

**CHAPTER**

**7**

**Consultation & Involvement**

**ADUR**  
DISTRICT COUNCIL



# Consultation & Involvement

## Introduction

We support and encourage tenant involvement and would like to explain how you can help to influence decisions about your housing service.

## How can I get Involved?

There are several ways in which you can get more involved in your local community or in housing policy for the whole district. You may participate as an individual or as part of a group.

There are several residents' associations throughout the district who meet to discuss housing services, local issues and to organise social and fundraising events. All residents living in the associations' area are welcome, so if you would like to take an active part please telephone the Tenant Participation Team on 01273 263387. We will be able to tell you more about residents' associations and when the next meeting is being held in your area.

**The following is a list of current associations:**

**Ashcroft Residents' Association,**  
100 Kingston Lane, Shoreham-by-Sea

**Avon Court Residents' Association,**  
Avon Close, Sompting

**Courtfields Residents' Association,**  
Elm Grove, Lancing

**Marsh House Residents' Association**  
Park Lane, Southwick

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**Mash Barn Community Group,**

covering Shadwells Road, Daniel Close, Hayley Road, Lewin Close, Woodard Road, Lisher Road, McKerchar Close and Gravelly Crescent in Lancing

**Pashley & Surry Residents' Association,**

Surry Street, Shoreham-by-Sea

**Seaview Court Residents' Association,**

Brighton Road, Lancing

**Shadwells Court Residents' Association,**

Shadwells Road, Lancing

**Whitelot Area Residents' Association,**

Southwick

**Whiterock Place Community,**

covering Rock Close, Channel View, Sea House, Harbour Court, Albion House and Whiterock Place in Southwick

We are always keen to support new associations and can offer a starter pack, training and advice, printing and publicity, and a grant for expenses. We will also pay for room hire and help towards the cost of childcare for attending some meetings. For information on starting an association, please telephone the Tenant Participation Team on 01273 263387. If you would like to represent your area but feel there is not enough support for an association – please contact us anyway.

The Adur Consultative Forum (ACF) is a district wide group made up of tenants and leaseholders representing the areas in which they live (either as individuals or through a residents' association). They meet about eight times per year to discuss issues affecting the housing service and resident involvement. In partnership with the Council, the ACF has succeeded in securing a Freephone repairs reporting line, the introduction of communal hallway cleaning in flats and writing a revised Tenants' Compact.

ACF members also carry out regular joint inspections of their estate with Adur Homes Services' staff to resolve problems and identify any work that needs doing. The ACF has their own office in Lancing and produce a four monthly newsletter (The Forum), which is delivered to all council tenants and leaseholders. If you would like to represent tenants and leaseholders in your area on the ACF please contact the Tenant Participation Team.

We also offer support to specific interest groups, such as leaseholders and sheltered housing residents and have set up forums for them to voice their opinions. We always welcome volunteers so if any of this interests you, please contact the Tenant Participation Team on 01273 263387.

## **Tenants' Compact**

The compact was produced by a partnership of ACF members, council officers and councillors and an updated version was distributed to all council tenants in 2009. This is a district wide agreement between tenants, leaseholders and the Council and is key to driving improvements in local services.

You should have received a copy of the compact in your sign up pack.

# Consultation & Involvement

## Consultation

We have a good record of consultation with our tenants on all kinds of issues and some examples of what we will consult you about are shown below.

### We will consult you on:

- **Policy making and changes**
- **Monitoring services**
- **Service improvements**
- **Estate improvement projects**
- **Tenancy conditions**

## Housing Voice

We will deliver a copy of our housing newsletter 'Housing Voice' to you three times a year. This newsletter will give you information on a wide range of housing-related issues and will often seek your views on new proposals affecting your housing service.

## Tenant Surveys

We carry out regular surveys to find out your views on the housing service. If you are sent a survey form, we would appreciate you spending time to give us your views (a pre-paid envelope will be included for your reply).



## **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.