

WELCOME

By Tina Favier, Director for Housing and Communities

I hope that you are all keeping well. In this issue I am really pleased to welcome our new Head of Adur Homes, Katie Froome, who has been a fantastic appointment.

We also have included the findings from the recent surveys, showing we are improving. There remains a

lot to do and we still have a long way to go but I am glad to say that we are improving the safety and quality of your homes.

In this issue we also share with you some practical information and some drop-in sessions to come and talk to us. Please do use this and



share any ideas and thoughts about how we might improve and if you want to get involved.

Stay safe and well and take care.

Welcome and introduction

From Katie Froome, Head of Adur Homes

Welcome to the summer edition of your resident newsletter.

If we haven't met before, I would like to take this opportunity to introduce myself as the new Head of Adur Homes. While the role is new to me, our communities are not. I have worked in social housing for over 20 years, most recently as your tenancy services and leasehold manager.

I care deeply about our homes and neighbourhoods. My main goal is to make sure Adur Homes provides safe, good-quality places to live,

places where you can feel proud of your community.

It is no secret that Adur Homes is on an active Improvement Journey. Following our self-referral to the social housing regulator, we have a clear improvement plan in place to bring our homes and services up to the standard you deserve. Behind the scenes, we are working hard to build a strong, skilled, and professional team that is fully invested in making this journey a success.

Crucially, we cannot do this without you. We want you to be part of this process and



help shape how we deliver our services to you in the future.

Over the next few months, I will be out and about visiting our properties as much as possible. If you see me, please do come over and say hello. I want to hear your ideas, thoughts, and suggestions so we can work together to make things better.

Thank you for reading this, and I hope to meet many of you very soon.

TENANT SATISFACTION MEASURES (TSMs)

Every year, we carry out a survey to find out what our tenants think about the services we provide.

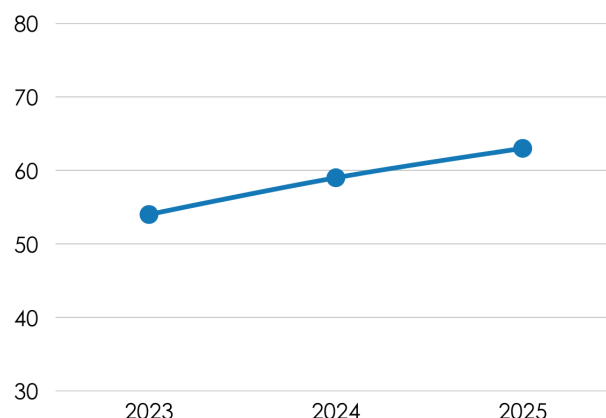
Thank you to everyone who took part in the survey in November and December 2025.

We use the survey results with our management information measures to provide a full picture of how Adur Homes is performing.

You can find out more information and read the full survey report on our website:

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

Overall Satisfaction (63%)

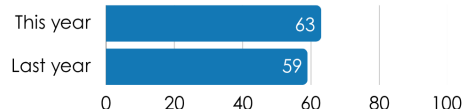


Tenant satisfaction measures survey results 2024/25 and 2025/26

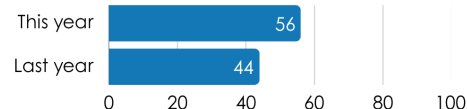
The graphs below show % satisfaction and how we've improved in all areas this year:



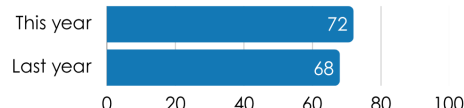
Overall satisfaction



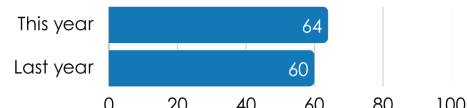
Landlord keeps you informed



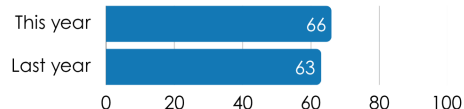
Overall repairs



Landlord treats you fairly and with respect



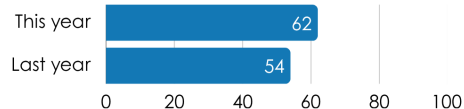
Repairs - time taken



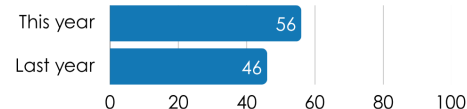
Complaints handling



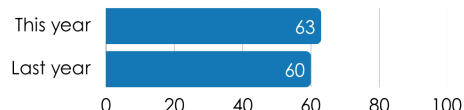
Well maintained home



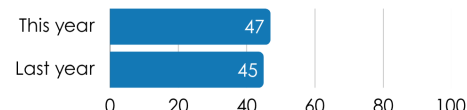
Communal areas - clean and well maintained



