



Worthing Homes
Community House



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REVIEWED AND APPROVED
BY OUR RESIDENTS



Welcome from the Chair of the Board Lou Taylor



I'm delighted to introduce myself as the new Chair of Worthing Homes and to welcome you to the new edition of the Spring Home News.

Joining Worthing Homes at this point in its journey is exciting, and I've already seen the passion, care and commitment that runs throughout the organisation. What stands out most is the strong focus on people. Creating safe, warm and sustainable homes is central to what we do, but housing is also about feeling secure, connected and proud of where you live.

I've worked across housing, healthcare, education and policing in non-executive leadership roles and one thing has always stayed with me; strong communities are built when people feel listened to, respected and supported.

This newsletter is a great way to stay connected with the work happening across our communities, celebrate the difference being made by colleagues and residents, and share updates on the future ahead.

I'm looking forward to meeting residents, partners and colleagues over the coming months and supporting Worthing Homes on its journey towards brilliance.

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In
Partnership
With


ian williams



A new repairs partnership, shaped by residents

In April 2026, Ian Williams became Worthing Homes' new responsive repairs partner. In May, teams from both organisations came together to mark the start of the service and celebrate the work that has gone into getting it ready for residents.

Seeing the new dual-branded vans together marked the beginning of a partnership focused on delivering a reliable, professional repairs service. The launch was also a chance for teams to meet face-to-face, build relationships and agree a shared focus on providing a positive experience for residents.

A decision shaped by residents

This partnership was shaped directly by residents. During the contractor assessment, residents took part in real repair scenarios and scored each contractor on quality, communication, values and overall approach.

One clear message from resident feedback was that repairs need to be reliable and completed right first time. Ian Williams shares this commitment and has built their service around these principles. With nearly 80 years of experience and over 300,000 social housing repair visits completed each year, they bring the experience and structure needed to deliver a dependable service.

You may already have noticed some changes



Residents will start to see some practical improvements, including:

Final Mile Tracking - residents will receive a live tracking link by text up to two hours before their appointment, showing the engineer's van location

New branded vans, uniforms and visible ID badges for operatives



These changes are designed to improve reassurance, visibility and confidence from the first visit. While there is plenty to celebrate, this is just the beginning. Both teams are now focused on delivering a responsive, reliable repairs service that residents can trust.



“This partnership is another step towards being a brilliant landlord for our residents.”

Carol Meloy

Head of Responsive Repairs & Maintenance Services



What this means for you in 2026

Ian Williams will carry out most repairs directly using new dual-branded vans, launching at the same time they begin as our responsive repairs partner in April.

Their local operatives are fully trained and supported by modern technology, resident-focused service training, and strong health and safety standards.

Every operative will:

- arrive in a clearly branded van
- wear a branded uniform
- carry Worthing Homes-approved photo ID

This helps residents know who is at their door and feel reassured that work in their home is being carried out by the right person.

This direct delivery model will also create jobs and training opportunities. Ian Williams runs an award-winning apprenticeship programme, and together we will help promote these routes into skilled work for residents.

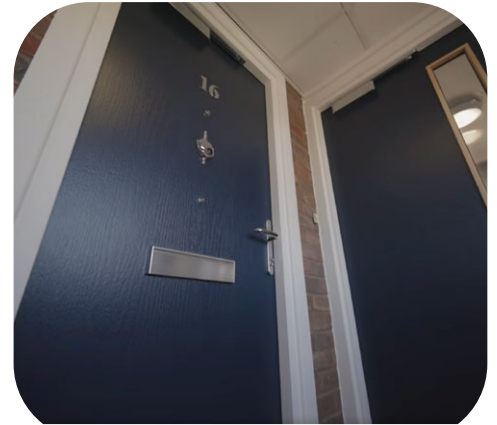
Testimonials from happy residents...

The company was out within a couple of hours from my call to Worthing Homes. They contacted me as soon as the parts came in.

Polite, tidy and explained everything clearly. I felt looked after from the first phone call to the job being finished.

A really professional team. Quick response, kept me informed by text and left the place spotless.

Residents Learn More About New Smart Fire Doors



Harmony visited residents at Davenport Court to explain the new fire doors being installed in some properties and to answer questions about what the changes will mean for them.

