Worthing Homes

HomeNews

OUR FREE NEWSLETTER FROM WORTHING HOMES

Winter 2025 / Issue 13



WHAT'S INSIDE

Domestic Violence Awareness

page 02

Domestic Abuse Support - we partnered with The YOU Trust — page 02

Ian Williams will be your new Responsive Repairs contractor from April 2026 — page 12

Support with finances, wellbeing and housing needs 2026 — page 16

REVIEWED AND APPROVED BY OUR RESIDENTS



Making sure you feel safe in your home is about more than the building, it's about your personal safety and that of your family.

Making sure our residents feel safe in their homes is at the heart of what we do. Everyone deserves to feel secure, respected, and protected where they live, and we work to support people to stay healthy, confident, and supported in their homes and neighbourhoods. We take domestic and personal safety seriously and will listen, offer guidance, and connect residents with the right support if they are experiencing abuse, harassment, antisocial behaviour, or feel unsafe at home.

Domestic Violence Awareness



Domestic violence can affect anyone. It does not always involve physical harm. Abuse can include controlling behaviour, threats, financial control, emotional harm, isolation, or intimidation. It often happens behind closed doors and can be hard to recognise, especially when it builds up over time.

If you are experiencing abuse, or are worried about someone you know, help is available. You are not alone, and you do not have to wait for things to get worse before asking for support. Speaking to someone in confidence can be the first step towards safety, stability, and choice.

Contents

Featured Story	
Domestic Violence Awareness	02
Domestic Abuse Support	04

Community Life	
Try Worthing Rock Choir	06
Worthing Rock Choir session dates	07
Resident's Voice Christmas Meal and Repairs	08

Company Life	
Damp and mould guidance: Understanding the	10
Damp and mould guidance: How to report	11
Worthing Homes and Ian Williams strengthen	12

Resident Support & Guidance	
Tenancy Support and Wellbeing update	16
Introducing your new Home HUB	20
Eco Open Houses, Gardens and More	22



Domestic Abuse Support

In December, Worthing Homes partnered with The YOU Trust to provide two new dispersed refuge homes. These homes offer safe accommodation and specialist support for individuals and families fleeing domestic abuse.

The homes support survivors through the Paragon Sussex service, a holistic programme commissioned by West Sussex County Council. The service helps people rebuild confidence, safety and independence.

If you need help:
Phone: 01403 229 017
Website: theyoutrust.org.uk
Email. paragonsussex@theyoutrust.org.uk

Domestic abuse is not always physical. It can include financial control, coercive behaviour, manipulation or emotional harm. Our Housing Officers are here to listen and help connect you with specialist support if you are worried about your safety or someone else's.

PARAGON

TOGETHER EMPOWERING CHANGE

"We are delighted to have expanded our safe accommodation provision for families across West Sussex, made possible through our continued partnership with Worthing Homes, who have worked with us to secure two additional properties.

These homes provide a vital lifeline for the individuals and families we support, offering a safe and stable environment that marks the first step toward a more secure future for themselves, their children, and their pets.

For many, arriving in supported accommodation can feel daunting, with uncertainty about what awaits them. Knowing that we can welcome people into a fully equipped, comfortable, and thoughtfully prepared space means they can focus on their recovery, wellbeing, and next steps.

Our sincere thanks to Worthing Homes for their collaboration and commitment in helping more families access this essential provision."

— Jayne Hardy, Assistant Director Paragon

How can I contact PARAGON?

Please contact us on:

Dorset	**0800 032 5204**
Hampshire	**0800 916 9878**
Isle of Wight	**0800 234 6266**
Somerset	**0800 694 9999**
Sussex	**01403 229 017**
Swindon	**0800 917 8565**



Try Worthing Rock Choir

Worthing Homes is sharing a local opportunity for residents who want to meet new people and try something new: free taster sessions with Worthing Rock Choir.

Rock Choir is open to everyone. There is no audition and no previous experience needed. Sessions are welcoming and supportive, so it's possible to join in from the first song and enjoy singing as part of a group.

Sessions are led by local choir leader Emma Steele, an experienced music teacher, helping newcomers feel comfortable and included.

Residents who would like to take part can book a free taster session using the link below.

Book your free taster session:

Click here to book your free tester session on their website

link: https://rockchoir.my.salesforce-sites.com/public/New_Choir_locator_map

Meet the Choir Leader



Emma Steele

Choir Leader Emma Steele runs Rock Choir in Worthing, Rock Choir in Burgess Hill / Hassocks, and Rock Choir in Haywards Heath.

Emma has been a full-time music teacher in education for 25 years and loves to sing and perform. She is a Grade 7 pianist and also teaches music theory.

Emma's vocal career spans over 20 years, initially performing in acapella choirs, and most notably performed at the 02 and Wembley, leading her youth choirs. One of the highlights of Emma's career was recording as a guest vocalist on the Craggs' Family Album with folk rock musician Marti Craggs from Lindisfarne.

