to complete a customer satisfaction survey enabling us to gather valuable insights and feedback on the services that we provide. To do this we are using a variety of engagement options which include on the doorstep with the Tenancy Management team, by Facebook Messenger, WhatsApp, by Post, through the My CRHA portal, telephone and social media platforms.

In 2023/24 at the end of the TSM cycle we gained a **76%** response rate and for 2025/26 we hope to increase this. In this report we have included all response data that we have so far this year (1st April to 31st August 2025).

As part of our commitment to build on the valuable feedback all levels of dissatisfaction will be followed up by the CRHA team.

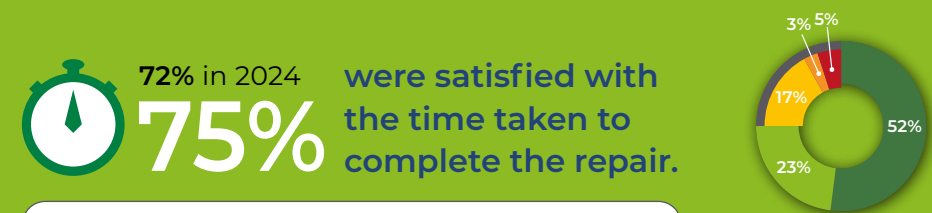
Repairs in the last 4 months

Response rate was 76% (74 people) of those questioned



TP02 (Pt2) - If CRHA has completed a repair to your home in the last 4 months how satisfied or dissatisfied are you with the overall repairs service?

Response rate was 97% (95 people) of those questioned

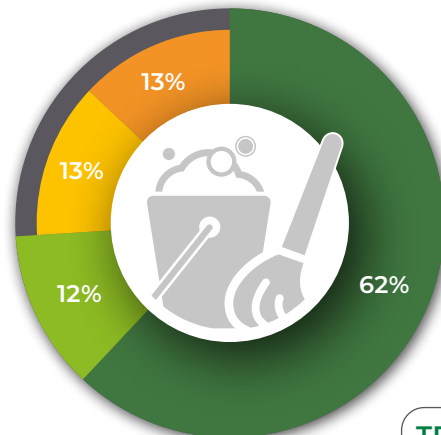
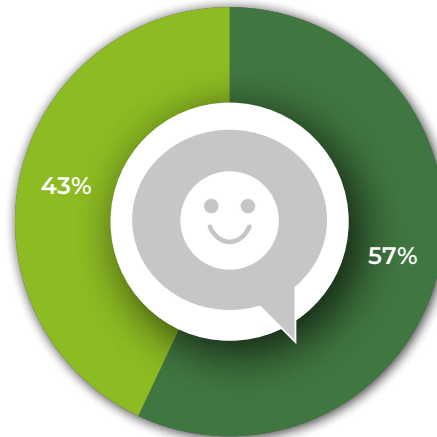


TP03 - Satisfaction with the time taken to complete your most recent repair after you reported it?

100% Satisfaction Landlord's approach to handling complaints

Source: 8 people with complaints

TP09 (Pt2) - CRHA's approach to handling a complaint about their service? complaints



75% Satisfaction Landlord keeping communal areas clean and well maintained

Source: 8 people with communal areas
29 people did not know

TP10 - Do you live in a building with communal areas, either inside or outside, that CRHA is responsible for maintaining?

What you said

We are pleased to report a positive increase in customer satisfaction based on the Tenant Satisfaction Measures (TSMs) collected between 1st April and 31st August 2025.

So far, we have received **98** responses from a total of **358** customers, representing a **25%** response rate. We will continue to survey as many customers as possible up to 31st March 2025 to ensure that all our customer have the opportunity to provide feedback and help shape the services we deliver.

