



February 2026

## Saturday support survey

**We are thinking about doing a trial run of offering support on a Saturday for those of you who struggle to contact us during the week.**

We would love to know what you think about this and have created a quick survey to help you share your views. Scan the QR code below which will take you to the questions online.



**1. How likely are you to use Saturday support services for TRS?**

Very likely

Somewhat likely

Neutral

Somewhat unlikely

Very unlikely

**2. Which of the following services would you be interested in accessing on Saturdays? (Select all that apply)**

Raising general enquiries

Following up on existing requests or issues

Getting technical or account assistance

Other (please specify): \_\_\_\_\_

**3. What is your preferred time to contact Saturday support?**

9am– 2pm

10am– 2pm

10am– 4pm

12 noon – 4pm

Other (please specify): \_\_\_\_\_

**4. How convenient would Saturday support be for you?**

Very convenient

Moderately convenient

Not very convenient

Not at all convenient

**5. Would you like to be notified about updates or new services for you?**

Yes/No

### Stay Connected!

We're now on  
**Instagram** just for  
Birmingham tenants!



Follow us for quick updates,  
community news, and local  
events.

**Follow:**  
**@adullam\_birmingham**  
Stay in the loop and be part of  
your community!

# Rent setting consultation

As part of our commitment to transparency and involving tenants in decision-making, we are pleased to invite you to attend our **Rent Setting Consultation Open Sessions** this March. These sessions provide an opportunity for you to discuss the rent increase letters sent in late February/early March, which outline the new rent charges starting in April.

## Why attend?

- To understand any changes to your rent and service charges, including reasons for increases.
- To ask questions and get clarification directly from our team.
- To provide valuable feedback that can influence future budget setting, service provision, and rent decisions.
- To share your views with operational budget holders and help shape the future of your community services.

Your feedback from these sessions will also contribute to the upcoming national **Coproduction, Involvement & Engagement Week (CIE Week)**, taking place from 16<sup>th</sup> to 20<sup>th</sup> March 2026,

helping us strengthen community engagement.

## Important reminder:

Please ensure we have your **correct email address and mobile phone number** on record. Further details and reminders about these events will be communicated via email and text message closer to the dates. Keeping your contact details up to date will ensure you don't miss out on important information.

## Special feature:

We will also be sharing our **"Where Does My Rent Go?"** diagram which clearly shows how your rent is spent, covering things like maintenance, support services, repairs, and community projects. It's a great way to see how your contributions help improve your home and community.

## Who should attend?

If you are a general needs tenant living close to any of these offices or in the surrounding areas, we encourage you to come along and have your say.

## When and where:

Office Locations	Address	Time Start & Finish
<b>Walter Moore House</b>	34 Dudley Street West Bromwich B70 9LS	<b>Wednesday, 4<sup>th</sup> March, 10am to 12 noon</b>
<b>Rowans Court</b>	192 Herbert Road Small Heath Birmingham B10 0PR	<b>Wednesday, 4<sup>th</sup> March, 1.30pm to 3.30pm</b>
<b>Park Avenue &amp; Oak Bank</b>	9 Park Avenue Hockley Birmingham B18 5ND	<b>Friday, 6<sup>th</sup> March, 10am to 12 noon</b>

These sessions are open to all general needs accommodation tenants in these areas. No booking is required, just drop in and participate.

# Zero tolerance

At Adullam Homes, we are committed to providing a safe and respectful environment for both our staff and residents. We have a strict zero-tolerance policy towards any form of abuse or unacceptable behaviour.

This means that any kind of abuse — whether verbal, physical, or emotional — will not be accepted. This includes threatening language, shouting, harassment, or intimidation,

whether it happens over the phone or in person.

Our staff are here to support you, and they deserve to work in a safe and respectful environment. We ask everyone to treat staff with kindness and understanding.

Thank you for your cooperation in helping us maintain a respectful community .