The visit gave residents the opportunity to hear directly from the team, understand how the new doors work and feel more informed about the installation process.

These are smart fire doors fitted with built-in technology that monitors the door's condition and performance over time. If anything changes that could affect how the door operates, the system can alert the relevant team so it can be checked and addressed quickly.

This provides additional reassurance that the doors continue to work as they should, while also reducing the need for routine in-person checks.

As well as improving safety, the new technology helps make ongoing monitoring more efficient and less disruptive for residents. It means issues can be identified earlier and dealt with promptly, while keeping residents' homes and wellbeing at the centre of the process.

During the visit to Davenport Court, Harmony also provided fish and chips for residents and hosted an informal question-and-answer session. This created a relaxed opportunity for people to speak directly with the team, ask questions and receive clear information about what to expect before, during and after installation.

Visits like this are an important part of helping residents feel informed, reassured and involved when changes are being made to their homes. By giving people the chance to ask questions face to face and understand more about the purpose of the new doors, the session helped make the process feel open, clear and supportive.



Getting to know you better

At Worthing Homes, we want to make sure we're giving every customer the right support, in the right way, at the right time.



Right support, right way, right time.

That's why, you may notice us asking a few more questions when you speak to us by phone, email or through the customer portal.

We know life changes. Keeping your information up to date helps us provide services that work better for you

and your household — from arranging appointments that suit your needs, to better supporting residents with health or mobility issues, and contacting you in the way that works best for you

Put simply, it helps us get things right first time.

We may ask you about...

Any health conditions or disabilities

Support needs

Who lives in your home

How you prefer us to contact you

Language or accessibility needs

“It helps us get things right first time — for you and your family.”

Update your details and you could win a £250 Virgin Experience voucher.

From July 2026, residents who update their details in the customer portal will be entered into a prize draw to win a £250 Virgin Experience Days voucher, or a similar experience voucher.

The winner can choose an experience that suits them or their family – from a theme park trip or restaurant meal to a relaxing spa day.

[Sign in to your portal in from 1st July to enter the competition >](#)



It's our way of saying thank you for helping us keep your information up to date.

How to enter – terms in brief

Open to Worthing Homes residents aged 18 or over. Worthing Homes employees are not eligible. To enter, complete an "Update Your Details" form through the customer portal between 1 July and 31 July 2026.

Each completed form counts as one entry; you can submit a form for yourself and for other members of your household, with each valid form counted separately. No purchase necessary.

One winner will be drawn at random and contacted within five working days using the contact details provided. If the winner does not respond within 10 working days, another winner may be selected.

The prize is non-transferable with no cash alternative; Worthing Homes may substitute it for an alternative of equal value. Incomplete, duplicated or misleading entries may be removed. Entering will not affect the service you receive from us.

Our promise to you

We understand that your personal information is important. All personal data will be handled in line with our privacy policy.

Your personal data will be used to administer the draw and handled in line with Worthing Homes' privacy notice.

Subject to consent, we would like to publish the winner's details in a future edition of HN

1

We will always ask for your consent.

2

Your information is only used to improve our services and tailor support.

3

You can update your details at any time.

Bringing residents together this summer

We are looking forward to bringing residents together for a Fun Day this July.

Our Fun Days are a great opportunity to spend time together, meet others in the community and take part in a range of activities in a relaxed, friendly atmosphere. Whether you come for the entertainment, the refreshments or simply to spend time with others, there will be something for everyone to enjoy.

Events like this are a lovely way to bring people of all ages together and create opportunities to connect with neighbours, have fun and enjoy being part of the community. They are also a chance for residents to meet members of the Worthing Homes team in an informal setting. We hope this year's Fun Day will be another enjoyable event, with plenty to see and do for families, friends and local residents.

WHEN

Sat 11 July

TIME

1pm - 4pm

COST

Free

Chat With Us at Our Community Roadshows.

Our roadshows give residents a relaxed way to talk to us in their local community. Whether you have a question, need advice or just want a chat, you are always welcome. They help us hear directly from residents, offer the right support and meet people face to face over a cup of tea or coffee. Look out for details of upcoming roadshows on our website and social media channels.

