

### Windows Cleaning

- All glazed areas will be cleaned down with a non-abrasive detergent and then properly rinsed off with clean water
- All ground floor windows will be wiped dry
- With UPVC windows the complete window frame unit will be cleaned



### Grounds Maintenance

- Cut the grass on housing land around 20 times per year. The first cut between February and March
- Edge herbaceous borders, flowerbeds, shrubberies 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

### Leasehold Management

- Offer pre-sales interview to each prospective Right to Buy purchaser
- Send out annual service charge accounts by the first week of October
- Provide formal consultation with leaseholders over major works, improvements and long-term agreements
- Provide a handbook for 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
- Provide standardised information for solicitor's enquiries prior to sale
- Provide a breakdown of costs on invoicing for major work
- Respond to leaseholders' enquiries within three working days
- Offer leaseholders not buying through Right to Buy a post-purchase visit



### Diversity

- Carry out diversity monitoring for service satisfaction levels
- Offer publications in alternative formats such as Braille, audio tape and different languages
- Actively promote tenant participation amongst hard to reach groups including BME, disabled and young tenants

### Building Surveying Service

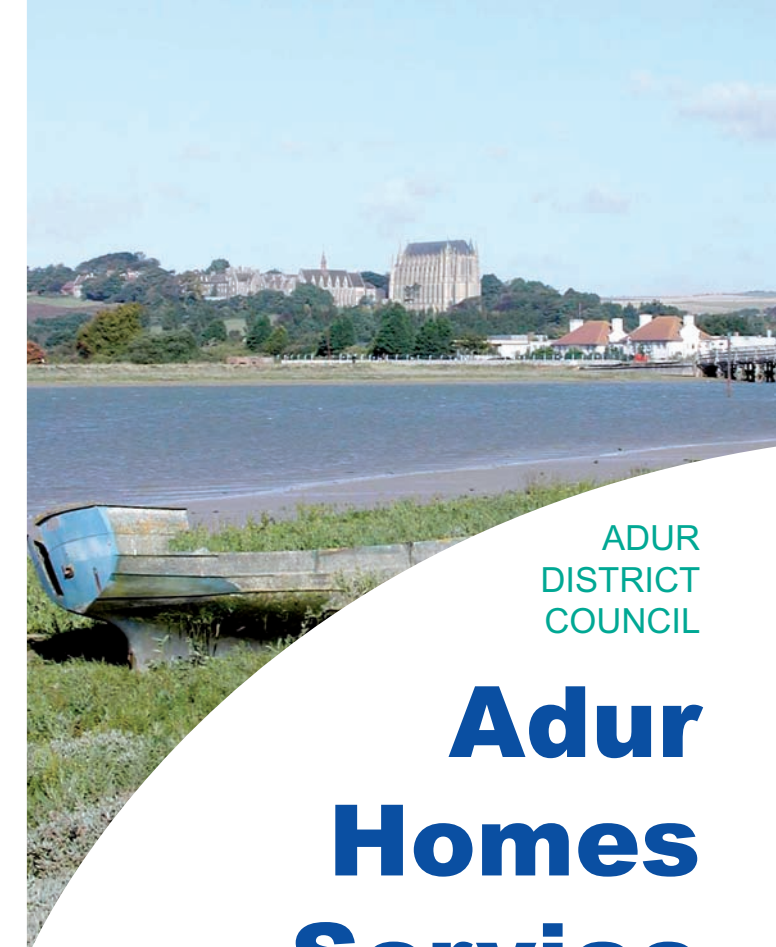
- To deliver a quality and effective building surveying service
- Meet targets to achieve the government's Decent Homes standard
- Prepare and supervise external decoration contracts on council homes
- Prepare planned maintenance and improvement programmes
- Consult in line with our legal obligations
- Offer residents' groups meetings with surveyors and contractors before any significant major works start
- Consult and advise the Adur Consultative Forum about major work contracts
- Publish in advance details of major work programmes in the Housing Voice
- Carry out satisfaction surveys within 12 weeks of completion of contracts



You can get a copy of this leaflet in different formats such as in large print, Braille, audio, or in a different language by calling 01273 263273.