## Housing Management general needs accommodation key contacts

Housing Officer Assistant - Fred Asueya	Housing Officer - Kikija Strauja	Housing Co-ordinator - Theresa Mccrea
<ul style="list-style-type: none"> <li>Albert Road</li> <li>Church Street</li> <li>Coventry Road</li> <li>George Road</li> <li>Holliday Road</li> <li>Malmesbury Road</li> <li>Murdock Road</li> <li>Whitehall Road</li> <li>Park Avenue</li> <li>Short Heath Court / Short Heath Road</li> <li>Whitehall Road</li> <li>Windsor Road</li> <li>Whitehall Road</li> <li>Dorothy Gardens</li> <li>Long Street</li> <li>Sparkbrook</li> <li>Wretham Road</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Bromford Crescent</li> <li>Cumberland</li> <li>Dorothy Gardens</li> <li>Dorton Road (Stirchley)</li> <li>Forest Road (Sycamore House)</li> <li>Great Arthur Street (Smethwick)</li> <li>Harvington Road</li> <li>Leslie Road</li> <li>Long Street (Sparkbrook)</li> <li>Morris Street (West Bromwich)</li> <li>Willows Road</li> <li>Windsor Road</li> <li>Wellington Road (various addresses)</li> <li>Norbiton Road (Kingstanding)</li> <li>Whitehall Road</li> </ul>	<ul style="list-style-type: none"> <li>Bolton Road (St Andrews Court)</li> <li>Gregory Avenue</li> <li>Dove Gardens</li> <li>Millbrook Road</li> <li>Weoley Castle</li> </ul>
<b>Mobile: 07726 680452</b>	<b>Mobile: 07356 103858</b>	<b>Mobile: 07458 090487</b>
<b>Email:</b> <b>afred@adullam.org.uk</b>	<b>Email:</b> <b>kstrau-ja@adullam.org.uk</b>	<b>Email:</b> <b>tmccrea@adullam.org.uk</b>

**Customer Services Team Repairs** - Call: 0121 271 0789 Email: [info@adullam.org.uk](mailto:info@adullam.org.uk)  
They can help with any repairs, CCTV outage or repairs.

# Landline phone charges

Landlines in the UK are going digital. The existing analogue technology (the PSTN - Public Switched Telephone Network) which has supported phone and broadband services for decades is being retired and switched off.

The good news is the landline is here to stay. By the end of January 2027, the vast majority of customers will be provided with a broadband line, making calls the same as they do today, but using 'Voice over IP' technology that uses an internet connection.

BT's new home phone service, called Digital Voice, uses your broadband internet to keep you connected. Most of the time, switching is quick and easy!

All you have to do is connect your home phone handset to your router instead of the usual phone socket on the wall. It's that simple!

Over 99% of phone handsets are compatible with Digital Voice and the best part. It's FREE! If your current phone isn't compatible, don't

worry, BT offers a range of new handsets you can add to your order, and you can keep your current phone number.



## Support

BT is making sure everyone is supported, especially those who might need extra help. If you or someone you know is vulnerable or has additional needs, BT will provide extra assistance to make the switch smooth.

BT is working closely with local authorities and care providers to identify lines with special devices, and if you have concerns or haven't told anyone about your needs, call BT at **0330 1234 150**.

If you don't have internet, BT will offer a special landline service so you can keep using your phone just like you do now.

Visit [www.bt.com/digital-voice](http://www.bt.com/digital-voice) for more details.



# Keeping your details updated

At Adullam Homes, we're committed to providing you with the best possible service and support. One way we do this is by regularly reviewing and updating your personal details. This helps us stay in touch, manage your tenancy smoothly, and ensure we're delivering the right services to you.

We use your data for various reasons, including contacting you about important notices, issues, or surveys like the Tenant Satisfaction Measures (TSM) survey, to arrange repairs, inspections, and share necessary details with contractors, to create and to manage your tenancy agreement, collect rent, and handle payments.

Having your current contact details, like your mobile number and address, helps us communicate with you effectively. For example, when we send out the TSM survey in February, we'll need your correct mobile number to reach you easily. Accurate

information also ensures you receive important updates about your home and tenancy.

We are committed to protecting your personal information. We follow data protection laws including GDPR.

We're also proud to be part of the "**Making Every Contact Count**" initiative, which encourages us to use all our routine interactions with tenants to gather important information about your needs and your home. This approach helps us identify where support is needed most and ensures services are delivered fairly and effectively.

## Update needed?

If you need to update your contact information or have any questions, please call our Housing Management Team using the numbers below:

Contact	Role	Mobile	Email Address
<b>Theresa McCrea –</b>	Housing Co-ordinator -	07458 090487	tmccrea@adullam.org.uk
<b>Kikija Strauja</b>	Housing Officer	07356 103858	kstrauja@adullam.org.uk
<b>Fred Asueya</b>	Housing Assistant	07726 680452	afred@adullam.org.uk



# Repairs and maintenance performance

In quarter three, our repairs and maintenance team demonstrated strong performance across all **categories of general needs accommodation repair and maintenance jobs reported**. Here's a summary of our progress:

Repair Type	Recorded Jobs	Completed Jobs	Completion Rate (%)
Emergency	10	10	100%
Urgent	43	41	95.3%
Routine	29	28	96.6%

## Understanding the timescales and KPIs

In our repairs and maintenance services, we categorise jobs based on how quickly they need to be completed:

- **Emergency Jobs:** These are critical issues that pose immediate danger or significant risk, such as gas leaks or electrical faults. These must be completed within 24 hours to ensure safety and prevent further damage.
- **Urgent Jobs:** These are important repairs that need prompt attention but are not

immediately dangerous, such as leaking faucets or broken locks. These should be completed within 7 working days.

