

HOME NEWS

Winter 2010

Neighbourhood Walkabouts

Over the past year Worthing Homes has held a limited number of 'walkabout inspections' in a number of neighbourhoods. These have involved Neighbourhood Housing Officers, officers from Worthing Borough Council and other partner agencies along with many residents and local councillors.

These walkabouts have been welcomed by residents who see them as a good thing, and by our staff who view them as a means to get the right people together to agree actions.

At the Neighbourhood Management Service Interest Group, residents suggested we should extend these and make them a regular feature. We like this idea and have agreed a programme of walkabout inspections for the coming year (2011).

Local residents are invited to ALL of these walkabout inspections. Full details will be available before the walkabout and all Worthing Homes' local residents will be invited. Your input is one of the most important parts of these events!

Month	Area involved
Jan	Angola Road, Sackville Road and Crescent, King Edward Avenue
Feb	Barrington Road, Montrose Close area
Mar	Mendip Road, Chiltern Crescent, Cotswold Road
Apr	Westbrook Way
May	Ringmer Road, Radnor Road and Harefield Road
Jun	Ham Road, Chester Avenue, Lyndhurst Road
Jul	The Quadrant, The Strand, Maybridge Square
Aug	Dominion Road, Ruskin Road, Meredith Road
Sept	The Tynes Estate
Oct	Queen Street, Cortis Avenue, Cheviot Road
Nov	Meadow Road area
Dec	Winterbourne Way area

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**NEXT
ISSUE OUT
END OF
MARCH**

In the last edition of Home News I said this time I would be talking to one of our long term residents about the changes they have seen in social housing over the years. However, there were so many questions I thought of to ask I could have filled two editions of Home News!



Bernard Notley,
Vice Chair
Worthing Homes

So instead I thought let's produce a history of your housing memories from the days of Council housing to the present. I'll start off with my own ...

I became a Worthing Borough Council tenant a few years before the stock transfer to Worthing Homes. I was a private tenant, in debt, in arrears, broke, and days away from being evicted. I went to the Council who said "we have a studio flat and that's all we have available".

It was very obvious that nobody had been in the property for a long time. The floor was covered with free papers, dozens of letters and Christmas cards from the previous year. There were cobwebs hanging from the ceiling and dust and dirt everywhere. As this was the only property available to me I accepted it. I then collected my decorating vouchers and moved in. A few years later I moved into a Worthing Homes supported housing flat which had already been redecorated, was very clean and instantly habitable, yes things have definitely changed for the better.

That's my story so please let me have yours and if we get enough stories we will look into publishing them.

Please send your stories to Bernard at the address on page 12.

Waverley and Solo Court, North Street, Littlehampton

Worthing Homes have previously asked residents if they would like the piece of waste land at the back of the car park turned into a children's allotment. Residents who have lived in Solo and Waverley Court for a while will know that the ground is very overgrown.

If you are a resident and interested in working on this project please contact Steve Martin on 01903 703 125. We will then hope to move this project forward next spring/summer.

SERVICE STANDARDS UPDATE



It's just over 6 months since we held the first Service Interest Group, when we talked about anti-social behaviour. This was followed by many more interest groups where other areas of the service we provide were considered and dissected. These were neighbourhood management, lettings and tenures, income management and rents, resident involvement, customer contact and complaints/ compliments and comments, value for money and repairs and maintenance.

In addition to the Service Interest Groups we took views and opinions through surveys at events, over the telephone and door to door. We have also held discussions within the teams that deliver these services to you. With all this information we have been able to look closely at the services we provide and put together draft service standards.

At the end of October and early November we invited back those residents who had attended the service interest groups to get their opinion on the draft *service standards* we have formulated so far. These have been met with full approval.

What's next?

We now have a few weeks to get these *service standards* into print format, and once they receive the resident approved stamp we will publish them.

This is not the end. Many of these *standards* can be measured to make sure we are keeping to them. The results of these measures will be reported to a scrutiny panel/committee and then to the board of Worthing Homes.

The *standards* will be reviewed as time goes on with the aim of continuing to provide you with a first class, value for money service.