Emma has been a proud and active member of the Rock Choir family for 9 years, gaining experience recording twice at Abbey Road, performing with Russell Watson at the Worthing Assembly Halls and at the 02, Wembley and NEC (Birmingham). Rock Choir has had a hugely positive impact on her life for the past decade.

Choir Leader for:

Worthing | Burgess Hill / Hassocks | Haywards Heath

Morning Sessions

The Choir Leader for this location is Emma Steele

Venue Information

Distance to you: **2.4 miles**
Thursday
10:30
Shakespeare Hall
Heene Community Centre
122 Heene Road
Worthing
West Sussex
BN11 4PL
♿ Disabled parking and facilities available.

CLICK A DATE TO BOOK YOUR FREE TASTER

Spring 2026 Term

- Thursday **22/01/2026** 10:30 AM to 12:00 PM
- Thursday **29/01/2026** 10:30 AM to 12:00 PM
- Thursday **05/02/2026** 10:30 AM to 12:00 PM
- Thursday **12/02/2026** 10:30 AM to 12:00 PM
- Thursday **26/02/2026** 10:30 AM to 12:00 PM
- Thursday **05/03/2026** 10:30 AM to 12:00 PM
- Thursday **12/03/2026** 10:30 AM to 12:00 PM
- Thursday **19/03/2026** 10:30 AM to 12:00 PM
- Thursday **26/03/2026** 10:30 AM to 12:00 PM

Summer 2026 Term

- Thursday **30/04/2026** 10:30 AM to 12:00 PM
- Thursday **07/05/2026** 10:30 AM to 12:00 PM
- Thursday **14/05/2026** 10:30 AM to 12:00 PM
- Thursday **21/05/2026** 10:30 AM to 12:00 PM
- Thursday **04/06/2026** 10:30 AM to 12:00 PM
- Thursday **11/06/2026** 10:30 AM to 12:00 PM
- Thursday **18/06/2026** 10:30 AM to 12:00 PM
- Thursday **25/06/2026** 10:30 AM to 12:00 PM
- Thursday **02/07/2026** 10:30 AM to 12:00 PM
- Thursday **09/07/2026** 10:30 AM to 12:00 PM

Evening Sessions

The Choir Leader for this location is Emma Steele

Venue Information

Distance to you: **1.3 miles**
Thursday
19:30
Main Hall
Vale School
Vale Avenue
Worthing
West Sussex
BN14 0DB
♿ Disabled access and facilities available.

CLICK A DATE TO BOOK YOUR FREE TASTER

Spring 2026 Term

- Thursday **22/01/2026** 7:30 PM to 9:00 PM
- Thursday **29/01/2026** 7:30 PM to 9:00 PM
- Thursday **05/02/2026** 7:30 PM to 9:00 PM
- Thursday **12/02/2026** 7:30 PM to 9:00 PM
- Thursday **26/02/2026** 7:30 PM to 9:00 PM
- Thursday **05/03/2026** 7:30 PM to 9:00 PM
- Thursday **12/03/2026** 7:30 PM to 9:00 PM
- Thursday **19/03/2026** 7:30 PM to 9:00 PM
- Thursday **26/03/2026** 7:30 PM to 9:00 PM

Summer 2026 Term

- Thursday **30/04/2026** 7:30 PM to 9:00 PM
- Thursday **07/05/2026** 7:30 PM to 9:00 PM
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- Thursday **25/06/2026** 7:30 PM to 9:00 PM
- Thursday **02/07/2026** 7:30 PM to 9:00 PM
- Thursday **09/07/2026** 7:30 PM to 9:00 PM

Resident's Voice Christmas Meal and Repairs Scrutiny

On 1 December, we held our Resident's Voice Christmas Meal to say thank you to our resident volunteers for the time, care, and effort they give throughout the year.



Resident's Voice plays a real role in shaping our services. They help us spot what is not working, challenge us when we need it, and share practical ideas that can improve the experience for other residents.

This year, their Repairs Scrutiny work led to clear changes.

In our Customer Experience Team, we created extra capacity at our busiest time. We added an extra full-time post and split it into two part-time roles, giving us more cover in the mornings when phone lines are busiest.

We also simplified our phone options to reduce the time it takes to get through the automated messages.. Call backs are also available if you do not want to stay on hold.

In our Repairs Team, we also brought in a new Repairs Administrator. This role was introduced directly in response to Resident's Voice feedback, to help keep jobs on track and chase progress when work is at risk of going overdue.



If you would like to join the Residents Voice group, or find out other ways to get involved, please call us on 01903 703 104 or email residentengagement@worthing-homes.org.uk with your details so we can help you.

ACCESS FREE COURSES

Worthing Homes

We have partnered with Chichester College Group to offer fully funded online courses for adults. Get job-ready or boost your skills!



1 Flexible Made For You

Self-paced online study, with 1:1 support available. For anyone wanting to build confidence or learn something new. Real support with no hidden costs, all course materials provided.