- **Routine Jobs:** These are standard maintenance tasks that are less urgent, like replacing light bulbs or fixing minor cosmetic issues. These are expected to be completed within 28 working days.

## What is a KPI?

KPI stands for Key Performance Indicator. It is a measurable value that demonstrates how effectively we are achieving our repair and maintenance goals. In this context, KPIs are used to track the percentage of jobs completed within the specified timescales.

They help us assess our performance, monitor progress, and identify areas where we can improve — ensuring tenants receive timely and efficient repairs.

Our high KPI achievement rates reflect our ongoing commitment to providing reliable and responsive maintenance services. We will continue to monitor and improve our performance to serve you, our tenants, better.

## Repair issues? - report them

### Customer Services Team

📞 0121 271 0789

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

**What can they help with?**  
Any repairs, CCTV outage or repairs

### Trident out of hours service

📞 0121 633 6060 or 0121 633 4633

**What can they help with?**  
Emergency repairs



## GET INVOLVED AND HAVE YOUR VOICE HEARD

- Are you interested in helping shape Adullam services and make your area a better place to live?
- Would you like to play an active role in decisions to help improve Adullam services?
- Would you like to play a part in monitoring services that Adullam provides?
- Would you like gain new skills and meet new people?

If you answer yes to any of the above questions or you are simply interested in finding out more about ways you can become involved and working as part of team with Adullam then please contact Paramjeet Kaur-Singh, Tenant Engagement and Satisfaction Lead email: [Paramjeet.kaur-singh@adullam.org.uk](mailto:Paramjeet.kaur-singh@adullam.org.uk) or speak to a member of staff.



# Resolve award nomination

**In recognition of our community safety work, Adullam Homes has been nominated for Housing Provider of the Year at the 2026 Resolve ASB Awards.**

Resolve is the UK's leading community safety organisation with a 30-year history of championing best practice, policy reform, and frontline support. The awards ceremony, scheduled for 26th February 2026, at the Crowne Plaza in Nottingham, celebrates the sector's most innovative and impactful practitioners and teams.

As a nominated housing provider, Adullam Homes is proud to be recognised among the sector's leaders, with this nomination

reflecting our ongoing commitment to safeguarding communities, empowering tenants, residents and service users and embedding wellbeing into our service delivery.



The banner features the 'RESOLVE' logo with a stylized triangle icon. Below the logo is a dark, blurred photograph of two people holding glasses. The text 'The ASB Awards' is prominently displayed in white, followed by a subtitle: 'The sector's most prestigious and coveted awards. Celebrating the best individuals, projects and organisations making communities safer - now at the shortlisting stage!'



## Scam detector

Get Safe Online has launched a new scam detection tool on their website.

If you are suspicious of a text, email or message and you want to check if it is legit or not before responding, you can upload it to Ask Silver on the Get Safe Online website. It will return an indication of whether the communication is safe or a 'red flag' for fraud.

This can be accessed via their website: <https://www.getsafeonline.org/asksilver/>



Also, on their website is their latest Back-to-Basics campaign providing lots of tips and advice from experts about staying safe online. You can read more about this via their website: <https://www.getsafeonline.org/onlinesafetybasics/>

# Have a rant

**Our Rant and Rave Customer Survey is an annual opportunity for you to give us honest feedback about the services we provide. Your opinions help us understand what we're doing well and where we can improve.**

Rant and Rave is a quick survey with 45 simple questions covering your experience with our housing team, how we handle anti-social behaviour reports, communication, staff treatment, and more. It also includes questions about your personal experience and feelings about living in your community.

Your feedback directly influences how we deliver services and improve your community. Whether you're happy or unhappy with something, your input helps us serve you better.

Scan the QR code on this page to access the survey directly on your phone or device.

Or visit: [www.adullam.org.uk](http://www.adullam.org.uk)

The survey is open until March 31, 2026. Make sure to share your views before the deadline!

We also have an Instagram account specifically for Birmingham tenants! Follow us for updates, community news, and helpful information.

