



Adullam
Homes Transforming Lives

Tenant newsletter

Autumn 2025

Super award successes

Thank you and well done to all of you who took part, attended, and came away with a win or highly commended at this year's **Adullam Excellence and Inclusion Awards.**

This is the second year we have run an awards event, and yourselves and staff were invited to make nominations in six different categories.

The awards event took place at Staffordshire County Showground, and it was great to have some of you there. Trophies and certificates were presented by Adullam's Chief Executive Alison Sargent.

There were several successes for Birmingham tenants in the awards. In the Spotlight Award, resident Eustace Atem was highly commended.

Eustace has come a long way in his time with us. He suffered from drinking problems which led to him being behind on his rent, and he would routinely argue with housing officers. Eustace no longer drinks and is never behind on a payment. He enjoys visits from his

housing officers. He is friendly and calm and has made some great neighbourhood friends.

The judge said: "Really impressed that he has overcome challenges with drinking while managing to keep his flat clean and rebuild relationships."

Everyone who was nominated for an award received a certificate, recognising their achievements and successes.



Inside this issue...

Winter fuel payments



ASB Details



Wordsearch fun



Welcome

This newsletter is all about keeping you up to date with news about your home, our services, and the opportunities happening in your community.

It's hard to believe we're already nearing the end of 2025 – the year has really flown by! We hope this edition finds you well and enjoying the season.

At Adullam Homes, our priority is to make sure you feel supported, safe, and happy in your home. We're here to offer advice and guidance to help improve your quality of life, and we're always just a call away if you need us.

From all of us in the Birmingham Team, we'd like to wish you a wonderful autumn. We hope you enjoy this newsletter and find the information useful.



WELCOME

Do you have something you'd like to share in our next edition? Maybe a piece of good news, a personal success, or a lived experience? If so, we'd love to hear from you! Get in touch and we'll try to include it in the December 2025 newsletter.



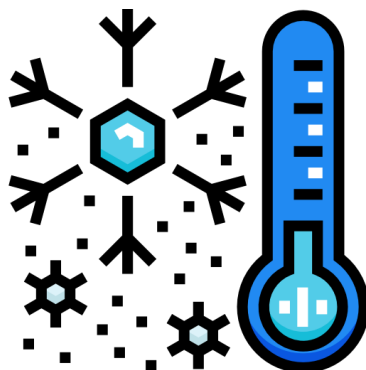
Winter fuel payments

If you were born before 22 September 1959 you could get between £100 and £300 to help you pay your heating bills for winter 2025 to 2026. This is known as a 'Winter Fuel Payment'.

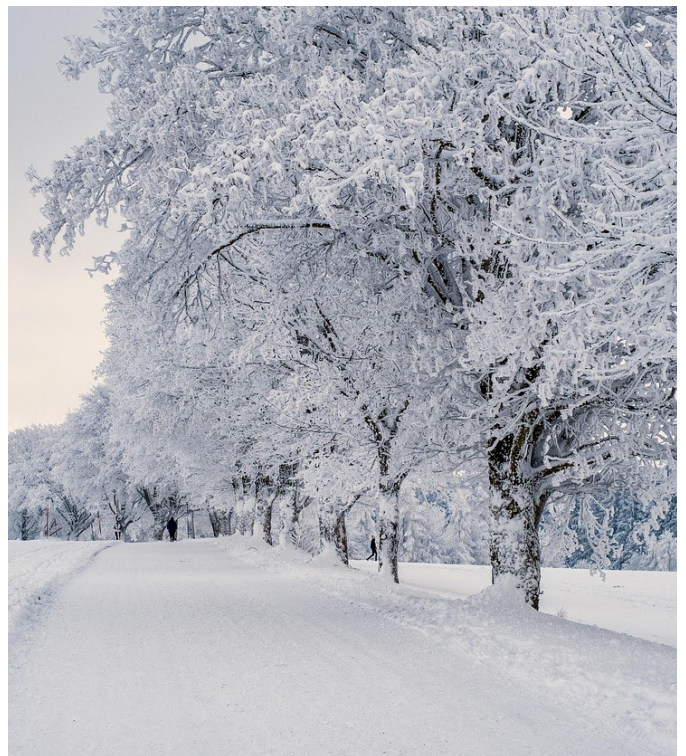
Most people get the Winter Fuel Payment automatically if they're eligible.

