

WELCOME TO YOUR AUTUMN NEWSLETTER

Welcome to the latest edition of the Adur Together newsletter!

We greatly value your understanding and support as we continue our

programme of service and home improvements, and this issue shares updates on our progress along with new ways for you to get involved and provide feedback.



Rob Jarvis, Assistant Director - Housing and Homelessness Prevention

DAMP AND MOULD

If you notice damp or mould in your home, please get in touch with us as soon as possible.

We may need to arrange an inspection to find out the cause of the problem and carry out repairs to stop it from getting worse.

When you contact us, we will ask questions about the health conditions of the

people in your home. This is important as it helps us to understand if anyone could be vulnerable to the effects of damp and mould.

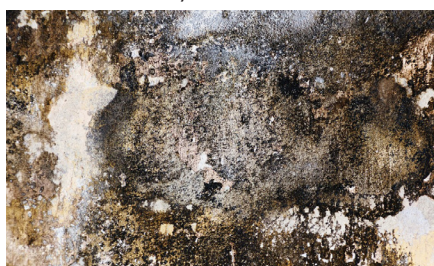
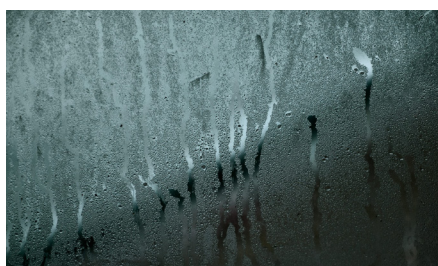
If you've noticed damp or mould, please contact our team on **01273 263030**.

One important way you can prevent condensation within your home is to ensure that your home is

kept warm using your heating system.

If you're worried about the cost of heating your home this winter, there's lots of help available, including grants and vouchers. Take a look at our website for more information:

www.adur-worthing.gov.uk/cost-of-living-support/energy-bills



CHECK YOUR HEATING NOW

We're definitely out of summer now and as the temperature continues to fall you might be getting ready to turn on your heating for at least part of the day.

To make sure your heating is working for you when you

need it, we'd recommend you try it now to check it is good to go.

If there's a problem with it, please contact us as soon as you can, so we can try to get your heating repaired before it gets cold.



ECONOMY 7

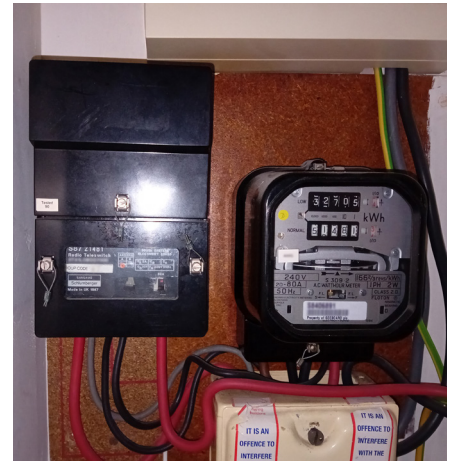
If you have Economy 7 heating, your electricity meter may work using a radio signal that tells it which times each day it should produce cheaper energy for your home.

This automatically turns on your storage heaters and hot water tank.

That system is being phased

out and new smart meters are taking its place.

If your heating and hot water is affected, you should be written to by your electricity supplier and asked to make an appointment for a new meter. Please follow the instructions so that your heating and hot water will continue to work this winter.



THE IMPORTANCE OF PAYING YOUR RENT

Paying your rent on time is one of the most important parts of your tenancy agreement. It allows Adur Homes to provide essential services, like maintaining and repairing your property and communal areas.

Currently, our tenants owe over **£1 million** in unpaid rent. This is a significant amount of money and means less money for us to invest in the services that benefit you.

What happens when you don't pay?

If you get behind on your rent, it's a serious matter that could lead to you losing your home.

We understand that life can be unpredictable, and circumstances can change, but it is crucial that you don't ignore the issue.

If you are struggling to pay your rent, please reach out to our Tenancy Services team

as soon as possible. They are there to help, not to judge. They can offer confidential support, guidance, and help you find solutions to manage your payments before the situation gets worse.

Contact the team at **01273 263030** or by email at **tenancy.services@adur-worthing.gov.uk**

We want to work with you to keep your tenancy secure.

DIY - WHAT YOU CAN DO

Please remember that if you're one of our tenants, you need permission before you do any work to your home - whether it's DIY or if

you're planning to bring in a professional.

Any alterations to your home need to be approved in advance by us first, so please visit: **www.adur-worthing.gov.uk/adur-homes/looking-after-your-home** and fill in the online form under the section titled ***Making alterations or improvements to your Adur***



Homes property.

If you don't have access to the internet, please call us on **01273 263030** to discuss the issue.



YOU SAID, WE DID!

Since joining the Adur Homes team in May, I've been out and about speaking with residents across Adur.

Lots of you have asked for more frequent rent statements so that you can keep up to date with your rent and check your payments before ending up in arrears.

I'm pleased to announce that we're now sending rent statements to all tenants, every three months. Your

latest rent statement is included with this newsletter. The next statement will be sent to you by post in January 2026.

We'd love to hear your thoughts on the new rent statement design and the 'understanding your rent statement' guide. Please get in touch to let me know about anything you think works well, or could be changed to make it clearer: yourvoice@adur.gov.uk



Gina Di Marino,
Resident and Neighbourhood
Engagement Lead

RESIDENT DROP-INS

Following the success of our summer series of residents' meetings, the Adur Homes team will be back out at a range of community venues to deal with any questions or concerns that you may have.

Please come and see us at any of the sessions. No need to book, just turn up at any time during the session.



Thursday 6th November 2025: 5pm to 7pm

The Shoreham Centre, BN43 5WU

Monday 10th November 2025: 5pm to 7pm

Harriet Johnson Centre, Sompting, BN15 0BG

Wednesday 12th November 2025: 2pm to 4pm

Southwick Community Centre, BN42 4TE

Thursday 20th November 2025: 2pm to 4pm

Eastbrook Manor Community Centre, BN41 1QH

Thursday 27th November 2025: 2pm to 4pm

Shadwells Court, Lancing, BN15 9ER

RESIDENT ENGAGEMENT MAILING LIST

Would you like to receive important information about Adur Homes and resident engagement events by email?

Scan the QR code to join our mailing list to keep up to date with what's happening:



TENANT SATISFACTION MEASURES - ANNUAL SURVEY

Over the next few weeks, all Adur Homes tenants will be contacted by Acuity, which is again carrying out our annual tenant satisfaction survey.

You can complete the survey online, or by post. Some residents will also receive a telephone survey option.

Please do take a few minutes to complete the survey as it is your annual opportunity to have your voice heard and helps us to know where we need to make improvements to services.

Last year, 22% of tenants responded to the survey.

The results from this year's survey will be published in early 2026.

You can find out more about our tenant satisfaction measures here:

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



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