

# TRS Handbook



**Adullam**  
Homes Transforming Lives



# **Adullam**

**Homes Transforming Lives**

# **Tenants, residents and service users handbook**

**Registered Office | Walter Moore House | 34 Dudley Street | West Bromwich**

**| B70 9LS Tel: 0121 500 2828**

**Web: [www.adullam.org.uk](http://www.adullam.org.uk) | e-mail: [info@adullam.org.uk](mailto:info@adullam.org.uk)**

**Twitter: @AdullamHomes**

**Adullam Homes Housing Association Limited is a charitable Community  
benefit Society registered with**

**The Financial Conduct Authority Register Number**

**20853R Social Housing Regulator Registered**

**Number LH1388**

# Welcome

## Welcome to Adullam Homes Housing Association Limited

This Handbook is for all residents of Adullam Homes Housing Association Limited. The handbook gives you helpful information about your Tenancy/License and the services we provide.

The information is fairly detailed and we hope you will find it useful. The handbook should be kept in a safe place for future reference. The handbook remains the property of the Association and must be returned upon leaving your home.

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# About Adullam

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## Section 1.



Adullam Homes Housing Association Ltd is a Community Benefit Society, an Association created to support vulnerable individuals and households.

We provide quality housing, deliver tailored support plans, training, education, and employment opportunities to help people achieve stable lives and realise their full potential.

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

Our customers include asylum seekers, ex-offenders, expectant and new mums, people with mental health issues, recovering addicts, survivors of domestic abuse, those homeless or at risk of becoming homelessness, and young people leaving care. We also partner with landlords in the private rented sector.

Our excellent reputation has been earned through achieving successful outcomes.

### **Our strengths**

- ⇒ We take an asset-based approach that focuses on individual and community strengths
- ⇒ We work well in partnerships
- ⇒ We have an exceptional history of implementing new services
- ⇒ We have good existing service models and embedded coproduction
- ⇒ As a Registered Provider, we can deliver affordable housing and have assets to do so

- ⇒ We are an Investors in People (Silver) organisation
- ⇒ We run our business to maximise our positive impact on the environment

Adullam Homes Housing Association works to restore hope and dignity through quality housing and support.

### **Mission**

Adullam's mission statement is: "Restoring hope and dignity through quality housing and support".

Adullam aims to help people to access safe, comfortable accommodation and to support them to go on to lead independent lives. A key part of "Restoring hope and dignity" is helping tenants, residents, and services users to improve their employability and find opportunities to gain work and work experience, particularly through social enterprise activities.

## Values and Behaviours

Adullam was formed for the benefit of the community by the late Walter Moore, as an expression of his Christian faith.

Our values at Adullam, and the expected behaviors that flow from them, were developed by the Board, tenants, residents and service users, and staff.

Our values are:

- ***Valuing the Individual***
- ***Integrity and Fairness***
- ***Striving for Excellence***

Board Members are guardians of the Association's values. It is essential for the culture and well-being of the Association that the values are lived out in practice because they impact upon the way that we behave towards one another, our tenants, residents and services users, and other stakeholders (commissioners, partners, suppliers, and friends of Adullam).

## The Board

The primary role of the Board of Adullam is to provide strategic leadership and direction, to ensure that it is financially viable, properly governed and responsibly managed.

The Board seeks to continually improve services for resident and stakeholders to ensure high quality and strategically relevant services meet and exceed expectations whilst providing good value for money.

## Our history

Adullam Homes Housing Association was created in Birmingham in 1972 by Walter Moore MBE. He purchased a single property with his own money in response to God's

calling to work with homeless people.

Walter had a successful decorating business but had experienced being homeless himself on return from the War.

From the simple beginnings of a single property, Adullam expanded into new geographical locations and developed new services over the years, often introducing innovative projects to offer tenants, residents and service users opportunities for housing, support, education and training.

## Work has included:

- Early 1990s – Adullam was trailblazing and developed the first accommodation in the West Midlands for people living with HIV and AIDS
- 2011 - two services in Merseyside for women at risk of domestic abuse
- 2012 – completion of Rowans Court in Birmingham, a new development of self-contained flats

Conversion of Beech House, Congleton from specialist school to 13 ensuite units

Other developments during Adullam's history have been providing 24-hour services for ex-offenders, introducing supported accommodation for those dealing with addiction, and have also seen significant and sustained opportunities to grow and develop work with young people leaving care or faced with homelessness for other reasons.

# Adullam's Equality and diversity statement

Adullam provides housing, support, training and employment to a wide variety of individuals and communities. We are committed to ensuring that we do not discriminate against or disadvantage any resident, service users, trainees (customers), staff volunteers or contractors.

## To do this we will:

- Promote and celebrate diversity, and challenge discrimination in our own or others services;
- Use information and involvement of our customers and communities to inform and improve the services offered;
- Meet communication needs to ensure services and employment are accessible and inclusive;
- Nurture a diverse staff group to reflect the communities in which we work and ensure they are well informed and knowledgeable to meet our customers' needs;
- Involve our customers and staff to take the lead in monitoring and managing our goals, achievements and strategic approach to equality and diversity;
- Champion equality and diversity at Board and Senior Leadership levels, and make it a priority for each department, project, service and individual staff member and volunteer;

- Expect all contractors and suppliers to share and help us to meet our commitment to equality and diversity.