Ginny Hewlett

Ginny Hewlett
Vice-Chair
of Worthing
Homes Board has
retired. To mark
this occasion
Mark Richardson,
Tenant Board
Director
interviewed her.

Mark - Well Ginny you have been on the board of Worthing Homes from the beginning (11 years), what are the biggest changes you have seen in this time?

Ginny - I now feel that we, the resident, are listened to. After some discussion we generally get the work done to the satisfaction of all. I sometimes feel we can ask for the moon and occasionally we get it!

Mark - What has been the most important part of being a board member?

Ginny - The friendship and team work with my fellow tenant directors and the wider board. At its best we have been able to understand and represent a wide range of views from our residents and other stakeholders. I hope this close teamwork can continue across the full board.

Mark - What was your favourite part of being a board member?

Ginny - Representing Worthing Homes in all aspects. Meeting with other stakeholders. Opening of new properties. Conferences, not forgetting the fun days. Being able to say that Worthing Homes is the best. Meeting other residents is my favourite, talking with them and listening to their ideas and experiences.

Mark - What was your least favourite part of being a board member?

Ginny - Paperwork and coping with the professional language used at board meetings - thinking what the heck does that mean? When technical words are over used. It is important that all board members keep their feet on the ground.

Mark - As vice chair what were you most proud of?

Ginny - Having been a member of the Worthing

Homes board and seeing its gradual growth in quality houses. Having seen the respect that others have for our company. Being part of a team in forming a first class service for us the resident. Being able to keep my commitment to Worthing Homes which has been my 'life's work'. After a life time of illnesses, I am proud of myself for fulfilling this as I know my family are. Representing residents' views and supporting them wherever possible.

Mark - What worries you about the future of Worthing Homes?

Ginny - I hope that it never gets too big. I would not like to see Worthing Homes lose the common touch, being hands on and involved with the residents. I hope future staff continue to be as good as our present day ones are. To provide good services the staff must be happy and satisfied with their jobs.

Mark - has anything as a resident got worse during your 11 years at Worthing Homes?

Ginny - No I've seen many improvements in our communities. The gap between new build properties and the older buildings has widened with more efficient and low cost heating, better sound proofing now being standard. However on the plus side our older properties can have larger room space, gardens, and are kept to a high quality of repair. Communities are more developed which some people prefer, there has always been good and bad neighbours wherever you live - that does not change.

Mark - What hopes do you have for the future?

Ginny - Ideally I would like to find something as fulfilling as Worthing Homes has been. I will be keeping in touch with Worthing Homes through resident involvement. All staff and officers have been a pleasure to work with and for that I say a big thank you.

Mark - Thank you Ginny.



Mark Richardson

FREE computer courses in the Resource Centre

Are you a beginner and would like to:

- Develop the basics needed for keyboard and mouse skills
- Identify the main computer components
- Create, save, find and print letters etc
- Manage your files and folders
- Search for information on the world wide web
- Complete online forms and print information
- Set up an e-mail account
- Or just refresh your memory on how it all works!

Or if you can already do the above there are a few places



left on our intermediate course which also starts in the New Year.

If you are interested in either a beginners or intermediate computer course please get in touch with Ruth on 01903 703 177 or rcrack@worthing-homes.org.uk

Shirley says "I am doing the course as a refresher, but have noticed that everyone gets the help they need. In today's world computer skills are essential and I am thoroughly enjoying the course".

Don't forget we also have a drop in computer session from 12-2pm every Wednesday for all abilities with the same tutor. So why not pop along and speak to Amber who is here to help – everyone welcome.

Worthing Homes residents will be given priority on all courses.

RESIDENT APPROVAL STAMP

We all know that good communication is essential and we would like you to get involved in making sure that when we communicate with you, we do it as clearly as possible!



We are forming a new group to look at and comment on the content of draft booklets, leaflets and documents that we produce. You will need to check that they are attractive, easy to read and convey their intended meaning. This will make a big difference to us and to our residents because we can iron out any potential misunderstandings before the documents are printed and sent out. The group will also be involved with the content of the website.

Once the material has been approved it will display the "Resident Approved" stamp.

