

# Tenants' Annual Report 2018-2019

the chance to get involved in decisions that affect me

my neighbourhood to be a nice place to live

**I want...**

a housing service that meets my needs

a better repairs and maintenance service

information that is clear and easy to understand



includes 2020 calendar

# You can get involved...

- **Tenant Involvement and Empowerment (TIE) Panel**
- **Tenant Scrutiny Team**
- **Tenants and Residents Associations**
- **Retirement Housing Forum**
- **Annual Tenants Day**
- **Mystery Shoppers**
- **Surveys/Questionnaires**
- **Quality Checkers**
- **VITAL (Virtual Involvement of Tenants & Leaseholders) / Social media**
- **Communications Panel / Armchair Advisors**
- **Focus Groups**
- **Chat Café**
- **Equality and Diversity Voice**
- **Youth Voice**



For more information on how to get involved, please see page 22.

# introduction

by **Gary Hall,**  
**Head of Homes First**



Welcome to your new look Tenants' Annual Report. We wanted to provide a range of useful information and we hope that you like this new approach, and make use of the 2020 calendar provided.

2018/19 was another very busy year for Homes First, delivering a joint housing service across Lewes and Eastbourne. Throughout this report, we've highlighted some key achievements, along with some future plans to continually improve.

You will be pleased to know that at Lewes District Council (LDC), the delivery of Housing Services, through Homes First, continues to look at all measures to improve the management and maintenance of your homes.

Recent Government consultations have suggested a strengthening of social housing regulation and a renewed drive to ensure that landlords engage and involve tenants in driving performance, setting standards and changing the way we develop services.

With this in mind, we launched our new Tenant Involvement Strategy, providing a range of flexible opportunities for you to be involved in helping us to improve your housing services. Details are provided throughout this Annual Report and I hope you'll take the opportunity to contact our Tenant Involvement Team to get involved and help us by playing your part in influencing decisions and services which affect your homes and local communities.

We hope you enjoy reading the rest of this report. If you'd like to let us know what you thought, please complete our short survey at:

[www.smartsurvey.co.uk/s/LDCAnnualReport](http://www.smartsurvey.co.uk/s/LDCAnnualReport)



**Lewes District Council**

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# january

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		<b>1</b> <ul style="list-style-type: none"><li>New Years Day Bank Holiday</li></ul>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b> <ul style="list-style-type: none"><li>Guru Gobind Singh's birthday (Nanakshahi calendar) (Sikh)</li></ul>
<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>
<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>
<b>27</b> <ul style="list-style-type: none"><li>Holocaust Memorial Day</li></ul>	<b>28</b>	<b>29</b> <ul style="list-style-type: none"><li>TIE Committee – 2pm Tenants Resource Centre, 2a Horsfield Road, Lewes</li></ul>	<b>30</b>	<b>31</b>		

**Did you know...** We can provide free training for tenants to help you get involved. During 2018-2019 we provided training on committee skills, first aid, food hygiene and fundraising for community projects. One tenant said: "The committee skills training was a great fun afternoon and helped me to understand how the whole committee needed to work as a team." If you would like to find out more, please email: [tenantinvolvement@lewes-eastbourne.gov.uk](mailto:tenantinvolvement@lewes-eastbourne.gov.uk)



# The Tenant Involvement and Empowerment Standard – looks at how we involve you and respond to your needs

**87% of you were satisfied** with the overall service we provided during 2018-2019.

- Our main tenants group, Tenants of Lewes District (TOLD), worked with us over the year to:
  - agree how we could help tenants affected by Universal Credit.
  - approve environmental improvement projects.
  - recruit new cleaning and repairs contractors.
  - agree a new tenants involvement strategy.

**89% of you were satisfied** with the opportunities we offer to enable you to get involved.

## Did you know?

- To enable us to analyse concerns you may have with our Homes First service we added a section to the STAR survey so you could tell us your issues, and give us a chance to investigate. During 2018-19 we resolved 72 issues.
- We have devised a new strategy for involving tenants, to help you, to help us, to provide the best possible service for tenants across Homes First. As part of that strategy, we have devised a menu of involvement options. Please see page 22 for more details of the options and how to get involved.