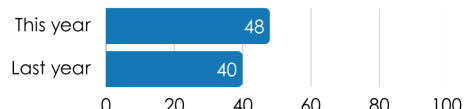
Safe home



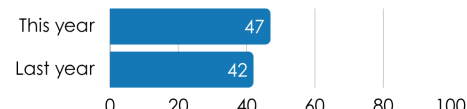
Positive contribution to the neighbourhood



Landlord listens and acts



Anti-social behaviour handling



LET'S DO SUMMER SAFELY!

We want all of our residents to be able to enjoy the good weather this summer.

Barbecues and bonfires

Before you light up your barbecue or bonfire, check to make sure that there's no risk of causing a fire.

- Never use a barbecue indoors, or on a balcony.
- Make sure you're not close to any buildings or structures.
- Keep an eye on your barbecue or bonfire at all times. Never leave it unattended.
- Watch out for garden items that could catch alight. Wooden decking, fences and trellis, rubbish, artificial grass and artificial plants can catch light and cause a fire to spread quickly.
- Think of your neighbours. Let them know in advance so that they can close their windows or get their washing in.

For more safety information see the West Sussex Fire and Rescue Service website:

www.westsussex.gov.uk/fire-emergencies-and-crime/west-sussex-fire-and-rescue-service/home-fire-safety/barbecue-fire-safety

Electrical cables in your garden

- If you want to install a hot tub, outdoor lights or make other changes to your garden which includes electrical work, you **MUST** ask our permission first.
- Faulty electrical work is dangerous and can cause fires or electrocution.
- Never use extension leads to power a hot tub.

Information about alterations and improvements can be found on our website:

www.adur-worthing.gov.uk/adur-homes/looking-after-your-home/making-alterations-and-improvements

Socialising in your garden

If you're planning to invite friends and family around to spend time in your garden, please be aware of how noise can travel, particularly late at night.

Let your neighbours know in advance if you're planning an event, so that they can prepare for any potential noise or parking issues.



ARE YOU FOLLOWING US ON FACEBOOK?



Our Facebook page is the best way to keep up to date with essential information from Adur District Council and Adur Homes:

www.facebook.com/AdurDistrictCouncil

FOOD WASTE COLLECTIONS ARE COMING

Due to changes in government regulations, all homes in Adur will be getting a free weekly food waste collection.

The new service will be starting in some parts of Adur from September 2026, with others following later in the year.

Food waste will be collected every week, whilst recycling and general waste will continue to be collected on an alternate weekly basis.

Houses and maisonettes with their own bins:

- Each house / maisonette will be issued with a small kitchen caddy and one roll of biodegradable liners.
- Each home will be supplied

with a kerbside caddy which you will put out each week with your recycling / general waste bin.

Flats and blocks with shared bins:

- Each flat will be issued with a small kitchen caddy and one roll of biodegradable liners.
- New wheelie bins will be added to the shared bin store or outside the block for all residents to dispose of their food waste. These bins will be collected weekly.



Adur & Worthing Councils will supply the kitchen caddy, kerbside caddy or wheelie bins and additional information before the service starts in your area.

To find out more about food waste collections see: www.westsussex.gov.uk/land-waste-and-housing/waste-and-recycling/recycling-and-waste-prevention/food-waste-collections

MONTHLY DROP-IN SESSIONS

Come along to one of our summer sessions to meet your housing officer and other members of the Adur Homes team.

We can help with anything relating to your property or tenancy.

Free refreshments are available and all venues are level access with on-site parking.

• Monday 20th July 2026: 5:30pm to 7pm

Eastbrook Manor Community Centre,
Fishersgate, BN41 1QH

• Tuesday 11th August 2026: 2pm to 4pm

The Shoreham Centre,
Shoreham-By-Sea, BN43 5WU

• Tuesday 15th September 2026: 5:30pm to 7pm

Harriet Johnson Centre,
18 Loose Lane, Sompting, BN15 0BG

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