If you are interested in becoming part of the Resident Approved Group please ring Resident Involvement on 01903 703 177 or e-mail rico@worthing-homes.org.uk



Peace of mind, at the touch of a button...

RedAssure is a complete local support service which gives you and your family peace of mind, a simple press on the red button connects to your phone line for direct access to help, 24 hours a day, 7 days a week.

Other services available:

- Smoke detectors
- Fall detectors
- Epilepsy sensors
- Bed sensor

www.redassure.org.uk

For more information about all our services call now to speak to one of our friendly team:

Tel: 01903 703 103

Email: info@redassure.org.uk



A day in the life of Worthing Borough Council's Dog Warden

Did you know that it is a legal requirement for all dogs to have a collar with identification?

Worthing Homes are proud to work with Russ Akehurst and his very own rescue dog Poppy. Russ began work with Worthing Borough Council in 2008 after retiring from 30 years in the police. As a dog lover he views his role as a 'dream job'.

What does Russ do?

- He gives advice to dog owners who do not clear up their dog's mess!
- He can microchip dogs for £15 which could save time and money for the owner if the dog gets lost, and less stress for the dog as it is returned home straight away.
- He returns stray dogs to their owners free of charge if the name and address of the owner is on the collar or if the dog is micro chipped
- If the dog does not have any ID but the owner comes forward prior to the dog being taken to the kennels Russ only charges £10.
- He takes unmarked/unclaimed stray dogs to kennels. The kennels charge £47 for the first day and £13 a day thereafter. The dog may be at the kennels for up to 7 days before the kennel re-homes.
- If other agencies come across sick or neglected dogs the dog warden may re-home them if they are voluntarily surrendered to him. This is under certain circumstances in agreement with local animal rescue centre's.
- In the Durrington/Salvington area Russ' work for Worthing Homes has included re-homing dogs, checking on a pets welfare and picking up a stray.

How can he be contacted?

- Russ can be contacted Monday to Friday 9-5.30pm
- He can start earlier if necessary
- Call him on 01903 221 328
- Email him on Russell.Akehurst@worthing.gov.uk

HOMENEWS

Russ and Poppy



How much is that puppy in the window?

Sometimes a puppy appeals as the ideal gift. However many cats and dogs end up without a home once the novelty has worn off or the cost of keeping them hits home.

As Christmas approaches Worthing Homes and Russ would like to remind residents that dogs and cats are not just for Christmas. If you are looking to give a dog a loving home Russ would suggest the dog rescue centres listed below which are close to Worthing:

www.wadars.co.uk – telephone 01903 217 788

www.oldclaytonkennelsandcattery.com telephone 01903 742 930

www.sussexpetrescue.org.uk
telephone 01273 551 815

www.happybreed.co.uk telephone 01444 239 005

www.clympingdogsanctuary.co.uk
telephone 01903 883 116

Russ says "the cost of a rescue dog is a fraction of the cost of buying a puppy or indeed any age dog from a breeder or a private sale, plus for your money you are getting a dog that has been vet checked, micro chipped, had its injections, flea treatment and has been wormed. All of this would cost about the same that rescue centres charge for their dogs, but most of all you are giving a dog the chance of a life outside of the kennels and into a loving home".

Please remember to contact your Neighbourhood Housing Officer for permission before you bring a cat or dog into your home.

SPOTLIGHT ON POPULAR CONTRACTORS

P H BECK LIMITED

P H Beck Limited is a local family builder and has been trading since 1969, when Phil Beck set up the company.

The first few years were very difficult but Phil gained a reputation of being honest and fair and over time gained a wealth of knowledge. The building industry in those days was completely different, wages were paid in cash on a Friday and health and safety was practically unheard of but the company has flourished due to their commitment to clients and in 1981 Phil's daughter Sam joined him.

Sam had grown up with the company and the people who work for them. Sam says *"after working with people you have known for 30 years or more it's like working with a big family"*.

All P H Beck staff are trained and fully qualified in their own trades as carpenters, plumbers etc and all have regular additional training to keep abreast of new health and safety legislation.