## You said, we did

You said you would like to have a new tenant-led panel, to enable tenants to be involved in decisions that affect tenants across Homes First (LDC and EHL). We have set up a Tenant Involvement and Empowerment (TIE) panel to represent all tenants. They will be responsible for overseeing tenant scrutiny, monitoring performance and organising the conference.



## Future Plans

- Our newly established tenant scrutiny team will start to investigate our services during 2019-2020. They will be able to interview staff and tenants and have access to our procedures and performance information to enable them to complete their investigations. They will then make recommendations to our senior managers, so that we can take action to improve our service to you.
- To improve satisfaction with our services we will be setting up a new Customer Experience Team. The team will draw together a range of resident feedback obtained from performance data and complaints, which will be used to inform decisions and improve services.
- During 2020 we will be visiting some of our estates to do a walkabout with tenants. Please see page 21 for more details.



# february

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• Retirement Housing Forum

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## Tenants of Lewes District

Our main tenants organisation – Tenants of Lewes District (TOLD) – approved 30 projects to improve tenants communal areas. Pictured is a new rockery area at Churchill House.



Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8 • International Womens' Day
9	10	11	12 • TOLD Committee meeting with Housing Leadership team	13	14	15
16	17	18	19	20 • Estate walkabout at Ringmer	21	22
23	24	25 • Homes First Tenants Conference – Plumpton Racecourse	26	27	28	29
30	31					

## Joint Tenants' Conference

84 Homes First tenants attended the first Joint Tenants' Conference in 2019 in Eastbourne, which was a great success. The 2020 conference is being held at Plumpton Racecourse on 25th March. To find out more, email: [tenantinvolvement@lewes-eastbourne.gov.uk](mailto:tenantinvolvement@lewes-eastbourne.gov.uk)



# april

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9 • Pesach (Passover) (Jewish) First Day	10 • Bank Holiday Good Friday (Christian) • Pesach (Passover) (Jewish) Second Day	11	12
13 • Bank Holiday Easter Sunday (Christian)	14 • Vaisakhi/Baisakhi (Sikh)	15	16 • Pesach (Passover) (Jewish) Final Day	17	18	19
20	21	22 • 50th Anniversary of Earth Day	23	24 • Ramadan month begins (Islam)	25	26
27	28	29 • TIE Committee – 2pm – Eastbourne Venue TBC	30 • Tenants of Lewes District Open Meeting			

## Did you know...

We ask all tenants to keep communal hallways and stairwells free of obstacles. This is to ensure that everyone living in the building can escape safely in the event of a fire. If we find items stored there, we will take steps to remove them.





## The Homes Standard – Looks at how we provide homes that are safe, good quality and well maintained

**77% of you** were satisfied with the standard of repairs that we carried out.

**85% of tenants were satisfied** with the overall quality of their Home.

**96% of homes** meet the Decent Homes Standard.

### Did you know?

- We completed 8995 responsive repairs, of which 1814 were emergency, 1006 urgent and 6175 routine.
- We also completed 52 replacement kitchens and 48 bathrooms.
- The average amount spent on responsive repairs per property was £409.89.
- The average spent on planned improvements per property was £1200.



### Future Plans

- We are developing a strategic asset management plan, in conjunction with a review of our IT system for recording asset data. This, along with a new condition survey programme, will ensure that we have good asset data to prioritise planned major works and ensure that funding is targeted to improve the standard of homes across Lewes.
- We are introducing new quarterly "Estate Walkabouts", where agreed high priority estates and buildings will be inspected by staff and key stakeholders, including tenants. The walkabouts will produce a range of required actions and works and stakeholders will be updated on progress over the following 2-3 months.