Upcoming Roadshow Dates and Locations

- Neptune Way Yapton (Tuesday 28th July)
- Barncroft Gardens, Ferring (Wednesday 5th August)
- Waverly & Solo Court, Wick Littlehampton (Tuesday 18th August)
- Winterberry Way Community event (Thursday 20th August)

**FREE
EVENT**



Worthing Homes



FUN DAY

Saturday
11 JULY
1pm - 4pm

Maybridge Keystone Centre,
Raleigh Way, Worthing, BN12 6JD

No admittance till 1pm.

Contact Us

 01903 703104



residentengagement@worthing-homes.org.uk

Activities:

- **Smoothie Bikes**
- **Activities**
- **Face Painting**
- **Magic Show (2pm)**
- **BBQ**
- **and much more**

Nodogs or smoking allowed & no parking on site



Recently, we hosted two community green-space events to help improve local outdoor areas and bring people together.

The first was a litter pick in West Durrington, followed by a planting event and litter pick near The Avenue and Loder Gardens. During the planting, trees selected by our Grounds team were planted, wild flowers were sown, and a bug hotel was created to help encourage biodiversity.

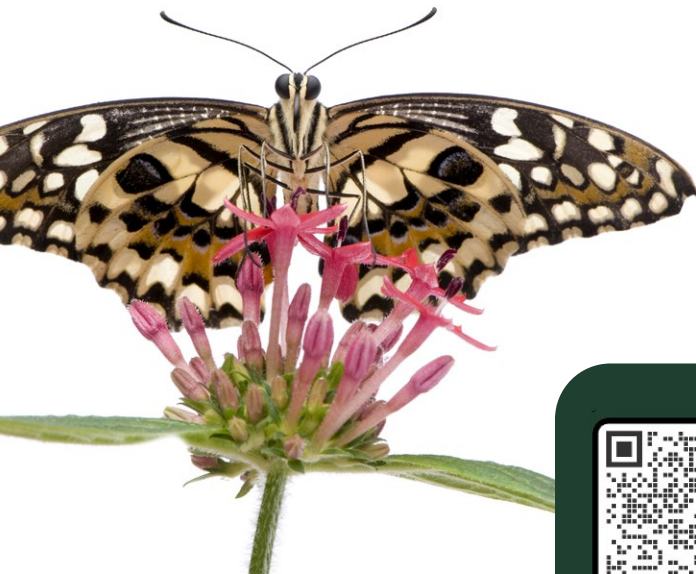

These events are about more than tidying up. They're an opportunity to invest in shared spaces, support local wildlife and create greener, more welcoming areas for everyone to enjoy — and a chance for people to meet and





Thank you to everyone who took part – residents, local councillors, community members and Worthing Homes colleagues.

This is just the beginning; more community green-space activity is on the way.

Scan the QR with your device to keep up to date and find out how you can get involved.



Worthing Homes offers FREE IT Classes & Digital Support

We can help with the following:

- Free 1-hour classes
- Computer basics
- Internet navigation
- Google Drive & Apps
- Online Safety
- Microsoft Office (Word, Excel, PowerPoint)
- Free 1:1 sessions with a volunteer IT tutor

 To book your class or find out more, please call us on 01903 703104 or email us at residentengagement@worthing-homes.org.uk



Every Wednesday
10am to 5pm



Resource Centre building of
Worthing Homes, Davison
House, North Street,
Worthing, BN11 1ER

Meet some of the volunteer tutors above and read about our wonderful success stories and feedback from clients.



Amberlouse



Chris



MT



Mark

We offer support with laptops, tablets, iPads, all mobile phones and computer programmes. Following an initial assessment, clients are offered either one to one support or weekly classes with Lead Tutor Amberlouse

Looking out for each other



We all have a responsibility to check if we feel that something is not right.



If you are worried about a neighbour and think they might be at risk, please **call and speak to us.**



We will handle your concerns **sensitively.**





Free Mobile Data

The National Databank provides free SIM cards to help people get connected.

There are thousands of organisations registered as Databanks giving out free mobile data across the UK!