If anybody feels that they have been treated unfairly by Adullam, its staff or contractors and is unsure of how or to whom to report this, please contact our Head office on 0121 500 2828 and speak in confidence to our Assistant Director of People.

Read our Equality and Diversity Policy [here](#)





# Who's who



**Chair of the Board**  
**Derrick Dunkley**



**Vice Chair**  
**Chris Green**



**Chief Executive Officer**  
**Alison Sargent**



**Executive Director of Housing and Support**  
**Ged Riley**



**Group Financial Controller**  
**Harj Takhar**



**Head of Social Enterprise**  
**Sharon Ames**



**Assistant Director of Housing and Support**  
**Dave Moore**



# Contacts

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## Section 2.



# Contacting Adullam

**Head Office:**

Walter Moore House,  
34 Dudley Street,  
West Bromwich  
B70 9LS

Tel: 0121 271 0789

Email: [info@adullam.org.uk](mailto:info@adullam.org.uk)

**Denbighshire service:**

17 Westbourne Avenue  
Rhyl  
Denbighshire  
LL18 1EG

Tel: 01745 404 088

**In case of emergency**

If you require support for a household emergency outside of office hours then you can call for support: 01745 404088

# Looking after your home

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## Section 3.



This section deals with many of the issues you may face in your home. If you have any issues that are not covered, please contact us and we will try to help you.

## Security

Most burglaries take place on the spur of the moment when a thief spots an opportunity. You can avoid providing this opportunity by taking a few simple precautions.

- Look after your keys and don't have any key rings that identify your address
- If you share your accommodation, do not leave valuables lying around
- Make sure you secure your doors and windows when going out
- If you live in a flat with communal doors, make sure the door closes and locks behind you and don't let anyone who you don't know follow you through the door. Do not allow the communal door to be propped open
- Make sure that any callers have the correct identification. Our contractors will carry identification
- Do not leave notes on the door saying you are out and when you will be back.

## If someone wilfully damages your home in anyway

- You should report this to the police who will decide on the course of action to take.
- You will need a **crime reference number**.
- If you do not provide a crime reference number, we will secure the property and ensure your and the properties safety, but all costs will be recharged to

you.

## Insurance

Adullam insures the building you live in, but it does **not** cover your personal belongings, so if any of the things you own such as computers, televisions, mobile phones etc. were damaged in a fire or by flooding for example you would not be able to claim for them on the Adullam insurance.

We strongly advise you to take out your own household insurance to protect your personal belongings.

## Communal Services

In some of our locations, hoppa bins are used and Adullam is responsible for these large, communal bins.

In other places, your household rubbish is collected ...

Adullam is responsible for maintaining communal areas including lighting, fire alarm systems, and grounds maintenance etc.

## Rubbish

Your household rubbish is collected by **your local council**.

Adullam is **not** responsible for this, therefore if there are problems in the service such as your bin not being emptied you should report this to your local council. Your Service Coordinator can support you with this, if you need help.

If you have large items of your own to be removed from the property, you should arrange a special collection by the council. If you are buying your own new furniture or appliances, check when you buy to see if the seller will take old ones that you own away for you.

## **Pest Control**

If you have a problem with vermin and/or pests, please tell a member of staff immediately. If you live in an independent property, you should contact Environmental Services at the local council.

They may provide a free pest control service.

## **Decorations and Alterations**

Your home will be decorated to a reasonable standard when you start your tenancy.

You may be able to carry out some alterations or improvements to your home, but you must have Adullam's permission before you start. This covers any changes you want to make to the inside of your home, decorating the outside of your home, or putting up any structures outside such as a shed.

You will need to give us full details of the work and who will carry it out. If you remove fixtures or fittings, or carry out alterations without permission, we may ask you to put them back or restore them to the original condition.

If we have to do this after you have left, there will be a charge, and you are responsible for the costs involved.

## **Pets**

Due to the temporary nature of Adullam's accommodation we do not allow pets in the property. Permission will only be granted in exceptional circumstances such as for assistance dogs etc. The permission has to be given by Adullam and the Landlord.

## **Aerials and Satellite Television**

These are your responsibility, unless we have fitted them.

## **Running a Business from Your Home**

If you live in a property owned or managed by Adullam, you are not allowed to operate a business, trade or profession at the premises.

To do so is a breach of your tenancy or licence agreement and could put you at risk of losing your home.

# Fire prevention

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## Section 4.





# Fire Prevention & Common Causes

Smoke alarms save lives, but only if they are working. Smoke alarms give an early warning of smoke so that people have more time to escape.

We have fitted smoke alarms in all our properties, if you do not have a working smoke alarm please contact the Adullam staff immediately. You are responsible for maintaining any battery-powered smoke alarms. Test your smoke alarm weekly.

**Never remove the battery from your smoke alarm, even for a short period.** If you think you have a mains-powered alarm and it is not working, contact Adullam staff immediately.

**Never tamper with your mains-powered smoke alarm.**

We will test your smoke alarm/fire alarms when we carry out monthly property checks, which you are required to attend. This provides you with an opportunity to discuss any issues we may not have picked up on.

**Fire doors should be kept shut when not in use** to stop smoke travelling through the building and prevent a 'chimney' effect from accelerating the spread of flames and fumes. A fire door must not be wedged or propped open.

