AdurHomes
PUTTING RESIDENTS AT THE HEART OF WHAT WE DO

ADUR TOGETHER

October 2026

WELCOME

By Tina Favier, Director for Housing and Communities



I hope this newsletter finds you safe and well as we head into Autumn.

We continue our dedicated work to improve your homes and estate services, and I really appreciate your patience and support during this time. We know it's not moving as fast as we want; I am thankful to all our teams as they continue to work extremely hard to complete the works.

We want to ensure this newsletter provides valuable updates for you. If you have any feedback or ideas, please let us know - you can also get involved through our Advisory Board, which works closely with us to shape and scrutinise our services. We also hold regular drop-ins at different places in your neighborhoods. It's a good opportunity to come and meet our teams.

In this edition we have shared some information on keeping well in our homes during the winter, we hope you find this useful

Additionally, our annual Tenant Satisfaction Survey is now open for your feedback. Your opinions genuinely matter to us, so please take a few moments to respond and share your views.

I hope you find this edition informative and useful. Thank you once again for your continued partnership.

BE AWARE OF COLD CALLERS

Residents have told us that they are being visited by cold callers knocking on their door asking to come inside to discuss a repair to their home.

If you are not expecting a visit from Adur Homes or one of our specialist contractors, please be cautious of cold callers.

There are an increasing number of scams where a rogue tradesperson says that they will carry out a repair to your home and then ask you to claim the money back from Adur Homes.

We never charge for repairs and then ask you to claim the cost back from us.

- Ask to see ID
- Ask for the reason for their visit, including repair job reference numbers
- Do not provide personal or financial information, or keys to your home
- If in any doubt, call us on 01273 263030 to verify the identity of the visitor
- If you feel at risk, or threatened, call the police on 999

adurhomes@adur-worthing.gov.uk • 01273 263030
www.adur-worthing.gov.uk/adur-homes

TENANT SATISFACTION SURVEY

All Adur Homes tenants have been contacted by Acuity, who are carrying out this year's annual survey on our behalf.

This is your opportunity to share your experiences and tell us what it's like to be an Adur Homes tenant.

You can complete the survey online, by post or by telephone. You can choose to be anonymous if you wish, or share your details so that we can contact you for further information if we need to.

The survey responses form part of our annual Tenant Satisfaction Measures (TSMs). This is a set of data which every social landlord in England is required to provide to the government every year.

Your answers will help us to understand what we're doing well, and where we need to improve.

You can view previous years' TSMs on our website: **www.adur-worthing.gov.uk/adur-homes/information-and-publications/tenant-satisfaction-measures**

Acuity
intelligence. insight. improvement.

This year, we'll be asking you some additional questions about whether you have a disability or long-term health condition. This is to ensure that we are treating residents fairly, and making reasonable adjustments to meet their needs.

Your personal information

Over the coming months, the Adur Homes team may ask you to confirm some additional information when you contact us by phone or in person.

This information includes details such as your date of birth, National Insurance number, nationality, ethnicity and whether you have a disability or long-term health condition. We are collecting this data for a number of reasons:

- To confirm your identity, keep your information secure and investigate fraud.
- To gain a better understanding of your personal needs and any reasonable adjustments you might need when accessing services from Adur Homes, for example:
  - You have a hearing impairment so you prefer to use email rather than telephone
  - You have a mobility impairment which means it takes you longer to answer the door
  - You have anxiety and need someone to support you when we visit your home
- To understand more about Adur Homes tenants generally, which can help us plan for the future. Knowing more about who is living in our homes enables us to ensure that we're focusing on the right things and making our services as accessible as possible. It will also ensure that our engaged residents are representative of the local population.

More information about how we process your information can be found on our website: **www.adur-worthing.gov.uk/housing/privacy-notice**



SAFE AND WELL VISITS

Could you or a loved one be at risk of a fire at home?

Each year West Sussex Fire & Rescue Service visits around 5,000 homes across the county to help people live safely and prevent fires.

These visits are free of charge and are for people who: live alone; have a disability or impairment; require the use of medical equipment; smoke in their home; or have a home which is very cluttered.

A Safe and Well Visit covers many aspects of fire safety in the home, such as having working smoke alarms, cooking, charging electronic devices, and planning an escape route.

It also covers health and wellbeing topics which can all have an impact on a person's safety at home.

If you feel that a Safe and Well Visit would benefit you or someone you know, you can find out more and request a visit:

Phone: 0345 8729 719

or visit:

www.westsussex.gov.uk/safeandwellvisit

Alternatively, speak to your housing officer who can make a referral on your behalf.



CONNECT TO WORK

CONNECT TO WORK
Funded by **UK Government**

west sussex county council

West Sussex residents who face barriers to securing and sustaining work, such as those with long-term health conditions, disabilities or from disadvantaged backgrounds, can get support to find a job with Connect to Work.

The programme, which is funded by the Department for Work and Pensions, is voluntary and completely free to join, offering personalised support from dedicated employment advisors.

We will work closely with you to understand your strengths and ambitions, to create a tailored plan designed to help you find employment that suits your needs.

Support includes:

- Confidence building
- Job searching and applications
- Interview preparation
- Ongoing in-work support to help individuals settle and progress in their roles

The programme works in partnership with local employers, helping them meet their recruitment needs by matching them with skilled and diverse candidates, contributing to more inclusive and representative workforces.

For residents already in work but concerned about keeping their job, Connect to Work advisors support by identifying workplace adjustments to help them stay successfully in role.

The Connect to Work programme helps build a more inclusive workforce and supports the development of resilient and successful workplaces across West Sussex.

For more details please visit the West Sussex County Council website:

www.westsussex.gov.uk/leisure-recreation-and-community/connect-to-work

ADUR HOMES ADVISORY BOARD RECRUITMENT

The Adur Homes Advisory Board (AHAB) is a group of tenants, leaseholders, elected councillors and senior members of staff working together to improve Adur Homes.

The AHAB makes decisions about the strategic direction of Adur Homes as well as scrutinising policies, procedures and the way landlord services are run.

We currently have a vacancy for someone who:

- Is aged under 55
- Lives in an Adur Homes property
- Can commit to attending four meetings and two training sessions per year
- Has an eye for detail, the confidence to ask difficult questions and the ability to make sure everyone's voice is heard

You don't need to have any formal governance or representation experience, just a willingness to learn and the desire to improve Adur Homes services for the benefit of all residents.

For an informal conversation about the role, please contact:

- Gina on 01903 221150 or **yourvoice@adur.gov.uk**

PLANTER PIONEERS PROJECT - FISHERSGATE

Thank you to all the volunteers from Adur East Lions Club for refreshing raised beds in Fishersgate as a part of the Planter Pioneers Project.

We are looking forward to the bulbs and flowers coming up in the spring.

Please get in touch if you would be interested in joining the project next season:

- Gina on 01903 221150 or **yourvoice@adur.gov.uk**



Volunteering in Fishersgate - Planter Pioneers Project

DROP-IN SESSIONS

Come along to one of our sessions to meet 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.

- **Tuesday 3rd November. 5:30pm to 7:30pm**
  Lancing Parish Hall, South Street, BN15 8AJ
- **Tuesday 17th November. 5.30pm - 7.30pm**
  Southwick Community Centre, Southwick St, BN41 4TE
- **Wednesday 2nd December. 10am - 12pm**
  The Gateway Hub, Gardner Rd, Fishersgate, BN41 1PN

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