If your income is over £35,000, HMRC will take your Winter Fuel Payment back. You can check contact HMRC on 0300 200 3300 if your income is over the threshold and they will let you know how they will take it back.

If you're eligible, you'll get a letter saying how much you'll get.



Most eligible people will be paid in November or December 2025.



Changes for the better

Work has been carried out on our block of eight flats and bungalows at Long Street, Birmingham to help reduce anti-social behaviour and improve the lives of our tenants there.

There had been long-standing issues with anti-social behaviour (ASB), particularly relating to drug dealing and people using the rear fence of the property to get into the grounds to avoid them being seen on the main road.

Adullam has taken action on tenancies and provided neighbours with access to the ASB app to help them make reports, alongside the CCTV that is fitted at the location.



Also as part of the measures we have cut back the bushes alongside the road and fitted a different fence to prevent people being able to easily jump over it.

A careful balance has been achieved, taking into account avoiding the ground floor tenants losing light in their properties because of a fence being installed.

Asset Team member Matt has fitted a trellis-style fence along with a gate to the car park entrance to improve security without making tenants' properties dark or closed in.

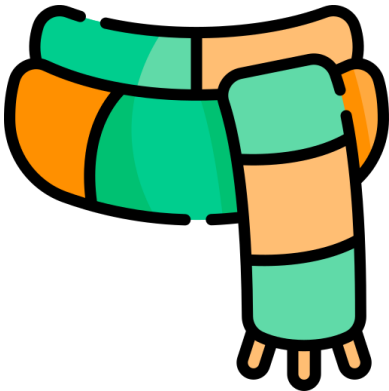
We have listened to what the residents said were issues here and have taken action.

We are looking forward to seeing positive results from Matt's hard work and Adullam's investment in the property improvements.

Stay warm and well

Cold weather can affect your health, particularly if you are elderly or have a long-term health condition such as diabetes or heart disease.

Here are a few tips on keeping your home warm, looking after yourself in the cold, and a reminder to keep an eye on friends and neighbours.



Wear several layers of clothes, this keeps you warmer than one chunky layer.

Wrap a scarf loosely around your mouth when

outdoors – a hat also helps.

Use a hot water bottle or an electric blanket in bed – but don't use both at the same time.

Have at least one hot meal a day and have hot drinks regularly.



Try not to sit still for more than about an hour – get up and stretch your legs if you are able to. Move about!



Make sure you have your 'flu jab if you are entitled to a free one. Even if you can't get one free it is still worth considering. Many pharmacies now do them.

Check up on older neighbours and relatives to make sure they're safe and well, and warm



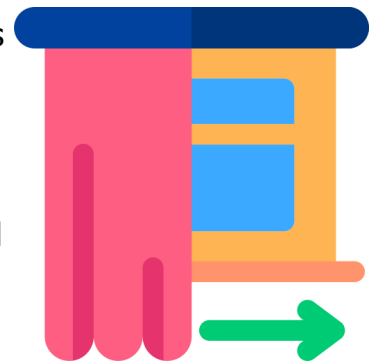
enough - especially at night.

Have stocks of food and medicines in the cupboard to avoid the need to go out when it is very cold.

Try to reduce draughts—fit draught excluders around your doors and windows. You can buy these for reasonable prices at DIY stores and shops such as B&M, Dunelm, and Home Bargains.

Keep your bedroom windows closed at night.

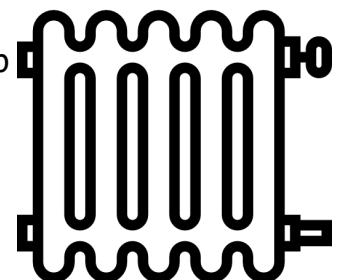
Closing your curtains will help to keep heat in.