* Terms and Conditions Apply



Your nearest Data Bank is:

**Worthing Homes, Davison House,
North Street, Worthing, BN11 1ER.**

For further information call Carly or Caroline on 01903 703104 or email residentengagement@worthing-homes.org.uk



Good Things
Foundation



Worthing Homes

Community Pharmacy



Your local community pharmacy can be a helpful first stop for advice and treatment and it may save you a trip to the GP.

Pharmacists can advise on a wide range of common health concerns and medicines. They can also offer treatment for some conditions without you needing to book a GP appointment through the NHS Pharmacy First service. NHS England says this includes help with seven common conditions, such as sore throat, sinusitis, earache, impetigo, shingles, infected insect bites and some uncomplicated urinary tract infections.

Community pharmacies can also support with other services, including advice about medicines, blood pressure checks, contraception support and stop smoking support at participating pharmacies.

This means you may be able to get help more quickly and conveniently for some everyday health concerns, while also helping GP appointments stay available for people who need them most. NHS England says Pharmacy First was introduced to improve access to quicker and more convenient care.

If you are unsure where to go for help, your local pharmacy is a good place to start. If they cannot help directly, they can advise you on the best next step or refer you to another service if needed.

[Find out where your nearest community pharmacy is >](#)



Irmina Ples
Volunteer for 2 years



Khaled Ali
Volunteer for 2 years



Grace Carr
Volunteer for 4 months

Tash Bartlett
Volunteer for 6 months



Something for everyone at Community House

Community House is a busy, welcoming space hosting a range of events and activities throughout the year for residents and the wider community. From coffee mornings and wellbeing sessions to family activities and special events, there is always something going on.

It is a place where people can meet others, try something new, have a chat, and feel part of the community. For some, it is a chance to build confidence and make new connections. For others, it is simply a friendly place to spend time and enjoy what is on offer.

Activities at Community House are about bringing people together and creating opportunities for people of all ages to get involved. Whether it is a relaxing session such as a sound bath, a community event, or a group activity, these moments can make a real difference and help people feel more connected.



We are proud to support a space that is warm, welcoming and full of life. Keep an eye on our website and social media for what is coming up next at Community House.

The volunteers behind Community House

Community House means so much to so many people, and that is in no small part because of the volunteers who give their time, care, and energy to the activities that take place there. From welcoming people in to helping run sessions and supporting others, volunteers play a huge part in making the space feel warm, friendly and inclusive.

“I like the fact that it is different; it has helped me in lots of ways”

Tash, Volunteer

“I joined the February before lockdown.” “I suffer with anxiety; it gets me out and about. It’s like a home from home, everybody is so friendly, and I love to come and help people out. “You meet loads of people from all walks of life.”

Lesley, Volunteer

“I try to do something different every time.” “I just love spending time with people, giving them space. It is an honour that people trust me.”

Chris, Reiki Instructor

“It is nice to get out, especially to be with people who want to help.” “It makes me do things for me and learn new things that I would never normally have tried.” “The people are very nice. If you don’t want to chat, you don’t have to, but if you do, there is always someone to talk to.”

Zoe, Attends Community House

Their words show just how important Community House is, not only for the people who come along, but also for the people who help make it happen. Volunteering can be a chance to connect with others, build confidence, share skills and be part of something positive in the local community.



Become a Community Champion



Do You Want to Make a Difference?

Are you the neighbour who loves a good chat?
Do you enjoy helping people feel at home in your community? If so, we'd love you to become a **Community Champion!**



What's Involved?

- Listening to residents and sharing what matters most
- Helping neighbours feel informed and included
- Encouraging community ideas and connections
- Hosting or supporting relaxed, informal meet-ups



No meetings full of jargon. No chasing repairs. No pressure. Just genuine connection.



Why Get Involved?

- Help shape a stronger, friendlier community
- Meet new people locally
- Gain skills and valuable experience
- Be supported by the Worthing Homes team
- Make a real difference, close to home



Who Can Apply?

- Anyone who lives locally
- Is friendly and approachable
- Wants to help their neighbourhood thrive



Interested?