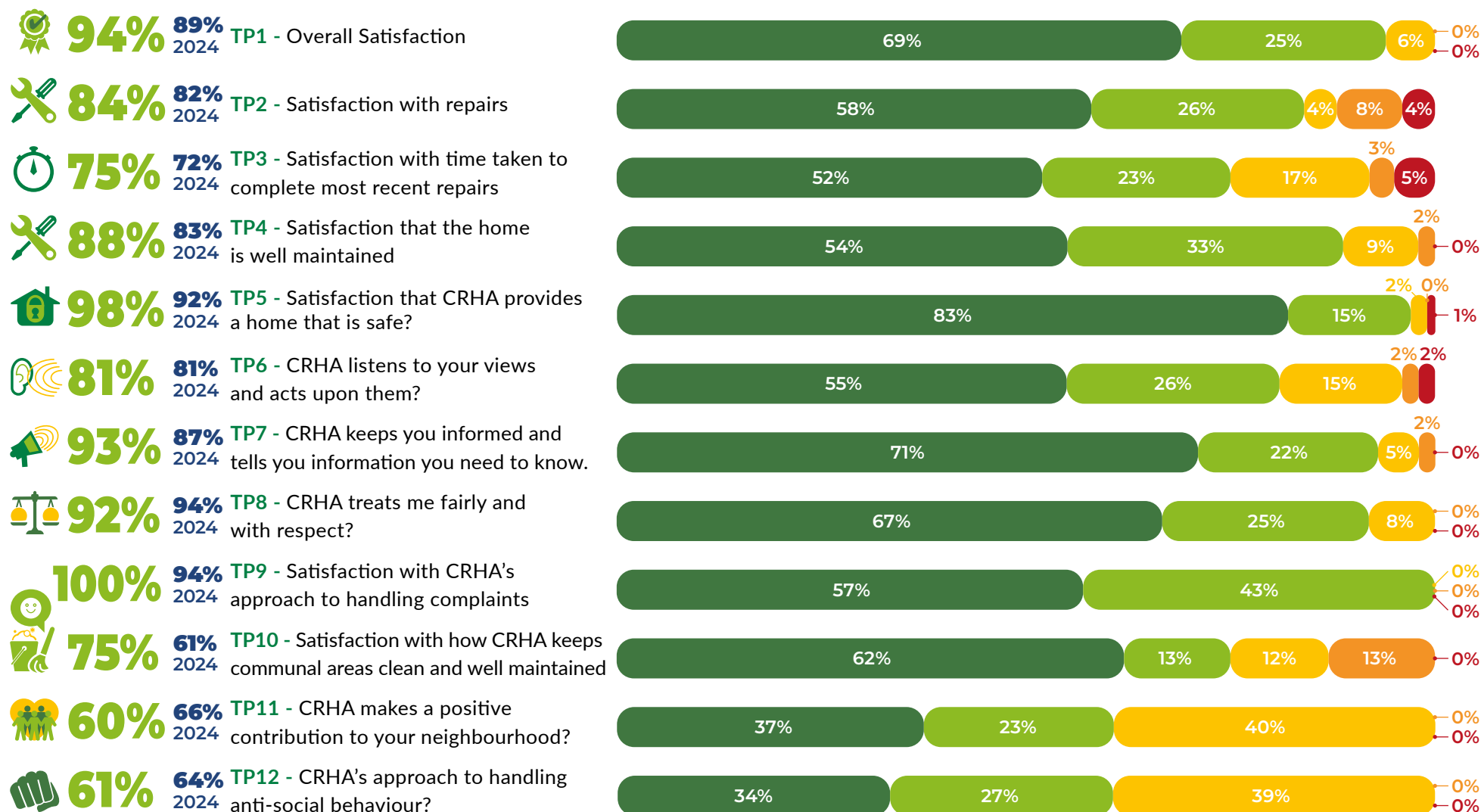
Customer satisfaction remains strong, with **94%** of respondents satisfied with CRHA as their landlord and **98%** feeling that their home is safe. Satisfaction with our repairs service has also improved compared to the 2023/2024 results, with **84%** of customers satisfied with repairs completed in the last 12 months and **75%** satisfied with the time taken to complete their most recent repair.

In addition, following the introduction of our new complaints policy and procedure, developed in line with the Housing Ombudsman's Complaint Handling Code, we are pleased to report that **100%** of customers are satisfied with the way we handle complaints. This reflects our commitment to providing a clear, accessible, and customer-focused process.

These results demonstrate the continued progress we are making in delivering high-quality services and responding to the needs of our customers and their feedback of our services.



Landlord Satisfaction:



VERY SATISFIED/
STRONGLY AGREE

FAIRLY SATISFIED/
AGREE

NO FEELINGS
EITHER WAY

FAIRLY DISSATISFIED/
DISAGREE

VERY DISSATISFIED/
STRONGLY DISAGREE

CRHA Complaint Handling - Service Requests & Formal Complaints Process

CRHA's Complaints Policy and Procedure observes the Housing Ombudsman (HO) standard Complaint Handling Code ('the Code') www.housing-ombudsman.org.uk/landlords-info/complaint-handling.code.

As a register provider CRHA are required to provide an annual submission to the Housing Ombudsman to demonstrate their compliance with the Code. The submission is provided by completing a dedicated electronic form and providing information to substantiate compliance or non-compliance. The key information and documentation required to support a submission includes the self-assessment as published on our website, the annual complaints performance and service improvement report, the governing bodies response to the report and the complaints policy. CRHA submit their Complaint Handling Code submission on an annual basis. Information relating to CRHA's submission can be found at www.crha.org.uk.

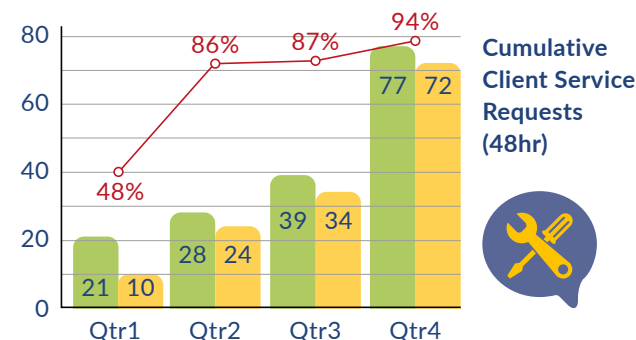
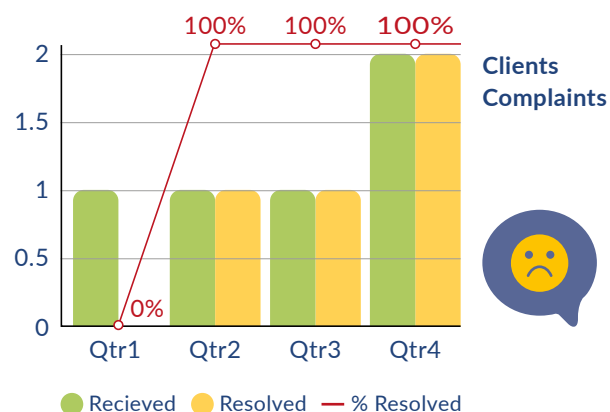
CRHA define a complaint as any expression of dissatisfaction not resolved immediately to the customer's satisfaction, about the level, quality, or nature of a service provided. Examples may include delays in providing information; poor quality repairs or maintenance or inappropriate attitude or behaviour displayed from staff or contractors.

