



# Adullam

Homes Transforming Lives

## Easy read tenant, resident, and service user Handbook



# About Adullam

Adullam provides accommodation, support plans, training, education, and employment opportunities to help people achieve stable lives.



Our projects deliver supported housing, emergency accommodation, floating support, and advice.

Adullam Homes Housing Association was set up in Birmingham in 1972 by Walter Moore MBE. He bought one property with his own money.

From the simple start, over the years Adullam has expanded into new areas and has developed new services.

Equality and diversity – Adullam is committed to treating everyone - any resident, service user, trainee (customers), staff, volunteer or contractor - the same.

# Entrance & Exit surveys

When you come to Adullam, you will receive a text message on your mobile asking you a few questions about your accommodation and the services you have used.

You can pick most of the answers from drop-down lists, so it is very quick and easy to do.

When your tenancy comes to an end and you leave Adullam, we will send you the survey again. This helps us see how you have moved forwards and shows us what we could do better. Please fill in the surveys – it will help Adullam be even better.



# Contacting Adullam

## **Our head office is:**

Walter Moore House,  
34 Dudley Street,  
West Bromwich  
B70 9LS  
Tel: 0121 271 0789



The details of your local contacts are in the “Local information” section of this handbook.

# Looking after your home

This section looks at issues you may face in your home. If you have any issues that are not included here, please contact us and we will try to help you.

## Security

- Help keep your property and your belongings safe by doing simple things.
- Make sure doors are locked and windows shut when you go out.
- If you share accommodation with other people, don't leave valuable things lying around.
- Don't prop doors to communal areas open.
- Don't let anyone you don't know follow you through communal doors or into your property.
- Make sure anyone who calls has a badge to show they are official. Our staff always have them.

If someone damages your property on purpose, you must report this to the police and get a crime number. If you do not have a crime number, we will make you pay to put the damage right.



**Insurance** – Adullam insures the building you live in, but not any of your belongings. Talk to us about getting insurance to cover your own things such as your mobile phone and television.

Communal areas – Adullam looks after all the areas of your building that are shared with other people.

## **Rubbish**

The council collects your rubbish, it is nothing to do with Adullam.

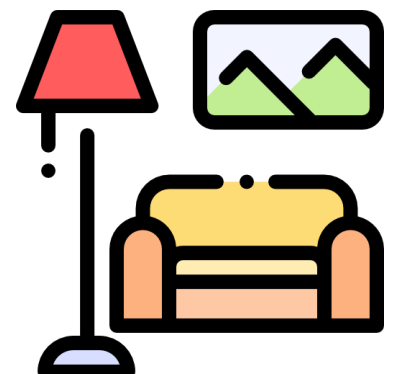
## **Pest control**

If you have a problem with vermin such as rats and mice or with pests such as wasps, you need to contact the council. If you need help doing this, please ask our staff.

**Decorating** – your home will already be decorated by Adullam. If you want to do any decorating or alterations yourself, you must get our permission first. If you make changes without permission you might be charged for us putting the property back to how it was when you moved in.

Pets are not allowed in our properties.

**Business** – you are not allowed to run a business from an Adullam property.



# How to Rent Guide

The 'How to Rent Guide' is a booklet from the Government that all tenants must be given when they start or renew their tenancy.

It explains your rights and what you are responsible for as a tenant as well as what your landlord must do by law.

We will give you a copy when you start to live with us. You can also see it on our website, on the My Adullam page.



# Fire prevention



There are things you can do to help prevent fires from starting in your home.

- Unplug electrical items such as toasters and lamps when you are not using them.
- Do not plug too many things into one socket.
- Look out for faulty electrical goods and cables.
- Never leave things cooking without being there and make sure you switch everything off when you finish cooking.
- Do not let any children in your home have matches or lighters.
- Never leave candles, including the small tea light type, burning in a room without being there.
- Cigarettes are one of the biggest causes of house fires. Put them out completely and empty ashtrays in safe places.

Plan an escape route out of your property in case there is a fire and make sure everyone knows it.

Smoke alarms give an early warning of a fire.

Make sure your smoke alarm is working – test it every week.

If it needs batteries, you need to make sure it has ones that work.