Put foil behind radiators on external walls to reflect heat back into the room and improve energy efficiency. Using a specialized radiator reflector foil is better than regular kitchen foil, as it is designed to be more durable and effective long-term.

Try not to dry washing on your radiators. This prevents the heat from coming out to warm the room, and it creates condensation which can lead to damp and mould in your property.

Small changes can make a big difference and we hope these tips help you stay warm and well during winter.



Adullam cracks down on ASB

Know it • Stop it • Report it

WHAT IS ASB?

- ✓ Persistent/unreasonable noise
- ✓ Threatening or abusive behaviour
- ✓ Damage to property / graffiti
- ✓ Drug or alcohol-related nuisance
- ✓ Groups causing fear or disturbance

WHAT ISN'T ASB?

- ✗ A one-off party
- ✗ Children playing
- ✗ DIY at reasonable hours
- ✗ Parking disagreements

✗ Lifestyle differences
(smoking, shift work)

💡 Tip: Often, a polite conversation with your neighbour can resolve issues quickly.



WHO TO CONTACT

🏠 **Housing Team:** info@adullam.org.uk

👮 **Police (non-emergency):** 101

📞 **Emergency:** 999

★ WHY REPORT IT?

Prevents problems from escalating

Helps us act faster

Keeps our community safe & respectful

COPRODUCTION, INCLUSION AND ENGAGEMENT – TENANT INVOLVEMENT

Tenant Involvement Meeting – 9th September 2025

We held the first tenant CIE meeting at Walter Moore House (West Bromwich) to collect feedback from General Needs tenants about our services and to identify what tenant involvement activities you would like us to hold for you.

We would like to thank to Bala H who attended to represent our West Midlands tenants and meet with Adullam Homes Employees.

We would hope to advertise the next meeting better, so we can have meet more tenants and hear your views and suggestions about our services.



If you would like to enquire more or give suggestions about our Local Offer for Coproduction, Inclusion and Engagement please contact us, we would love to hear from you.

Sharing her experience

Adullam is very grateful to tenant Bala Hamd who recently attended a meeting of our Operations Committee to talk about her experience with Adullam.

We have copied sections of the very detailed and useful report that Bala presented at the online meeting to give you an idea of the points she raised.

"I was truly happy and grateful when Adullam Housing Association offered me a flat. Before this, I had been living in supported accommodation, which limited my ability to study at university and work. Moving into a general needs property was a big and positive change for me. It allowed me to live independently, continue my education, and build a more stable future.



"When I first moved into the flat, the process of signing the tenancy agreement and the initial assessment went smoothly. The housing officer was welcoming, in a friendly and professional way.

"However, the property itself was empty. There was no flooring, no furniture, and no white goods at all. Coming from supported accommodation, I didn't have any home equipment or furniture, so settling in was very difficult at the beginning. I didn't receive any support with this, and I think that made the transition harder.

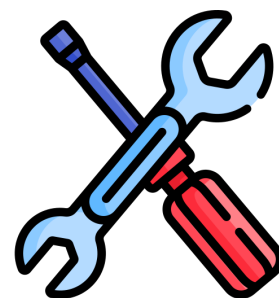
"After settling in, I started volunteering as a Tenant Scrutiny Panel Member with Adullam. This has been a great learning experience, helping me understand tenants' rights and how housing associations operate.

"I also volunteered with the housing team as a Tenant Sustainment Officer, and I truly appreciate the support I received from the

staff and management. They were encouraging and willing to help me learn new skills and gain experience in housing.

"Through attending two tenant conferences, I also learned more about housing. These experiences made me realise how important communication and respect are between housing associations and their tenants.

"During my time as a tenant, I have experienced some challenges that I think are important to mention."



At this point Bala explained issues she has faced with anti-social behaviour, garden maintenance, rent payment confusion, the behaviour of repairs staff, and the amount of paperwork and lack of explanation.