### You said, we did

- Following feedback from tenants responding to our STAR survey, our tenant scrutiny team has been investigating our communal responsive repairs service.
- We have involved tenant representatives in our contractor selection process. They helped with the tendering and interview processes for our new day-to-day repairs contractors and cleaning contractors.



# may

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4	5	6	7 • Wesak (Buddha Day) (Buddhist)	8 • Bank Holiday (VE Day)	9	10
11 • Alzheimer's Awareness week begins	12	13	14	15	16	17
18 • Mental Health Awareness Week begins	19	20	21	22	23	24
25 • Bank Holiday	26	27	28	29 • Shavuot (Pentecost Festival of weeks) (Jewish)	30 • Shavuot (Pentecost Festival of weeks) (Jewish)	31

## Did you know...

We have updated our temporary accommodation standard so that these homes are now provided with carpets and curtains.



# The Tenancy Standard – looks at how we end tenancies, manage empty properties, and allocate homes

## How are we doing?

- During 2018-2019 we re-let 106 general needs homes, 39 homes in retirement housing schemes and 56 temporary homes.
- We helped 34 tenants to transfer to a new home.
- We helped 14 tenants to mutually exchange properties – Tenants can sign up to access Homeswapper, the UK's leading mutual exchange service for social housing tenants.
- The average number of days taken to re-let our empty properties was 26 days.
- We accepted a Prevention Duty for 129 households in 2018/19. This meant we actively tried to assist those households who were threatened with homelessness. Out of these 129, we successfully supported 79 households to remain in existing accommodation or find a new property.
- 575 homeless applications were taken in 2018/19. We accepted a full housing duty for 109 of these applicants. The remaining applicants were either advised about their homelessness, prevented from becoming homeless, relieved from their homelessness or found to be intentionally homeless.
- At the end of 2018/19, Homes First had a Full Housing Duty for 79 homeless households. 46 of these households were accommodated by the end of March 2019, the majority being rehoused by Lewes District Council.

## Did you know?

We have made changes to our Tenant Incentive Scheme to encourage tenants to down-size to a smaller property. Tenants can claim £1000 per bedroom given up and up to £500 removal costs. We can then reallocate the larger home to a family in need. For more information or advice, please visit: [lewes-eastbourne.gov.uk](http://lewes-eastbourne.gov.uk)

To support tenants who are changing over to Universal Credit, our Senior Caseworkers have been issued with IT equipment so they can meet tenants in their homes and help with applications.

## Future Improvement Plans

- We will be setting up a new Tenancy Sustainment team to help us to improve our allocations service to new tenants. The team will specialise in advertising homes to be re-let, allocating those homes and assisting tenants through their introductory tenancy period.

## You said, we did

- Following feedback from tenants, we changed the way we do sign-ups for new tenants to improve efficiency, make the sign up process quicker and to provide better information.



# june

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• Retirement Housing Forum, St Davids Court, Peacehaven

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• Eid-ul-Fitr (Islam) begins  
• World Environment day

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• Martyrdom of Guru Arjan Dev (Nanakshahi calendar) (Sikh)

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• TOLD Committee meeting with Housing Leadership team

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## Did you know...

Lewes District Council is part of a partnership which runs **Your Energy Sussex**. Residents are encouraged to consider switching to **Your Energy Sussex** to pay less for their gas and electricity. The energy is generated locally to people who live in or around Sussex and profits go towards helping people who are struggling with their energy bills.



## Plastic Free Month

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- TIE Committee – 2pm  
Tenants Resource  
Centre, 2a Horsfield  
Road, Lewes

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### Did you know...

During 2018-19, the Tenants of Lewes District committee allocated £20,000 of funding for projects including a defibrillator, solar lighting, paving, gardening equipment, raised beds and much, much more. If you would like to know more about your local tenant groups, email: [tenant.involvement@lewes-eastbourne.gov.uk](mailto:tenant.involvement@lewes-eastbourne.gov.uk)

Pictured is the Landport Tenant Resource Centre defibrillator.