Get in touch to find out more and to apply:
Resident Engagement Team, Worthing Homes



Tel 01903 703104

Email residentengagement@worthing-homes.org.uk



Worthing Homes

We are continuing to support residents with finances, wellbeing and housing needs

As we move through the year, we want to reassure residents that Tenancy Support and Wellbeing support is still here for anyone who needs it. The update below covers the work we carried out between January and March 2026, and you can still contact us for help at any time.

Between 1 January and 31 March 2026, we supported residents across Worthing Homes with issues that can make day-to-day life harder. This includes money worries, housing concerns, getting the right support, and practical problems at home.

During this period, we received 179 requests for support and are currently supporting 123 residents.

We also continued to work closely with partner organisations to support residents facing financial hardship. This included help with essential costs, energy support, and access to grants where available.

Alongside this, we have continued our work to support residents who may be thinking about moving to a more suitable home. This includes conversations about where people want to live, the type of home they need, and practical considerations such as mobility and pets.

We have also worked with our Resident Engagement team to help residents get online. This includes support with mobile data, Wi-Fi, and access to free online courses to help people stay connected and build skills from home.

Support from the team covers a wide range of needs, including:

- **benefits checks and support with Universal Credit and PIP**
- **help with council tax and setting up utilities**
- **access to social tariffs and fuel support**
- **furniture, white goods and essential household items**
- **applications for grants and other financial support**

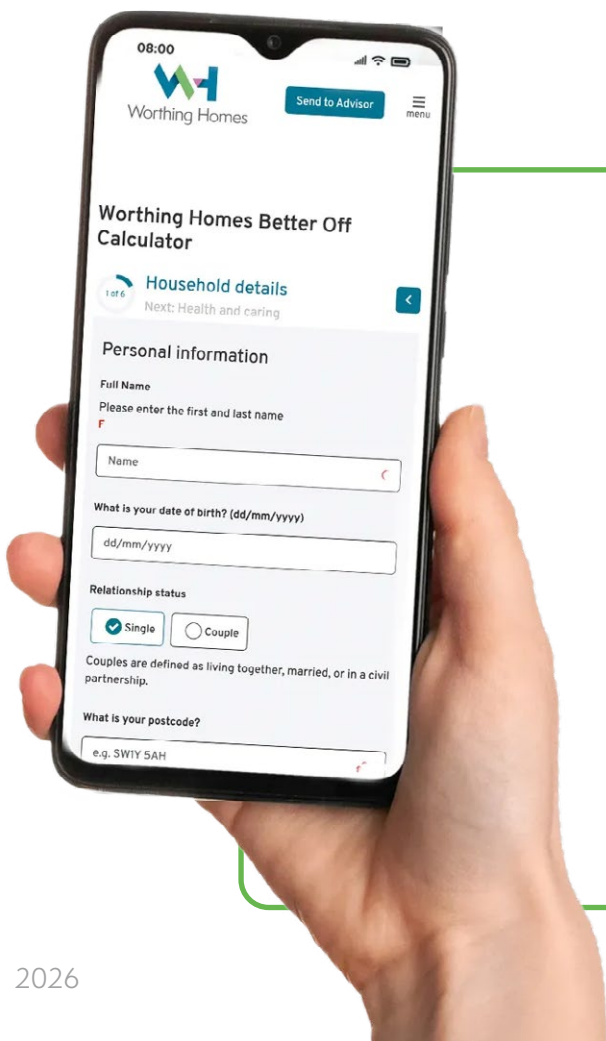
We also support housing needs, including housing register and transfer applications, mutual exchanges, and moving support. Where needed, we work with other teams and external agencies to help residents stay safe and well at home.

In this quarter, we helped residents secure £20,780.01 in support.



This includes food parcels, fuel vouchers, furniture, white goods, and help with rent arrears and backdated benefits. Some support does not show as a cash value because items are provided at no cost, but it still makes a real difference to households.

If you are worried about money, your housing situation, or your wellbeing, please contact us. You can get in touch through our usual customer services channels and ask to be referred to the Tenancy Support and Wellbeing team. If you are already speaking to a member of staff, you can also ask them to refer you.



Make sure you're getting all the benefits you're entitled to by using our Better Off Calculator.

Our free benefits calculator can show what you may be entitled to, estimate how much better off you could be, and offer tips on budgeting and cutting bills. It can also point you to other help, like social utility tariffs.