Residents or their guests should **not tamper with self-closing devices**.

Where flat entrance self-closing devices are missing or disconnected, the effective operation of the fire door on the event of a

fire will be dependent on residents having closed doors behind them as they escaped. In an emergency situation any fire door not fully closed will allow toxic smoke and heat to flow rapidly throughout the building.

Residents should report any fire prevention equipment fault or damage immediately to the Responsible Person.

## Fire Prevention & Common Causes

### Accidents and Carelessness

Most fires are not caused by carelessness, they are caused by everyday living and so are extremely difficult for us to change.

### Appliances

Lamps, toasters and even baby monitors can short out. Be particularly careful with older appliances and extension cords. Even new appliances can be the source of a home fire. To be safe, appliances should be unplugged when not in use.

### Unattended Stoves & Ovens

Another cause of residential fires is cooking, but not due to defective stoves or ovens. Often, it is because of unattended pots, or the burner being left on accidentally. Never leave things cooking unattended and make sure you switch everything off completely when you have finished cooking.

### Children Playing with Matches

Children and grandchildren playing with matches are a major source of home fires. Make sure your children are never left unsupervised and do not have access to lighters or matches.

### Candles

This cause of fire has increased in the past few years. Never leave candles unattended, including 'tea lights' which are a significant risk.

### Cigarettes

It is widely believed that smoking is the biggest cause of house fires in the UK and accounts for the most fatalities.

Stub cigarettes out properly and dispose of them carefully. **Put them out. Right out**

### Precautions

Plan your escape route and make sure everyone knows how to get out of your property in the event of a fire.

Take extra care in the kitchen and never leave cooking unattended

Do not overload electrical sockets and watch out for faulty and over-heating electrical equipment and wiring cables.

### 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 nearest floor plan;
- Plan an escape route you would take in the event of a fire;
- Find out what action you should take during a fire;
- Immediately report any fire hazards, and;
- Do your part to prevent a fire starting in your own flat;
- Keep all fire doors in the block shut.

### Be prepared

- Don't panic. It can make you act in ways you normally wouldn't and lead you into danger;
- If you 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.

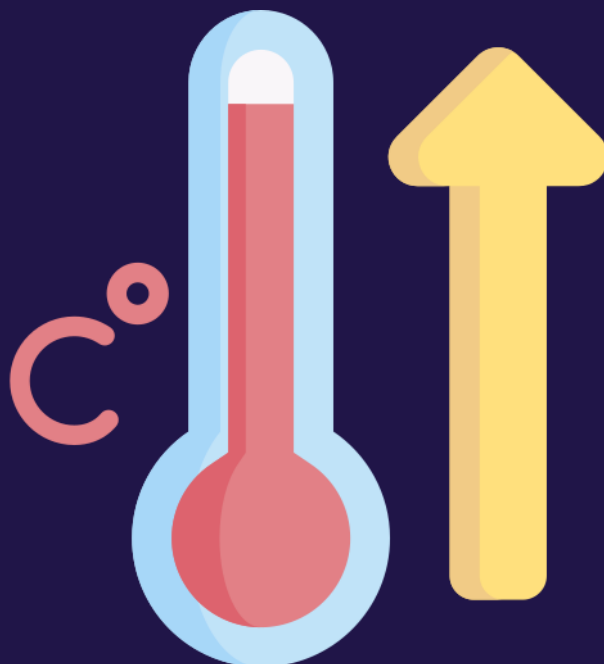
### You should:

- 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 personal belongings;
- Call 999 to report the fire.

# Heating & Gas Safety

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## Section 5.



# Heating & Gas

## **Gas servicing required under your Tenancy Agreement**

Adullam Homes Housing Association Limited has a legal duty to make sure that all gas appliances that belong to us are checked every year by a qualified gas engineer.

To ensure that your appliances are tested we will make every effort to arrange an appointment that is convenient for you. If we are unable to contact you, Adullam will, as a last resort, apply to the courts for an eviction notice.

You have a duty under your 'Tenancy/Licence Agreement' to allow our employees to enter the property at all reasonable hours to inspect the property or carry out repairs or improvements to the property or any adjoining property.

We will send you a letter, giving you an appointment date, stating when we will carry out a Gas Safety Check.

If the appointment date is not convenient, there is a phone number on the letter that you can call to arrange an appointment that is more suitable for you.

## **You are responsible for :**

Making sure that your heating controls (room thermostat, timer or programmer) are set correctly (if you are unsure 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 fixed.

Call National Grid (GAS) immediately on 0800 111 999. Use a phone outside your home. Using one inside could spark an explosion. Next, phone the Repairs Contact Centre on 0161 763 2568 or your local office on 01745 4040 88.

## **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 failed to pay 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.

## **Condensation**

### **What is it?**

Condensation starts as moisture that is created by cooking, washing, or drying clothes indoors or on radiators. This moist air condenses (causing water droplets) 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.

## Preventing Condensation

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

- Close kitchen and bathroom doors to prevent steam going from them into colder rooms
- Open kitchen windows when cooking or washing so that steam can escape
- Use an extractor fan if you have one
- Open some windows in all rooms for a while each day to allow a change of air
- Do not use bottled-gas heaters as 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
- Vent any tumble driers to the outside or use a condensing tumble dryer
- Keep your house warm.