# august

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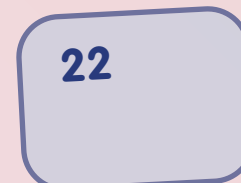
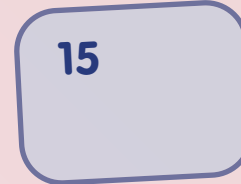
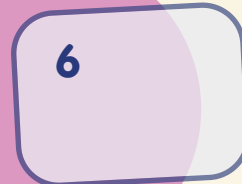
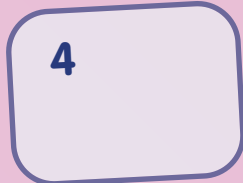
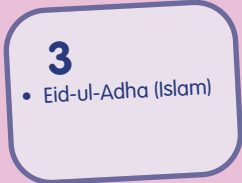
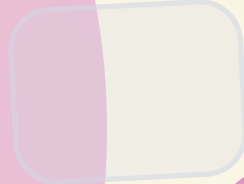
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## Did you know...

Our main gardens contractor Burley's supports over 100 Greenhavens community groups to improve and make better use of green spaces in their community across the coastal strip.

Pictured is Landport Residents' Association annual summer barbeque.



## The Neighbourhood and Community Standard – this looks at how we manage and improve your neighbourhood and deal with anti-social behaviour

**88%** of tenants are satisfied with their neighbourhood as a place to live.

We received **14** complaints regarding our cleaning of communal areas – all were resolved.

### Did you know?

We offer a range of support to safeguard tenants living in our communities. For example:

- We assisted a tenant with learning difficulties who took in lodgers, who did not pay for their stay or food, and smoked drugs in the property.
- We helped a tenant who was forced to sleep rough after being excluded from his property following physical abuse from his partner.

### Communal cleaning

- We awarded a new communal cleaning contract to **Just Ask**. They employ a supervisor who looks into all complaints and will meet with the complainant face to face.

We worked with our main tenants organisation TOLD to approve **£20,000** of funding for environmental improvements to communal areas.

### Future Plans

- **Just Ask**, our cleaning contractor, will be implementing a new system so that workers can log-in when they arrive on-site and log-off when they leave. They will also take photographs of the site before and after cleaning. This system will include the use of Global Positioning tracking to show the location of cleaning operatives.
- We will be introducing a new noise and nuisance process to help us to provide a more efficient system for receiving reports of anti-social behaviour and ensuring that we deal with each case systematically and report back to tenants on any progress made.

### You said, we did

We worked with tenants to complete a review of our retirement housing service and agreed a new set of service commitments. Our new Retirement Forum will be overseeing these commitments to ensure they are implemented successfully.



Better places, better lives

# september

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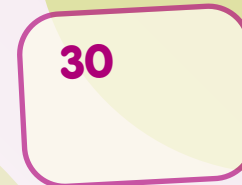
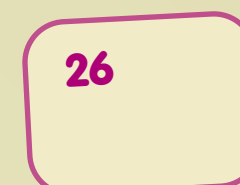
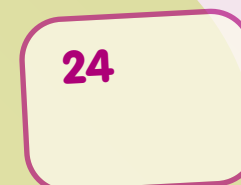
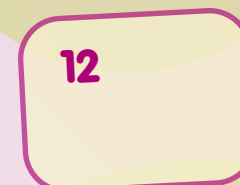
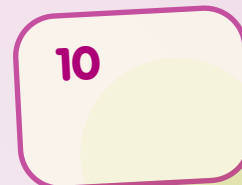
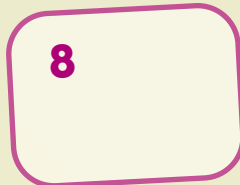
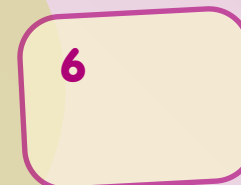
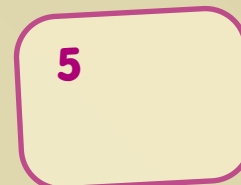
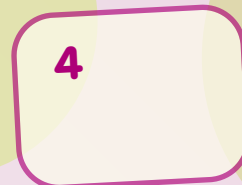
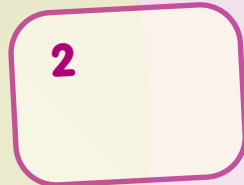
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## YOUR VOICE MATTERS