2 Courses Pick Your Path

Choose a course in **Business, Childcare, Healthcare** or **Skills & Knowledge** and learn in-demand topics such as digital marketing, safeguarding, mental health, coding, dementia care and more!
Courses are flexible and take up to **12 weeks.**

3 How to Apply Get in Contact

Ready for the final step, it's easy!

Call us or email the course name and your details to receive an electronic enrolment form to complete, and then you're all set!

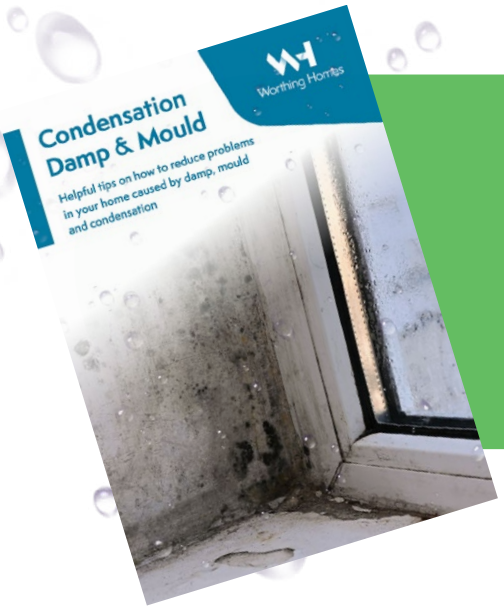
- Business Courses
- Childcare Courses
- Healthcare Courses
- Skills & knowledge

Email **residentengagement@worthing-homes.org.uk**
Tel **01903 703104**

CCG Chichester College Group

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.

Click to on the video below >

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

Condensation is moisture that settles on cold surfaces

Damp is unwanted moisture entering the home

Mould grows when moisture problems are not dealt with



How to report damp and mould

1. **If you notice damp, mould, heavy condensation, musty smells or peeling paint. Report it as soon as possible.**
2. **Take photos. Get close-ups and wider shots showing the room and wall.**
3. **You can report it through your Customer Portal (best) or call/email your Customer Experience Team.**

Include the basics:

- Which rooms and exact locations
- How long it's been there and if it's getting worse
- Any leaks, broken fans, heating issues
- If anyone in the home has health or support needs

Call 01903 703 100 or Email: send details (and photos) to info@worthing-homes.org.uk

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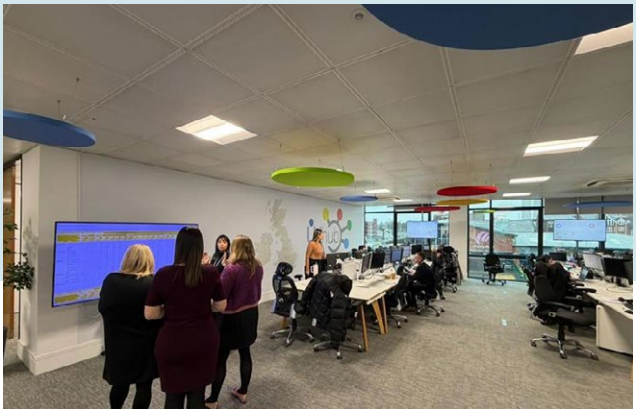
Worthing Homes and Ian Williams strengthen partnership ahead of new repairs contract



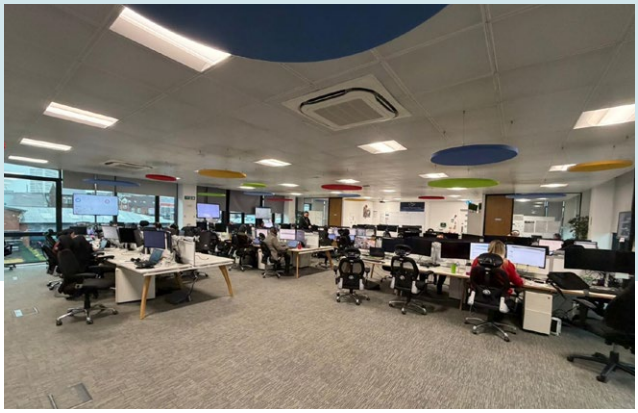
Above: Ian Williams team joined our CEO Donna Cezaire, Operations Director Anthony Hearn and Carol Clark, Chair of our Residents Voice.

Worthing Homes is pleased to confirm Ian Williams Ltd as our new Responsive Repairs contractor, due to start in early April 2026. Work is already underway to build a strong, long-term partnership focused on making the repairs experience clearer, more consistent, and more customer-focused for residents.

The relationship began with a visit from the Ian Williams team to our offices, giving them time to meet colleagues, understand how we work, and learn more about our customers and the communities we serve. The visit also created the chance to meet Carol Meloy, our Head of Responsive Repairs & Maintenance Services, and spend time with Worthing Homes residents to hear directly what matters most to them when it comes to repairs and communication.