## Frozen or burst pipes

In the event of a burst or frozen pipe contact the office, you Service Coordinator or the out of hours number: 01745 4040 88

## General Advice

- Know where your stop-tap is. It is where the water pipe enters your home, usually under the kitchen sink, in the bathroom, or by the front door.
- Know where the gate valves for the hot and cold tanks are. They are usually by the hot and cold-water tanks. Make sure that you can easily turn off all taps

and valves.

- Make sure pipes and tanks in your roof space are lagged.

## What to do if you are going away for several weeks

- Turn off your water supplier at the stop tap.
- Turn your heating off and turn your gas supply off at the mains. However, if you go away during cold weather, it is best to leave your heating on low.

## Frozen Pipes

- Turn off the pipes at the main stop tap. It is best to leave the pipes frozen and let them defrost naturally as the weather warms, but you may want to thaw them using hot water bottles.
- If the hot water system is frozen, turn off the water heater/boiler.

## Burst Pipes

- Turn off the water at the main stop tap
- Turn off any water heaters, boilers or gas fires
- Turn all taps on to drain water from the system. This takes about 15 minutes
- If electric fittings or wires are getting wet, do not touch them.
- Turn off the electricity at the fuse box
- If water leaks through the ceiling and makes it bulge, put a bucket of water underneath the bulge and use something such as a screwdriver to make a hole to let the water through. This could prevent the ceiling from collapsing.

# Electrical safety

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## Section 6.





# Trip switches

**You are responsible for resetting trip switches, if necessary.**

## **How to reset a trip switch**

- Open the cover on the fuse box to show the trip switches and buttons
- Check which switches or buttons have tripped to the 'OFF' position and which rooms have been affected
- Put these switches or buttons back to the 'ON' position.

## **If the trip goes again**

- This is probably caused by a faulty appliance. You need to identify which room is being affected and which appliance in that room is causing the problem.

## **To identify the problem appliance**

- Unplug all appliances in that room (including washing machines, dishwashers, tumble dryers and irons) and switch off the immersion heater.
- Switch the 'tripped' switch to 'ON' (if it is a button press it in)
- Plug in the appliances one at a time.
- Do not use double adaptors when testing appliances
- Test one appliance in each socket until the trip goes again. If the fault is due to a faulty appliance and we send an electrician out, we will charge you for

this.

## **Actions and advice**

- If you have caused any of the damage we will charge you for the cost of the repair
- Do not touch bare wires and do not touch sockets and switches with wet hands
- Always switch off electricity at the mains before touching fittings
- Make sure you know where the trip switches are in your home and understand how to reset them.
- If water is leaking onto electrical fittings, or a fitting is dangerous, do not use any switches connected to it. Report the repair to the office immediately and switch off the circuit at the fuse box.

# Rent & service charges

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## Section 7.



# Rent and service charges

The rent is one of Adullam's main sources of income. We use it to repair, maintain 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

### SERVICE CHARGES

#### Basic Rent

This is the actual cost of the property. If you live in a property that is owned by another Landlord, they may fix the rent rather than Adullam.

#### 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.

Details of the services provided, and the amount of the charge, will be shown on your Tenancy Agreement/ Licence Agreement. This will all be explained to you at sign up.

#### Value for money?

There are basically two ways to assess if you're receiving the right amount of income.

Check you are getting all the Benefits you are entitled to; your Service Coordinator can support you to do this, in making contact with your local Jobcentre.

Renegotiate repayments on loans, fines and reductions. Again, if you need help with doing this, Adullam is here to support you.

## Spending less and saving money

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

## How to Rent Guide

Following changes in the law introduced at the beginning of October 2023, we need to share the latest version of the Government's **How to Rent Guide** with you.

The updated version covers the new Housing Loss Prevention Advice Service, which offers tenants legal advice on housing and possessions.

The Guide is designed to explain everything that you need to know about the private renting experience.

Your Housing Officer will share it with you when your new assured shorthold tenancy starts. There is also a copy in the [My Adullam](#) area of the website here.

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.

For the first time outside of the first year of the pandemic, food banks in the Trussell Trust network distributed over 2.1 million food parcels in 2021-22 to people in crisis. It can happen to the most careful savers, there is no shame in asking for help.

This welcome pack contains a '**Support**' section, giving you further details of places and people to go to for help.

### **Paying your rent**

We make paying your rent and charges as easy as possible by providing several ways of doing it. They are described below.

**Direct Debits** are the easiest way for you to make sure you never miss a payment again. With a Direct Debit (DD) you tell your bank or building society that you want us to take your monthly payments direct from your account.

You will need to complete a [Direct Debit mandate form](#) and a [request form](#). These need to be returned to Customer Services, Walter Moore House, 34 Dudley Street, West Bromwich, West Midlands B70 9LS. You can also call Customer Services on 0121-271 0789 option 4 to set a DD up over the phone.

**Pay online** – you can pay your rent and service charges online 24 hours a day, seven days a week. Use the [allpay payment button](#)

**Pay by phone** – If necessary, you can make

payments by phone. Customer Services on 0121-500-2828.

**Pay by post** – send cheques or postal orders to Customer Services, Walter Moore House, 34 Dudley Street, West Bromwich, West Midlands B70 9LS

**Problems paying?** It's important that you pay your rent and service charges on time. It doesn't take long to fall into arrears, but it can take a long time to get straight again. If you are having trouble paying your rent, please let us know as soon as possible by completing the "[Rent help form](#)".

