

WELCOME

By Tina Favier, Director for Housing and Communities

Hello and welcome to your September edition of Adur Together.

I hope you're finding our updates interesting and useful. If there are things you'd like us to include in the future, please tell us.

We aim to send a newsletter out with our rent statements every three months, reducing the amount of post you have to open.

You all deserve good, safe and sustainable homes. We want to make this happen by working with you.

As part of our path to improvement, we have been

going out into the community and speaking to residents to listen to your concerns and to act upon them.

You have told me about a range of issues, including how we can be clearer and how we need to make it easier for you to talk with us. This is really important to me so our new Tenant Engagement Lead, Anne Bentley, will be at the forefront of this work.

You've also asked about repairs. In the past, we've not done enough to keep residents updated and I am hearing how frustrating this has been for some of you at



times. I am sorry about this and please be assured that we are working on this.

We really want to involve you in this work too so please get in touch if you have some views.

We are setting up new systems that will mean we'll be better and faster at getting your issues fixed properly. This will take us some time and we need your help with this, by making sure you always contact us the best way.

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GAS AND ELECTRICAL CHECKS

We are required by law to regularly carry out gas and electrical safety checks in our properties.

We always write to you so you know when we'll be coming.

We know how frustrating it can be to have to wait at home for a visit but these are urgent checks to keep you safe so please ensure you're in when we visit, or contact us to arrange a time when we can come around.

Missed appointments means time and money that could be spent improving our homes goes to waste. If we can't agree on a date that we can visit and there is a safety risk, we might need to go to court to get a warrant that allows us to enter your property without your permission. This is a last resort and we really don't want to have to do this, so please work with us to help keep you safe.



COMMUNAL AREAS

Unfortunately we are still finding items left in communal areas of our blocks of flats, which can be a fire hazard.

They can range from doormats, bikes and prams to bins and electrical equipment.

Even smaller items could delay someone trying to

escape in an emergency, get in the way of firefighters or help fires to spread.

If we find an item in a communal area, we will write to you if we believe it is yours or will place a notice on it saying that we will remove it.

If an item is causing a safety

risk we will remove it straight away - and we could make the owner pay the bill for this.

We don't want to have to do this, so please keep all walkways, stairways, hallways and other shared areas clear of personal items for everyone's safety.



TELLJO

We're using technology to try to help any of our residents to get benefits or discounts that they might not know they're entitled to.

One of the ways we do this is through the TellJO service, where residents who we think could need some financial help are contacted and asked to complete a short online wellbeing assessment to understand the issues they are facing and what can be done about it.

TellJO can then put you in touch with services who may be able to help you to claim extra benefits, to reduce your energy and water bills or to

get you debt advice. It can also help you improve your health, such as if you need assistance dealing with drink, drug or mental health issues.

You can find more advice and support on the cost of living by visiting:
www.adur-worthing.gov.uk/cost-of-living-support



TellJO
– Are you ok? –

TENANT SATISFACTION SURVEY - COMING SOON

We will soon be sending you a satisfaction survey, to ask what you think about the services that we provide.

Your experiences matter to us and your feedback will play an important role in helping us shape our improvement plans so that we can provide a better service to you.

You will shortly receive details on how to complete this survey and we're keen for as many residents as possible to have their say. If you have any questions when you receive this please do not hesitate to contact us.



INTRODUCING...

Hello, I'm Anne Bentley, your new Tenancy Engagement Lead for Adur Homes.

I'm really looking forward to developing new ways of working that ensure we put you at the heart of everything that we do.

I've spent my first month listening to residents to identify ways that we can do things better. Lots of people have said they'd like to be involved in future meetings which is great!

I'm currently helping residents who want to set up community groups but I'm also keen to help residents who want to create community gardens and run neighbourhood events.

It would also be great to work with residents who want to have their say and help shape our plans for the future.



If you'd like to get involved please contact me on:

anne.bentley@adur-worthing.gov.uk or **01273 263000**

I will:

- help create community groups and events
- encourage residents to work with us to improve our services
- regularly seek feedback from our residents on the services we provide
- listen and make sure our residents voices are heard



I cannot:

- assist with specific tenancy matters, ie repairs, neighbour disputes, etc
- change decisions that have been made by other teams
- process complaints, these will need to be made as per our complaints procedure



SMOKING

Just a short reminder that it is against the law to smoke in the communal areas of any of our buildings including landings and stairwells.



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