Bala's conclusion

She went on to make some recommendations and came to the following conclusion:

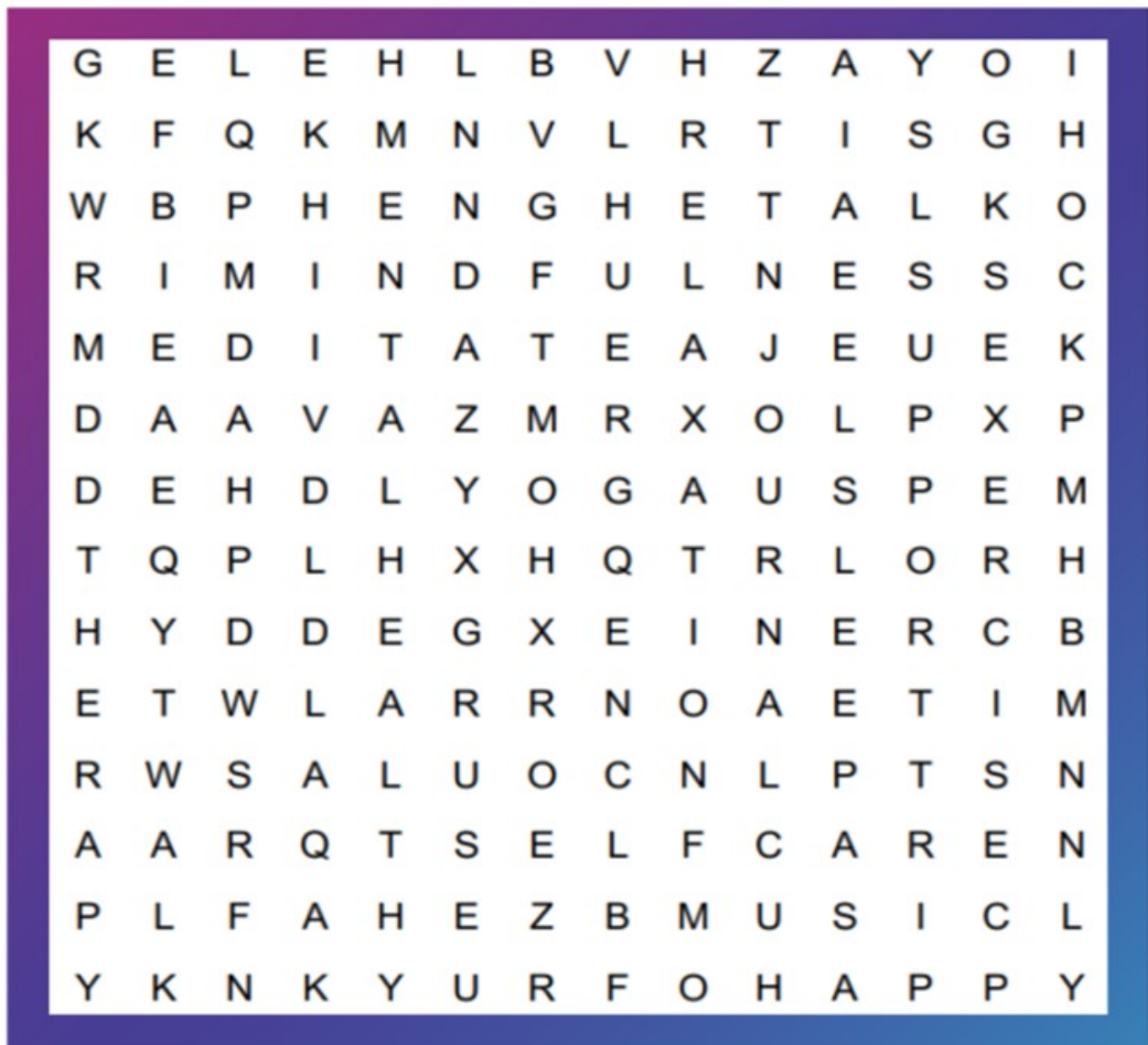
"Overall, I am grateful to Adullam Housing Association for providing me with a safe home and giving me opportunities to grow through volunteering. My experience has been positive in many ways, especially in learning and independence. However, there are areas where improvement is needed — particularly in communication, repair services, and staff awareness.