P H Beck offers a 24 hour 365 day a year call out service of all trades to give their clients' complete peace of mind. At present they also offer a handyman service to residents, so if you find DIY difficult and you need a curtain pole put up, shelves installed, or any small DIY jobs done at a minimum cost, then give them a call on 01273 298 149.

They are also committed to charity and carry out works to their local school at greatly reduced rates. They have also supplied computers and printers to local charities and schools and last year donated 30 mobile phones to "Stepping Stones" a charity working with children in Nigeria.



(l to r) Calvin, Gary, Barry and Dave of PH Beck

Sweeping of Chimneys and flues

Have you got an open fire or a wood/coal burning stove in your home?

Please remember to arrange for your chimney to be swept before you start using it this winter. This will ensure that there are no blockages in the chimney, which could cause dangerous fumes to come back into the room instead of rising up the chimney.

The sweeping of chimneys and flues to open fires is a condition of your tenancy and the resident's responsibility. This should be done at least once every 12 months.



Constructive comments and praise!

Worthing Homes values feedback from our residents. Any complaints we receive helps us to identify areas where we can continue to improve.

Since 1 April we have received 35 complaints. 27 of these complaints have been resolved and 17 were found to be fully or partly justified – thus highlighting areas where we can continue to try to do better.

Some of the lessons learnt from the complaints are detailed below, and these have led to changes in our practices to improve our service in the future.

We also continue to receive praise and compliments from many of our residents. We have received 40 compliments since 1 April 2010.

This information relates to data between 1 April and mid-September 2010.

A poor contractor has been removed from our 'approved contractors' list, avoiding poor service in the future.

Review of the defects reporting procedure and a new monthly report detailing outstanding defects.

Supported Services Department REVIEW UPDATE



We have now finished the work to identify which elements of the service you said are most important to you. Not surprisingly the vast majority of residents told us that the *Personal Response Service* was the most important part of the service for them. Our next job is to develop service options for residents to choose from. These options will include all the parts of the service you value the highest.

Keep reading Home News for further updates.

ANTI-SOCIAL BEHAVIOUR

The following information tells you about some of the preventative and enforcement action taken between July and September 2010.

47 cases were dealt with and these fell into the following categories:

- 1** intimidation
- 11** noise
- 3** harassment
- 1** alcohol/solvent abuse
- 1** drugs
- 14** Multiple causes
- 1** untidy garden
- 4** pets and animals
- 3** criminal behaviour
- 3** nuisance from vehicles
- 1** damage to property

Of the **47** cases **16** are now closed and **31** are still under investigation.



Competition

Prize Christmas word search

Have a go at our Christmas word search. Words can go horizontally, vertically and diagonally. Words overlap and share 1 or more letters. When you have finished, the unused letters in the grid will spell out a hidden message. Pick them out from left to right, top line to bottom line.

Send in the hidden message to Ruth Crack at Worthing Homes (address on page 12) or e-mail rcrack@worthing-homes.org.uk All correct entries will be placed into a draw and one lucky person will win £25 in high street vouchers. All entries to be received by **6 December**. Good luck everyone.

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advent
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 cake
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 chimney
 christmas
 cold
 comet
 cupid
 dancer

dasher
 december
 donner
 eggnog
 elves
 gifts
 holly
 ivy
 jingle bells
 joy
 lights

merry
 mistletoe
 north pole
 peace
 pine
 prancer
 pudding
 red nose
 reindeer
 rudolph
 santa

sing
 sleigh
 snow
 snowflake
 snowman
 star
 stocking
 tinsel
 toys
 tree
 turkey

vixen
 wreath





COMMUNITY SECTION

Articles should be sent to Ruth Crack at the address on page 12 or e-mail rcrack@worthing-homes.org.uk. The community section is one page per issue and the Home News editorial panel will decide what articles are published. The latest you can submit an article for the spring 2011 Home News is 7 February.

Worthing Conservation volunteers need you!

Would you like to learn some new skills, get fresh air and exercise? If the answer is yes and you would like to help improve the range of wildlife in the area, this could be for you!

Worthing Conservation Volunteers have met monthly for 25 years in different spots including Northbrook Pond, Cissbury Ring, High Salvington and Lancing Ring. They are looking for new volunteers to help them make a difference by keeping and maintaining wildlife areas for all to enjoy.