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ADUR  
DISTRICT  
COUNCIL

# Adur Homes Service Standards

These service standards were agreed between tenants, leaseholders and the council and form part of the tenants compact. We will always strive to meet these standards. If you feel we have not met any of these standards please let us know. With your help we will do our best to maintain and improve the service we provide to you.

ADUR  
DISTRICT COUNCIL



### Community Alarm Scheme

- Provide a community alarm service which allows you to remain independent in your own home, yet reassured that help is always at hand
- Offer the service to all vulnerable people living in the district and, in partnership with Sussex Police and West Sussex Fire and Rescue, to those particularly at risk of domestic violence, bogus callers, rogue traders or fire
- Provide a 24 hour response to emergency calls
- Install the alarm within 5 working days and provide an information booklet, which is available on tape or in large print
- Repair faults within 1 working day of notification
- Visit twice a year to ensure that the alarm is working efficiently and assist in accessing health and other care and support services as necessary



### Maintaining your home

- Complete your repairs within our target times
- Ensure all appointments are kept where possible
- Ensure all gas appliances receive an annual safety check
- Send you a satisfaction questionnaire following a repair
- Ensure all council staff and contractors show identification cards when visiting homes

### Common Way Cleaning

- Remove all 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 hazard no longer exists
- Remove and clean any dirt from mats and wells at communal way entrances
- Remove bins from store areas, sweep and collect debris for disposal and wash down floors with disinfectant
- Dust and wipe down all balustrading, 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
- 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
- A full spring clean of all surfaces each year

### Anti-Social Behaviour

- Publish a policy and procedure on how the Council deals with anti-social behaviour
- Respond to reports of anti-social behaviour within 7 days
- Keep you informed of action taken to deal with your report
- Inform you when a case is considered to be closed
- Make full use of all the methods available for dealing with anti-social behaviour
- Promote and encourage the use of independent mediation
- Publish information relating to the number of reports of anti-social behaviour

### Tenant Participation

- Provide a Tenant Participation Officer for support and advice and an administrative support worker to help manage the resource centre
- Support the setting up of new groups with literature and personal visits
- Jointly inspect housing estates with residents' association representatives
- Extend estate inspections to areas not covered by formal residents' associations
- Provide support and advice for recruiting new members
- Provide council staff with resident participation training
- Set up focus groups to develop resident involvement
- Constantly review the resources made available for tenant participation
- Produce three editions of Housing Voice each year, deliver it to tenants and leaseholders and place it on the council's website
- Produce an annual report for tenants and leaseholders
- Promote and support the effective involvement of young people, tenants with disabilities, ethnic minorities and other under-represented groups.
- Promote childcare help for residents wishing to become involved in meetings



### Right to Buy

- Acknowledge all initial enquiries within 2 days
- Process all applications within government guidelines

### Rent Collection

- Provide you with different methods to pay rent, including via direct debit, standing order, credit/debit card, cash or cheque at local housing offices, post offices, paypoint outlets, online, via telephone or post
- Send you a rent statement on request
- Give you advice on how to budget, if required
- Send you rent statements quarterly (six-monthly for direct debit payments)
- Send you a rent variation letter 28 days before the variation
- Take action to recover rent arrears in line with published procedure
- Provide a specialised debt advice service from the local offices
- 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

### Sheltered Housing Services

- Help you to live independently in your own home
- Provide a supportive and secure environment
- Provide 24-hour cover for emergency calls through the sheltered housing scheme managers, mobile staff and the community alarm service
- Ensure that the duty manager provides a daytime support service between 9am-12pm and 4pm-6pm
- Agree a support plan to promote your health, well-being and quality of life
- Call you daily and visit as mutually agreed to monitor your wellbeing
- Promote and encourage regular social events at the sheltered housing schemes
- Provide a sheltered housing handbook specific to each scheme