"I hope my feedback will help Adullam improve its services and continue supporting tenants with understanding, respect, and care."

Bala was provided with feedback and details of how some of the points she had raised were already being addressed.

Thanks again Bala for your input.

Wellbeing puzzle



*Find
these
words*

EXERCISE
HAPPY
JOURNAL
MEDITATE
MENTALHEALTH
MINDFULNESS

MUSIC
NATURE
READ
RELAXATION
SELFCARE
SLEEP

SUPPORT
TALK
THERAPY
WALK
WATER
YOGA



Find the answers on P12

Winter wellbeing support

Winter can sometimes feel long, cold, and dark.

Getting outside in the daylight, even for a short walk, can make a big difference to your mood. Just wrap up warm and be careful if it is snowy or icy outside.

But if you're struggling, remember you're not alone – there are services ready to listen and support you:

- **NHS Mental Health 24/7 Text Service (Birmingham & Solihull)**

If you're experiencing anxiety, stress, loneliness, depression, or other mental health challenges, text '**Space**' to **85258** for free, confidential support from a trained professional.

- **Mind's Support Line** – 0300 102 1234 A safe space to talk about your mental health. Advisors listen and can guide you to specialist support if needed. *Open 9am–6pm, Monday to Friday (except bank holidays).*

- **Samaritans** – Free, 24/7, 365 days a year Call **116 123** from any phone, or email jo@samaritans.org (responses may take a few days). *Welsh Language Line also*



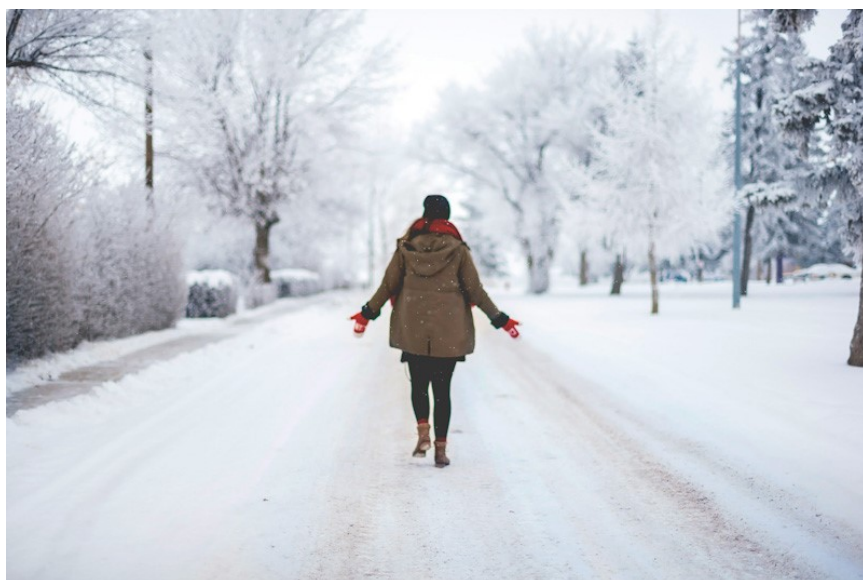
available on 0808 164 0123, 7pm–11pm daily.

- **SANeline** – 0300 304 7000 For anyone experiencing mental health problems or supporting someone else. *Open 4:30pm–10pm every day.*

- **National Suicide Prevention Helpline UK** – 0800 689 5652 Provides supportive listening for anyone having thoughts of suicide. *Available 6pm–midnight daily.*

- **SHOUT** – Text **SHOUT to 85258** A free, confidential 24/7 text service for anyone in crisis who prefers not to talk on the phone.

- **Switchboard (LGBTQIA+ Support)** – 0300 330 0630 Speak to someone who understands. Phone operators all identify as LGBTQIA+. *Open 10am–10pm daily.* You can also email chris@switchboard.lgbt or use their webchat service.