Above: Ian Williams' office



Above: Ian Williams' office

Worthing Homes

In Partnership With ian williams

This came soon after company-wide customer service training at Worthing Homes, reinforcing our customer-first approach and the standards residents should expect from every part of the repairs journey.

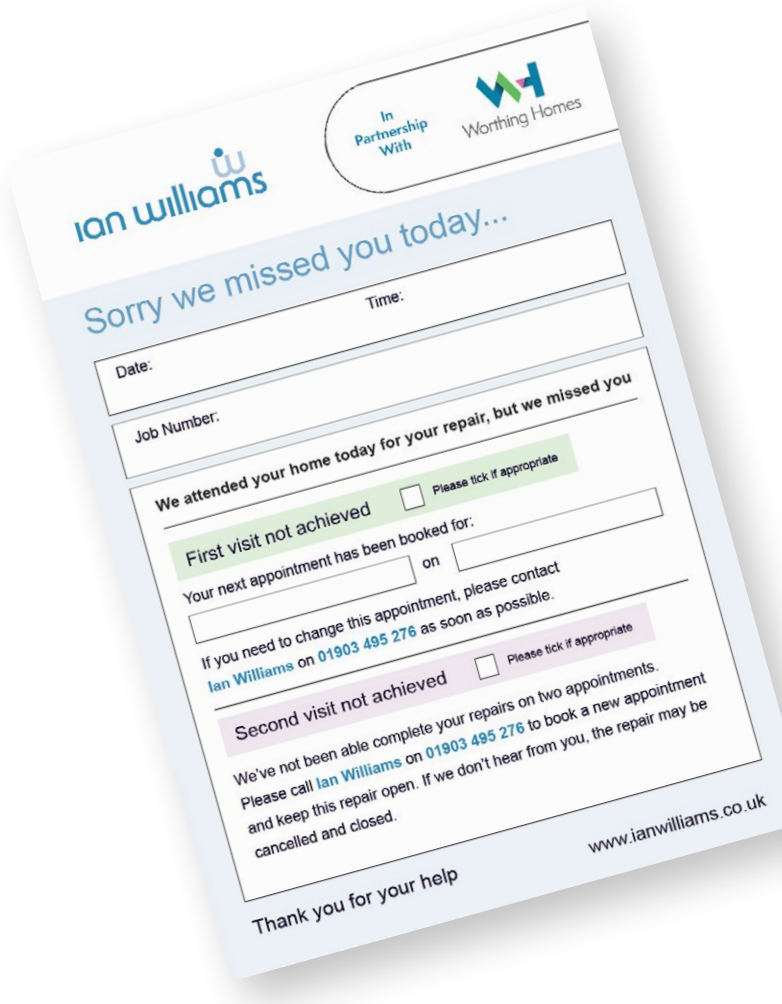
To build on that first visit, our team then visited Ian Williams Contact Centre in Birmingham to see first-hand how repairs are managed, how their local Worthing-based delivery teams are supported, and how service updates are communicated. Each site visit gave both teams a clearer picture of how we can fit together day to day, align on expectations, and keep striving to deliver a brilliant service. The aim is simple: a repairs service that works around residents, keeps them informed, and reduces uncertainty.

In recent months, real progress has already been made. We've aligned our resident communications, including updates sent on letterheads and 'missed appointment' cards, so everything feels joined up. We've also simplified how residents receive updates about their repairs, so it's clearer what is happening and what to expect next. Systems have been integrated to support the launch of a brand new final mile tracking system', designed to improve visibility and confidence in the repairs process.

> ***"This partnership is another step towards being a brilliant landlord for our residents."***
>
> — **Carol Meloy**
> Head of Responsive Repairs & Maintenance Services

At the start of the contract, Ian Williams will roll out Final Mile Tracking for residents. This service will send text updates when an appointment is booked, a reminder the day before, and a further message when an operative is on the way to the property. Residents will be able to see the operative's first name and track their route in real time, helping them plan their day and know when to expect arrival. This step change in communication is a major improvement on the updates available today and is a key part of making the repairs journey simpler and more transparent.

This partnership is built on continuous improvement and shared responsibility for the customer experience. Both organisations are committed to learning from what residents tell us, acting on it, and making the repairs journey clearer every step of the way.



100 KINGSTON LANE







Worthing Homes, working with Bugler Developments as the appointed contractor, is due to start work in spring 2026 to redevelop the site at 100 Kingston Lane, Shoreham-by-Sea. The project will deliver 57 affordable sheltered apartments for people aged 65 and over, replacing older accommodation that no longer meets modern standards.

The new homes will be modern, energy-efficient and designed to support independent living for the long term, with layouts that can adapt as needs change. Alongside private apartments, the scheme will include shared spaces that help residents feel connected and supported, including a residents' lounge, a quiet room, and landscaped courtyard gardens.