If you have any questions about your payments, please email [info@adullam.org.uk](mailto:info@adullam.org.uk).

# Coproduction

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## Section 8.



## Coproduction

The way in which Adullam Homes puts people first is by consulting, involving and engaging them.

Coproduction is central to our aim of helping people gain the confidence, knowledge and skills to live independently.

It is based on the fact that no one individual or group is more important than any other individual or group. This means no 'them and us'; in co-production we are all 'us'.

## Coproduction strategy

Adullam has a Coproduction Strategy to cover the years 2022 to 2025. The strategy describes how we plan to make sure our tenants, residents and service users are at the heart of what we do. There's an easy read version of this too.

## Principles of coproduction

There are important **principles** in coproduction.

1. Equality – everyone has something to give, and nobody is more important than anyone else.
2. Diversity – services should make sure a wide range of people take part in coproduction.
3. Access – there shouldn't be anything that makes it difficult for any group of people to take part in coproduction.
4. Reciprocity – this means everyone getting something for what they do in coproduction. It might be training or learning new skills, it

might be getting expenses or an incentive.

## Ways we involve tenants, residents and service users

- Information and communication: e.g. regular newsletters and briefings
- Consultation: e.g. surveys for all starters and leavers
- Influence and decision-making: e.g. provide local and national information on performance
- Support, training and Resources: e.g. training and mentoring for active residents and service users

## How do I get involved?

You can get involved at whatever level you wish. There are many ways to get involved, our road map helps explain these.

Many people start small and progress through local, regional and national activities, gaining experience, skills and knowledge as they go.

Speak to staff to find out more.



# Repairs & maintenance

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## Section 9.



# Emergency repairs

## Dealt with within 24 hours

Adullam Homes Housing Association Limited has an Emergency Repair Service to deal with the most urgent of repairs that have the potential to put people's lives and property at serious risk. This service is available 24 hours a day, 7 days a week.

These are Adullam timescales and may differ if there is a superior landlord that owns the building you live in.

The definition of emergency repairs is "if something breaks that makes it impossible or dangerous to live in your home".

The emergency on-call staff will usually contact our repairs contractor to make the situation safe. A permanent repair will generally be carried out as soon as possible afterwards.

You must only use this emergency service for genuine cases. **We will charge you**, if you call the out of hours service and it is not an emergency.

## Below are some examples of situations likely to be an emergency:

- No heating or hot water (no hot water will only be classified as an emergency in exceptional circumstances e.g. illness, infirmity, any young children or aged persons present in the property ).
- Complete loss of power.
- A burst pipe or tank.
- Locked out or locked in (you may be

charged if you are found to be at fault).

- Unsafe building e.g. leaning chimney stack.
- Blocked sewer or W.C. (where there is only one W.C in the property).
- Rain pouring in (in most circumstances we will take action to make the situation safe and minimise further damage, prior to repairs being carried out).
- Taps stuck on full (where water can't be turned off at the stop tap).
- Property insecure e.g. shattered single/double glazing or damaged front door following an incident.
- A situation that represents a genuine health and safety risk.

Out of hours repair requests that are not considered an emergency by Adullam Homes Housing Association Limited will have to be reported by the customer again the following working day.

# Urgent repairs

## **Dealt with within 7 calendar days**

If you are facing major discomfort or inconvenience we will carry out an urgent repair. Urgent repairs are often carried out following a temporary emergency repair.

### **Some examples of urgent repairs are:**

- Replace damaged hand wash basin, bath or toilet cistern.
- Replace shattered single glazing to 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 visit may be required before certain urgent repairs are ordered. We will inform you of the details of your inspection at the time of your call.

## **Non-Urgent Repairs**

### **Dealt with within 28 calendar days**

#### **Examples of situations likely to be non-urgent:**

- Mend loose or dripping taps.
- Seal bath, hand wash basin or sink.
- Repairs to leaking waste pipes and guttering.
- Replace locks.
- Repairs to kitchen units.
- Window repairs.
- Repair floorboards.

Customers reporting large non-urgent work will either receive a pre-inspection visit or have the enquiry registered immediately on the Planned Maintenance Register to inform future planned programmes.

## **Gas servicing required under your Tenancy Agreement**

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To ensure that your appliances are tested we will make every effort to arrange an appointment that is convenient for you. If we are unable to contact you, Adullam will, as a last resort, apply to the courts for an eviction notice.

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We will send you a letter, giving you an appointment date, stating when we will carry out a Gas Safety Check.

If the appointment date is not convenient, there is a phone number on the letter that you can call to arrange an appointment that is more suitable for you.