Never remove the battery from your smoke alarm, even for a short period.



If you have a mains-powered smoke alarm, never mess with it. Adullam will check your smoke alarm and fire alarms when we do our property checks. You need to be there for these.

**Fire doors should be kept shut when not in use. Do not wedge or prop fire doors open.**

You or any visitors should **not interfere with fittings that make doors close automatically after you have gone through them.**

If you think any equipment used to help prevent fires is damaged or faulty, you need to report it immediately.

## **Fire Safety in Flats**

Your building is designed to resist fire and stop the spread of smoke. It is important to know what to do if there's a fire in the block and how you can help keep your block safe.

When you move in you should:

- Find the floor plan;
- Plan an escape route you would take if a fire happened;
- Find out what you should do if a fire happens;
- Immediately report anything you think might cause a fire;
- Behave in ways to prevent a fire starting in your own flat;
- Keep all fire doors in the block shut.

## Be prepared

- Don't panic;
- Plan what you would do in an emergency, it could save your life;
- Don't ignore your smoke alarm, if a door feels hot, there's probably a fire on the other side.
- You should:
- Close the door of the room where the fire is, and all other doors, to prevent the spread of fire and smoke;
- Get out, closing the front door behind you, and stay out. Do not go back in to get any belongings;
- Call 999 to report the fire.



## Heating and gas safety

You are responsible for making sure that your heating controls (room thermostat, timer or programmer) are set correctly. If you are not sure about this, please contact your Tenancy Support Officer or Service Coordinator.

### Gas leaks

If you suspect a gas leak, turn the gas off at the mains and open windows. Do not smoke or switch anything electrical on or off until the problem is sorted.

Call National Grid (GAS) immediately on 0800 111 999. Use a phone outside your home. Using one inside could cause an explosion. Next, phone the Repairs Contact Centre on ??? or your local office on ????

## Supply disconnected

You should make sure that your gas supply does not run out because you have put no money in the meter, or it has been disconnected because you have not paid your bill. If this happens you will have to relight any pilot and reset the controls yourself.

See operating instructions for your boiler for details on how to do this or ask a member of Adullam staff for help.

# Condensation

## What is it?

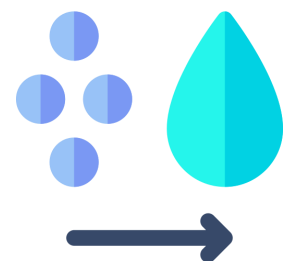
Condensation starts as moisture that is created by cooking, washing, or drying clothes indoors or on radiators. This moist air causes water droplets to form on cool surfaces such as walls, mirrors, wall tiles and windows, and even on fabric like curtains and clothes.

When the moist air is warm, it rises and often ends up on ceilings and in upstairs rooms, and then forms mould. You do not want this in your home.

## Prevent Condensation

Condensation can appear in any home. You can take steps to prevent it, these include:

- Close kitchen and bathroom doors to stop steam going from them into colder rooms



- Do not use bottled-gas heaters because the gas produces a lot of moisture
- Wipe surfaces where moisture settles to prevent mould from forming
- Do not block air vents
- Dry clothes outdoors if possible, otherwise use well-ventilated rooms
- Keep your property warm.

### **Burst or frozen pipes**

In the event of a burst or frozen pipe, immediately contact the office, your Service Coordinator or the out of hours number which is in the Local section of this booklet.



# Rent and service charges

You need to make sure you pay your rent and service charges. Adullam uses the money you pay to look after, repair, and improve your home and to cover our management costs.

How is your rent worked out?

Most of Adullam's rents are made up of two parts:

1. BASIC RENT
2. SERVICE CHARGES

## Basic Rent

This is the actual cost of the property.

## Service Charges

These are the charges made by Adullam wherever we provide our residents with services such as gardening, maintaining door entry systems, lighting, heating, and cleaning of communal areas.

There are two ways to check if you have the right amount of money coming in.

Check you are getting all the Benefits you are entitled to; your Service Coordinator can help you do this.

Discuss payments you are making for loans or fines to see if you can get them reduced. Again, if you need help with doing this, Adullam is here to support you.