If you would like to know more, contact Jay on 01903 762 064

Banana Loaf recipe

Thank you to Nicola of Shoreham who sent in the recipe below:

Nicola says "my son and I make the banana loaf together he loves to mash up the bananas and it is so easy to make".

Banana Loaf

8oz of self raising flour
1/2 tsp baking powder
4oz butter or margarine (melted)
4oz light muscovado sugar
2 eggs
2 bananas (mashed)
1 toffee yoghurt

Optional

6oz Werthers toffees (chopped)
4oz pecan nuts (chopped)
Melt the butter and add the sugar, eggs and mashed banana then fold in the flour, baking powder and yoghurt. Fold in 3/4 of the pecans and 1/2 the toffees.
Place in a greased and lined 2lb loaf tin and sprinkle the remaining pecans and toffees over the top of the mixture. Place in the oven for 50 minutes on 160°C, 325°F or gas mark 3.

If you have a favourite recipe you would like to share please send it to [Ruth rcrack@worthing-homes.org.uk](mailto:Ruth.rcrack@worthing-homes.org.uk) or to the address on page 12.

Spotlight on Littlehampton

My name is Kerrie and I am a resident at Solo Court in Littlehampton. I wanted to let the residents of Littlehampton know that there's lots going on everyday at the Wickbourne Centre in Clun Road. For instance the health trainers visit on Mondays from 9.30-12pm, also on Mondays is the "Pushy Parents" fast paced walk from the centre across the seafront and on Fridays there is the "Sing a Rainbow" get together for children 18 months-3 years. For more information please ring 01903 276 840. A programme of activities is available from the centre.

I would also like to inform you of some activities in Littlehampton during November and December.

Christmas lights switch on and late night shopping

26 November from The High Street. Live performances and activities for everyone to join in including a competition giving you the chance to win a fantastic prize. For more information ring 01903 732 063 or email steixeira@littlehampton-tc.gov.uk or visit www.littlehampton-tc.gov.uk

Family fusion Christmas fun

27 November from 2-4pm at the Littlehampton Baptist Church, Fitzalan Road Join us for Christmas craft, fun and games. All the family welcome. For more information ring 01903 717 961 or email lbcfitzalan@yahoo.co.uk

Christmas wonderland

11 December from 10-4pm at The Manor Car Park, Church Street. Spectacular Christmas winter wonderland. Featuring entertainment from: the polar bear experience, fabulous snow globes, birds of prey shows including owls and falcons. Real reindeer, snow buggies, Father Christmas, DJ Nicky Bauble and lots more. For more information please ring 01903 716 634 / 077327 52676 or e-mail fredahughes@aol.com or visit www.littlehamptoncarnival.co.uk

Christmas craft workshop

22 December from 2-4pm. Lots of different craft ideas for children aged 4-11. The afternoon will include a visit to the Exhibition and Tower. Price £2.75, advance booking is essential please ring 07929 504661 / 01903 718984 or email sue@lookandsea.co.uk or visit www.lookandsea.co.uk

Dream Scheme

The Dream Scheme is a group of young people aged 12-16 years old who give up their free time in order to volunteer and help those around them. The scheme raises the young people's self confidence and allows them to take an active part in their local community. They are interested in doing anything from light garden clearing to dog walking.

Our young people are supervised at all times by adult volunteers who are fully CRB checked.

We are here to help so if you would like our help or would like some more information on our project please contact Laura Scott on 078 898 555 73.



Phoenix Youth Group

The West Durrington Phoenix Youth Group NOW HAS SPACES at their 4-7 year olds and 7-12 year olds youth groups. Both groups run from The Northbrook Project, 41 Romany Road (The porta cabin behind the David Lloyd Centre), on Thursday evenings throughout term time, with trips and days out organised for holiday times at a small extra cost.

They charge £1.50 per week with a £5 membership fee yearly. If your child is in receipt of the 'Have Fun Vouchers', you can use these at our youth groups.

The 4-7 year olds group starts at 4.30pm and finishes at 5.40pm.

The 7-12 year olds group starts at 6pm and finishes at 8pm.