You can use it to test different situations, like starting a new job, changes to Universal Credit, or being paid every four weeks.

You can use the calculator anonymously, or choose to share your details so our Tenancy Support and Wellbeing Team can help you further.

[Click to see what support is out there for you >](#)

West Durrington Community Litter Pick Brings Residents Together

Residents, colleagues and local councillors joined forces to help keep the neighbourhood clean, welcoming and cared for.

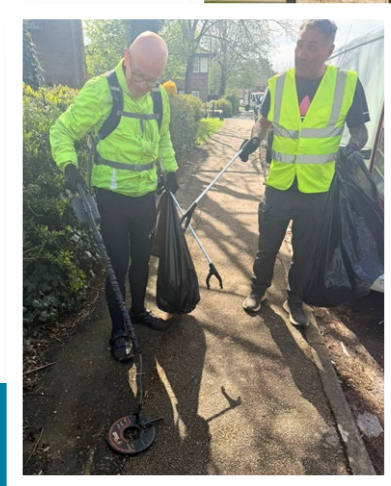
Residents, Worthing Homes colleagues and local councillors came together for a community litter pick in West Durrington, helping make a visible difference across the neighbourhood.

The event gave people the chance to get outdoors, meet others and take pride in the local area while helping clear litter from shared spaces.

Volunteers collected several bags of rubbish alongside a few unusual finds, including a broken metal detector and a Little Tikes car, which sparked plenty of conversation during the day.

Community events like this help create cleaner, safer and more welcoming neighbourhoods while encouraging people to work together and care for the places they live.

Thank you to everyone who took part and helped make the event such a positive success. Every bag collected made a real difference.



We all want to live in places we're proud to call home - where outdoor spaces are looked after, paths are safe, and shared areas feel welcoming. You can help keep your estate looking its best by disposing of bulky waste properly and letting us know if you spot anything that could be a safety risk.

There are plenty of ways to clear large items responsibly without dumping them outside your block or in communal areas.

You can book a bulky waste collection through your local council. Each local authority offers this service. Some councils collect large items directly from your home for a small fee. Just use one of the links below to get started:

- **Adur and Worthing:** www.adur-worthing.gov.uk/bulky-waste/
- **Arun:** www.arun.gov.uk/bulky-large-collections/
- **Chichester:** www.chichester.gov.uk/bulkyhouseholdwastecollection
- **Brighton & Hove:** www.brighton-hove.gov.uk/topic/disposing-large-items
- **Mid Sussex:** www.midsussex.gov.uk/waste-recycling/bulky-household-waste/
- **Horsham:** www.horsham.gov.uk/waste-recycling-and-bins/large-item-collection

You can also try one of the following free reuse options:

1

Freecycle

Offer your item to someone nearby who can make use of it:
www.freecycle.org/

2

Charity shops

Many local charities collect donations. Upholstered furniture must have a valid fire safety label.

3

Social media

Use local Facebook groups to give away or sell items second-hand and stop them going to landfill.

DAMP, MOULD & CONDENSATION

Spot the signs. Stop it early.

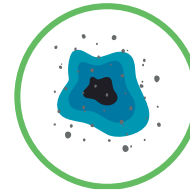
Damp, mould and condensation can be signs of excess moisture. This can be harmful for your health and your home. Don't ignore it.



Wet windows

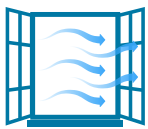


Damp patches or peeling wallpaper



Mould spots

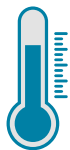
There are ways to reduce the risk:



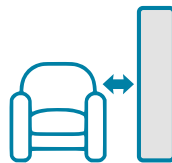
Open windows daily.



Use extractor fans.