**@adullam\_birmingham**

We will be sharing the full annual KPI data, detailing the types of ASB reported, in our quarter 4 newsletter in May 2026.

Last year, only a few people completed the survey, and this year, we haven't had any participants so far. We really want to change that! Your feedback is vital to us, and it only takes a few minutes.

Remember: The survey is anonymous — your responses are confidential.

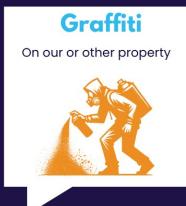


## Forms of ASB



Adullam will not tolerate anti-social behaviour (ASB). We encourage anyone affected by it to report it. We will support and protect those affected.

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



You can report ASB by telling a member of staff, using our website [www.adullam.org.uk](http://www.adullam.org.uk), or calling Customer Service 0121 271 0789. In an emergency ring the police on 999 or when less serious use 101.

# Anti-Social Behaviour (ASB) support and updates

We are committed to making our neighbourhoods safe and welcoming for everyone. If you're experiencing issues like noise, nuisance, or disputes, we want you to know there are ways to report and deal with anti-social behaviour (ASB).

## The ASB App

We use the ASB App, an easy-to-use online tool that allows tenants to record, monitor, and report ASB incidents such as noise, disputes, or nuisance behaviour. It helps us respond quickly and effectively. To find out more or to access the app, contact your Housing Officer or visit: <https://adullam.asbapp.co.uk/>

## Reporting ASB

- If you see or experience ASB:** Call the police on **101**.
- In an emergency:** Dial **999** immediately.
- Provide details:** When reporting, tell us when, where, who was involved, what happened, and how it affected you. Your contact details will be kept confidential.
- Respect Line:** Call **0800 075 6699** — our dedicated line for tenants to report ASB or request welfare calls.

## Additional information

You can also access information about ASB and how to report neighbour disputes directly on our website:

- <https://www.adullam.org.uk/tenant-area/my-tenancy/>

Here, you can find guidance on dealing with

neighbour disputes, reporting incidents, and accessing support services. Our Anti-Social Behaviour Service Standards and ASB leaflets are also available on the website to help you understand what to expect and how we handle these issues.



## Our commitment

We do not tolerate ASB in our communities. We have powers to act against behaviour that harms tenants, residents, service users, and staff or disrupts neighbourhoods, whether it occurs within or outside our properties.

## The numbers

This financial year, up to December 2025, we recorded **7 ASB complaints** from our general needs tenants, out of **133 properties**. That's about **5% of properties** reporting issues. The complaints included concerns about:

- Drug dealing
- Illegal parking
- Litter and fly-tipping
- Racism and hate crimes
- Noise, music, and lifestyle disturbances
- Vandalism and property damage

While the number of complaints may seem small compared to the total properties we manage, we take every report seriously and work hard to resolve issues quickly.

We encourage everyone to report concerns promptly; together, we can help keep our communities safe and pleasant for all.

# DO YOU KNOW HOW TO REPORT ASB?

(Anti-Social Behaviour)

We take reports of ASB seriously and will deal with any reported incidents in line with our ASB policy.

ASB covers a wide range of unacceptable behaviours including:

**NOISE  
NUISANCE**

**VANDALISM**

**LITTERING**

**HARASSMENT**

**THREATENING  
BEHAVIOUR**

You can report ASB anytime by sending an email to:  
[info@adullam.org.uk](mailto:info@adullam.org.uk)

Or contact us on: **0121 271 0789**



The Easy Read TRS handbook covers all information in depth. Ask a member of staff to provide you with a copy.

# Our involvement strategy for 2025-2028

Adullam has a clear plan to increase involvement, transparency, and community participation over the next few years. Our goals include:

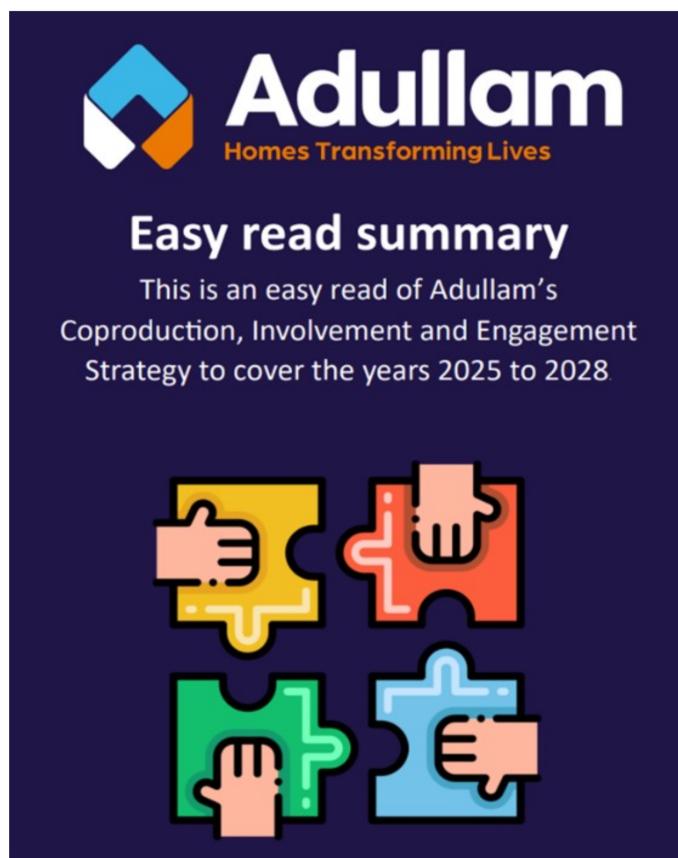
- Empowering tenants to be active partners in service design and decision-making.
- Ensuring everyone, especially those from marginalised groups, has a voice.
- Building your skills and confidence to participate in scrutiny, leadership, and community activities.
- Creating opportunities for feedback and visible improvements based on your suggestions.

We will achieve this in a number of ways.

- Set up Tenant Coproduction & Scrutiny Groups to give you a say in how services are run.
- Deliver training to help tenants become “scrutiny champions” — people who check how well services work.
- Involve tenants in recruitment, procurement, and decision-making forums.
- Use digital tools like surveys, newsletters, and online forums to keep everyone informed and involved.

- Celebrate successes and share ideas to motivate and inspire ongoing participation.

We will set targets at the start of each year and regularly review progress through reports and feedback from tenants like you. This way, we can make sure our efforts are making a real difference.



# Community activities

## Community Activities – December 2025

Throughout December, we held several community events across our estates to connect with tenants, introduce our new team members, and listen to your ideas and concerns. Here's a quick overview:

### 4<sup>th</sup> December – Walter Moor House

We hosted a Christmas Hamper event at Walter Moor House, with five tenants attending. It was a great opportunity for tenants to meet our new team members, ask questions about their properties, and share any concerns.

Tenants discussed issues such as water pressure, heating, and payment cards. We listened carefully, explained our plans, and assured everyone that we will investigate and work to resolve these matters promptly.

All tenants received a hamper as a token of appreciation, along with our best wishes.



### 11<sup>th</sup> December – Park Avenue

One tenant joined us for a community chat and received a hamper. The meeting helped strengthen our connection and provided a space for tenants to understand more about our team's goals.

We emphasised that every request, concern, or feedback is taken seriously and reviewed on an individual basis.

### 18<sup>th</sup> December – Rowans Court

Four tenants from different addresses attended our session. One concern was raised about overflowing bins and rubbish in front of the garages, which could attract rats and cause strong smells. We confirmed we will look into this issue and take appropriate action.

Tenants received hampers and our thanks for their ongoing involvement.

### Prize Draw

All tenants who attended these events were entered into a prize draw for a **£150 Gift Hamper**. The winner was Ihor Krykun! He commented he was very thankful and surprised.

### Special delivery for our elderly tenants

Tenants aged **60 to 96 years old**, who preferred not to attend in person, were contacted separately. Their hampers were delivered directly to their homes on 22nd December 2025.

### Thank you for your engagement!

These events are important opportunities for us to listen, learn, and work together to improve our communities. We truly appreciate everyone's participation and look forward to more opportunities to meet and support each other in the future.