Sustainability is a key part of the design, with plans aiming for net-zero carbon emissions over the building's lifetime through energy-efficient construction and renewable technologies. The landscaping proposals also prioritise green space, privacy and biodiversity, creating a calm setting that supports wellbeing and adds value to the wider neighbourhood.

If you or someone you know is interested in living at this development once homes become available, please register your interest by calling Worthing Homes on **01903 703 100** or contacting us through **worthing-homes.org.uk/contact-us**



Free IT Help and Internet Support for Residents

We offer free weekly support to help you build your digital confidence.



Our Resident Engagement team can provide pre-loaded SIM cards for residents who don't have internet access or can't afford to top up their phone.

If you're a Worthing Homes resident and don't have a device to get online, we may also be able to provide a tablet, just like Pete in the picture, who recently joined the scheme.



Peter with his new tablet

To find out more or apply, contact us:
residentengagement@worthing-homes.org.uk or 01903 703104

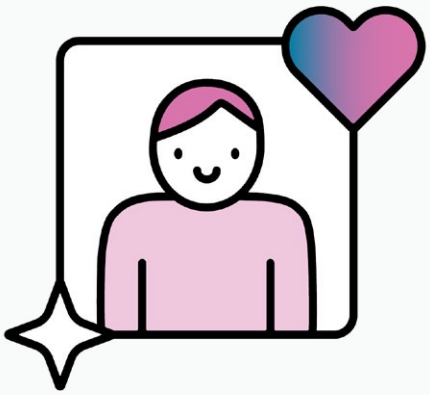
Did you know that Worthing Homes provide Free IT Classes and digital support. Every Wednesday in the Resource Centre next to our main office we have digital volunteers on hand to help you with getting online.

To book your class or find out more, please call us on 01903 703 100 or visit us.

Every Wednesday 10am to 5pm

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

The Community Computing Team offers scheduled courses and individual help



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

As we move through February, 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 did between September and December 2025, and you can still contact us for help now.

Between 1 September and 31 December 2025, we helped residents across Worthing Homes with the issues that can make day-to-day life harder, including money worries, housing concerns, getting the right support, and practical problems at home.

During this period we received 172 requests for support, and we were supporting 99 residents at the end of December. Requests were lower than the previous quarter because we paused new referrals twice, so we could focus on specific pieces of work, including support for people thinking about moving to a smaller home, help linked to damp and mould, and training a new team member. This helped us respond better as we moved into the new year.

We also worked with the Fusion Project to support residents facing hardship, with a focus on households who have current or past damp and mould cases. Some eligible residents received a one-off £650 grant to help with essential costs. We also contacted residents directly to offer tailored help, including energy vouchers and Fusion grants, to support people with rising household bills and to reduce the impact of cold, damp homes.

We began an early stage project to help residents who may have more bedrooms than they need and are thinking about moving. This has included conversations about where people want to live, the type of home they need, and practical needs such as mobility and pets. This work is continuing.

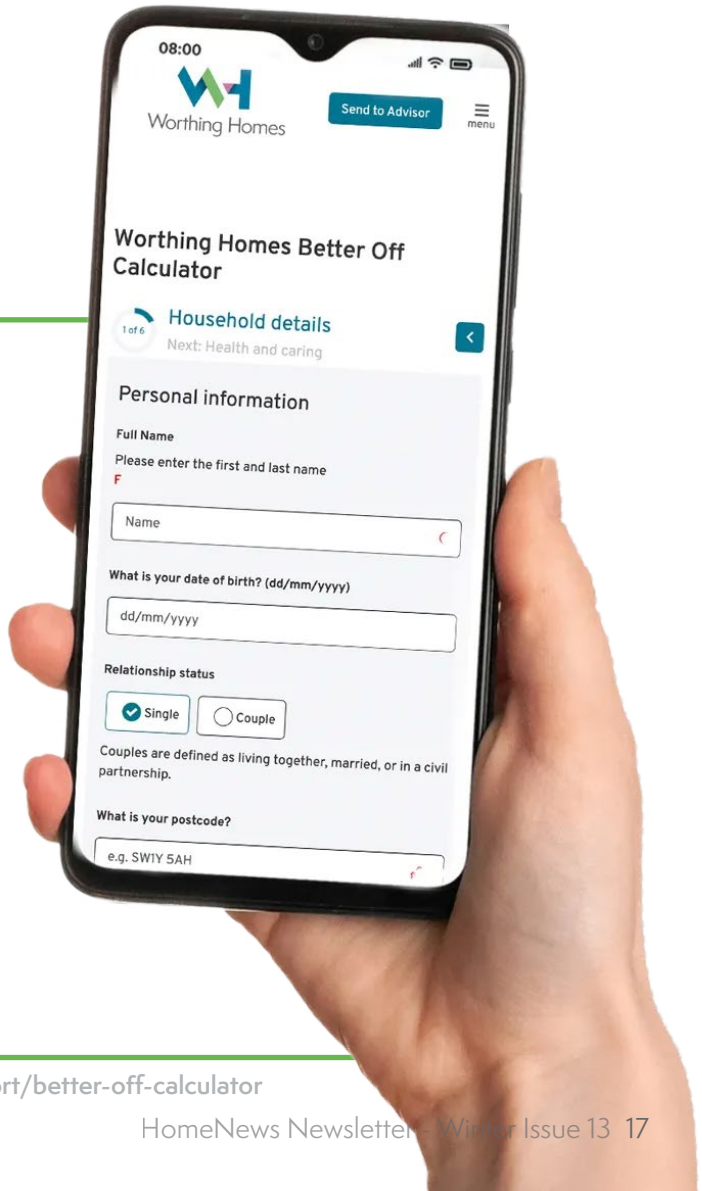
We also kept working with our Resident Engagement team to help residents get online, including support with mobile data and Wi-Fi. Some residents also started free online courses, helping them stay connected and build skills from home.