CRHA will always try to resolve problems quickly, at the first point of contact if possible and we classify this level of dissatisfaction as a service request. If the service request can be resolved within 48 hours to the complainant's satisfaction, then the formal complaints process will not be invoked. If CRHA do not resolve this to the customer's requirements or satisfaction the customer/s has the opportunity to escalate our formal complaints process, which has two stages. At each stage, the complaint will be reviewed and investigated by our Heads of Service and Chief Executive and within designated timescales.

Complaints performance for 2024/25:

During 2024/2025 CRHA received a total of **77 Service Requests** of which **72 were resolved** within 48 hours of receipt.

CRHA received two formal Complaints both of which were concluded at Stage 1 level and related to dissatisfaction with our Property Services.



If, after the process, our customers remain dissatisfied they can make a complaint to the Housing Ombudsman (Address: **Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ**, Email: info@housing-ombudsman.co.uk, Telephone: **0300 111 3000**). For further information on our Complaints Policy and Procedure visit www.crha.org.uk.

CRHA recognises that complaints are a valuable source of feedback. They not only highlight areas where our services may fall short but also provide opportunities for learning and improvement. By listening to our customers, we are better equipped to deliver the highest standards of landlord services.

We monitor all levels of dissatisfaction—whether minor or formal—to identify patterns and trends. This proactive approach helps us target areas where service delivery can be improved, ensuring we continuously evolve to meet the needs and expectations of our customers.

Compliments

It is always lovely to receive compliments about the service CRHA provide and these are recorded and reported to our Board of management. Compliments identify where our service delivery is good and identifies who is performing well. As a people business it is important to CRHA that we provide a positive culture and work environment to all colleagues and contractors ensuring that we empower, create opportunities, and have a strong vision for the business. All compliments received are passed on to the relevant team, team member and/or contractor and are published along with our performance statistics.



CRHA provide good quality, affordable homes across Cornwall and the Isles of Scilly for people in need.

In line with our Allocations Policy and Local Lettings Plans and guided by Section 106 Planning Obligations we typically rent homes to local people in the rural communities that we serve. Any Applicants must generally be able to demonstrate a local connection with the village or parish where the property is available.

The precise definition of a "local connection" varies according to the legal requirements of the scheme. A local connection generally means that an applicant/s must live in the village or parish, work (16 hours or more) in the parish, or have lived in the parish in the past and had to move away to find housing or work, or have close family in the parish (mother, father, grandparents, siblings) who either need to receive support from the applicant or can provide support to the applicant/s.

We may not be able to assist you with housing if you cannot demonstrate a connection with a village or parish where one of our schemes is located.

"CRHA staff have been so warm, friendly, kind and treat you with respect."

"Everything is amazing, I'm over the moon!"

Applying for housing in Cornwall

If you are interested in applying for one of our vacant properties we hold a register of interested parties and you would be required to make an application direct. All our vacant properties are advertised on our website and through the local parish council.

To be registered on our interested parties list, please complete our Application for Housing form and return to us at housing@crha.org.uk or send to our address:

Cornwall Rural Housing Association,
19 Callywith Gate, Launceston Road,
Bodmin, Cornwall. PL31 2RQ

Applying for housing on the Isles of Scilly

Our homes on the Isles of Scilly are allocated through nomination by the Council of the Isles of Scilly. They can be contacted:

- by writing to **The Council of Isles of Scilly,**
The Town Hall, St Mary's,
Isles of Scilly, TR21 0LW
- by telephoning **0300 1234 105**
- by emailing **enquiries@scilly.gov.uk**

We also suggest you complete our application for housing form so we can inform you if we have any vacancies on the Isles of Scilly.

Compliance and Safety Checks

We are really pleased that the majority of our customers believe and feel that their home is safe, and this is so important.

If for any reason you feel that your home is not safe, then do let us know so that we can look into this for you without delay.

Reminder: each year we or one of the specialist contractors working on our behalf will contact you directly about carrying out safety checks in your home for example, electrical installation or gas boiler. When we contact you, please make an appointment for your safety checks to be carried out so that we can continue to make sure that your home is safe.

Thanks.



Equality, Diversity and Inclusion (EDI)

Embracing and promoting Equality, diversity and inclusion

Embracing people's diversity is important to CRHA and helps us shape our business and give a good customer service and to do this it is important to understand the needs of our customers. Appreciating people's differences, treating all customers equally and respecting people's uniqueness allows us to tailor our services.

