

## WELCOME

By Tina Favier, Director for Housing and Communities

I'd like to focus this month on thanking everyone who's helped us to make improvements to our Adur Homes properties over the last few months - and for your patience while the work has been done.

We're doing a lot of work in and around your homes currently and that inevitably means disruption while our contractors are on site. Among the health and safety work that we've been doing has been ensuring that there is a working carbon monoxide detector in every home that needs one, installing new fire doors at properties and carrying out gas and electrical safety checks.

To complete that work we often need access to your property so thank you to everyone who has arranged to be at home so we could visit to get those vital jobs done.

I'd also like to thank those who contacted us to arrange a time when our contractors could come around to complete a stock condition survey of their homes. These assessments are the key to identifying what work urgently needs to be done if we are to ensure your home is safe, secure and of a good standard.

My thanks go to those who took the time to complete this year's tenant satisfaction



survey. We've had more than 500 responses and we're working through the data now to see what you said. We'll share the results with you as soon as we can.

Finally, I'd like to thank everyone for their patience with us this year while we've been planning and carrying out our important improvement work. If you haven't seen the benefits of the steps we've taken this year to transform the way we work for and with you, I hope you will start to see these in 2025.

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# WINTER FUEL PAYMENTS / WATER SAVINGS

Unsure about where to turn for help with the cost of living or rising energy prices?

Our Proactive team of dedicated caseworkers support people who may not be coping financially by offering appropriate help quickly and efficiently.

So far the team has referred residents for support with utility bills and food costs, as well as helping people claim benefits they are entitled to and clear rent arrears.

On Thursday 12th December we will be hosting a free event for anyone

looking for on-the-spot advice and support.

Taking place at Eastbrook Manor Community Centre in Fishersgate from 2pm to 5pm, it will feature advice and guidance from a host of organisations, including free energy advice service LEAP, Southern Water, Mencap and our Proactive team.

There will be the opportunity to undergo an in-person benefit check to see if you are eligible to make a claim and we'll be holding a small raffle for a chance to go home with some useful prizes.



## CONSULTATIONS: HAVE YOUR SAY

### Draft Housing Strategy

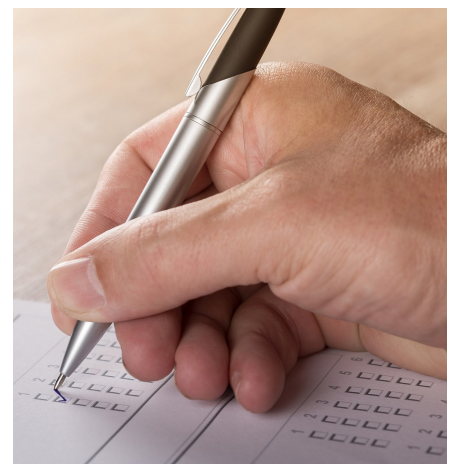
We're updating our housing strategy for 2025 - 2030 and we would love to hear your feedback on the draft strategy.

### New housing policies

We are reviewing and updating some of our key housing policies and

procedures and would welcome your feedback.

These are important documents that will set out how we work with you as residents. We have started with our Tenancy Policy, the Tenant Handbook, the Recharge Policy and the Responsive Repairs Policy.



### HOW TO HAVE YOUR SAY:

Go to [www.adur-worthing.gov.uk/consultations](http://www.adur-worthing.gov.uk/consultations) (or scan the QR code) and follow the links to the consultations.

You can then review these draft documents and make comments.

**The housing strategy consultation closes Friday 20th December 2024 and the housing policy consultation closes Monday 6th January 2025**



# OPENING HOURS: THE SHOREHAM CENTRE

We have moved to an appointment system at The Shoreham Centre so that you can get help from us more quickly, without having to wait in a queue.

You can still drop off forms securely at the offices and there are computers available in the reception area if you need online access.

If you call the contact centre on 01273 263030, one of our advisors will either resolve your problem or book an appointment for you.

The customer service team opening hours at The Shoreham Centre are:

- Mondays, Tuesday, Wednesday and Fridays: 9am to 1pm and 2pm to 4pm
- Thursdays: 9:30am to 1pm and 2pm to 4pm other than on the last Thursday of each month when we close at 1pm
- excluding bank holidays



## CHRISTMAS WORKING

Our offices will be closed to the public from 1pm on Tuesday 24th December through to 2nd January 2025.

We will be operating with a reduced number of staff but urgent matters can still be reported as normal using the contact details on the front of this newsletter or the emergency out of hours contact where appropriate.