Try to keep your home warm



Move furniture away from walls by 4cm



Top tip: Report it early

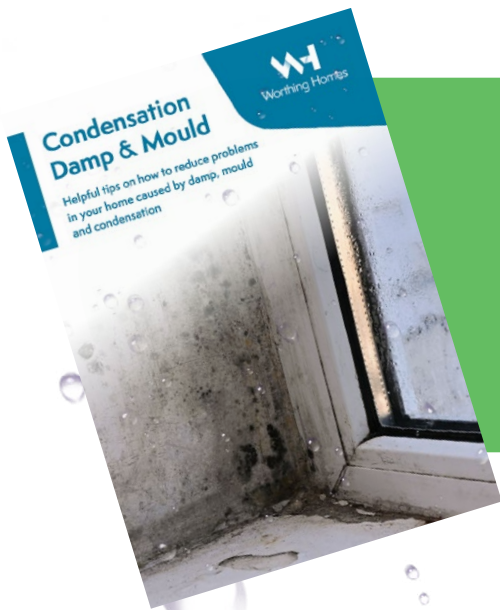
If you notice damp, mould or ongoing condensation, let us know as soon as possible so we can help stop the problem getting worse.



Worthing Homes

Understanding what is condensation, damp and mould

Condensation, damp and mould are not the same.
Each has a different cause and needs a different response.

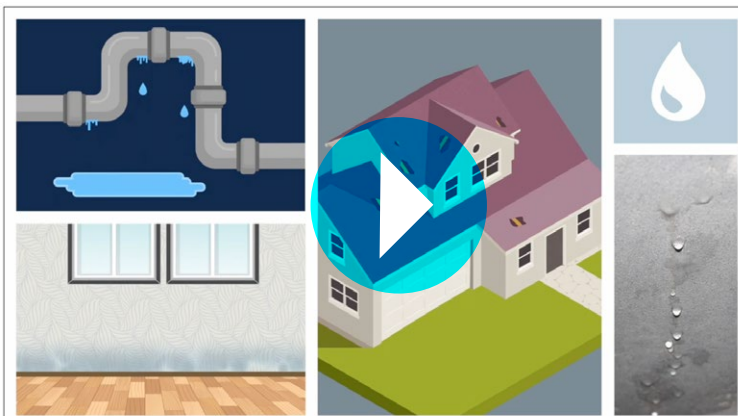


Read the latest leaflet for
Condensation, Damp & Mould

www.worthing-homes.org.uk/my-home/report-damp-and-mould

Knowing which issue you are dealing with helps us take the right action.

Watch the following video for clear guidance on what to look out for and what steps to take for each issue.



Scan the QR code or
click on [this link](#) to
watch the video.

Worthing Homes in...



Enter our Worthing Homes in Bloom competition, for your chance to win £50 in gardening vouchers!

You could win in four categories:

Best Flower
Garden

Best
Vegetable/Fruit
Garden

Best Young
Gardener
(5-16yrs old)

Best
Balcony/Window
Sill

How to enter:

Register with
our Resident
Engagement Team

We will then ask you
to send photographs
of your entry (6max)

Show us your green thumbs, register now!

Call 01903 703104 or email resident_engagement@worthing-homes.org.uk

Entries can be submitted until **Sunday 6th September 2026**. Giving your plants a chance to 'bloom'. The judging will be carried out by a mixed panel of judges consisting of residents and colleagues. The winners will be chosen the week commencing 21st September 2026, prizes and certificates will be delivered on or after this date.

Gentle exercise class to reduce your risk of falling

CLASSES OPEN TO EVERYONE

Build Balance

Build Strength

Build Confidence

Every Tuesday at 10:15am

Delivered by specialist instructors from Active Worthing at the **Lovett Hub, BN12 6HB.**

To register your interest please contact the Resident Engagement Team on **01903 703104** or email **residentengagement@worthinghomes.org.uk**

These sessions are supported by Worthing Homes. Residents of Worthing Homes can attend at no cost. A fee applies for non residents, please contact us for further information.