CRHA and its customers can both benefit from collecting meaningful EDI. Active listening, empathy and giving our customers time to give their views helps shape the service we give. It allows CRHA to be fair and equal to those customers with protected characteristics and additional support needs. It aids engagement with those customers who need additional support, accessibility and ensures communication is clear, relevant, timely and appropriate to meet the diverse needs of our customers.



Data Collection

CRHA collects EDI data to understand the specific needs and requirements from our customers. This can include particular requirements for older or disabled customers or customers with long-term health conditions living in our properties and the services they receive. Ensuring that these needs are being understood and reflected in operational housing management, care and support services, asset management and customer service provision.

Collecting relevant and useful information helps CRHA inform their decision making, investment and future developments plans.

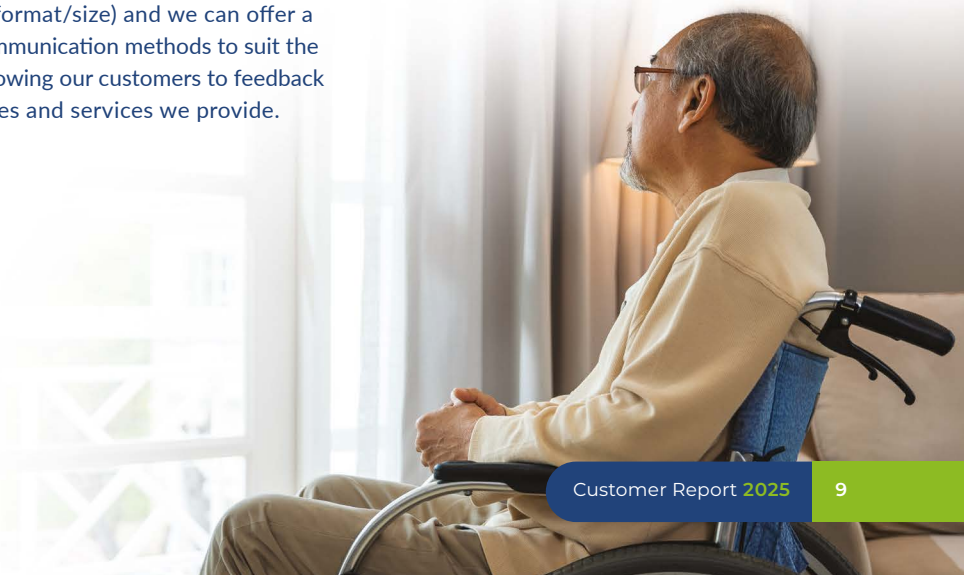
It is necessary that we can communicate with our customers in a meaningful way. We collect information to ensure that the way we communicate is accessible for our customers and can tailor how the information is relayed (easy to read, pictorial, different languages, format/size) and we can offer a range of communication methods to suit the recipient allowing our customers to feedback on the homes and services we provide.

EDI Collection

In order to collect EDI data CRHA have produced and agreed a proportionate equality, diversity and inclusion policy, which can be found on our website. We also used our social media platforms to publicise EDI and the importance of collecting it.

Our tenancy software has been updated to include the required EDI fields, which include gender, marital status, sexual orientation, religion, ethnicity and disability.

Our customers can complete their EDI by accessing the My CRHA portal or by completing either the EDI survey or the Customer Satisfaction survey. Since September 2024 we have received 76 survey responses and our customers' tenancy details have been updated. Any customers wishing to complete the EDI survey can contact us on 01208 892000 or emailing housing@crha.org.uk.



MyCRHA - Go Digital to get in touch!

At CRHA, we are proud to serve a diverse range of customers living in rural communities across Cornwall and on the Isles of Scilly. We understand that a “one size fits all” approach does not meet the needs of everyone, which is why we offer both on-line and in-person methods of engagement, we call this our Digital & Doorstep approach.



Our digital platform, My CRHA, is available to all customers and provides personalised access to information and their tenancy and home. Through the portal, customers can:

- View and manage their tenancy details
- Download important documents
- Make rent payments
- Schedule repairs
- Ask us a question or report an issue
- And much more

Currently, over 250 customers are registered and actively using My CRHA, with many choosing to go paper-free as part of their commitment to convenience and sustainability.

By putting people at the heart of our customer service approach, My CRHA helps bridge the communication gap and gives flexibility for those customers who are not at home during regular home visit hours or who may find traditional contact methods challenging during the day.

To register for My CRHA, please email us at housing@crha.org.uk or call us on 01208 892000 for more information.

Customer Focus

Ella & Barney McLachlan



Ella and Barney's journey with CRHA began in March 2011, when they moved into their three-bedroom home on the beautiful island of St Martin's, part of the Isles of Scilly. The couple first met on the islands and, after spending several years in temporary lodging since 2008, they were finally offered a permanent home, something they describe as life changing.

St Martin's, with a small but vibrant population of around 135 (2021 census), is a hidden gem in the Scillies, boasting sweeping white beaches, rocky coves, and a dramatic coastline. For Ella and Barney, it has been the perfect place to build their family and careers.