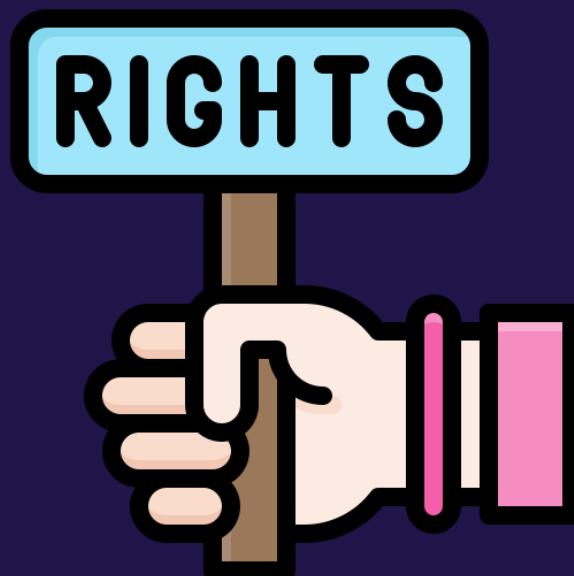
## **Repairs you are responsible for**

Repairs you are responsible for are detailed in your tenancy/licence agreement.

# Residents' rights

*Homes Transforming Lives.*

## Section 10.



# Your rights

## **Assured Shorthold, Protected and Excluded Tenancies**

Adullam will provide its residents with the most appropriate security of tenure and rights that are defined by law, recognised good practice, and the requirements of our funders.

### **Assured short-hold tenancy**

These are tenancies used in self-contained accommodation which are expected to be short-term. Adullam uses these where accommodation is expected to be short-term.

### **Protected Licence**

These are not tenancies. They are used in hostels and where residents live in self-contained but short-term accommodation.

They provide permission to occupy the accommodation, but Adullam retains the rights to access the accommodation and move people around within the hostel at its own discretion.

- You must not keep pets at the property without our prior consent. Pets are not allowed in any of our temporary accommodation.
- You have a duty to make sure that you, anyone living with you, your family, friends, pets and/or any visitor to the property, do not annoy, harass or inconvenience your neighbours.
- This includes ensuring that no harassment or noise nuisance is caused and ensuring that no damage is caused

to the property or to any surrounding properties.

A County Court Order is needed to take possession/evict a resident.

### **Excluded Licence**

These are not tenancies. These are used in hostels and accommodation with shared living. They provide permission to occupy.

Adullam retains the rights to access the accommodation and move people around the hostel at its own discretion.

They are excluded from the Protection from Eviction Act 1977. A County Court Order is not needed to evict somebody, although Adullam will ensure that any evictions are approved by a senior manager.

### **What are your responsibilities as a tenant?**

- You must live in the property as your 'only principal home'. This means the main address where you live or reside for the majority of your time.
- You must look after the property, keeping it clean and tidy and in a good state of repair.
- You must report any disrepair at the property to us as soon as you become aware of it.
- You must allow staff and contractors access to your home to inspect the condition of your home and to carry out repairs and maintenance where necessary.
- We will give you at least 24 hours' notice that we need to access your home unless access is required immediately in the case of an emergency.

If you live in our temporary accommodation we aim to help you secure long-term accommodation that is appropriate to suit your needs.

### **How will we help you?**

- Your move needs to be assessed by your Service Coordinator
- Your plan will be regularly reviewed, this may include completing a move on panel' or a privately rented property.
- Please note: you will not be offered

help with move on if you have been un-cooperative, violent or have substantial rent arrears.



# Moving on

*Homes Transforming Lives.*

## Section 11.



# Move on

## Moving on

Adullam provides help, support and skills building to help prepare you for moving to independent accommodation and can also help you through the process of applying for properties.

## Move on Panel

Your Service Coordinator will outline what is required from you to complete this document. Completing this paperwork can take up to two years with the support from your Service Coordinator.

Successful completion of this Panel paperwork will demonstrate to the Council that you have the required skills to live independently within one of their properties. Successful completion may result in an offer of secure and permanent housing.

## How long will you have to wait for an offer to be made if you pass the panel?

This will depend on:

- Availability in the areas that you have chosen
- Availability of the type of accommodation you are requesting

## How else can we find you a new home?

### Private Rental Properties

Finding properties to rent can be the quickest and often simplest way to get you a new home. There is more choice to where you can live and if you decide to move home

again in the future, it is potentially easier to do so.

Support from your Service Coordinator will be provided to help find you a suitable property.

## How do you end your Tenancy/Licence?

### Giving Notice

- To end your tenancy/licence, FOUR weeks is required in writing.
- If you're a joint tenant, both parties should give their notice at the same time.
- An inspection at the property will be carried out before the tenancy comes to an end.
- You will be notified of any damage caused by you in the property and you will be recharged for it.
- If rent is owing on your account you will be notified of this before you leave, and every attempt should be made to clear the outstanding arrears before leaving the property. If you can't clear the arrears before you leave, a repayment plan will be agreed.
- Make arrangements for returning the keys to us.

**Please inform all your current utility providers when you are moving out. These may include:**

- Gas and electric companies so they can read the meters.
- Welsh Water, so they can stop charging you water rates
- Your telephone company if you have registered a landline.
- The Housing Benefits office if you are in receipt of Benefits
- The local Council Tax office so they can stop (if you are being charged) charging you Council Tax
- TV licencing to get your licence transferred to your new address
- The Post Office to arrange for your mail to be re-directed (there is a charge for this).

**On the day you move**

- It is a good idea to record your gas and electric meter readings
- The property should be left clean and tidy, and all your personal belongings removed. We will charge you for any items left in the property that we will have to remove
- Lock all the doors and hand your keys in.

**Please note you are responsible for the rent/charges until we get the keys back.**

**Abandoned homes**

If you move out of your home without telling us, your tenancy/licence may be ended, and the property will be re-let.

