

WELCOME

By Tina Favier, Director for Housing and Communities

Welcome to this latest edition of our newsletter for you, our Adur Homes residents.

We are really moving forward with the work needed to improve your properties to ensure that you can live in good, safe and sustainable homes. I know this is not yet the reality for some of you and we remain deeply committed to changing this.

In this edition you'll find important updates about our work programme that you need to be aware of, including waste amnesties, fire safety and maintenance projects.

I've recently welcomed our

new assistant director for housing and homelessness prevention, Rob Jarvis. Rob will be getting out to meet you during our resident engagement sessions.

Many of you will also be aware of our head of property, Keith Meredith, who joined the team six months ago. He has been making brilliant progress on safety and compliance, developing a programme of works to improve your properties over the long term. I know you are frustrated by timelines and past promises so we will ensure we meet all of the dates we commit to.

Our interim head of



housing, Amanda Eremie, has also been very busy trying to recruit a full tenancy team to ensure you are able to get a better service from us.

I have been heartened by the number who have attended our resident engagement sessions to tell us how you are feeling and your issues. We are taking all of this feedback on board and really want to work with you going forward.

I hope you all have a lovely Christmas.

Tina

INSIDE THIS ISSUE:

- **Community food hubs**
- **Residents' meetings**
- **Waste cleared in Sompting**
- **Look after yourself**
- **Maintenance work**
- **Help with heating bills**
- **Fire safety**
- **Volunteers wanted!**

COMMUNITY FOOD HUBS

UK Harvest has teamed up with West Sussex County Council to reduce food waste and provide access to affordable food using rescued produce.

Anyone can bring a shopping bag and fill it for a suggested donation of £3.50.

The hub will be at Southwick Community Centre on:

- 13th December 2023
- 10th January 2024
- 14th February 2024
- 13th March 2024
- 10th April 2024

For more information see: www.ukharvest.org.uk/monthly-community-food-hubs



WASTE CLEARED IN SOMPTING

We've begun our next round of waste amnesties in the local community - with around 1.3 tonnes of unwanted items removed in one day in Sompting.

Thank you to all our residents for leaving their bulky waste where we asked them to so it could be cleared away.

We'll tell you when a waste amnesty will happen in your neighbourhood so please keep an eye out for dates near you.



MAINTENANCE WORK

Since the summer we have been looking at all of our properties to draw up a list of improvement work that is needed.

This includes window and door replacement, heating upgrades, roofing works, kitchen and bathroom replacements and decorative work.

As soon as we have confirmed when we will be doing work, we will tell you.

We want to do this as quickly as we can, so although this will take some time to complete, in the coming months you will see lots more work being done in your area than in previous years.



FIRE SAFETY

You may be aware that in September we had a fire at Warren Court in Lancing which was caused by items left in a communal area.

Thankfully no one was seriously injured but this could have been far worse.

It's vital that walkways, stairways, hallways and other shared areas in our blocks are kept clear of any items, both because they are a fire risk and because they could prevent you and your

neighbours escaping in an emergency.

If we find any items in communal areas, we will remove them and may bill the owner for us taking them away and getting rid of them.

Separately, in October there was a fire in Nelson Close caused by a tumble dryer. Please remember to ensure they are maintained and that filters are regularly cleaned as otherwise they could also catch fire.



RESIDENTS' MEETINGS

Our recent residents' meetings have proved very popular and there are more on the way in December.

We'll be at venues in Sompting and Shoreham in December to give an update

on our improvement works and listen to your questions.

Please come along to one of our resident meetings if you get the chance. Each of the meetings will run from 6pm to 8pm.

We'll be at:

- The Shoreham Centre in Pond Road on 18th December 2023
- Harriet Johnson Centre in Loose Lane, Sompting, on 20th December 2023

LOOK AFTER YOURSELF

When money is tight we can get stressed, anxious and depressed. If you or someone you know is struggling with their mental health there is support:

- **Time to Talk** is a free counselling service you can contact **01903 703540**
- **Sussex Mental Healthline** is available 24 hours a day on **0800 0309 500**

- **Mind** offers free help and advice including counselling and peer support for adults and young people: call **0300 123 3393** email **info@mind.org.uk** or visit **www.mind.org.uk**

- **The Samaritans** call **116123** (24 hours a day) or chat online by visiting **www.samaritans.org**



HELP WITH HEATING BILLS

Now that the temperatures have dropped, we're all looking to find ways to stay warmer at home.

The increased cost of living means many people are struggling to afford their heating bills but there is help available:



- **Most pensioners are eligible for the tax-free winter fuel payment of up to £600:**

For information:
call **0800 731 0160**

- **Warm Home Discount and Priority Services Register:**

If you receive benefits or are vulnerable, ask your supplier if you qualify for discounts on your bills

- **Some suppliers also offer grants and hardship payments to those most in need:**

Ask your supplier if you could qualify.

- **Uswitch can help you change to the best energy deal with the cheapest provider:**

For information
call **0800 6888 557**
or visit www.uswitch.com



VOLUNTEERS WANTED!

Going forward we will regularly update our Adur Homes policies, procedures and tenancy documents.

It's important that these documents are accessible and informative for our residents.

We would like to create a reading panel of residents who can meet occasionally to tell us how they can be improved.

If you are interested, please email:
adurhomes@adur-worthing.gov.uk

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