They married in October 2011 and now have two children: Marcus, born in 2013, under extraordinary circumstances having been delivered in a helicopter over the Atlantic Ocean and Olivia, born in 2015. Both children have attended the local primary school on the island, becoming a part of the close-knit community from an early age.

Barney has been an integral part of the island economy since 2000, working initially at the Island Bakery (www.theislandbakery-stmartins.com) before eventually taking it over. Today, he supplies fresh baked goods to both locals and visiting holidaymakers. Ella, after working full time at Churchtown Flower Farm, followed her passion and launched Phoenix & Providence (www.phoenixandprovidence.co.uk), a thriving skincare business creating products from locally sourced kelp.

Their connection to the island extends beyond work. Both Ella and Barney are actively involved in community life, Barney through gig rowing and playing cricket and Ella is involved in various island committees including the role of secretary for the Island Community Hall. They have both recently featured in Channel 5's documentary Summer in the Scilly Isles, which offered viewers a glimpse into island life and is well worth a watch!

Ella has also made a significant contribution to CRHA, serving as a customer board member and representing residents of the Isles of Scilly with commitment and insight.

From temporary accommodation to becoming key members of their island community, Ella and Barney's story is a powerful testament to the importance of secure, affordable housing in enabling people to thrive.



Meet our nominated charities and good causes for 2025

In line with CRHA's ethos's of People Business and Making a Difference, we are delighted to support two local charities and good causes this year.

A charity that does inspiring work as a refuge for dogs, cats and other animals alongside a men's wellness group established by one of our own team members that helps men to live a happier, healthier and fulfilling life, many of who suffer with mental or other health related issues or who have experienced trauma in their lives.

The Last Chance Hotel

The Last Chance Hotel is an animal rescue charity based in Cornwall that works hard to rescue, rehabilitate and rehome abused, abandoned, and neglected dogs and other animals. The charity works with agencies such as the Council, Social Services, and the Police to provide support to animals in need including helping the homeless whose dogs may need emergency vet care services and/or temporary respite accommodation.

Learn more at:

www.lastchancehotel.org

or email:

info@lastchancehotel.org



Bude Wellness Warriors

Bude Wellness Warriors was established in 2023 by one of our colleagues, here at CRHA who was diagnosed with Multiple Sclerosis earlier that year. In order to manage the effects of the condition both mentally and physically they in effect 'reinvented' their lifestyle which included nature-based wellness activities, meditation, and self-help therapy. Seeing the benefit and difference made to their life they decided to set up a group to help other men with life challenges and this has proved really popular helping many men improve their mental and physical health and changing their lives for the better since the group was formed.

Learn more at: **www.budewellnesswarriors.org**

or email: **budewellnesswarriors@hotmail.com**



2024/25 Year End Performance Summary

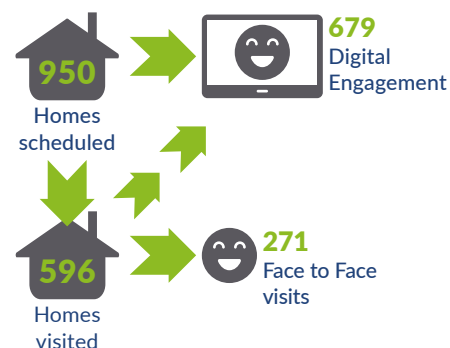
Our Customers:

Continuing with our 'Digital & Doorstep' approach of engaging with our customers so that we can offer both on-line and in-person methods of engagement we carried out **950 home visits** and received **3913 interactions** on our My CRHA portal.

We managed **11 new lettings** of CRHA homes during the year with an average relet time of **18.5 days**, making the number of relets as a % of all homes under **1%**. We facilitated **2 mutual exchanges**.

During the year we completed the handover of **13 new homes** at Wainhouse Corner and acquired a further **7** older persons bungalows at St Marys, Isles of Scilly.

Homes scheduled for engagement during 2024/25



MYCRHA

There are a total of **250** customers registered to the MyCRHA Portal

During 2024/2025:

- 3237** Log ins
- 384** Documents were downloaded
- 248** Repairs reported
- 44** Customer Surveys were submitted



LinkedIn (Impressions)

- During Qtr 1: **3,336** - 68 Reactions
- During Qtr 2: **2,799** - 74 Reactions
- During Qtr 3: **2,423** - 81 Reactions
- During Qtr 4: **1,931** - 62 Reactions



Facebook

- During year 01 April 24 – 31 March 25
- 1499** Total engagement via post reactions, comments and shares
- 44.1k** Facebook reach
- 3199** total page likes
- 13.7k** Facebook page visits



Whatsapp

We use WhatsApp regularly to communicate with our customers including where customers can send photos of repairs that are required so that we can speedily diagnose a repair issue and provide this to our contractors.

Our Homes:

Performance is measured collectively for responsive repairs in Cornwall and offshore on the Isles of Scilly.