These are both drop-in groups so feel free to pop along.

If you would like more information please contact Laura Scott (Secretary) on 078 898 555 73.

Right up their alley!

In the October half term Worthing Homes staff and Community House volunteers took 22 young people tenpin bowling, there were pins flying everywhere, quite a few strikes and food and drink for everyone!

One young person said "I have never been bowling before and I got the highest score in my team. It has been fun and I have really enjoyed myself".



THE COMMUNITY HOUSE UNDER NEW MANAGEMENT!

Worthing Homes took over the day to day management of the Community House in late August. This was with everyone's agreement including the Big Lottery Fund who finances the project for the next four years. We began with an end of summer holiday barbeque and entertainment at Kitty's Field.

Sue Brown, known to many of you as part of the resident involvement team, has been seconded to manage the project in the coming months, Leigh-Anna Barber-Corbett has now resumed her role as Community Development Worker after maternity leave.

So what can you expect to see?

New activities are being planned and a full review of what we already do is being undertaken. A steering group is being set-up to increase integration with the community and local groups will be invited to send a representative along. This will include partner organisations in the East Worthing area including: schools, youth organisations, faith groups and Mick's Garage. After all the Community House is here for the local community and they know best what they need?

Challenging times ahead

There are some big issues facing everyone in the coming months; the Government's review of benefits will affect young and old alike, whether you are in work or not you will probably be affected in some way. At the Community House we will hold as much helpful information as possible and either refer you to, or bring in experts to help you through the changes.

Being part of the Community House

You can be involved; you can use the facilities – computers/internet, telephone, washing machine or help to get in touch with the 'professionals', a contact point.

You can help out at the Community House by becoming a volunteer to help with any activity and in return we will provide you with quality training that can help you back into work or further education.

Why not drop in for a chat with any of our team, and if you live close to the Community House your Housing Officer is there every Wednesday afternoon.

We look forward to welcoming friends old and new to the Community House.

**Community House,
25 Dominion Road, Worthing
01903 215 799**

STAFF NEWS

We would like to welcome some new members of staff.

Leigh-Anna Barber Corbett,

Community Worker at the Community House has recently returned from maternity leave.

Jennifer Brown has joined the Supported Services team as a 'Personal Responder' replacing Gordon Hamilton.



Jennifer Brown

Frances Boylan has joined the Housing Team as a project administrator, on a fixed term contract, supporting the development of the new service standards.

We would like to say thank you and good bye to **Gordon Hamilton**. Gordon worked as a Deputy Scheme Manager and was a valuable member of the team for over 6 years. We'd also like to say goodbye to **Pam Cunningham** from the housing team and **Belinda Milner** who was the Community Worker at the Community House covering Leigh-Anna's maternity leave.

LOVETT CENTRE, Maybridge Square



On Tuesday 7 December from 10am-3pm the Lovett Centre is having an open day.

Why not come along have a coffee, a chat and see what supported housing is all about. There will be lots of stands which will include a RedAssure demonstration; health and beauty, food tasting and lots more. If you are feeling energetic why not have a go on the Wii. All welcome.

Welcome to our NEW RESIDENTS...

We would like to welcome the residents of Kerrison Mews in Hove and the residents of True Blue Cottages, Wick Street in Littlehampton.

HOMENEWS

WHAT AM I????? COMPETITION WINNER

In the Autumn edition of Home News we showed you an object that you would find in your home.



The answer was: a cheese grater. The winner was: Gay Jacklin of Goring. Thank you to everyone who entered.

Customer profiling UPDATE



First of all can I say a big THANK YOU for your interest and making me feel so welcome over the last few months.

Along with my colleagues we have now collected profile information from more than 600 of you. The statistics which we are able to produce as a result of my visits will be used to take a fresh look at our services, see how these might be improved and whether we might add new ones.

For those who have had doubts and concerns about the information gathering, I hope I've been able to put your minds at rest and even deal with some long standing questions concerning kitchens, bathrooms, disabled adaptations etc. Worthing Homes does not share data with sales or marketing companies so it's all kept safe. I have often been asked why I take a photo of residents; these are kept with the tenancy agreement in our records so that Worthing Homes staff can be certain it is the resident who is living in the property. At the end of my visit I always explain how the information you give me is kept safe through the Data Protection Act.

