

WELCOME

By Tina Favier, Director for Housing and Communities

Welcome to the second edition of your new Adur Together newsletter. We hope you find it interesting, informative and useful.

We told you last month that we had referred ourselves to the Regulator of Social Housing, the national watchdog.

The regulator has now written to us to confirm that we have breached national home standards.

We are committed to working with them and you as our tenants and leaseholders to make safe and improve your housing.

We know how much work needs to be done to improve some of your homes so that

they are of a good standard.

We've begun work on an improvement plan which covers things like properly managing our repairs and maintenance so we get things right at the first visit, getting empty properties back into use more quickly and looking for longer term solutions to fix up homes that are ageing.

We also know that our communication with you needs to be improved and we are working hard to ensure that we deal with your enquiries, first time and well and that we respond to all of our complaints in a timely manner.

Most importantly we need to learn from this information



and demonstrate that we are doing something about your concerns.

As I have said previously, this work is going to take some time and we can only do it well by involving and informing you.

I have been getting out into our communities to talk to some of you and my intention is that we continue to do this throughout the year.

In the meantime, these newsletters will be issued regularly and if you do have any feedback on these please let us know.

INSIDE THIS ISSUE:

- **Damp and mould**
- **Fire safety**
- **Gas safety**
- **Working with you**
- **Adur Homes: Key contacts**

DAMP AND MOULD

Thank you to everyone who has contacted us to give us details of damp and mould in their homes.

We've had a higher than usual number of these reports recently and are reviewing each and everyone of them.

We're working through them in order of priority, considering how widespread the problem is and whether the tenants are vulnerable or have health conditions.

If you have contacted us, we'll be writing to you shortly to tell you when we aim to get to you.

We will continue to keep you updated about your case.

We understand how difficult damp and mould can be to deal with and we will help you as quickly as we can.

The problem can get worse when it is cold, but if you are struggling with the cost of energy these organisations may be able to help.

LEAP

Free service to help you reduce your energy bills:

0800 060 7567

www.applyforleap.org.uk

West Sussex Affordable Energy

For advice on heating your home more efficiently:

www.westsussexenergy.co.uk

Home Energy Support

Home energy advice specifically for you:

01243 974063

evergy@arunchichestercab.org.uk

Main causes of moisture in the home:



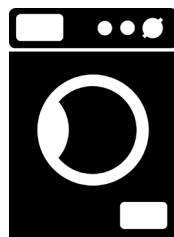
cooking and boiling the kettle



baths and showers



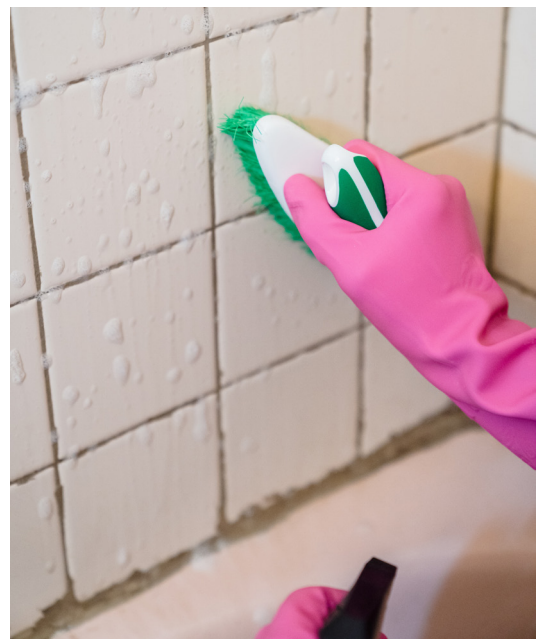
drying clothes indoors



unsuitable venting of tumble dryers

To kill and remove mould:

Wipe down walls and window frames with a fungicidal wash approved for the surface in line with the manufacturer's instruction.



FIRE SAFETY

We made it a priority to visit each of our blocks of sheltered housing, to make sure our most vulnerable residents are as safe as they can be.

We've now checked the communal areas of each of these blocks and carried out

work to remove any fire risks.

We're also doing the same work at our other blocks. We'll be at Millfield and nearby properties in Sompting in the next few weeks, as well as at Laylands Court and Westland Court in Fishersgate.



Photo: Millfield



GAS SAFETY

Gas safety and gas compliance is very important and we have a duty as landlord to check your gas appliances, like your boiler, every year.

While we do this free servicing, we're also installing

carbon monoxide detectors in your homes so that you know immediately if there is ever a gas leak.

We're grateful to all of you who have already let our contractor, K&T Heating, into

your home to do the work.

When your boiler is due to be serviced, K&T will write to you with an appointment time and date. You can change that appointment by calling 01273 571531, option 2.



K&T Heating is part of the Sureserve Group: www.sureservegroup.co.uk/k-t-heating

WORKING WITH YOU

We want to make it as quick and easy for you to talk to us when you need us.

We also want to work closely with you to improve your home and neighbourhood.

In the coming months we'll be asking for your views in a tenant survey.

We'll give you more details closer to the time but we'll be asking about the things that you say matter most to you.

We're currently recruiting our new Tenancy Engagement Lead, whose job it will be to make sure we are listening to you on all of our projects.

We hope we'll be able to introduce that new person to you very soon.

ADUR HOMES: KEY CONTACTS

- **Report a repair online:**
www.adur-worthing.gov.uk/adur-homes/request-a-repair
- **Contact your Housing team:**
tenancy.services@adur-worthing.gov.uk
- **Or your leasehold team:**
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