Support from the team covers a wide range of needs, including benefits checks, Universal Credit and PIP support, help with council tax forms and setting up utilities, access to social tariffs, fuel support, furniture and essential items, and applications for grants. We also help with housing register and transfer applications, mutual exchanges, moving support, and working with other teams and agencies when someone needs extra help to stay safe and well at home.

In Quarter 3, we helped residents secure £25,372.27 in support. This included food parcels, fuel vouchers, bedding, furniture, white goods, help with rent arrears, backdated benefits, baby items, and free support from local charities. Some support does not show as a cash figure because items were provided at no cost, but it still helped households in a real, practical way.



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're 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.

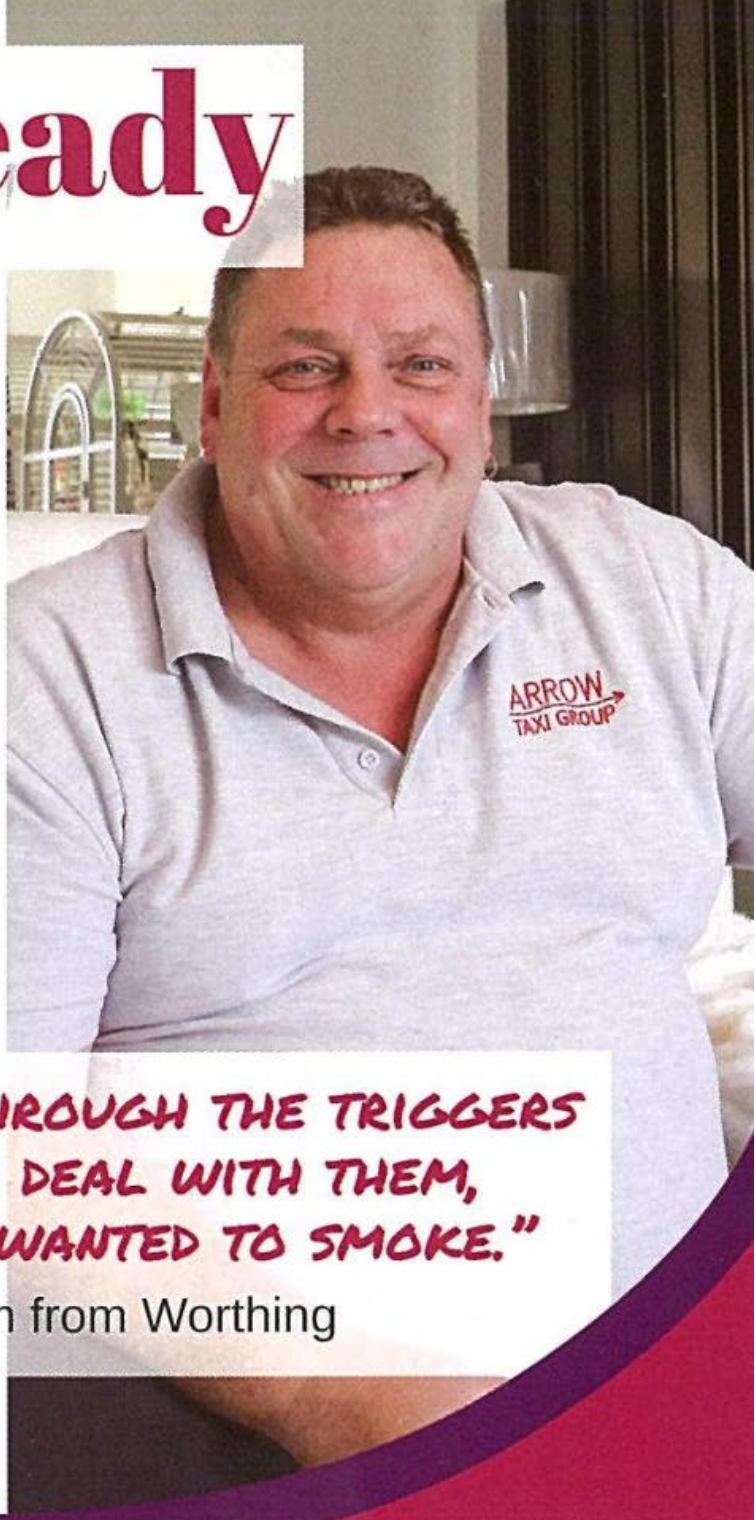
You can use the calculator anonymously, or choose to share your details so our Tenancy Support and Wellbeing Team can help you further.