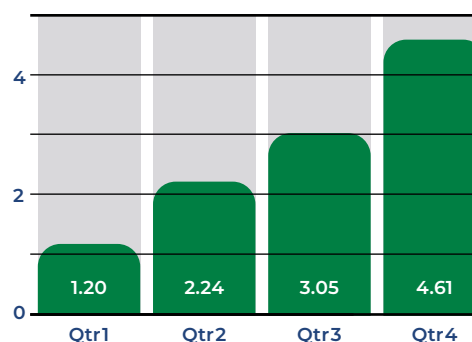
2024/2025 saw an improvement overall in all repairs and maintenance activities with responsive repairs improving quarter on quarter and the average amount of days to complete a repair reducing from **13.93** at the beginning of the year to **10.22** in the last quarter.

We completed **74** Stock Condition Surveys.

As at 31.03.2025 all our homes met the Decent Homes Standard.

Pre-paint maintenance and external decoration was carried out to all homes included in the years programme along with nearly **£64,268.00** of major investment work.

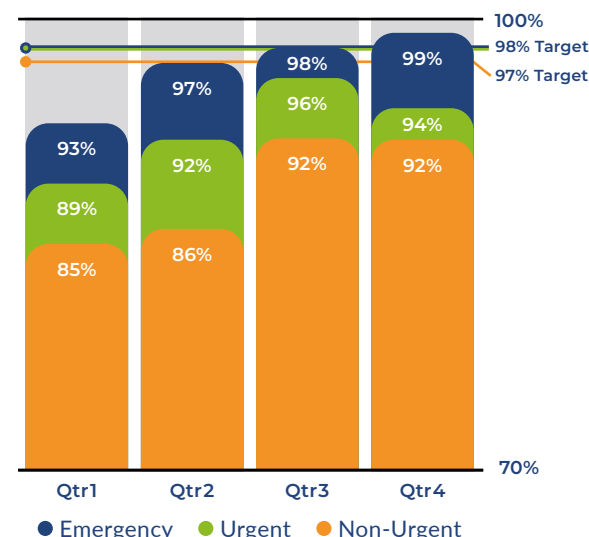
Average Number of Responsive Repairs (per Home)



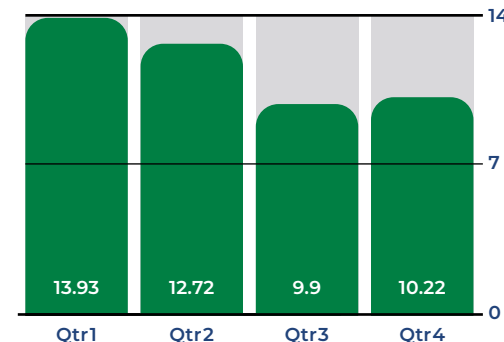
Target for the year = **2.3**



Responsive Repairs Completed on Time



Average Number of Days to Complete Repairs



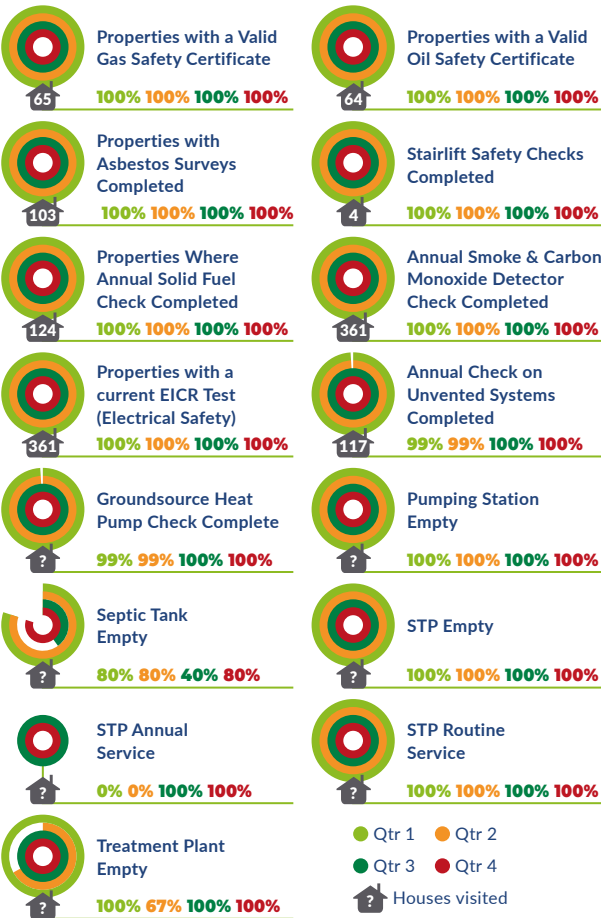
Performance Summary (continued)

At the end of the year all CRHA homes met the Decent Homes Standard and there were no category one hazards.

During 2024/2025 we successfully carried out Damp, Mould and Condensation related remedial works to **49 homes**.

All customer safety and compliance checks were completed as planned with the exception of one home in the no access process.