What's on – free things to do

MIDLANDS ARTS CENTRE (MAC)

Looking for something creative and Christmassy to do this season? MAC in Cannon Hill Park has some fantastic free events coming up:



LIGHT PAINTING – FREE DROP-IN



Hexagon Theatre | 31 Oct | 10am - 12pm & 1pm - 3pm

Make shapes, write text and express your creativity, guided by an experienced photographic artist and educator. Participants will receive a digital or printed copy of their final image to take home.

- Free, drop-in activity.
- First come, first served.

FESTIVE BIRD DECORATIONS – FREE DROP-IN

Terrace Gallery | 15 Nov | 10am–12pm & 1pm–3pm

Join Birmingham artists Juneau Projects to make your own bird-inspired festive decoration. Take it home or add it to MAC's giant Christmas tree!

- Free, drop-in activity (while materials last).
- First come, first served.



CHRISTMAS ARTS MARKET – FREE ENTRY

MAC Foyer & Bar | 29 & 30 Nov, 6 & 7 Dec

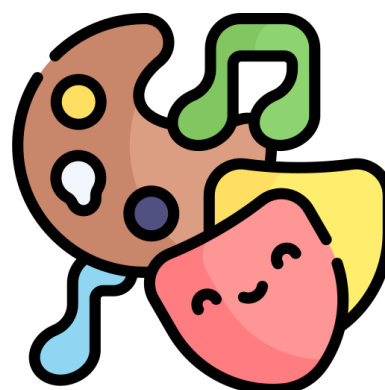


| 11am-5pm

MAC's Christmas Arts Market is back! Browse and buy unique gifts from local designer-makers, including ceramics, jewellery, paintings, prints, textiles and more.

What to expect:

- A wide range of handmade, high-quality gifts.
- The chance to meet and chat with the makers.
- Seasonal drinks, snacks and meals at the **KILN Café** (including a Sunday roast – no washing up for you!).



How to get there

- **By Bus:** Services 1, 35, 45, and 47 all stop near Cannon Hill Park.
- **By Car:** MAC has a pay-and-display car park, but spaces can be limited during busy times.
- **By Bike/On Foot:** Located inside Cannon Hill Park, MAC is easy to reach on foot or by cycle paths.
- **Accessibility:** MAC is fully accessible, with lifts, accessible toilets, and wheelchair access throughout. Accessible and companion tickets can be booked online.



FREE WOMEN ONLY ZUMBA | HANDSWORTH

Timetable: Mondays | 11am - 12pm

- **Location:** 38A Victoria Rd, Handsworth, Birmingham B21 0SA
- **Suitable For:** Women only

- **Price & Booking:** FREE. Limited space so call [0121 551 9020](tel:01215519020) for booking info.

FREE women-only Zumba group for all ages and abilities every Monday at the Handsworth Baptist Church, with a health and well-being group discussion.



FREE CHILDREN'S BOXERCISE CLASS | ALUM ROCK

- **Timetable:** Tuesdays | 3:30pm - 4:30pm

- **Location:** 80 Anthony Rd, Alum Rock, Birmingham B8 3AA

- **Suitable For:** Children only

- **Price & Booking:** FREE. Limited space so call [0121 752 1930](tel:01217521930) for booking info.



How to get in touch with us

Contact Number - 0121 271 0789

(Monday to Thursday 9am to 5pm and Fridays 9am to 4pm)

Out of Hours contact (EMERGENCIES ONLY)