Click to see what support is out there for you >

link: www.worthing-homes.org.uk/resource-hub/tenancy support/better-off-calculator

Are you ready to quit?

Giving up smoking is the best thing you can do to improve your health.
Get in touch for free, one-to-one support to help you make the changes you want to improve your health.



"BY WORKING THROUGH THE TRIGGERS AND HOW TO DEAL WITH THEM, I NO LONGER WANTED TO SMOKE."

Malcolm from Worthing

adur & worthing wellbeing

01903 221450

info.wellbeing@adur-worthing.gov.uk

adur-worthing.westsussexwellbeing.org.uk



We encourage you to participate and share your ideas.

Join our new focus groups

We need your help as our residents to be part of our brand new focus groups. Pick what matters to you and share your voice with us. The list of groups are below:

1. **Website information and feedback**
2. **Letters and written communication**
3. **Customer Portal Improvements**

If you would like to be part of any
of the groups above please email
residentengagement@worthing-homes.org.uk
or call 01903 703 104

No phone or laptop, no problem, call us on 01903 703 104 and we can help you get connected.

Introducing your new

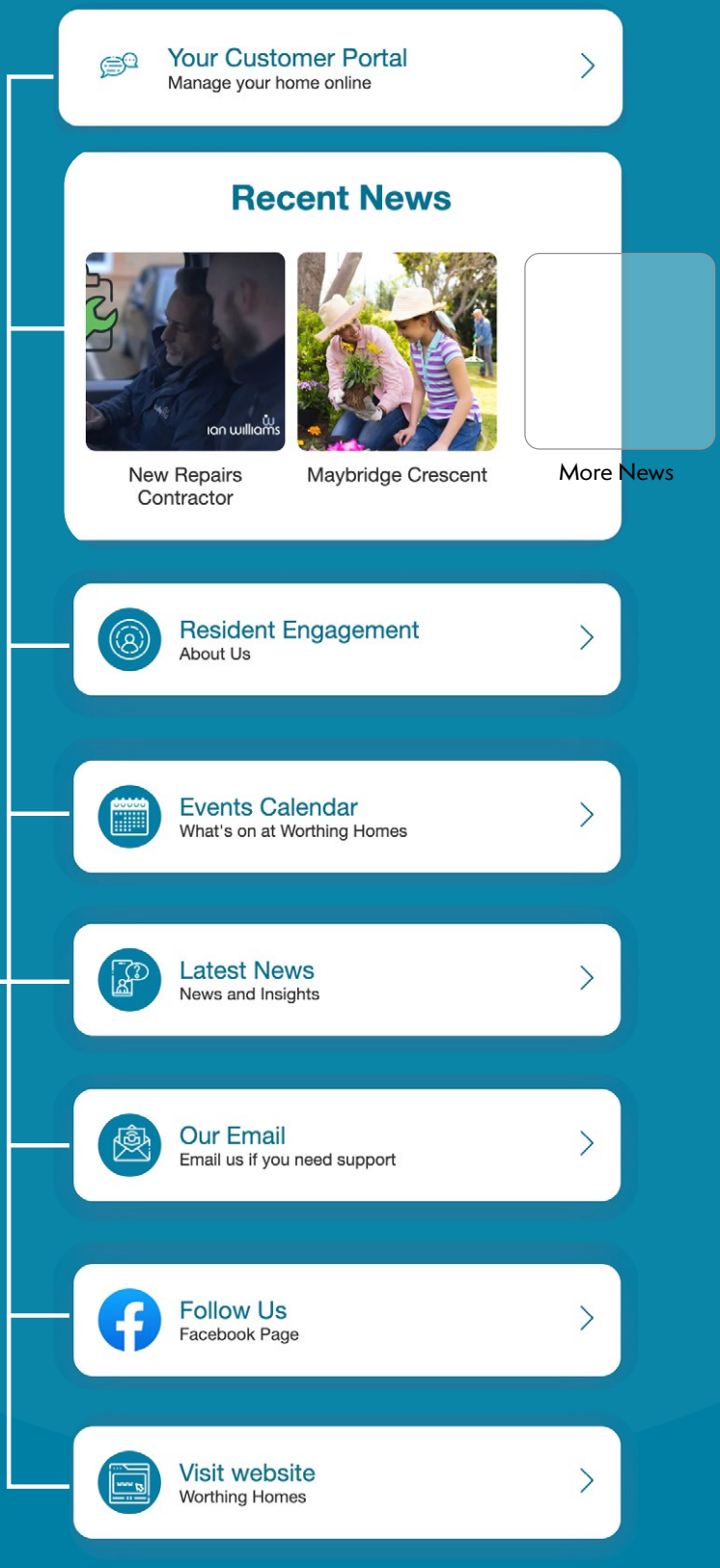
Home HUB

Download the app icon to your phone and keep all the key links at your fingertips, so you can access information, updates, and support whenever you need it.