### Did you know...

The Tenants of Lewes District (TOLD) committee meets every six weeks to review the performance of Homes First in the Lewes district area. There are also quarterly open meetings that anyone can come along to. Getting involved is a great way to meet new people and improve services for everyone.

If you'd like to know more, email: [tenant.involvement@lewes-eastbourne.gov.uk](mailto:tenant.involvement@lewes-eastbourne.gov.uk)





**The Value for Money Standard** – looks at how we collect rent and other charges and how we provide value for money

**This is how we raised our income...**



<b>16,274,100</b>	Rents and Service Charges
<b>172,600</b>	Lewes District Council
<b>45,100</b>	Other Income
<b>16,491,800</b>	<b>TOTAL</b>

**How are we doing?**

- We collected 97.84% of rent.
- 85% of tenants think that their rent represents value for money.
- The average weekly rent for a Lewes District Council property is £77.50 – this is the average for all properties (from bedsits to five-bedroom homes).
- The average weekly rent for a two-bedroom property, rented in the private sector in Lewes is £254.

**How income is spent...**

How much from each £100 raised is spent on repairs, management costs, etc.



<b>£13.46</b>	Housing Management
<b>£1.98</b>	Retirement Housing
<b>£27.18</b>	Repairs and Maintenance
<b>£32.45</b>	Future Major Repairs
<b>£5.76</b>	Grounds Maintenance
<b>£11.18</b>	Service Borrowing
<b>£3.58</b>	Major Works & Other Expenditure
<b>£4.41</b>	Saved for the Future

**Future Plans**

- During 2019-20, we are working towards being able to offer both new and existing tenants Home Contents Insurance at a competitive price.

# october

## Domestic Abuse Awareness Month

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1 • Older Peoples Day	2	3 • Sukkot (Tabernacles) (Jewish)	4 • Sukkot (Tabernacles) (Jewish)
5	6	7	8	9	10 • Shemini Atzeret (Jewish)	11 • Simchat Torah (Jewish)
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28 • TIE Committee – 2pm – Eastbourne Venue TBC	29 • Milad un-Nabi (Islam)	30	31	

**Did you know...** Lewes District Council owns a number of companies it works closely with. These include **Lewes Housing Investment Company**, which works to provide homes for private rent, and **Aspiration Homes**, which delivers affordable housing across Lewes and Eastbourne.



# november

Mon	Tue	Wed	Thu	Fri	Sat	Sun
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2	3	4	5	6	7	8
9	10	11	12	13	14 • Diwali (Divali, Deepavali) (Hindu & Sikh)	15
16	17	18	19	20 • Lewes bonfire celebrations	21	22
23	24 • Martyrdom of Guru Tegh Bahadar (Nanakshahi calendar) (Sikh)	25	26	27 • Estate walkabout – Malling Estate Lewes	28	29
30 • Birthday of Guru Nanak (Lunar calendar) (Sikh)						

**Did you know...** Whilst power cuts don't happen as often these days, severe winter weather can still cause damage and disruption. Some qualifying households can get extra support by signing up to the Priority Services Register. To find out more, or to sign up, visit: [www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk) or call **0800 316 3105**.