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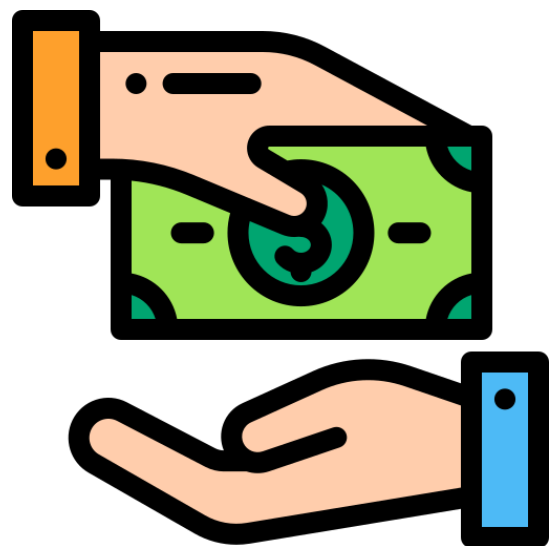
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Spending less and saving money

If you are receiving services (e.g. gas, electric, phone, internet) shop around to see if someone else can provide them for you cheaper.

If you are in need due to exceptional circumstances, food banks are available to help you out. Contact your Life Skills Coach if you require food bank support. There is no shame in asking for help.



# Coproduction

Co-production means everyone connected with a project or service working together to do something.

You can get involved as much as you want. Many people start small and go on to do more. It helps them learn new things and have new experiences.

Speak to staff to find out more about how you can get involved.

# Repairs & maintenance

## Emergency repairs

Emergency repairs are dealt with within 24 hours of you reporting them. The emergency number is ????????

You must only use the emergency service for genuine cases. We will charge you if you call the service and it is not an emergency.

Examples of emergencies are:

You have no heating or hot water

You suffer a complete loss of power

You have a burst pipe or tank.

Your building is unsafe e.g. leaning chimney stack

Rain is pouring into your property



## Non-urgent repairs

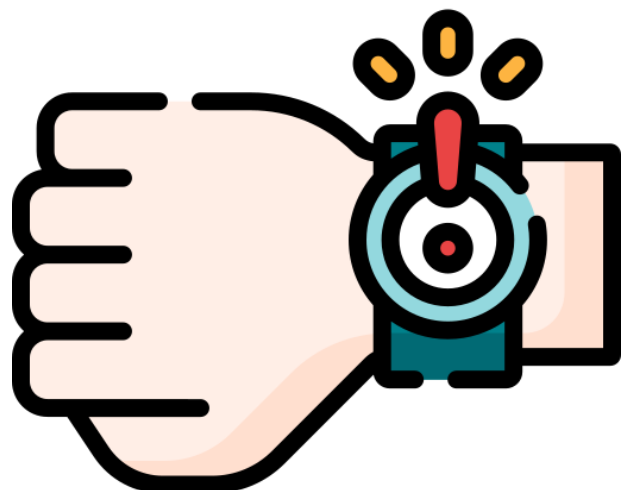
Dealt with within 7 calendar days

If you have big comfort problems Adullam will do an urgent repair.

Some examples of urgent repairs are:

- Replace damaged hand wash basin, bath or toilet cistern.
- Replace broken glass in a door or window.
- Replace leaking radiator, tanks, hot water cylinder or pipe work.
- Repair gas fire, boiler or heater.
- Repair unsafe floor or ceiling etc.
- Repair door entry systems.

An inspection might be needed before some urgent repairs are done. We will tell you about the inspection when you report the repair.





## Non-urgent repairs

These are dealt with within 28 calendar days

Examples of 28-day non-urgent repairs:

- Mending loose or dripping taps.
- Sealing a bath, hand wash basin or sink.
- Repairing leaking waste pipes and guttering.
- Replacing locks.
- Repairing kitchen units.
- Window repairs.
- Repair floorboards.

If you report a big non-urgent repair you will have a pre-inspection visit or your job will be put on a register and planned for the future.

Details of repairs you need to do yourself are in your tenancy agreement.



## Gas-servicing

These are dealt with within 28 calendar days

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# Safeguarding

## Types of abuse



Adullam has a duty to make sure tenants, residents, service users and staff are safe and protected from being abused. We call this safeguarding.

