Working Together
Tenants’ Compact
2009

A partnership between
Adur District Council &
Tenants and Leaseholders
Introduction

The Tenants’ Compact is a district-wide agreement drawn up amongst tenants, leaseholders and the Council. The term ‘tenant’ in the Compact means both tenants and leaseholders.

This is Adur Council’s third Tenants’ Compact. The first one was produced in February 2001 and the second in August 2005.

The Compact gives tenants a range of options and guarantees regarding the service they can expect and the way they can shape, influence and monitor housing matters and local decisions.

The Compact is monitored by tenants, staff and councillors to ensure the aims of the Compact are met.

In January 2008 a Compact Review Conference was held for tenants and staff to help decide on objectives for the new Compact. Individual service areas were reviewed to decide which objectives were no longer relevant, which ones should be kept and what new objectives could be introduced.

This current agreement is a fully revised and updated version of the 2005 document, which reflects the progress made so far and the new targets we want to meet. The Compact is a working, flexible document that will be developed and reviewed annually by the Tenant Compact Monitoring Group.

The Compact sets out:

• **How you can get involved collectively in decisions about housing matters that affect you**

• **What the Compact hopes to achieve, such as improving local services, your quality of life and finding better ways of working together**

• **How the Compact will be put into action and checked to make sure it is working properly**

• **Our expected levels of standard in all areas of housing service**
Methods for community involvement include:

- Residents’ groups
- The Adur Consultative Forum (ACF) - this is a district wide umbrella group consisting of representatives from residents’ associations and individual representatives from areas not covered by a formal residents’ group
- The Tenants’ Compact Monitoring Group - a group of tenants and council staff who monitor the Council’s achievement in meeting the aims of the Compact
- Other focus groups or working parties on single issues.
- Meetings held in areas not covered by residents’ associations
- Information included in Housing Voice, The Forum, the Leaseholders’ Newsletter, the Tenants’ Handbook and the Council’s annual report to tenants and leaseholders
- Surveys and questionnaires
- Annual tenants’ conferences on housing related issues
- Other one-off events such as road shows, exhibitions and open days
- Suggestion boxes in local offices, sheltered housing schemes and housing reception at the Civic Centre
- A seat on the Cabinet and on the Overview and Scrutiny Committee for matters relating to Housing
- The Adur Leaseholders’ Forum (ALF) - a group of council leaseholders who meet regularly to discuss leasehold matters
- The Sheltered Housing Action Review Panel (SHARP) for residents of sheltered housing schemes
- The opportunity for trained tenant and leaseholder representatives to sit on and advise on council staff interview panels

Widening community participation

Tenant Compacts should reflect the needs of all tenants in the community. It is therefore important that we make special efforts to reach those tenants who do not normally get involved. This means making an assessment of the barriers to involvement and planning action to overcome those barriers. Some examples of things we can do to encourage continuous improvement include:

- Supporting and promoting the effective involvement of young people
- Reviewing and developing the ways in which new technology can be used to encourage the involvement of young people
- Investigating the feasibility of setting up on-line discussion groups
- Examining how the availability of information technology can be developed for the benefit of sheltered housing residents
- Consulting with tenants with disabilities in order to identify and overcome potential barriers to tenant involvement
Promoting the assistance with childcare costs that is available for residents wishing to participate in events

Ensuring that the locations and times of meetings are flexible and suit the majority of people wishing to attend

Carrying out ethnic monitoring in all key areas of the service

Monitoring levels of involvement and taking action to remove barriers that impede tenant involvement among particular groups

Providing training for tenants, staff and others to ensure awareness of equal opportunity issues in housing, including policies on race equality and racial harassment

Evaluating the demand for regular area meetings open to all tenants and leaseholders and attended by Adur Homes’ section heads, councillors and representatives from external agencies

Monitoring the use of suggestion boxes and reviewing procedures for dealing with suggestions put forward

Ensuring that the ideas put forward are fully considered, implemented where beneficial and that those making the suggestions are given constructive feedback on their ideas

Encouraging flexibility within residents’ associations, particularly in respect of their constitutions, to aid their continued existence

Evaluating the costs and benefits of introducing incentives to encourage tenant and leaseholder involvement

Promoting local community events to encourage the greater involvement of residents with young families

Examining the feasibility of mystery shopping Adur Homes’ services

Encouraging grass roots initiatives to improve local communities via inter agency working

Resources

The Council will provide resources to help participants become fully involved.

