

Living in your home

As a landlord, we have a responsibility to provide a good standard of homes and services. This page provides information about living in your home which you may find useful.

For any contact details of local services or businesses try [Cornwall Locally](#)

To enable us to ensure our services meet the needs of all of our residents, we ask that a 'Customer Profiling Form' is filled in and returned. An example form is available to view [here](#) We have recently sent these to all of our residents and we also ask all new residents to submit them. If you have any questions about these forms or would like to know why the information is needed, please read the [information sheet](#) provided, or you can contact our customer service team.

For further information on any of the services or issues below, please click the links.



[Responding to anti-social behaviour](#)



[Reporting anti-social behaviour](#)

Use this form to let us know about anti-social behaviour



[Grass cutting scheme](#)



[Garages](#)



[Neighbourhood inspections](#)

Do you want to help keep your neighbourhood being a great place to live? If so, you may want to get involved and join us on a walkabout in your area. We will be launching a new programme of neighbourhood walkabouts in July this year.



[Cleaning complaints policy](#)

Penwith Housing Association's - cleaning complaints policy



[NSPCC Helpline and texting service](#)



[Get the best out of your home](#)

Save energy, water and money! We are dedicated to helping you get the best out of your home.



[Low cost green living](#)

By being careful and clever about how you manage your home you can save money while helping the environment.



[Our service standards](#)

Providing quality services that our customers want to receive. So, how quickly will we answer your telephone call? What is your choice of times for a repair appointment? And how have we committed to respond to anti-social behaviour?



[Window cleaning schedule 2012](#)

A to Z Cleaning Services' window cleaning schedule for 2012.