If we have good cause to believe that you

have abandoned the property and have no intention of returning, we will serve a notice advising our intention to repossess the property.

The notice will be served on you warning you that your property will be repossessed after 28 days.

For more information please see the Protection from Eviction Act 1977.

# Safeguarding

*Homes Transforming Lives.*

## Section 12.



# Keeping you safe

At Adullam we have a duty to make sure that you are safe and to protect you from being abused. We call this safeguarding.

Abuse takes lots of different forms. These can include:

- Physical abuse – e.g. being hit or suffering violence
- Sexual abuse or exploitation – e.g. any form of touching inappropriately or sexual comments that make you feel uncomfortable
- Psychological abuse – e.g. being bullied, called names, ignored or intimidated
- Financial or material abuse - e.g. withholding or taking your money or your belongings
- Neglect – e.g. not meeting your basic needs like food or clothing
- Discrimination – e.g. any racist, sexist, homophobic comments or threats
- Institutional – e.g. poor practice or treatment by professionals or agencies
- Taking advantage –e.g. of somebody's vulnerability or mental health
- Domestic abuse – e.g. any form of abuse between intimate partners or family members
- Practices that are illegal – e.g. Female Genital Mutilation, radicalisation, child sexual exploitation, modern slavery.

## **Who might be causing the abuse?**

The person responsible for the abuse is very often well known to the person being abused and could be:

- A paid carer or volunteer
- A health worker, social carer, or other worker
- A relative, friend or neighbour
- Another resident or service user
- An occasional visitor or someone who is providing a service

## **What will happen if the abuse is reported to a member of staff or a peer mentor?**

- A member of staff will listen to your concerns and may ask you some questions to ensure they understand the circumstances fully
- The member of staff will advise you about what is likely to happen next

**Working with you**

We will work with you to help you make any decisions. You will be provided with help and support in taking action to try to end the abuse and make sure it does not happen again.

**It is NOT your fault!**

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. If you want, you can ask someone else to talk to us on your behalf. Your concerns will be taken very seriously. We will listen to you and talk to you about what you want to happen.

**Safeguarding policy**

Adullam has a Safeguarding Policy that sets out the values, principles and approach to safeguarding children, young people and adults. This policy sets out a framework for the conduct of all staff within the Association.

# Anti social behaviour

*Homes Transforming Lives.*

## Section 13.



Adullam is committed to tackling anti-social behaviour to support you and make our communities a safer and more enjoyable place to live.

We believe that everyone has the right to live in a home and a neighbourhood free from excessive noise, vandalism, harassment, and fear of crime.

We take any report of anti-social behaviour very seriously.

### What is Anti-Social Behaviour?

The term Anti-Social Behaviour (ASB) is defined as:

“Behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person”.

For Adullam this means:

- Behaviour by residents, household members, and visitors which causes nuisance or annoyance to any person, and which relates to or affects our service.
- Behaviour which involves using our homes for an unlawful purpose.

ASB can involve:

- **Excessive noise:** this could be loud music or shouting/banging
- **Disruptive Behaviour:** this could be drunkenness, rowdy, inconsiderate behaviour
- **Harassment and intimidation:** targeting a person because of a specific

characteristic so that they feel threatened, intimidated or uncomfortable

- **Vandalism:** this could be graffiti or breaking windows, basically any damage to any part of the property
- **Failing to control your pets:** dogs fouling the pavements
- **Racist or homophobic behaviour:** hate crime, targeting people because of specific characteristics
- **Criminal activity:** doing anything that is against the law
- **Breach of security:** giving out copies of your property keys or allowing strangers access to the 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, whether it be physical or verbal
- **Noise:** ongoing persistent noise
- **Arson:** starting fires in your own accommodation or communal areas
- **Misuse of communal areas:** drug use, littering, noise, urinating and defecating



## How can you report ASB?

You can contact your Support Coordinator or Tenancy Support Officer. You can do this:

In writing

By email: [info@adullam.org.uk](mailto:info@adullam.org.uk)

- By telephone
- In person

You can find a copy of our Anti-Social Behaviour policy on our website.

## What will Adullam do?

We understand that every case is different; we will discuss all available options with you to decide what action it is best to take.

We will investigate all allegations of ASB and will take the most appropriate course of action we can using the information we have.

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

## Support

You and any witnesses will be supported throughout the process.

If there is a serious threat to your safety we will consider moving you to a new property if that is what you want to do.

In some serious cases the courts may allow us to evict the person causing the problem if they are one of our tenants.

## More information

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

# Personal information

*Homes Transforming Lives.*

## Section 14.



We require you to provide us with an email address and a telephone number.

In handling this information, Adullam will comply with the Data Protection Act and the Tenants' Charter.

### **Legal Basis for Processing**

Personal data must be processed lawfully, fairly and in a transparent manner.

Under GDPR you must have a "legal basis" for processing. One such legal basis must apply to our

processing of personal data for it to be lawful.

