

CHAPTER

2

**General Information
about **the** council**

ADUR
DISTRICT COUNCIL



About Adur Council: Who does what?

Many of your dealings with the council will probably be with the housing offices, either at the Civic Centre in Shoreham-by-Sea or at one of the two Local Offices in Southwick or Lancing.

The Civic Centre

The majority of the Council's staff, including most of the, Environment, Community & Housing Department's staff work at the Civic Centre, Ham Road, Shoreham by Sea.

The Civic Centre reception is open from:

9.00 am to 5.30 p.m. Mondays to Thursdays,
9.00 am to 5.00 p.m. Fridays.

The Cash Office at the Civic Centre is open from:

9.00 am to 4.30 p.m. Mondays to Fridays
for payment of Rents, Council Tax, etc.

The Local Offices

The Local Offices deal with the vast majority of day-to-day housing management matters, including enforcement of the tenancy conditions, reporting and chasing routine repairs, rent collection and arrears recovery. There is a Cash Office at both local offices as well as at the Civic Centre. The Local Offices can usually deal with initial enquiries on most other matters relating to housing. If not they can point you in the direction of the right person to deal with your query.

General Information about the council

Contact details are as follows:

Lancing Local Office

101 North Road, Lancing, BN15 9BB

Telephone: 01273 263380 · Facsimile: 01273 263307

E-mail: lancinglo@adur.gov.uk

Southwick Local Office

21 Southwick Street, Southwick, BN42 4AD

Telephone: 01273 263370 · Facsimile: 01273 263306

E-mail: southwicklo@adur.gov.uk

Opening hours for both offices:

9.00am to 12.45pm and 2.00pm to 4.30pm Monday to Friday;
The offices are closed at weekends and on Bank Holidays.

Our Departments

Allocations:

Keeping the housing register (waiting list) and transfer register, allocating homes and dealing with transfers to other Councils or Housing Associations.

Community Services:

Help for voluntary groups, including grants and general promotion.

Environmental Health:

Control of pollution, food hygiene, noise nuisance, pest control, supervision of refuse collection and street sweeping contracts, improvement grants, and environmental promotion.

Help and Advice for Homeless Persons:

Dealing with applications from homeless people, welfare problems of tenants and members of the public, management of hostels, Golden Sands mobile home site, and temporary accommodation.

Housing Advice:

Provision of advice and assistance on all matters relating to housing, including private tenants and owner-occupiers; running the Care and Repair scheme for elderly home owners.

Leasehold Management:

The management of all the council's leasehold properties including service charge administration.

Repairs to Council Homes:

Taking repairs at reception desks, drawing up contracts and the ordering and day to day supervision of repairs work.

Supported Housing:

The day to day management of the council's sheltered housing schemes and the provision and management of community alarms.

Surveying Services:

Preparation of all planned and cyclical maintenance contracts for the upkeep of the council's housing stock and corporate buildings.

Tenant Participation:

The development and maintenance of tenant and leaseholder participation.

General Information about the council

In addition, all administrative staff and senior management are based at the Civic Centre. The only exception is the Council's Direct Services Unit, which is based at the depot in Commerce Way in Lancing.

All the services mentioned above can be contacted at or via the Civic Centre, during office hours.

Managing the Council's Estates.

Although the local offices are the best first points of contact for most matters relating to council estates, not everything is their responsibility, or even that of the council.

The following lists some of the more frequent questions raised, other than day-to-day repairs and tenancy matters, and gives an indication of who is responsible.

Grass cutting and ground maintenance:

Adur council is responsible for this around blocks of flats and on common parts of council estates.

Maintenance of roads and footpaths:

West Sussex County Council is responsible for the repair and upkeep of all public roads and footpaths in the district with a few exceptions; this includes lay-bys directly off public roads. We are responsible for paths within the boundaries of our properties such as blocks of flats, garage compounds and any access roads off the public highway to such compounds, off-street parking areas, etc.

Street lighting:

In most cases this is the responsibility of the County Council, as with the highways above. However in some cases where it is this council's land or property being lit, it is the council's responsibility. Defects in these services above can be reported at any of our offices.

Parking or driving over grass verges:

There is a local council by-law forbidding this, and it is the job of Adur Watch and the council's legal staff to monitor and enforce it. Offenders are subject to a fine when we prosecute. You can report such offenses to either Adur Watch or to the local offices, who will forward complaints the same day.

Garage compounds and parking areas on estates:

These are owned by the council and, as landowner, the council can remove untaxed or un-roadworthy vehicles from such areas and we will use this right if necessary. If this happens it will be dealt with initially by the housing staff at the local offices, to whom incidents should be reported.

Untaxed vehicles on the road:

These are dealt with by the police where the road in question is part of the highway. In the very few exceptions where this is the responsibility of this council, if the owner's co-operation is not forthcoming, they will be moved on to the highway and the police advised accordingly.

Refuse collection and street sweeping:

Both these functions are the council's responsibility. If you have a query or complaint about either of these services, contact the housing reception staff at the Civic Centre who will take the appropriate action.

General Information about the council

Planning applications and new buildings:

We consult nearby residents who may be affected by any new planning application. We write to people telling them that the application has been made, where and when it can be inspected and how and to whom to make comments. If you receive such a letter it is likely that the development might affect you and therefore it would be unwise to ignore it. You can make an appointment with a planning officer to discuss any such application.

How to Complain

If you need to complain

If you need to complain, get in touch as soon as you can:

Firstly, talk to the person providing the service, tell them your concerns and what you would like us to do about it.

If you remain unhappy, you can make a formal complaint by:

- **Filling in the form (available from any of our offices)**
- **Speaking to the manager of the service**
- **Writing a letter**



If you complain on the form or by letter, we will acknowledge your complaint within five working days and send you a response within ten working days.

If you are unhappy with the response to your complaint, you can ask the customer services department to look into the matter further.

We will include details about how to do this in the reply to your complaint.

If you still remain unhappy, you can contact the local government ombudsman. We will send you a form telling you how to do this. You can also pick up this form from any of our reception points, your local library or a Citizens Advice Bureau.

The normal practice of the ombudsman is not to begin an investigation until the Council has had the opportunity to try and resolve the complaint. It is important, therefore, that you contact us first.

Equal Opportunities Statement

We recognise that as a provider of a wide range of services, we have a duty to the users or potential users of our services to promote equality of opportunity of access to these services, as far as possible.

The following statement outlines our policy:

'Adur District Council is committed to providing equality of opportunity in all our activities and to ensuring that discrimination does not occur. We will strive for a workforce that reflects the diversity of the local community in order that our services are provided appropriately and the council benefits from a wealth of experiences. Adur District Council will involve the wider community in our decision-making processes and use our influence to progress equality issues in the Adur District.'

Our housing services are provided on the basis of people's need and it is our aim in providing these services to ensure that as far as possible discrimination does not occur against any individual or group. If such discrimination does arise it is unintentional and every effort will be made to eliminate it.

We are therefore committed to monitoring all our services to try to ensure that no discrimination occurs. You can assist by bringing to our attention anything, which you consider, discriminates against a particular group of people.

Adur Homes Service

Adur & Worthing Councils
Portland House
44 Richmond Road
Worthing
West Sussex
BN11 1HS

The information in these leaflets is available in alternative formats (e.g. large print). If you should require these please contact us.