# december

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17 <ul style="list-style-type: none"><li>TOLD Committee meeting</li><li>TOLD Open meeting &amp; Christmas social</li></ul>	18	19	20
21	22	23	24 <ul style="list-style-type: none"><li>Close at 3pm</li></ul>	25 <ul style="list-style-type: none"><li>Bank Holiday – Christmas Day (Christian)</li></ul>	26 <ul style="list-style-type: none"><li>Bank Holiday – Boxing Day</li></ul>	27
28 <ul style="list-style-type: none"><li>Bank Holiday</li></ul>	29 <ul style="list-style-type: none"><li>Office reopens</li></ul>	30	31			

Some Council services will be limited over the Christmas and New Year period. However, essential services will be maintained. Emergency contact can be made by telephoning: **01273 471600**

**Did you know...** Some tenants prioritise Christmas shopping over paying their rent? We want all residents to have a fabulous Christmas, **but please don't forget to pay your rent.**



# Estate Walkabouts 2020

On the calendar you will see we have organised a number of estate walkabouts during 2020. All tenants living in those areas are invited to join our staff, which may include representatives from tenancy management, repairs, Neighbourhood First, Parks and Gardens and Just Ask (cleaners), as well as other stakeholders such as local councillors and police.

We will be meeting at the locations, times and dates shown below. The events will take place regardless of the weather. After each walkabout we will agree a plan of action that we will share with the tenants who attended. We will then commit to carrying out the actions agreed and publicise what we have done.



Estate walkabout area	Date and time	Meeting point
Ringmer area	20 March – 11am	Entrance to Broyleside cottages
Hythe Crescent, Seaford	19 June – 11am	The Green, Walmer Road- opposite Hythe Crescent
Landport Estate	22 September – 11am	Landport Community Room, 2a Horsfield Road
Malling Estate, Lewes	27 November – 11am	The park at Old Malling Way



## How to get involved... There are many ways you can get involved in helping us to improve service to you

**Tenant Involvement and Empowerment (TIE) Panel** – Working with senior managers from Homes First, TIE members are involved in discussing issues that affect tenants across Lewes district and Eastbourne, to ensure their interests are fully considered in all aspects of strategic decision making. They also oversee the work of our tenant scrutiny team.

**Tenant Scrutiny Team** – Tenant scrutiny members are trained to carry out in-depth reviews of a service area, such as repairs. The scrutiny team makes evidence-based recommendations, from which the Homes First Senior Leadership Team will agree an improvement plan.

**Tenants and Residents Associations** – There are a number of tenants and residents associations (TRAs) across the Lewes area. Most TRAs cover a local area and meet between four and twelve times a year. As well as discussing housing issues, TRAs look at other local issues such as improving road safety, tackling anti-social behaviour and running community activities. To help TRAs in their day-to-day running, we provide a TRA handbook with information on committee roles, access to services etc. We can also help with running costs.

**Retirement Housing Forum** – If you live within a retirement housing scheme, you may be able to represent your scheme at a Retirement Forum to discuss the views and specific needs of tenants living within the schemes.

**Annual Tenants Day** – Attend a Homes First annual event such as the tenants' conference to keep up to date about our services, meet our staff and network with other tenants.

**Mystery Shoppers** – Trained tenants who test our services to make sure they are delivering services in line with agreed standards and whether those standards are appropriate.

**Surveys/Questionnaires** – To enable us to find out what you think of your Homes First service. You can receive surveys by post, text, email or telephone.

**Quality Checkers** – Tenant volunteers who accompany staff on estate walkabouts to point out any maintenance or other issues which need addressing. They may also undertake specific quality checks following local works and services such as grounds maintenance.

**VITAL (Virtual Involvement of Tenants & Leaseholders) / Social media** – Share your views and ideas via the Web and social media, giving comments or compliments, engage in an online discussion forum or join a virtual community looking at a specific topic.

**Communications Panel / Armchair Advisors** – We have a tenant's panel who ensure that communications are easy to understand and jargon free for tenants. The panel uses feedback from Armchair Advisors, who review draft communications from the comfort of their homes.

**Focus Groups** – Attend a one-off, informal but structured, chat with other tenants to give your views on a specific area of service, such as our allocations service.

