

WELCOME

By Tina Favier, Director for Housing and Communities

It has now been two years since we referred ourselves to the national social housing regulator because we weren't satisfied that we were providing decent homes to all of our tenants and leaseholders.

We've been working particularly hard since then to get each and every one of our homes to a decent standard while also improving the way we operate to give you a better service.

I've said it before but it remains true - every one of our tenants deserves a good, safe and secure home and we're committed to doing the work to make that a reality.

We use our tenant satisfaction survey to measure how you think

we're doing and report this to the regulator, along with information on how our changes are improving the service we provide.

Overall you've said that the service you're getting from us has improved since last year - 59% of you said you are fairly or very satisfied with Adur Homes compared with 54% previously.

More of you are also happy with the condition of your homes, the repairs being done by us and the way we try to reduce antisocial behaviour.

There have been some real successes over the last 12 months to celebrate as well.

- We've installed new fire doors in our blocks and ensured there are smoke



alarms where they are needed

- Carbon monoxide detectors have been installed in every home with its own gas supply
- We've assessed the condition of around 2,000 of our homes to ensure we can prioritise which need work most urgently, to tackle mould and damp issues for example.

But it's important that we're honest that not everyone has had a positive experience.

We will work even harder for you over the next 12 months to make things even better.

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VOIDS

We often get asked about what we're doing to get empty Adur Homes properties back into use as family homes again. In the first three months of this year we refurbished 47 of our homes so that new tenants could move in - the equivalent of one every two days.

Whenever one of our properties becomes empty we visit it to assess what needs to be done to it so that new tenants can move in. We want residents to be comfortable in their new home so because many of our properties are older, that can mean a new kitchen and a new bathroom needs to be installed. We also use the time when it is empty

to tackle damp and mould issues.

The photos here show the condition of a kitchen when one of our properties was handed back to us, compared to how it looked after we refurbished it this year for its new tenants.



We understand how frustrating it can be to know there are empty properties in your neighbourhood when you are on the waiting list but we are working hard to get these flats, bungalows and houses back being used as homes again.



IS YOUR HOME TOO BIG FOR YOU AND YOUR FAMILY?

Email tenancy.services@adur-worthing.gov.uk to speak to one of our team about how we could pay you up to £5,000 to transfer to a smaller property that better suits your needs.

YOUR HOUSING OFFICERS

Following your feedback, we're pleased to announce we've introduced a dedicated patch system, with six housing officers now each responsible for a specific area.

The aim is to better allow our officers to build meaningful relationships within their communities.

We want you to feel truly supported and to know

exactly who to contact when you need assistance or have any questions. Your housing officer will be your consistent point of contact, working proactively to ensure your needs are met and that our communities thrive.

We believe this focused approach will enable stronger connections, improved communication and a more

responsive service tailored to the unique needs of each patch.

To find out who your dedicated housing officer is, please contact us on:

- tenancy.services@adur-worthing.gov.uk
- or **01273 263030**

We're excited about the positive impact this change will mean for our residents.

TENANCY AUDIT PROGRAMME ROLLING OUT

We're launching a new tenancy audit programme to ensure we have the most up-to-date information to provide you with the best possible services.

Over the coming months, our Tenancy Services Team will be in touch to arrange a convenient home visit.

This is a friendly opportunity for us to confirm our records are accurate and to understand any changes in your circumstances. It also gives you a chance to let us know about any additional support needs you may have, ensuring we can tailor our services to better meet your individual requirements.

We understand that having someone visit your home

requires your time and cooperation, and we truly appreciate your engagement in this important process.

We look forward to working together to ensure our housing services are effective and responsive to everyone.



WHAT YOU'VE TOLD US

Thank you to the more than 60 people who came along to our residents' meetings in February.

They were able to talk to their ward councillors and members of our team about a range of issues at and around their homes, and we're working through them one by one.

Some of the most common problems people told us about were repairs on their homes not being completed, work being delayed, maintenance being needed in communal areas and tenants

having difficulty paying their rent.

The tenants we speak to say they find these events really useful because they can talk in detail about the problems they're facing and how it is affecting them, and we can put together a plan to tackle the issues.

Our next set of meetings will be held between 5:30pm and 7pm on dates in June and July. You can visit at any point between those times - you don't have to be there at the beginning when it can be busiest.

The meetings will be at:

- **Lancing Parish Hall**
on Wednesday 11th June
- **Harriet Johnson Centre, Sompting**
on Wednesday 18th June
- **The Shoreham Centre**
on Tuesday 24th June
- **Southwick Community Centre**
on Tuesday 1st July
- **The Gateway Hub in West Road, Fishersgate**
on Thursday 3rd July

INTRODUCING OUR NEW RESIDENT AND NEIGHBOURHOOD ENGAGEMENT LEAD

Hello! I'm Gina Di Marino and my role is to ensure that all our residents can get in touch with us to influence how we work and improve our services. Some of the things I will be working on this year are:

- Reviewing how we're giving you information, to make sure everyone has access to it
- Listening to you about how we run our services
- Attending residents' meetings and making sure that your feedback is acted on

As my role is to improve engagement for all Adur Homes' residents, this means I cannot get involved in individual cases such as complaints, repairs or tenancy-related matters. Please continue to report these in the normal way.

Come along and say hi at our next residents' meetings! You can also contact me on:

- yourvoice@adur.gov.uk or **01273 263030**



FIND OUT MORE ABOUT OUR TENANT SATISFACTION SURVEY

There's more information about the tenant satisfaction survey on our website:

www.adur-worthing.gov.uk/adur-homes/information-and-publications/tenant-satisfaction-measures/2024-25/

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

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

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
- **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