## RESIDENT MEETINGS

Thanks to all those who came to the resident surgery meetings that we held in September.

The new format seemed to work well, enabling individual tenants and leaseholders to raise issues in one-to-one meetings with officers.

It was great to be able to answer so many of your questions in person and to hopefully have resolved a number of your issues since then.

Many of the questions raised at the meetings were around the housing allocations process, empty properties, repair and maintenance issues and questions around grounds maintenance and communal bins.

We'll be holding another round of meetings in February, again at locations across the district. All tenants and leaseholders are invited. We'll send reminders closer to the time.

- 4th February 2025 - 10am to midday: The Shoreham Centre
- 6th February 2025 - 1:30pm to 3:30pm: Lancing Parish Hall
- 11th February 2025 - 1pm to 3pm: Harriet Johnson Centre, Sompting
- 12th February 2025 - 1pm to 3pm: Eastbrook Manor, Fishersgate
- 27th February 2025 - 1pm to 3pm: Southwick Community Centre

# CLEANING YOUR HOMES AND BUILDINGS

Our new cleaning contractor is Blue Frog and we've agreed a new schedule to help keep your homes and buildings clean and hygienic.

We'll clean the communal entrances, corridors, stairs, lifts and bin stores every two weeks, along with your doors and internal windows in communal areas. Every three months your carpets, stairs and flooring will get a deep clean.

If you live in sheltered accommodation, our cleaners will visit you more often. Your shower rooms, bathrooms, toilets, kitchens, laundry rooms and lounges, guest rooms and communal corridors and stairs will be cleaned twice a week.

In addition, in sheltered accommodation the lifts,

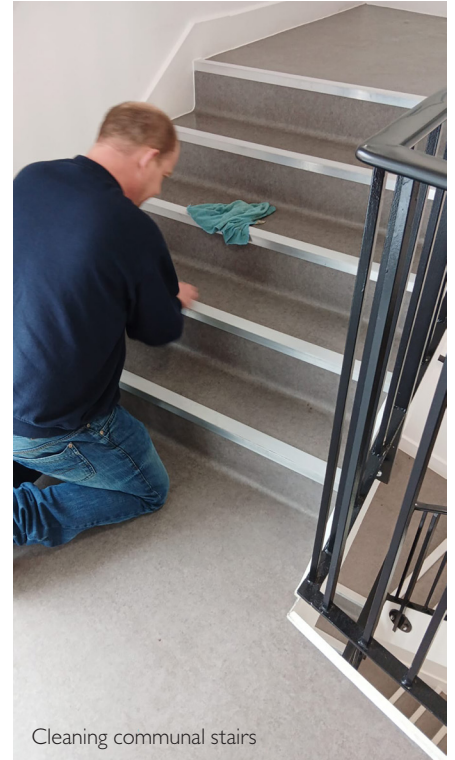
bin stores, internal doors and internal windows in the common areas will be cleaned once a week. Every three months your carpets and flooring will get a deep

clean.

Depending on when you're at home, you may not always see our contractors but they should stick to this schedule throughout the year.



Cleaning communal hallways and corridors



Cleaning communal stairs

## FEEDBACK AND COMPLAINTS

We don't always get things right first time. Your feedback, good or bad, helps us make improvements, so visit:

[www.adur-worthing.gov.uk/complaints](http://www.adur-worthing.gov.uk/complaints)

or call us on: **01903 221023**

You can also ask any of our employees to make a comment for you, or you can email us at:

[adurhomes@adur-worthing.gov.uk](mailto:adurhomes@adur-worthing.gov.uk)

If you are not satisfied, you can refer your complaint to the:

**Housing Ombudsman by calling 0300 111 3000**

## ADUR HOMES: KEY CONTACTS

- **Report a repair online:**  
[www.adur-worthing.gov.uk/adur-homes/request-a-repair](http://www.adur-worthing.gov.uk/adur-homes/request-a-repair)
- **Contact your Housing team:**  
[tenancy.services@adur-worthing.gov.uk](mailto:tenancy.services@adur-worthing.gov.uk)
- **Or your leasehold team:**  
[leasehold@adur.gov.uk](mailto:leasehold@adur.gov.uk)
- **To make a rent payment, speak to a member of the team or report a repair over the phone:**  
please ring us on **01273 263030**
- **Or you can email us at:**  
[adurhomes@adur-worthing.gov.uk](mailto:adurhomes@adur-worthing.gov.uk)