**Chat Café** – attend occasional, informal "drop ins", often at a local café, to chat with other tenants and Homes First staff on the issues that matter most to you.

**Equality and Diversity Voice** – Specific consultations and events where services may have a different impact because of a person's age, gender, race, ethnicity, sexual orientation, religion, or disability.

**Youth Voice** – Specific consultations and events for tenants aged 16-25 and young people aged 16-25 living in our households.

# Tenants Groups

Meeting dates, locations and times

## Tenant Involvement and Empowerment (TIE)

Meetings: three times a year on the 29th of the month.

The venue alternates between Lewes and Eastbourne

- 29 January – Tenants Resource Centre (Landport Estate) – 2pm
- 29 April – Eastbourne (venue tbc) – 2pm
- 29 July - Tenants Resource Centre (Landport Estate) – 2pm
- 28 October - Eastbourne (venue tbc) – 2pm

## Tenants of Lewes District (TOLD)

Committee meets quarterly at the Tenants Resource Centre (Landport Estate)

- 12 March - Tenants Resource Centre (Landport Estate) - 12 noon
- 18 June - Tenants Resource Centre (Landport Estate) – 6pm
- 17 September - Tenants Resource Centre (Landport Estate) - 12 noon
- 17 December - Tenants Resource Centre (Landport Estate) – 6pm

Open meetings are held three times a year

- 30 April - Tenants Resource Centre (Landport Estate) – 7pm-8.30pm
- 17 September - Tenants Resource Centre (Landport Estate) – 7pm-8.30pm
- 17 December (Christmas Social) –  
Tenants Resource Centre (Landport Estate) – 7pm-8.30pm

## Retirement Housing Forum

- 4 June – St. Davids Court, Peacehaven – time tbc

Email: [tenant.involvement@lewes-eastbourne.gov.uk](mailto:tenant.involvement@lewes-eastbourne.gov.uk) for more details if needed



Above:  
Residents enjoying  
a 'Join Us' event on  
the 14 August 2019.



If you are interested,  
please contact:

**[tenant.involvement@lewes-eastbourne.gov.uk](mailto:tenant.involvement@lewes-eastbourne.gov.uk)**

or call **(01273) 487249**

If the time and venue are  
inconvenient, let us know  
and we can rearrange things.

# Useful Contacts



Lewes District Council

**Lewes District Council main number:**  
**01273 471600** then press:

- **Option 2** – For repairs, including communal repairs
  - Please note for emergency repairs after 5pm or at weekends (including heating) you will then need to also select Option 1.
- **Option 3** – Council tax queries and paying council tax – except council tax reduction.
- **Option 4** – Benefit enquiries and council tax reduction.
- **Option 5** – Planning.
- **Option 6** – for anything else then:
  - Option one – to make any payments, such as rent.
  - Option two – waste and recycling (including missed bins, unemptied public bins and fly tipping).
  - Option three – rent enquiries.
  - Or... just wait to be connected for... anything else, including grass cutting, issues with play areas, cleaning, antisocial behaviour, problems with animals, homelessness advice. Foodbank referrals (ask to speak to your Homes First Senior Caseworker).

## Emergency numbers:

- Gas leak: **0800 111 999**
- Electricity power cut: **105**
- Mains water leaks : **0333 000 0365**
- Homelessness – After 5pm or at weekends: **01323 644422**

## Other useful numbers:

- Non-emergency police: **101**
- NHS Non-emergency **111**
- East Sussex County Council: **0345 608 0190** for:
  - highways issues such as road maintenance, pavements and street lighting,
  - adult social care,
  - mental health services,
  - schools and education services,
  - grass verge cutting.
- Citizens Advice: **03444 111444**
- StepChange – free debt management advice **0800 138 1111**
- East Sussex Welfare reform – Benefits advice **0333 344 0681**
- Age UK – **01273 4767047**
- Shelter – Housing advice **0808 800 4444**
- Samaritans – **116 123**



**HOMES FIRST**