Scan the QR code below with your phone to download it to your mobile phone, tablet or computer.



Home HUB links include:



Scan the QR code, then tap the button to view step-by-step instructions for adding the app icon to your phone.



To add the app icon to your phone, tap the **Share** icon in your browser.

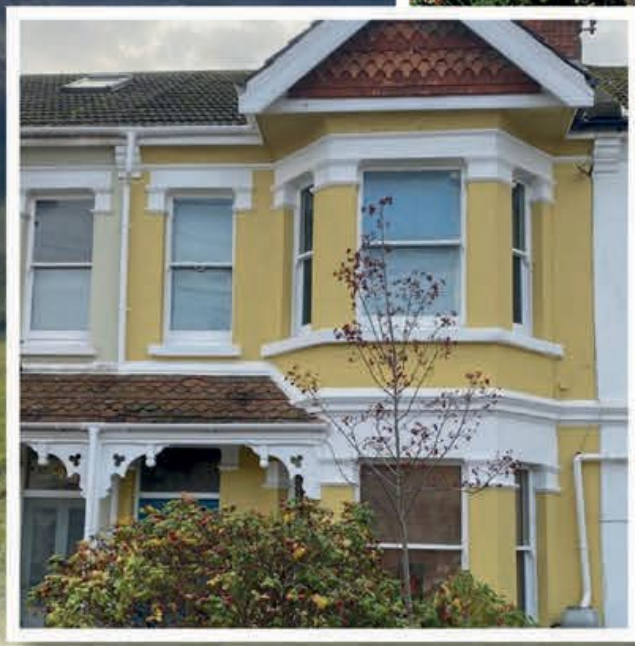
On Apple devices it's usually at the top right. On most Android devices it's usually along the bottom of the screen.

Eco Open Houses, Gardens & More...

A collaboration between **Transition Towns Worthing & Shoreham and Greening Steyning**

7-19 April 2026







Brochures at Worthing Town Hall & Libraries

SAVE MONEY ON ENERGY & WATER

eco open houses

Transition Town Shoreham

GREENING
STEYNING · BRAMBER · BEEDING

Our 6th informative and inspiring Eco Open Houses!

- **20 venues open on 2 weekends**
- **20 fringe events - workshops and more**
- **Mostly free unless otherwise stated**

Transition Town Worthing are joined by our friends from Greening Steyning and Transition Town Shoreham. We are all dedicated to saving energy, water, waste (and therefore money!) and reducing our impact on the environment in countless creative ways.

There's plenty to see – from simple, inexpensive, effective solutions to high tech, or even whole house retrofit, all designed to reduce costs to our budgets and the Earth.

Visit the website for

- Full brochure in pdf
- Links to all the venues open
- Fringe events and booking

www.ttworthing.org/events/#eco-open-houses

COMMUNITY FUND · A&W ADUR & WORTHING · HenryHouse · Worthing Homes · WORTHING COMMUNITY CHEST · LIONS INTERNATIONAL WORTHING

UNIVERSITY OF SUSSEX

FUNDED BY NIHR | National Institute for Health and Care Research

KING'S College LONDON

The Looking Forward Project

This research is for:

- Young women aged 16-25 years
- Not in education, employment or training (NEET)
- Living in Sussex, Kent, or Norfolk

ENHANCING HOPE FOR YOUNG WOMEN

the looking forward project

What is it about?

We are testing a new public health programme to help young woman who are NEET develop a hopeful mindset, identify future goals, and make positive plans.

What is involved?

Young women will try out a version of the programme, complete assessments at three timepoints, and be offered three x £20 vouchers.

Want to know more?

Scan the QR code

Visit our website: www.behopeful.co.uk

Email: hopeful@bsms.ac.uk

The Looking Forward Project is funded by the National Institute for Health and Care Research and approved by the Health Research Authority, UK

Get in Touch

All the ways you can reach us for support, repairs, or advice.



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 703100 and press option 1

Resident Engagement/ Resource Centre

01903 703104

residentengagement@worthing-homes.org.uk

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 703100

www.facebook.com/worthinghomesinfo

Typetalk exchange: 18001
(followed by the number you wish to call)



HomeNews

Winter 2025 / Issue 13

Providing Homes To Support Better Lives

Worthing Homes
Davison House North Street Worthing West Sussex BN11 1ER
Tel: 01903 703 100 Web: www.worthing-homes.org.uk

Registered Charitable Community Benefit Society No.8337
Regulator of Social Housing (LH4208)

The Institute of Customer Service · WISH · PlaceShapers · National Housing Federation · Connex Leadership Networks

Worthing Homes