It can be difficult to realise that some of the things happening to you count as abuse.

The main types of abuse and some examples of them are:

**Physical abuse**

Being hit, suffering violence, or hurt in some way



**Sexual abuse or exploitation**

Any form of inappropriate touching or sexual comments that make you feel uncomfortable



**Psychological abuse**

Being bullied, called names, ignored or intimidated



**Financial or material abuse**

Taking your money or your belongings from you



**Neglect**

Not meeting your basic needs such as for food or clothing



**Discrimination**

Any racist, sexist, homophobic comments or threats



**Institutional**

Poor treatment by professionals or agencies that are meant to be helping you



**Taking advantage**

Of somebody's vulnerability or mental health



**Domestic abuse**

Any form of abuse between intimate partners or family members



**Illegal practices**

Female Genital Mutilation, radicalisation, child sexual exploitation, modern slavery



If you are affected by any of these, you must report it and ask for help.

Talk to a member of staff you trust or to the safeguarding lead at your project.

We're here to take care of you.

We will help and support you in trying to end any abuse you suffer and make sure it does not happen again.

It is important to remember that if you are being abused, it is not your fault.

Please don't worry about telling others that you think you are being abused – it is important that you get help.

Safeguarding policy - Adullam has a Safeguarding Policy that describes the values, principles and how we work to safeguard children, young people and adults. The policy sets the rules for how our staff behave and work.

# Anti-Social behaviour

Adullam deals with anti-social behaviour to support you and make our communities a safer and more enjoyable place to live.

We take reports of anti-social behaviour very seriously.

What is Anti-Social Behaviour?

For Adullam, anti-social behaviour means:

- Behaviour by residents, people who live with them and their visitors which is a nuisance or annoys any other person.
- Being too noisy - this could be loud music or shouting/banging
- Disruptive Behaviour such as being drunk or rowdy
- Targeting a person because of something about them such as their age or race, so that they feel threatened or uncomfortable
- Vandalism such as graffiti or breaking windows, basically any damage to any part of the property



Criminal activity: doing anything that is against the law

- Giving out copies of your property keys or allowing strangers into Adullam premises
- Actual or threats to health and safety: tampering with fire detection or firefighting equipment
- Violence: Abuse and/or threats or assaults towards residents, staff, or visitors
- Arson: starting fires in your own accommodation or communal areas
- Misuse of communal areas such as using drugs and dropping litter

### Reporting ASB

You can report ASB to your Support Coordinator or Tenancy Support Officer.

Adullam will chat with you about what action it is best to take.

We will investigate all reports of ASB and will take the best action we can using the information we have.

In serious cases we may need to involve the police or take legal action.

If you would like to know more about how we deal with ASB you can speak to your Support Coordinator or Tenancy Support Officer.

# Personal information

Adullam obeys the Data Protection Act and the Tenants' Charter which set out how information is collected, stored and disclosed, so that your privacy and confidentiality are protected.

We have a policy to make sure any information you give us is treated carefully, sensitively and securely. You can find this on our website.

We don't give any of your personal information to other agencies without your written permission, unless we believe that you or others are at risk, you have been involved in a serious crime, or there are concerns about child protection.



# Complaints, compliments and suggestions

We like to get compliments and suggestions about how we can work better.

If you want to complain about something, speak to a member of staff. You can ask someone else to speak for you. If your complaint is something we can sort out straight away, we will do.

**You can make a complaint in the following ways:**

- Speak to any Adullam staff member
- Fill in the form in our complaints leaflet

Fill in the form on the Contact us page on our website

You can ask someone to help you do any of these.

We deal with complaints by following The Housing Ombudsman Service's [Complaint Handling Code](#). This means we do what they say is the best way to deal with complaints. You can contact the Housing Ombudsman at any time when your complaint is being dealt with to get general advice and help.

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Housing Ombudsman Service

Complaint form: Fill in the online complaint form

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Phone: 0300 111 3000

Write: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

Website: [www.ihos.org.uk](http://www.ihos.org.uk)

If you want the Housing Ombudsman to accept your complaint for a full investigation, you will need to go through all the steps in our complaints process first.

You can find out more information about the Ombudsman here: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk).



# Your local contact info

Name

Address

Telephone no.