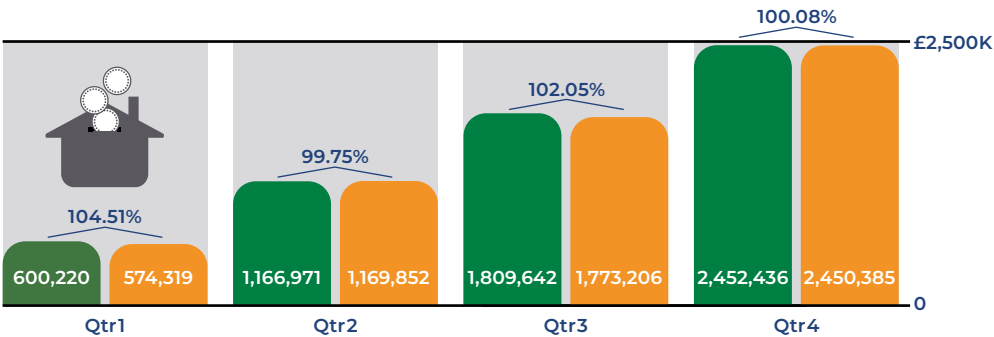
Customer Safety/Compliance



Rent collected as a percentage of rent owed

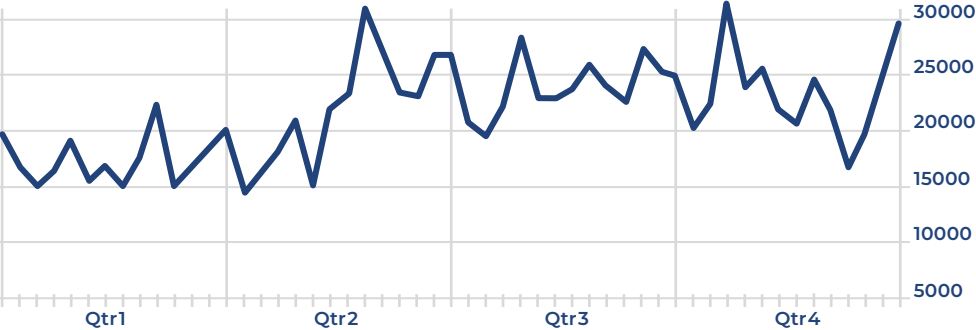
Rent collection was above budget target levels at the end of the year.

● Rent collected
● Rent Owed



(£s) Rent Arrears Net of unpaid Housing Benefit

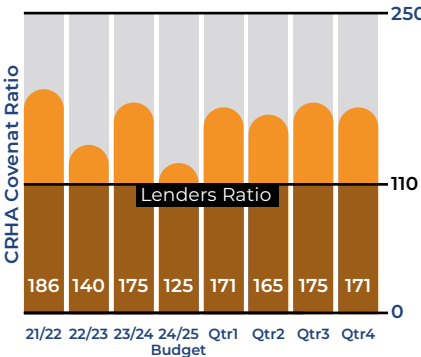
Arrears were within budget parameters at year end and being actively managed.



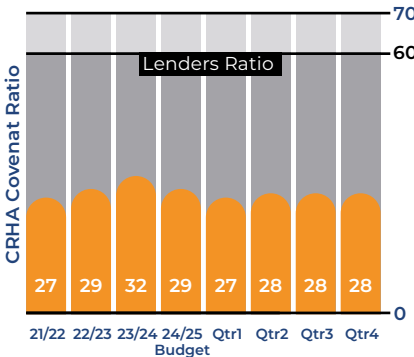
Interest cover and gearing ratio on rents

Interest cover and gearing was well within financial thresholds. ● CRHA data

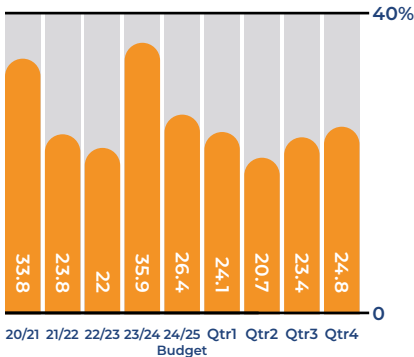
Interest Cover



Gearing Ratio



Operating Margin as %



Meet the Team



David W Bolton
Chief Executive

David takes responsibility for the effective running of the Association including the management of homes, delivery of customer services and the CRHA team.



Dee Hooper
Head of Finance

Dee oversees CRHA's financial, treasury and other business related services.



Angie Morrissey
Head of Homes & Customers

Angie is responsible for the delivery of tenancy management, customer and property services. She is also Health and Safety lead for the Association.



Tanya Clement
Governance & Business Services Manager

Tanya oversees the effective running of the organisations Business Services operations and has responsibility for all Governance arrangements and management.



Scott Allen
Property Services Manager

Scott takes responsibility for the day-to-day management of all property related services including repairs, major investment work and compliance (safety) checks in our customers' homes.



Neil Edwards
New Homes Delivery Lead

Neil takes lead responsibility for CRHA's new homes programme working with key partners and stakeholders including Representatives from rural communities and Parish Councils, Cornwall Council, Homes England.



Nicky Beare
Tenancy Management Officer

Nicky supports our customers with all aspects of their tenancies on a day-to-day basis and is responsible for our digital and doorstep customer service programme.



Lauren Evans
Tenancy Management Officer

Lauren supports our customers with all aspects of their tenancies on a day-to-day basis and is responsible for our digital and doorstep customer service programme.



Steve Hudson
Property Services Officer

Steve is responsible for the co-ordination of property repairs, inspections and stock condition surveys, Steve also project manages some of our major works and cyclical maintenance programmes.