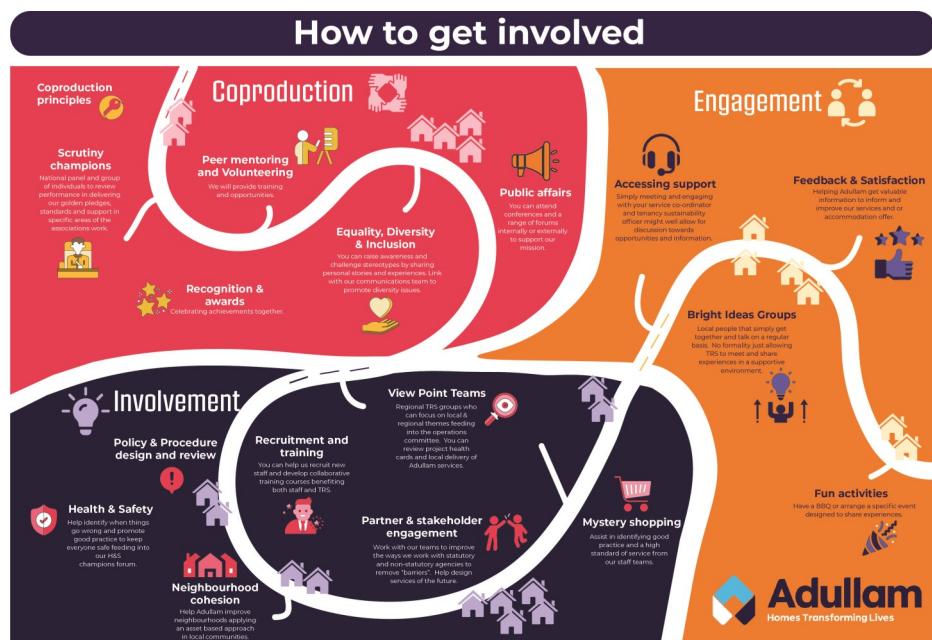
# Coproduction Week 2026

From 16<sup>th</sup> to 20<sup>th</sup> March 2026, we're excited to invite you to our annual Coproduction Week, a week dedicated to working together to improve our homes, communities, and services. This year, we'll be bringing a mobile bus to various locations across Birmingham, providing a friendly space where you can meet the Adullam team and key partners, including the police.

Coproduction Week is an opportunity for you to share your ideas, ask questions, and work with us to develop solutions that matter most to you.

## What's happening

- Meet the Adullam team:** Find out more about the people working to support you.
- Engage with key partners:** Police and other community organisations will be joining us to discuss safety, support, and community wellbeing.
- Participate in activities:** Join estate walks, safety demonstrations, and community discussions.
- Ask questions about your rent:** During the week, we'll have a dedicated session on the annual rent for April 2026. This is your chance to ask questions about why your rent has increased, where the rent goes, and how it helps deliver the services that support your home and community.
- Your involvement contributes directly to our **General Needs Coproduction Plan 2025-2028**, which aims to:
- Empower tenants as active partners in



For any queries please email: [coproduction@adullam.org.uk](mailto:coproduction@adullam.org.uk)

service design and decision-making

- Foster inclusive participation, especially among marginalised groups
- Increase transparency and trust through regular feedback and visible improvements
- Build tenant leadership and skills in coproduction and scrutiny
- Measure impact to ensure continuous progress and accountability

Look out for the mobile bus visiting your area during Coproduction Week! We encourage everyone to come along, share your thoughts, and get involved in shaping your community. Whether you're new to coproduction or a regular participant, your voice is vital.

As the event week approaches, we will keep you updated through various channels. We'll be sending reminder texts, sharing details of the mobile bus locations via social media, and posting leaflets in your local areas.

Make sure to keep an eye out for these updates so you don't miss your chance to join us.

# Your voice matters!

## Help shape our services!

We believe that our tenants' ideas and feedback are essential in helping us improve the services we provide. That's why we have special groups where your voice can make a real difference.

## Policy matters

We have internal groups made up of key staff members that focus on different areas of our services. These groups meet regularly to review policies and find ways to make our services better for you.

We want to hear from you before these meetings! If you have ideas, concerns, or suggestions on how we can improve, you can contact us in advance so your feedback can be shared with the group.

## Our key groups

### Anti-Social Behaviour (ASB) Focus Group

This group works to tackle issues like vandalism, harassment, and other anti-social behaviour. It brings together managers from different regions to share best practices, review policies, and develop joint plans to keep our communities safe.

### Upcoming meeting dates 2026:

- Thursday 23<sup>rd</sup> April
- Thursday 20<sup>th</sup> August

## How you can help

If you have experiences or ideas about ASB, or want to know more about how these issues are being addressed, get in touch with us at [asb@adullam.org.uk](mailto:asb@adullam.org.uk)



Your feedback can help shape the way we handle these matters.

### Housing, Asset, Health & Safety Group

This group looks at the overall management of our homes, properties, and safety. Members review policies, monitor repairs, and find ways to make sure your homes are safe, well-maintained, and affordable.

### Upcoming meeting dates 2026:

- Friday 24<sup>th</sup> April
- Friday 24<sup>th</sup> July

## How you can help

If you have ideas about safety, repairs, or how we manage our homes, we want to hear from you! Share your thoughts by contacting us at [Info@adullam.org.uk](mailto:Info@adullam.org.uk).