Resources that are currently available include:

- A separate annual budget for tenant participation
- A start up grant of £25 for all residents’ associations that are recognised by the Council, a further grant of £25 after six months and an annual grant of £50 thereafter
- An annual grant of £250 to the ACF
- Payment of room or hall hire for meetings
- An independent tenants’ and leaseholders’ office with computer, internet and printing facilities
- Training in issues related to resident involvement for tenants and leaseholders
- Transport or travel expenses for ACF members to attend meetings and training
- Assistance with childcare expenses for residents’ association committee members and ACF members to attend relevant meetings and training
- Assistance with checks to the Criminal Records Bureau for resident association members who work with children or vulnerable adults
- Refreshments for ACF meetings
- Help with newsletters and publicity material
- An ACF-managed budget of £5,000 that is available to tenants, leaseholders and residents’ associations for estate improvements
- Monitoring and inspection of ACF and resident association accounts
- Provision of public liability insurance for residents’ associations
Council support

We will:
- Provide a Tenant Participation Officer for support and advice and a Tenants’ Assistant to help manage the tenants’ and leaseholders’ office
- Support the setting up of new groups by:
  - sending out an information pack within 24 hours
  - arranging a meeting within 10 days with the Tenant Participation Officer to discuss future action (15 days if outside of normal office hours)
  - arranging for other staff to attend meetings within 10 days of the request (15 days if outside of normal working hours)
- Conduct joint inspections of council housing estates with residents’ association representatives and individual tenants and leaseholders
- Provide feedback and responses to requests for information
- Advise and assist with external funding applications
- Provide support and advice for recruiting new members
- Provide resident involvement training for staff
- Inform front-line staff about resident participation issues, so they can pass relevant information on to customers
- Regularly review the resources made available for tenant participation

Councillors and resident participation

- Councillors will be invited to attend meetings as representatives of their local community and not to promote party political views
- Residents’ associations will be encouraged to liaise with ward councillors and invite them to meetings and events on a non-political basis
- The ACF will invite all councillors to at least two of their events each year
- Councillors will be provided with training on consultation and resident involvement, as required

Standards for meetings

We will:
- Ensure that meetings are publicised effectively
- Encourage organisers to hold meetings at times and locations that are most suitable for the majority of those wishing to attend
- Ensure that meetings are conducted in a fair and open way so that everyone gets a chance to have their say and is kept informed
- Encourage less formality and more flexibility within meetings
- Encourage organisers to set provisional dates of meetings well in advance and preferably for the year ahead
Meetings should have:

- Clear objectives and support
- A clear plan of action on how to deal with issues
- Arrangements for reporting outcomes to those who took part
- Interpreters and technical facilities for meetings on request, subject to seven days’ notice
- Written invitations to guests at least 14 days in advance

Standards for all residents’ groups

All groups referred to in this Compact shall:

- Adopt equal opportunity policies. The organisation must be open to everyone in the local community regardless of ethnicity, sexuality, gender, religious belief, marital status, disability or age
- Undertake to be democratic and accountable
- Actively engage with the wider community
- Promote their group and support and encourage new members
- Adopt a constitution that is approved by the Council
- Hold an annual general meeting to elect a committee to run the group
- Have a minimum active membership (a quorum) that is agreed with the Council and residents
- Take minutes of meetings that should be made available to members of the local community
- Open a bank account that names three members from separate households as signatories and requires a minimum of two signatures for cheques
- Keep accounts and produce an annual balance sheet that will be inspected by the Council
- Consult its membership and the local community before undertaking projects
- Respond to the Council’s requests to attend meetings

Standards for Adur Consultative Forum Members (ACF)

- The Council recognises the ACF as the main tenants’ and leaseholders’ consultative body
- Full membership is open to two representatives from each recognised residents’ associations and two individuals from each area where it has not been possible to set up a residents’ group
- Associate membership is open to all council tenants and leaseholders.
- The ACF shall hold regular meetings that are open to all council tenants and leaseholders.
- The ACF shall adopt a constitution agreed with the Council
- We will contact the ACF chair about council housing matters, unless we are informed in writing to contact someone else
- ACF representatives will report to their members about all consultation and meetings attended in an official capacity
- The chair, vice-chair and the management committee of the ACF will obtain the views of its members and residents’ associations
- ACF members will read correspondence and reports sent to them by the Council and share such information with their associations
- The ACF will hold meetings at dates and times that are most convenient for the majority of their members
Standards for the Adur Leaseholders’ Forum (ALF)