Landline: 0121 643 0883

Mobile: 07920 720 900

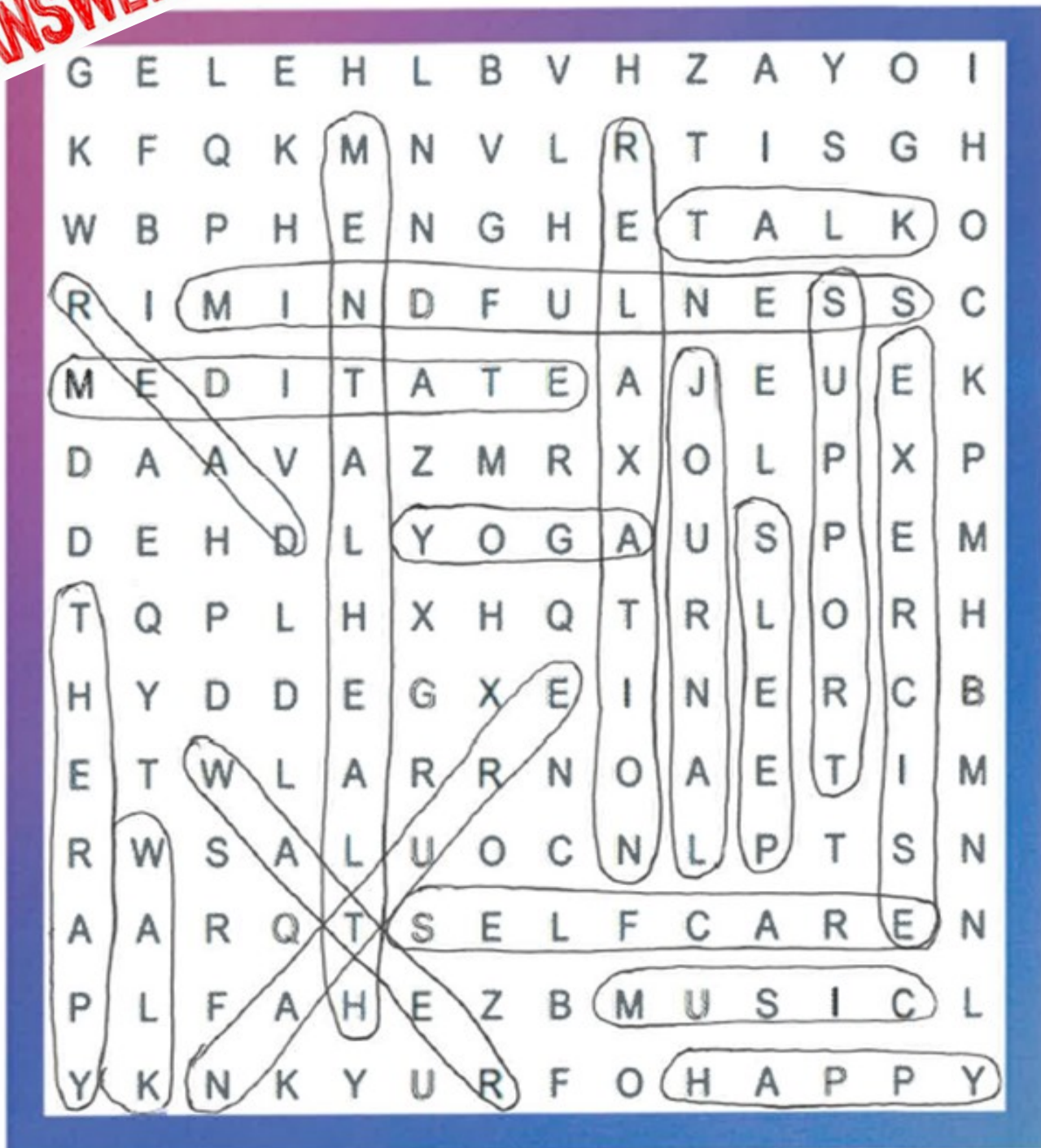
Email: info@adullam.org.uk

Repairs: repairs@adullam.org.uk

Head Office - Walter Moore House, 34 Dudley Street, West Bromwich,
West Midlands, B70 9LS

**TIME FOR
ANSWERS**

How many did you find?



*Find
these
words*

EXERCISE ✓

HAPPY ✓

JOURNAL ✓

MEDITATE ✓

MENTALHEALTH ✓

MINDFULNESS ✓

MUSIC ✓

NATURE ✓

READ ✓

RELAXATION ✓

SELF CARE ✓

SLEEP ✓

SUPPORT ✓

TALK ✓

THERAPY ✓

WALK ✓

WATER ✓

YOGA ✓

