

WELCOME

By Tina Favier, Director for Housing and Communities

Welcome to the first Adur Together of 2026.

I would like to personally thank all of our residents who took part in the recent tenant satisfaction survey online, by post and on the phone.

This annual survey is a really important opportunity for the Adur Homes team to find out and understand what's important for our residents, and to identify where we need to improve.



I'm looking forward to sharing the full results with you in the next edition.

MAJOR WORKS

In the last 12 months, we have carried out 1,900 stock condition surveys (around 75% of all our homes).

These are visits to your home to inspect the condition of the building.

We use this information to work out the top priorities for major works for the next year. You may hear this referred to as a capital programme.

This type of work is funded from a different pot of money from day-to-day repairs and maintenance and covers bigger projects such as new roofs, kitchens and

bathroom replacements.

We are now creating a programme of major works where we will be focusing on the following projects:

- Replacing outdated kitchens and bathrooms.
- Installing extractor fans in kitchens and bathrooms to reduce condensation which can cause mould.
- Improvements to bin store areas for blocks of flats.
- Bringing empty homes back into use in the Southwick area.
- Block refurbishments in the Kingston, Sompting and Shoreham area.

You can view a list of our current major projects on our website:

www.adur-worthing.gov.uk/adur-homes/looking-after-your-home/planned-maintenance-and-improvements/



Balcony repairs

IS IT A COMPLAINT?

We know that sometimes things don't go right, and the service you receive from Adur Homes isn't as good as it should be. In these cases, all tenants have the right to use our complaints process to get a fair resolution.

However, it's important to know the difference between a complaint and a service request.

If you are reporting a problem such as a repair,

noise nuisance or anti-social behaviour to Adur Homes, then this is not a formal complaint. This is known as a service request.

If you are unhappy with the way that we have dealt with your service request, then this is a complaint

The complaints policy and procedure can be found on our website:

www.adur-worthing.gov.uk/complaints

If you are unhappy with the way that we have handled your complaint, you can ask for your complaint to be reviewed by a senior officer or take your complaint to the Housing Ombudsman Service. More information is available on its website:

www.housing-ombudsman.org.uk

Housing
Ombudsman Service

WATER HYGIENE & PREVENTING LEGIONELLA

It is important to make sure water is fresh and free from harmful bacteria, such as legionella.

Most household water systems contain some bacteria and other organisms which do not cause any problems.

However, if the bacteria have the right conditions to multiply they can become potentially harmful and can cause people to become ill.

As a tenant you can take these actions to reduce the risk of harmful bacteria:

- Do not change the settings on your boiler or hot water system. The thermostat should be set at 60°C.
- Ensure that any taps or showers within a property that are not used regularly (i.e. for one week or more) are flushed* for a minimum

of five minutes every week

- Ensure taps and shower heads are clean and free of limescale by regularly descaling and cleaning the shower head and hose every three months.

Please raise a repair if your hot water is not working properly, particularly if there is no hot water.



If you are away from your home for more than seven days, on your return:

- Run every tap for at least five minutes.
- Slowly flush* cold taps until the water is really cold.
- If you have a shower, remove the shower head before flushing and lower the hose to the base of the shower.

** When flushing taps or other water outlets, open them slowly so you don't splash the water or release water droplets into the air.*

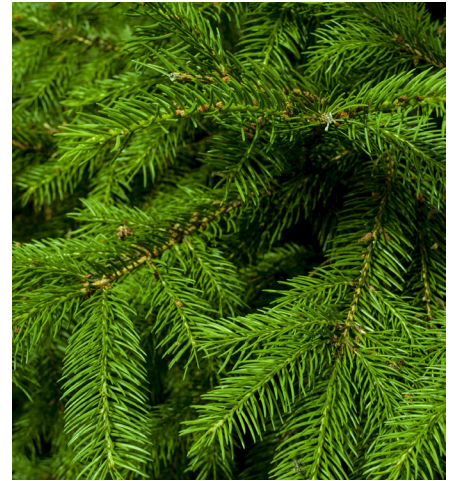
CHRISTMAS TREE DISPOSAL

Adur & Worthing Councils offer a FREE collection service for real Christmas trees from Tuesday, 13th January 2026.

- Trees should be placed out next to your wheelie bins ready for collection by 6:30am on the morning of your next bin collection day (either recycling or refuse) after this date.
- Please cut big trees into smaller pieces if possible.
- Please remember to remove **all** decorations, baubles, tinsel and the lights before putting your trees out for collection.

- If you live in a flat with a communal bin area then please put your Christmas tree out at the end of your entrance path near to, but not on, the pavement in a visible location.

Please do not put your tree in a communal bin store area. It will not be collected.



Artificial Christmas trees:

- If you have an artificial tree then please package it away carefully and save it for re-use next Christmas along with all your decorations, tinsel and lights.

GROUNDS MAINTENANCE UPDATE

Every year, between March and September, we do not prune or cut hedges or shrubs.

This is because we need to make sure that we do not disturb nesting birds, ensuring that we are following the requirements of the Wildlife and Countryside Act 1981.

This winter we have put together a programme of work to reduce overgrown hedges and shrubs in some of the worst affected sites.

These shrubs may be blocking access paths, growing over windows or doors.

This hard pruning can look quite severe but in the longer

term this allows the hedge or shrub to regenerate, producing new healthy growth in the coming spring and summer.

We have visited all sites and will be prioritising those which are most overgrown or are blocking access to a communal area.



RESIDENT DROP-INS

Come along to one of our monthly drop-ins to meet your housing officer, report a repair, ask a question or find out more about Adur Homes. Each drop-in is attended by members of the Adur Homes team.

Coming drop-in dates:

- **4th February 2026, 3pm to 4pm:**

The Shoreham Centre, Pond Road,
Shoreham-by-Sea, BN43 5WU

- **11th March 2026, 10am to 12pm midday:**

The Gateway Hub, West Road,
Fishersgate, BN41 1PN

These are some ways that we helped residents at drop-ins in November 2025:

- Reporting new repairs
- Information on existing repairs and follow-on works
- Right-to-buy enquiries
- Reporting antisocial behaviour
- Discussing rent payments and making an arrangement
- Support to completing Housing Benefit forms
- Land ownership queries
- Problems with bins and recycling
- Advice on moving home

NEW WAYS TO GET INVOLVED

You have told us that we need to do more to meet the needs of older residents and disabled people. In response to customer feedback, we've set up two new groups for residents to engage with us.

Disability focus group:

This is a group for any Adur Homes resident with a physical disability, mental health condition or neurodiversity. It is also open to residents who care for a disabled adult or child in an Adur Homes property.

This group will review and inform the way that Adur Homes provides services for

people with disabilities to ensure that they are inclusive and accessible.

Older People's Forum:

Open to any resident over the age of 66 who lives in an Adur Homes property.

This group will represent the views of older people and ensure that Adur Homes services meet their needs.

If you'd like to join either of these groups, please email yourvoice@adur.gov.uk or telephone Gina on **01903 221150** to discuss further and register your interest.

Number of homes let to local families:

109

in the last 12 months

Number of repairs completed

18,124

in the last 12 months

Number of damp and mould surveys completed

349

in the last 12 months

ADUR HOMES: GET IN TOUCH ...

You can contact us:

- by phone: **01273 263030**
- by email: adurhomes@adur-worthing.gov.uk
- or visit our website: www.adur-worthing.gov.uk/adur-homes