- Any council leaseholder may join the ALF and attend their meetings or take part in the activities of the group
- The ALF shall annually elect a chair, a secretary and any other officers required to run the group
- ALF members have representation to the Council through the ACF chair
- The ALF shall meet not less than six times a year
- The main point of contact for the group is the chair of ALF. Further information may be obtained from the ACF Office, 21 Southwick Street, Southwick (tel. 01273 594135)

Information

We will:

- Produce editions of Housing Voice three times each year, deliver it to all council tenants and leaseholders and place it on the Council’s website
- Produce and distribute a separate newsletter for leaseholders twice a year
- Produce an annual report and deliver a copy to all council tenants and leaseholders
- Deliver a copy of the Tenants’ Compact to every council tenant and leaseholder whenever it is updated and supply a copy of the latest version to all new tenants
- Maintain and display posters on core services
- Maintain and update the tenant participation strategy
- Provide ACF members with relevant Cabinet reports prior to their: Forum, Tenants Compact, Service Standards meetings
- Advise ACF members of relevant decisions on housing made by the Cabinet the Overview and Scrutiny Committee, and the Cabinet Member for Improved Customer Services
- Provide a residents’ association starter pack
- Provide space for ACF and residents’ association information on the notice boards at each local office
- Provide a suggestion box for housing matters in each housing reception and sheltered housing scheme
- Provide information to individual tenants, leaseholders or groups about the issues that are likely to affect them within their homes or neighbourhoods
- Provide information in plain English and make it available in large print, Braille, cassette or translations on request
- Provide all new tenants with a new home pack, including information on how to get involved in the ACF and their local residents’ association
- Send out information on key housing issues to all tenants, leaseholders, residents’ associations and the ACF
- Organise a conference each year on a housing-related topic for all tenants, leaseholders and staff
- Provide the ACF Management Committee with relevant Overview and Scrutiny Committee reports
Anti-Social Behaviour

To deal with anti-social behaviour, we will:

- Complete an incident report form for every case of anti-social behaviour
- Respond to enquiries within seven days of the first report
- Respond to incidents involving threats or violence within one working day
- Follow the anti-social behaviour policy and procedure which is available on request, and forms part of the tenants’ handbook
- Continue to develop local joint strategies with the police, social services, the probation service and through the community planning process to address anti-social behaviour
- Use the legal powers available where appropriate such as demoted tenancies and Anti-Social Behaviour Orders
- Work with other agencies to use Acceptable Behaviour Contracts
- Publicise successes in taking legal enforcement to combat anti-social behaviour to assure residents that the Council has a “zero tolerance” in this area
- Follow government initiative for tackling anti-social behaviour and adopt national examples of good practice
- Record cases of anti-social behaviour by area and type and make these figures available to the ACF and on request
- Check with those who reported an incident that it has been resolved before closing a case, or inform them that there is no further action the Council can take to resolve the matter
- Carry out regular satisfaction surveys of those who reported an incident and make the results of these surveys available to the ACF on request

We will involve you by:

- Keeping the Adur Consultative Forum informed about new anti-social behaviour policies, government initiatives and legal powers
- Provide reports about the number of incidents and timescale of problems in the annual report, Housing Voice and to the ACF
- Providing training to tenants on new initiatives in tackling anti-social behaviour

To help achieve a better service, you should:

- Show respect for your neighbours by behaving in a responsible way
- Report all incidents of anti-social behaviour
- Record evidence of anti-social behaviour in diary form and work with the Council in any action taken

We will:

- Provide every new tenant with a comprehensive pack including a copy of the tenancy agreement, the Tenants’ Handbook, the latest issues of The Forum and Housing Voice and the last annual report
- Fully meet our commitments and obligations set out in the tenancy agreement
- Consult you about any review on tenancy conditions in line with our legal requirement to do so

You can help us provide a better service by:

- Meeting the obligations for tenants set out in your conditions of tenancy
- Giving us your views about any proposed changes to the conditions of tenancy
Budgets, finance & rent setting

We will involve you by:
- Explaining how rents are calculated
- Consulting with the Adur Consultative Forum (ACF) about changes to policy prior to reports going to the Cabinet or to the Cabinet Member for Improved Customer Services
- Providing information and training to support effective involvement in finance and budgets
- Making available an ACF-managed budget of £5,000 for estate improvements
- Consulting the ACF about the tenant participation and environmental improvements budgets
- Providing the ACF with the opportunity to meet council staff to explain their views on any proposed rent increase and including these views in the report to Cabinet

