



PRESS RELEASE

1 February 2017

Office closure

A Grimsby public office will permanently close at **4pm** on **Friday 31 March 2017** as part of enforced cost saving efficiencies by housing charity Shoreline.

In October 2015, Shoreline announced it must save at least £4 million per year in light of short-notice government cuts to social housing rents by 1% per year; year-on-year for four years from 2016, and this office closure is the last stage of the service reductions associated with that decision.

While closing the Osborne Street Grimsby building will help reduce some of Shoreline's operational costs the move also reflects changing customer habits, as more and more people access services online.

Shoreline customer services manager Jill Knott said: "Closing this office allows us to make savings while still continuing to maintain the service that we provide to our customers.

"More people are choosing to access our services online, through social media or by telephoning us directly. Our new online customer service portal – Do it Online – is actively used by over 1300 tenants from the comfort of their homes or on the go.

"We do of course realise that some people would prefer to deal with us in person and we are continuing to provide dedicated housing officers for our tenants throughout North East Lincolnshire."

Customers wishing to make rent payments can continue to do so at any Paypoint or Post Office in the UK, online, through Direct Debit, by telephone, text or through the allpay app.

Alternative access to Shoreline services is available online at **www.shorelinehp.com** or by telephoning **0345 849 2000**. Shoreline also provides a free direct line telephone and customer PC at the Nunsthorpe Centre4 facility and Immingham Civic Centre.

If anyone has any questions or concerns they can contact Shoreline directly on **0345 849 2000** or email **info@shorelinehp.com**

ENDS

Editors' Notes:

1. The government announcement of enforced rent reductions in July 2015 cut the financial capacity of Shoreline's business plan by £211.5m leading to annual service cuts of £4m per year being required by April 2018.
2. Shoreline went out to public consultation on the implications of this with a draft savings' plan in October 2015; and following public comments announced a revised plan in December 2015 which it proceeded to implement immediately.
3. £3.5m of the required savings had been delivered by April 2016 and the closure of the Osborne Street office facility is the last step of these savings from a number that have run on into 2016/17 (such as reduction in the size of the senior management team; and ending the enhanced sheltered housing management service for example).