## Stay involved!

Look out for updates in your newsletters, social media, or notice boards about upcoming meetings and how you can get involved. Together, we can build stronger, safer, and happier communities.

# Tenant Satisfaction Measures survey has been sent

We have sent out our Tenant Satisfaction Measures (TSM) survey via text message to all Adullam tenants and residents.

To ensure as many of you as possible fill out the form, we will be in touch to check that your mobile number is up to date on our records. Expect to hear from us about this.

We are aware that not all of you will want to share your mobile number or access the form in this way. A paper copy of the survey will be sent to your Housing Officer, so this can be printed and delivered to you by post to

complete and return to:

**Paramjeet Kaur-Singh or Richard Lee  
Tenant Engagement & Satisfaction Leads  
Adullam Homes Housing Association  
Walter Moore House  
34 Dudley Street  
West Bromwich  
B70 9LS**



## Tenant Satisfaction Measures (TSM) – the details

Since April 2023, social housing landlords in England are required to measure and share how well they're doing in providing good housing services. These are called Tenant Satisfaction Measures (TSM), and they help make sure landlords are transparent and accountable. The Regulator of Social Housing (RSH) oversees this process.

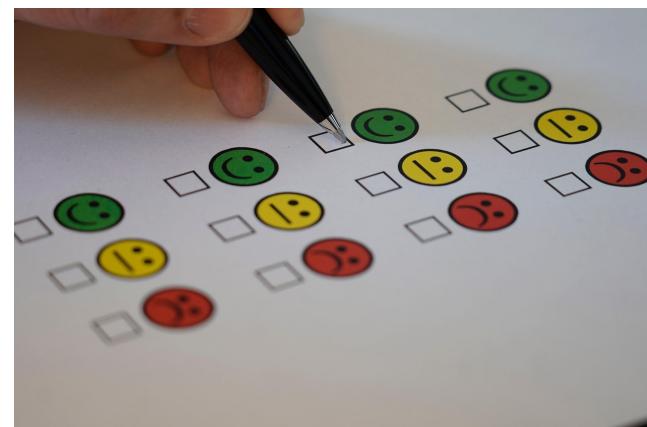
### Why do TSM matter?

- **For tenants:** They give you clear information about how your landlord is performing.
- **For landlords:** They provide useful feedback on where services can improve.
- **For the Regulator:** They help ensure landlords meet the standards expected of them.

### What do the TSM cover?

There are 22 key indicators divided into two groups:

- **12 tenant questions:** Your opinions collected through a questionnaire.
- **10 landlord reports:** Data collected from landlord records.



# Continued from page 14

These are grouped into five main areas:

- **Keeping your home in good condition:** Satisfaction with repairs and whether homes meet the Decent Homes Standard.
- **Building safety:** How safe tenants feel their home is, and safety checks for gas, fire, asbestos, water, and lifts.
- **Respectful and helpful communication:** How well landlords listen, keep tenants informed, and treat everyone fairly.
- **Handling complaints:** Satisfaction with how complaints are dealt with, response times, and complaint numbers.
- **Neighbourhood management:** Satisfaction with communal areas,

contributions to the community, and dealing with anti-social behaviour.

## • **Reporting and sharing results**

Landlords must collect this data every year and those with 1,000+ homes share their results with the Regulator, who publishes a national comparison.

All landlords must share their results locally, like on their website, so tenants can see how well they're doing.

## **It is with you!**

This year's survey has been sent via text message and is available as a hard copy if you prefer.

Please take the time to fill it in. The deadline is March 31.

## Getting involved in your community

Getting involved in your community is a great way to get to know people and even make new friends.

You will acquire skills and knowledge which will enhance your growth and development but also enable you to fulfil your public and social responsibilities in the future.

### **Ways to get involved include:**

- Become a Scrutiny Champion for Adullam and help us to improve our services, working jointly with staff to identify where we are doing not so well. Your lived experience of being an Adullam tenant really counts.
- Become a Community Champion and organise a community clean up with your neighbours and by working alongside Adullam staff.
- Get involved in Estate Walkabouts with your Housing and Property Services

- Officers, identify areas of concern, and agree priorities with the local community.
- Become a Mystery Shopper and make calls to our projects or visit receptions to see how well they work. Meet up with Adullam staff to discuss concerns you may have discovered.

Participating in social and community activities has a profound impact on our personal wellbeing. It can reduce stress, boost self-esteem, and improve overall mental health.