Rent Collection

We will:
- Provide you with different methods to pay rent, including via direct debit, standing order, credit/debit card, cash or cheques at the Civic Centre, local offices, post offices, PayPoint outlets, online, via the telephone or by post
- Give you advice on how to budget, if required
- Send you rent statements quarterly (six-monthly for direct debit payments) or on request
- Send you a rent variation letter at least 28 days before the variation is due to be charged
- Take action to recover rent arrears in line with published procedure
- Provide a specialised debt advice service
- Provide you with the facility to view the last 12 months’ transactions from your rent account via our website using the Adur Tenants’ Self Service Online facility - www.adur.gov.uk/tenants-on-line

We will involve you by:
- Consulting the ACF over any changes to the rent arrears procedure
- Consulting you over any changes in how and where rent can be paid
- Providing the ACF with quarterly statistics on tenants’ rent arrears

To help achieve a better service, you should:
- Pay rent on time and in line with your tenancy conditions
- Seek advice immediately if you have any problems paying your rent
- Complete housing benefit application forms on time and supply information on request
Repairs and Maintenance

We will:

• Provide a dedicated free phone number for reporting repairs (0800 7837150)
• Provide a system which allows tenants to report repairs electronically using a PC
• Carry out repairs within our stated time scales:
  - Emergency repair - within 24 hours
  - Urgent repair - within five working days
  - Right to repair work - one to seven working days, depending on nature of repair
  - Low priority repairs - within 42 working days
• Issue acknowledgement for your repair when it is reported at one of our offices or give a job number to telephone callers.
• Ensure we take all details of the repair
• Send an acknowledgement and satisfaction survey when a repair to a specific home is reported this will include:
  • details of the repair needed
  • the job number
  • the name of the contractor
  • the priority time
• Aim to carry out any necessary pre-inspections following a repair request within three days of the repair being reported
• Ensure a card is left if you are not at home
• Monitor time scales and satisfaction rates for repairs
• Aim to meet our performance targets
• Carry out an annual service on all gas appliances owned by the Council, ensuring reasonable notice. Issue you with a copy of the completed ‘landlord’s gas safety certificate’ and apply a date sticker to the appliance
• Provide every new tenant with a list of repairs still to be carried out at their property when they sign up for their tenancy
• Ensure all estates are inspected on a regular basis and details of these inspections are recorded and acted upon

We will involve you by:

• Inviting the Adur Consultative Forum to help us select the contractor for the day-to-day maintenance contract
• Inviting the Adur Consultative Forum to meet with the repairs contractor once a year
• Inviting the Adur Consultative Forum at the end of the contract period to help us review the schedule of rates contract requirements
• Providing the Adur Consultative Forum with reports of satisfaction rates and the percentage of repairs done on time. These will be published in Housing Voice and or the annual report
You can help us provide a better service by:

- Ensuring you allow access for the annual service of gas appliances
- Reporting any repair as soon as it is known
- Providing access and keeping any appointments made, or contact the contractor or Council to make a new appointment
- Looking after your home to avoid unnecessary repairs
- If you live in sheltered housing, ensure the duty housing support officer is aware of any repair that you have reported directly to the Council
- Reporting vandalism, rubbish dumping, fly tipping etc with details of the culprits if known

Planned Maintenance & Improvement Programmes

We will:

- Develop planned maintenance and improvement strategies for the future
- Ensure all programme targets are fulfilled.
- Conduct a post-works satisfaction survey within ten weeks of completed works and include the results as local performance indicators

We will involve you by:

- Consulting you in line with our legal obligations and procedures
- Offer residents’ group meetings to consult with surveyors and contractors during the preparation of major projects and before the works start
- Consulting the Adur Consultative Forum about the programme as part of the Cabinet and Committee processes
- Telling you about the programme in Housing Voice

You can help us provide a better service by:

- Suggesting works that could be included in the programme
- Suggesting other ways we can improve our service to you
- Allowing contractors reasonable access to undertake work

Environmental Works

We will:

- Set aside and monitor a separate budget for environmental improvements to estates that can be applied for by recognised residents’ groups and individuals. The Adur Consultative Forum (ACF) will allocate the budget using the following guidelines:-
  - Recognised residents’ association or individuals may make an application to the ACF
  - Estimates must be obtained for all bids
  - The ACF votes on whether to approve the application but members whose areas would benefit from the bid must not vote on the issue. The ACF Management Committee has delegated authority to approve requests where a matter needs to be decided before the next ACF meeting is due to take place
  - Members are encouraged to explore alternative sources of income
  - Any contractor appointed must have the necessary insurance to carry out the work and meet the Council’s constitutional requirements
  - The estate improvement must benefit the whole estate and general support from residents needs to be shown
Grounds Maintenance