Hayley Edwards
Finance Business Partner

Hayley provides financial support to the business working closely with the Head of Finance.



Melina Gonzalez
Finance Business Partner

Melina provides financial support to the business working closely with the Head of Finance.



Lauren Roganovic
Business Administrator

Lauren provides administrative support to the business, working generically across housing, property and business support functions providing high levels of customer service.



Martha Grayston
Business Administrator

Martha provides administrative support to the business, working generically across housing, property and business support functions providing high levels of customer service.

Useful contacts

Alcoholics Anonymous

www.alcoholics-anonymous.org.uk

Alcoholics Anonymous, or AA, is a community of people who come together with one aim: to stay sober, and help other alcoholics seeking help to stop drinking.



Alzheimer's Society

www.alzheimers.org.uk

No matter what type of dementia you have, we're here for you. Alzheimer's Society offers a range of support services. From a listening ear on the phone to a visit in person and opportunities to connect with others.



Get Water Fit

www.getwaterfit.co.uk

Find out how and where you use water in your home and discover easy ways to make savings.

GetWaterFit

Citizens Advice

www.citizensadvice.org.uk

Citizens Advice is a charity that provides online and local advice on various issues, such as benefits, debt, housing, and consumer rights. It also conducts policy research and campaigns to improve people's lives.



Cornwall Council

www.cornwall.gov.uk.org

Cornwall Council works with local people and partners, such as businesses and other organisations, to agree and deliver on local priorities. They provide a wide range of services either directly, in partnership with others or by commissioning them from a third party dealing with everything from schools to care of older people, council tax and housing benefit, roads to rubbish, libraries and local planning.



Crime Stoppers

www.crimestoppers-uk.org

Crime Stoppers is an independent charity that gives people the power to speak up and stop crime, 100% anonymously by phone and online (24/7, 365 days a year).

CrimeStoppers.

Speak up. Stay safe.

Domestic Abuse

www.womensaid.org.uk

What is domestic abuse? - We define domestic abuse as an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in the majority of cases by a partner or ex-partner, but also by a family member or carer. It is very common. In the vast majority of cases it is experienced by women and is perpetrated by men.

women's aid
until women & children are safe

Energy Saving Trust tips to save money

www.energysavingtrust.org.uk/hub/quick-tips-to-saveenergy/

Energy Saving Trust is an independent organisation - working to address the climate emergency.

energy saving trust

First Light

www.firstlight.org.uk

First Light is a charity for anyone who is experiencing or has experienced domestic abuse or sexual violence providing a range of support in Devon, Cornwall and the Isles of Scilly.



Free DWP Checker

www.entitledto.co.uk/benefits-calculator

We want to make sure everyone who is entitled to benefits is empowered to claim them. The UK's benefits system is very complicated and we know it can feel overwhelming for people using it for the first time or needing to understand the implications of a change of circumstances. So, our task is to simplify the system so people can quickly find out what financial support they may be entitled to.

entitledto
independent | accurate | reliable

Foodbank

www.trusselltrust.org

We support a nationwide network of food banks and together we provide emergency food and support to people facing hardship, and campaign for change to end the need for food banks in the UK.



Man Down Cornwall

www.mandown-cornwall.co.uk

Man Down is a Cornwall based non-profit Community Interest Company providing informal peer-support talking groups all over Cornwall for men with mental health concerns with the primary aim of ending the stigma and reducing the number of male suicides in Cornwall.



Mental Health

www.nhs.uk/nhs-services/mental-health-services

Find information and support for your mental health.



Mind

www.mind.org.uk/information-support

Mind is a UK charity that provides information and support for people living with or affected by mental health problems.



Shout

<https://giveusashout.org>

Shout is the UK's first and only free, confidential, 24/7 text messaging service for anyone who is struggling to cope. Shout provide free, confidential mental health support anytime, anywhere. Text 'Shout' to 85258.



Telephone Preference Service (TPS)

www.tpsonline.org.uk

The Telephone Preference Service (TPS) is the UK's only official 'Do Not Call' register for landline and mobile numbers. It allows people and businesses to opt out of unsolicited live sales and marketing calls. It's free and quick to register a telephone number.



Warm Home Discount Scheme

www.gov.uk/the-warm-home-discount-scheme

The Warm Home Discount Scheme is a one-off £150 discount off your electricity bill. If you're eligible, your electricity supplier will apply the discount to your bill.



With You

www.wearewithyou.org.uk

With You is a free and confidential service, without judgement, to adults and young people facing challenges with drugs and alcohol.

withyou

GamCare

www.gamcare.org.uk

GamCare is the leading provider of information, advice and support for anyone affected by gambling harms. We operate the National Gambling Helpline, provide structured support for anyone who is harmed by gambling, create awareness about safer gambling and treatment, and encourage an effective approach to safer gambling within the gambling industry.



Friends Against Scams

www.friendsagainstscams.org.uk

Friends Against Scams is a National Trading Standards Scams Team initiative which aims to protect and prevent people from becoming victims of scams by empowering people to take a stand against scams.





CRHA



Cornwall Rural Housing
Association Limited

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Cornwall Rural Housing Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014 (Registered Number: 24935R)

2025

#makingadifference
#peoplebusiness