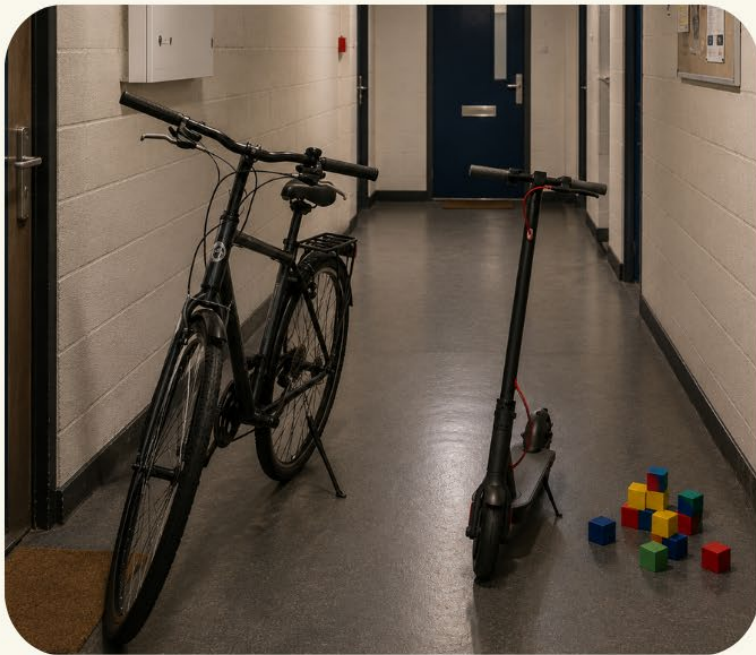
Worthing Homes



Safety In Communal Areas

As part of your tenancy agreement, please help keep everyone safe by keeping shared areas (entrances, stairways, corridors and landings) **clear at all times**.

Please don't leave personal belongings or rubbish in these spaces.



Obstructions and smoke can slow evacuation and make it harder for the emergency services to help.

Items left in communal areas or in service/electrical meter cupboards may be removed. These spaces must be kept clear to reduce fire risk. In a fire, stored items can produce toxic smoke, help flames spread, and some materials (including non-safety glass) may shatter under intense heat.

We have a duty to make sure everyone can escape safely in an emergency.

The following items **must not** be stored in communal areas, including service and meter cupboards:

- Pushchairs
- Bikes
- Electric Scooters
- Toys
- Shopping Trolleys
- Plants & Pots
- Decorating Equipment

PLEASE HELP US TO KEEP YOU SAFE BY KEEPING ALL COMMUNAL AREAS CLEAR!

Drink less. Live more.



Paul,
49, from
Lancing

Do you want give up alcohol or reduce how much you drink? Our free sessions have helped Paul quit drinking and feel better than ever before. If you want to make a change for good, please reach out to us.

Adur & Worthing Wellbeing offers, one-to-one support to help you make the changes you want to improve your health.

Get in touch

Web: adur-worthing.westsussexwellbeing.org.uk

Email: info.wellbeing@adur-worthing.gov.uk

Telephone: 01903 221450

"SOMETIMES IT TAKES SOMEBODY FROM OUTSIDE YOUR INNER CIRCLE TO HELP YOU MAKE A CHANGE."

adur & worthing
wellbeing

Get in Touch

Customer Portal

www.portal.worthing-homes.org.uk

Or click the pink button at the top right of our website.



 Customer Portal

Customer Experience

Our lines and offices are open

Monday to Friday – 9am to 5pm

Wednesday phone lines close between –
10:30am to 11:30am

Saturday & Sunday – Closed

For all out of hours **emergency calls** please call
01903 703 100 (24 hours)

Email: info@worthing-homes.org.uk

Report your repairs

For heating or hot water repairs contact:

Smith & Byford's dedicated team

0800 368 7437 (free from a landline or mobile)
or 01903 703 100 and press option 1

Resident Engagement/ Resource Centre

01903 703104

residentengagement@worthing-homes.org.uk

Safeguarding & being a good neighbour

If you are worried about a neighbour and think they might be at risk, please call and speak to us. We will handle your concerns sensitively



Community House

01903 215799

ch@worthing-homes.org.uk

www.facebook.com/CommunityHouseWorthing

Residents Voice

residentsvoice@worthing-homes.org.uk

Tenancy Support & Wellbeing

For help with benefit forms, processing claims, budgeting, money and energy saving advice, call us on: 01903 703 100

Has something gone wrong?

You have a right to complain if you are dissatisfied with the way we have handled something.

You can send your complaint to us via letter, report it on **01903 703 100** or email it to info@worthing-homes.org.uk.

Scan Me..



You can also do it via our website by simply scanning the QR or going to our website and clicking on the complaints button.