**We will:**

- Cut the grass on housing land around 20 times per year. The first cut between February and March
- Edge herbaceous borders, flowerbeds, shrubbery etc within grassed areas as required and remove all debris
- Ensure grass is cleared from all hard surfaces, including paths, paved areas, and public highways
- Clear beds of litter, weeds and debris bi-monthly
- Cut plants back from paths, roads, windows, signs, lights or sight line bi-monthly
- Prune roses and shrubs in accordance with the pruning schedule for each shrub species
- Ensure all hedges are cut twice each year and remove all clippings
- Inspect all trees between September and October to find out condition and safety and take appropriate action
- Ensure all estates are inspected on a regular basis according to need and that records of these inspections are maintained

**We will involve you by:**

- Organising meetings with the contractors and tenants
- Encouraging staff and residents’ associations to check the grounds maintenance and keep contract monitoring officer informed
- Providing updates on the service in the Housing Voice

**You can help us provide a better service by:**

- Telling us where the contractors are not fully meeting their obligations
- Reporting any trees that are dangerous or causing problems
- Reporting incidents of litter and vandalism

Common Way Cleaning

Where tenants have requested, or are not maintaining cleaning to a satisfactory standard we will provide an internal common way cleaning service for blocks of flats and maisonettes

**We will:**

- Remove all litter, circulars and miscellaneous items of rubbish and debris from communal ways
- Sweep and mop floor surfaces with a suitable detergent/cleaner, ensuring they are left in a near dry condition.
- Leave hazard notices in position until the threat of slipping no longer exists
- Remove and clean any dust and dirt from mats and mat wells at communal way entrances
- Remove bins from internal store areas, sweep and collect debris for disposal and wash down floors with disinfectant
• Dust and wipe down all balustrades, handrails and infill panels with a suitable detergent
• Wipe down external faces of individual flat/maisonette entrance doors, store doors and frames
• Wipe down skirting and dado rails
• Carry out a full spring clean of all surfaces each year including:
  • Wipe down/lightly scrub and remove any light marking or scuffing to wall area up to within 2.4m of floor level or pitch of stairs
• Clean all common way windows inside and out at least once every month and clean sills where accessible, every visit

**We will involve you by:**
• Organising a meeting with the contractors and tenants each year
• Providing updates on the service in the Housing Voice

**You can help us provide a better service by:**
• Keeping the common ways clean and tidy
• Ensuring rubbish is not left in the common ways but disposed of correctly
• Not leaving personal items in the common ways
• Encouraging children, visitors and other residents to behave responsibly and not to litter the estates and surrounding areas

**Empty Property Management**

**We will:**
• Re-let empty properties quickly
• Not let a property until it has been passed as safe, secure, clean and habitable, with all services in working order
• Provide new tenants at the time of accepting the tenancy with a list of works to be carried out after the property has been let
• Take action quickly to remove any unlawful occupants of a Council owned property
• Make thorough investigations and take appropriate action to deal with a property that seems to have been abandoned by the tenant
• Recover costs from outgoing tenants for all repairs other than those arising out of fair wear and tear

**We will involve you by:**
• Consulting the ACF if any changes are to be made to this procedure
• Telling you how our performance has measured against our targets every year in the annual report
• Telling the ACF about any reason for long-term void periods

**You can help us provide a better service by**
• Informing your Housing Management Officer if you suspect a property may have been abandoned
• Ensuring you give four weeks notice if you intend to end your tenancy
Lettings Policies

We will:
- Advertise empty homes through the choice based lettings system, Sussex Homemove
- Maintain the housing/transfer register and advise individual applicants of their position on the register, and the likelihood of being re-housed
- Advise about other housing options such as shared ownership or private rented sector

We will involve you by:
- Consulting you on changes to the lettings policy
- Reporting quarterly on percentage of lettings to different groups of applicants
- Providing feedback fortnightly via Sussex Homemove as to how each empty home was let

You can help us provide a better service by:
- Telling us about any changes in circumstances that may affect your application, however insignificant you may feel the change is
- Ensuring that your needs and any preferences are correctly registered