The GDPR allows Processing for specific purposes, some of which are set out below:

- (a) the Data Subject has given his or her consent;
- (b) the Processing is necessary for the performance of a contract with the Data Subject;
- (c) to meet our legal compliance obligations;
- (d) to protect the Data Subject's vital interests;
- (e) where the task is carried out in the public interest or in the exercise of official authority;
- (f) other than by public authorities to perform their tasks, to pursue our legitimate interests for purposes where they are not overridden because the Processing prejudices the interests or fundamental rights and freedoms of Data Subjects. The purposes for which we process Personal Data for legitimate interests need to be set out in applicable Privacy

Statements/Notices or Fair Processing Notices.

### **Sensitive data**

If processing sensitive personal data, more stringent rules apply. These include

a) the data subject has explicitly consented to processing for a specific purpose (explicit

consent being a clear statement in words, rather than by action);

b) the processing is necessary for the purposes of carrying out the obligations and exercising

specific rights of Adullam or of the data subject in the field of employment and social

security and social protection law in so far as it is authorised by EU or UK law;

c) the processing is necessary to protect the vital interests of the data subject or of another

natural person where the data subject is physically or legally incapable of giving consent;

d) the processing relates to personal data which are manifestly made public by the data subject;

e) the processing is necessary for the establishment, exercise or defence of legal claims; and

f) the processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of EU or UK law or pursuant to contract with a health professional and subject to certain conditions and safeguards.

### **Right to Restriction of Processing**

Adullam must restrict (i.e. limit the scope of) our processing at the request of the data subject where:

- a) the accuracy of the personal data is contested by the data subject, but only for a period enabling us to verify the accuracy of the personal data;
- b) the processing is unlawful, and the data subject opposes the erasure of the personal data and requests the restriction of their use instead;
- c) we no longer need the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defence of legal claims; or
- d) the data subject has objected to processing pursuant to the right to object to legitimate interests processing, but only pending the verification of whether our legitimate grounds override those of the data subject (if they do not, we would then have to permanently restrict processing).

### **Policy**

All information relating to current and former residents will be:

- Obtained fairly
- Held for specific purposes and only used for those specific purposes
- Relevant, accurate and up to date
- Corrected if shown inaccurately
- Kept no longer than necessary
- Protected against loss of disclosure
- Treated as confidential at all times

Not revealed to third parties without the authority of the person to whom it refers, except to comply with a statutory requirement or a court order, or where there is a clear health and safety risk or evidence of fraud.

### **Access to information**

On request from the tenant, resident or service user, Adullam will give access to any personal information held, except where:

- The information relates to or identifies a third party who has refused their consent to the disclosure
- The information was provided by a third party on the understanding it would not be disclosed to the person concerned
- There is a significant risk that disclosure would cause serious harm or mental harm to the individual or another person

The information is subject to legal, professional, privileged or a statutory requirement, or is likely to lead to legal proceedings being taken

Information held purely for statistical purposes which does not identify individuals is not considered to be personal information.

## **Confidentiality**

During the course of everyday working, Adullam handles a great deal of information. You have a right to privacy and to expect that all personal information about you will be handled sensitively and confidentially.

Staff will generally have access to all the information they genuinely need to be able to carry out their work. They are under a duty to respect the confidentiality of all personal information held by Adullam.

## **Correction of inaccurate information**

Adullam will correct any information that is incorrect.

Where Adullam does not agree that the information is inaccurate, the individual's disagreement will be noted in the file.

## **Can Adullam Homes charge a fee for personal data?**

A copy of any personal data should be provided free. Adullam Homes may charge for additional copies. We can only charge a fee if we think the request is 'manifestly unfounded or excessive'. If so, we will ask for a reasonable fee for administrative costs associated with the request.

## **Appeals**

Any individual who feels that Adullam's Privacy policy has been unfairly applied, or who has suffered loss or damage as a result of actions by Adullam, may appeal using the complaints procedure.

## **What to do if you disagree with the outcome or remain dissatisfied**

If you are unhappy with how Adullam Homes has handled your request, you should first make a complaint. Having done so, if you remain dissatisfied you can make a complaint to the ICO. You can also seek to enforce your rights through the courts. If you decide to do this, Adullam Homes strongly advises that you seek independent legal advice first. Please follow the Adullam complaints policy and procedure.

# License & feedback

*Homes Transforming Lives.*

## Section 15.



# Agreement

## **Your Licence/Tenancy Agreement**

Whatever your type of Agreement you have signed sets out clearly your rights and responsibilities and the Association's responsibilities as your landlord.

Your Licence/Tenancy Agreement was explained to you when you signed up for your property, however you should still take a few moments to read through this yourself.

You will find many of our policy documents on our website, including our:

Anti-Social Behaviour Policy

# Compliments, complaints and suggestions

We welcome compliments and suggestions about ways we can improve our services.

If you have a complaint, speak to a member of staff. You can ask someone else to speak on your behalf. If your complaint is something we can deal with right away, we will do so.

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

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

Complete the form on the Contact us page on our website.

We deal with complaints following The Housing Ombudsman Service's **Complaint Handling Code**. This means we follow their best practice guidance on complaint handling.

You can contact the Housing Ombudsman at any point within your complaint for general advice and help.

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)

Should you want the Housing Ombudsman to accept your complaint for a full investigation, you will need to exhaust 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)**.



# Entrance and exit surveys

When you come to Adullam, you will receive a text message on your mobile asking you a small number of 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, we send you the survey again. This helps us see how you have progressed and shows us what we could do better.

Please complete the surveys – it will help Adullam be even better.