I look forward to seeing many more of you over the next few months.

Jenny can be contacted on 01903 703 197 or you can e-mail her on jbennett@worthing-homes.org.uk

HOME NEWS



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Reception and

main switchboard: 01903 703 100

Fax: 01903 703 111

Website: www.worthing-homes.org.uk

Email: info@worthing-homes.org.uk

Typetalk exchange: dial 18001 (followed by the full number including the code you wish to call).

PLEASE CONTACT THE DEPARTMENT YOU NEED ON THE DIRECT DIAL NUMBER LISTED BELOW:

Repairs/day to day maintenance: 01903 703 101
Non urgent repairs can also be reported through our website www.worthing-homes.org.uk

Emergency repair line outside office hours: 01903 703 100

Greenspace/Homespace: 01903 243 847
rwoodbridge@worthing-homes.org.uk

Housing services: 01903 703 102

Supported services/RedAssure: 01903 703 103
www.redassure.org.uk

Planned maintenance: 01903 703 104
plannedmaintenance@worthing-homes.org.uk

Finance: 01903 703 105

Resident involvement/Resource Centre: 01903 703 177

Community House: 01903 215 799

Tenant Directors:

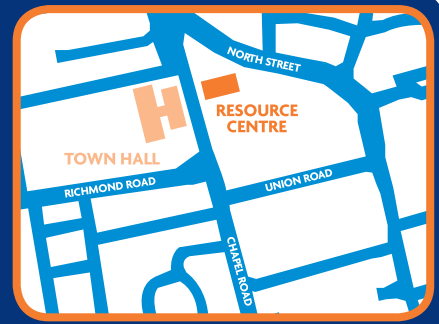
Bernard Notley: 01903 233 171

Mark Richardson: 0754 5930 213

HOME NEWS is published by Worthing Homes and is distributed free to all customers.

Please contact us if you would like HOMENEWS in: Braille, large print, on CD or in another language.

WHAT'S GOING ON IN THE RESOURCE CENTRE (opposite the Town Hall)



PENSION ADVICE

Every Tuesday from 9.30am-12.30pm on an appointment only basis. Please ring 01273 364 740 to make an appointment.

COMPUTER DROP-IN

Starting Wednesday 22 September from 12-2pm. Come and surf the net, access your e-mails, look up information etc. No charge (time may be limited in busy periods).

AGE UK WEST SUSSEX

Advice drop in – first Wednesday of every month from 10-12pm.

ENGLISH AND MATHS CLASSES THROUGH ADULT AND COMMUNITY LEARNING

Various classes in the week. For more information ring 01903 703 565.

GRAPHICS FOR ALL (digital art and image processing)

Group meet Thursday afternoons from 1-4pm.

ADVICE ON LOCAL HEALTHCARE SERVICES AND WASTE PREVENTION

Alcira Ferrari is a qualified community health champion, health trainer and community worker. Alcira holds a surgery listening to people's health concerns and gives advice, information and promotes the NHS health programmes.

Alcira is also a qualified Waste Prevention Adviser for West Sussex County Council and gives advice on home composting, food waste, cotton nappies, smart shopping and recycling. Advice is free so why not come down to the Resource Centre at Worthing Homes from 2-4pm on the first Thursday of the month and talk to Alcira.

CHRISTMAS CLOSURE

Worthing Homes will be closed from 1pm on Christmas Eve until 9am on Tuesday 4 January 2011.

In an emergency during this time please ring the out of hours service on 01903 703 100.

COMING SOON ...

Archaeology and local history in the Sussex area, Alex Vincent will be holding local history and archaeology slide shows in the Resource Centre on 2nd, 9th, 16th and 23rd of February from 7pm onwards. For more information please ring Alex on 0775 3282 714 after 2pm weekdays or anytime at weekends. All welcome.

The rooms at the Resource Centre are available to rent. For more information please ring Resident Involvement on 01903 703 177 or look at our website www.worthinghomes.org.uk/get-involved