Leasehold Management

We will:
- Offer pre-sales meeting to each prospective purchaser
- Send out annual service charge accounts by the first week of October each year
- Provide formal consultation with leaseholders over major works, improvements and long-term agreements and hold consultation meetings for major work upon request
- Provide a handbook for prospective and existing leaseholders
- Ensure that relevant government leaflets are available for leaseholders
- Provide a newsletter to every leaseholder twice a year
- Support and work with the Adur Leaseholders’ Forum
- Carry out site visits when required
- Provide standardised information for solicitors’ enquiries prior to sale
- Provide a breakdown of costs on invoicing for major work
- Provide leaseholders with information of planned cyclical work
- Notify leaseholders separately of any works which will exceed £100 per flat
- Respond to leaseholders’ enquiries within 3 working days
- Offer leaseholders a post-purchase meeting upon request

We will involve you by:
- Consulting with the Adur Leasehold Forum over issues and changes in policies and procedures
- Conducting various consultation exercises with leaseholders to gain views of the service
**Sheltered Housing Services**

**We will:**
- Provide a supportive environment where older tenants feel safe and secure and are able to continue living independently
- Provide 24-hour cover through sheltered housing support officers and the community alarm service
- Provide service level agreements to set the service standards
- Carry out needs and risk assessments and agree an individual support plan to promote tenants’ health, well-being and quality of life
- Promote the principles of mutual respect and dignity by recognising the value of people and respecting individuality, personal preferences and choice
- Promote and encourage regular social events at sheltered schemes while respecting the wishes of individuals to lead independent lives

**We will involve you by:**
- Promoting residents’ associations and encouraging their participation in the running of their sheltered housing schemes
- Carrying out joint inspections with scheme representatives
- Offering you the opportunity to take part in other ways, such as suggestion boxes, social committees, notice boards and newsletters
- Promoting sheltered housing issues and your opinions in Adur Outlook and Inside Housing
- Advising and supporting the Sheltered Housing Action Review Panel (SHARP) and encourage its use by all sheltered tenants
- Consulting with the ACF, SHARP and sheltered schemes over changes in policies that affect all schemes

**You can help us provide a better service by:**
- Informing your housing support officer if you are not going to be at home for the daily call and advising the housing support officer when you return
- Providing information about your keyholders and any changes in their recorded details (e.g. change of address, telephone number etc.)
- Informing your housing support officer of any repairs required or advising if you have reported them directly to another member of council staff
Monitoring this compact and measuring performance

- This compact will be reviewed three times a year by a working party of tenants (elected by the ACF each year), staff and councillors

The working party will review the document considering the following:
- Local performance standards and targets
- Progress in fulfilling the core standards
- Effectiveness and value for money of arrangements made under compacts
- Procedures to ensure effective involvement from all the community
- The level of tenant participation in the district (for example, the number of tenant meetings, attendance at those meetings, exhibitions, surveys, estate inspections and new associations)
- Whether this compact achieved effective outcomes
- Number and substance of complaints received in relation to this agreement

Customer Care and Complaints

We will:
- Treat customers in a polite and respectful manner at all times
- Aim to answer your telephone calls within 5 rings and tell you which section you are speaking to
- Always carry identification badges on home visits
- If your call cannot be dealt with immediately you will be told who will contact you and a likely timescale
- Actively promote the compliments, complaints and comments procedure
- Provide a complaints form if needed
- Provide a help point for inter-agency queries at the Civic Centre
- Acknowledge complaints within five working days
- Respond fully within ten working days unless it needs a detailed response. We will write and tell you if this is the case
- Give advice about taking complaints further if you are not satisfied
- Carry out a management review of complaints on an annual basis

You can help us provide a better service by:
- Treating our staff in a polite and respectful manner
- Telling us if you believe there is something wrong with the service
- Providing us with any necessary information when we ask for it
- Telling us if you are particularly pleased with a service
Dealing with Compact shortcomings

- All shortcomings in performance standards should firstly be taken to the service manager.
- If problems persist, shortcomings should be put in writing to the compact monitoring group chairperson at the ACF Office, 21 Southwick Street, Southwick BN42 4AD.
- All shortcomings noted by the compact monitoring group should be referred to the Executive Head of Adur Homes within seven days.
- An action plan shall be drawn up to deal with shortcomings at that stage.
- If problems persist, they shall be referred to independent arbitration.

Reviewing arrangements

- The compact monitoring group will review the compact three times a year.
- The compact will be under continual review by all parties to the agreement.

Signed

Wendy Farmer
Chairperson of the Adur Consultative Forum

Councillor Julie Searle
Cabinet member for Housing

David Pannell
Executive Head of Adur Homes