- If you would like to become involved in any of the above activities or you have any ideas of your own, please contact our Tenant Engagement and Satisfaction Leads using their email addresses [paramjeet.kaur-singh@adullam.org.uk](mailto:paramjeet.kaur-singh@adullam.org.uk) OR [Richard.lee@adullam.org.uk](mailto:Richard.lee@adullam.org.uk), they would love to hear from you, or speak to a member of staff.

# Get extra money for saving

Help to Save is a government savings scheme for people on low income, such as those getting Universal Credit or Working Tax Credit.

## How it works:

- Save between £1 and £50 a month for up to four years.
- Get 50% bonus on your savings after two years—and again after four years.
- You can earn up to £1,200 in bonuses.

For example, if you save £25 a month for two years (£600), you get a £300 bonus.

## Who can apply?

- You can open an account if you:
- Get Universal Credit or Working Tax Credit.
- Earned at least £1 in your last monthly payment period.

- Live in the UK.

## Benefits:

- Safe and backed by the government.
- Bonuses are tax-free.
- You can withdraw money anytime, and it won't affect most Benefits.

## How to apply:

- Go to [www.gov.uk/get-help-savings-low-income](http://www.gov.uk/get-help-savings-low-income).
- Sign in with your Government Gateway account.
- Add your bank details and start saving!

Start with just £1 a month. Get rewarded for saving. It's a great way to build a safety net for the future.



# Help from Turn2us

We understand that managing your household finances can be challenging at times. That's why we want to let you know about **Turn2us**, a UK charity that supports people facing financial difficulties.

As one of our tenants, you can use Turn2us to:

- **Check what Benefits you may be entitled to** using their easy online Benefits Calculator.

- **Search for grants** you might be eligible for, including help with rent, energy bills, or essential items.
- **Get guidance and advice** on managing your money during tough times.

Their support is free, confidential, and designed to help you stay secure in your home. If you're struggling or just want to check what help is available, visit [www.turn2us.org.uk](http://www.turn2us.org.uk) today.

# Cost of living support

As the cost of living continues to rise, many people are feeling the pressure. Thankfully, local councils like Birmingham and Sandwell have created Cost of Living Support schemes to help during these challenging times.

The two councils offer different types of help including emergency financial support for those struggling to pay bills or buy essentials, food vouchers or access to food banks, help with energy costs, and support with rent or Council Tax for those who are falling behind.

## Support for you

As one of our tenants living in general needs housing, you may be able to benefit from these schemes. You don't have to face financial stress alone. Whether you need help with paying for food, heating, or other essential costs, there are options available.

## How to Get Help

For Birmingham residents: visit the



[www.birmingham.gov.uk/livingsupport](http://www.birmingham.gov.uk/livingsupport)

For Sandwell residents: visit the  
[www.sandwell.gov.uk/cost-living-help](http://www.sandwell.gov.uk/cost-living-help)

You can also speak to us directly if you're unsure where to start. We can point you in the right direction.

**Remember:** Asking for help is not a weakness — it's a step toward stability. These services exist to support people like you, and we encourage everyone to make use of them if needed.

## Free online Benefit calculator

You can use the free online Benefits calculator at [www.entitledto.co.uk](http://www.entitledto.co.uk) to check what benefits you might be able to claim — such as Universal Credit, Housing Benefit, or Council Tax Reduction.

## How to use it

- Go to: [www.entitledto.co.uk](http://www.entitledto.co.uk)
- Choose "benefits calculator" and select "individual".
- Fill in your details:
- Income, savings, rent amount, household info (partner, kids, etc.)
- Get your results: see what Benefits you

may get and how much.

## Why it's useful

- Free & anonymous.
- Takes around 10 minutes.
- Helps check if you're missing out on support.
- Useful before signing a tenancy or if your rent changes.



We encourage you to use it to understand what help you can get — it can make a big difference in budgeting for rent and living costs.

# Universal Credit Migration

The government is currently moving people from Benefits such as Tax Credits and Housing Benefit onto Universal Credit. This process is known as Universal Credit Managed Migration.

## If this applies to you, here's what you need to know:

### Wait for your letter

- You will receive a Migration Notice letter telling you when you need to apply for Universal Credit. Do not apply until you receive this letter.

### Check your deadline carefully

- Your letter will include a deadline by which you must apply. It's important to apply before this date.

### Get advice and support

- We strongly recommend getting advice from local support services to help you understand:
- How Universal Credit works.
- How to maximise your Benefits.
- Whether you are entitled to transitional

protection.

### Do not miss the deadline

If you miss your deadline:

- Your current Benefits may stop.
- You may lose entitlement to transitional protection.

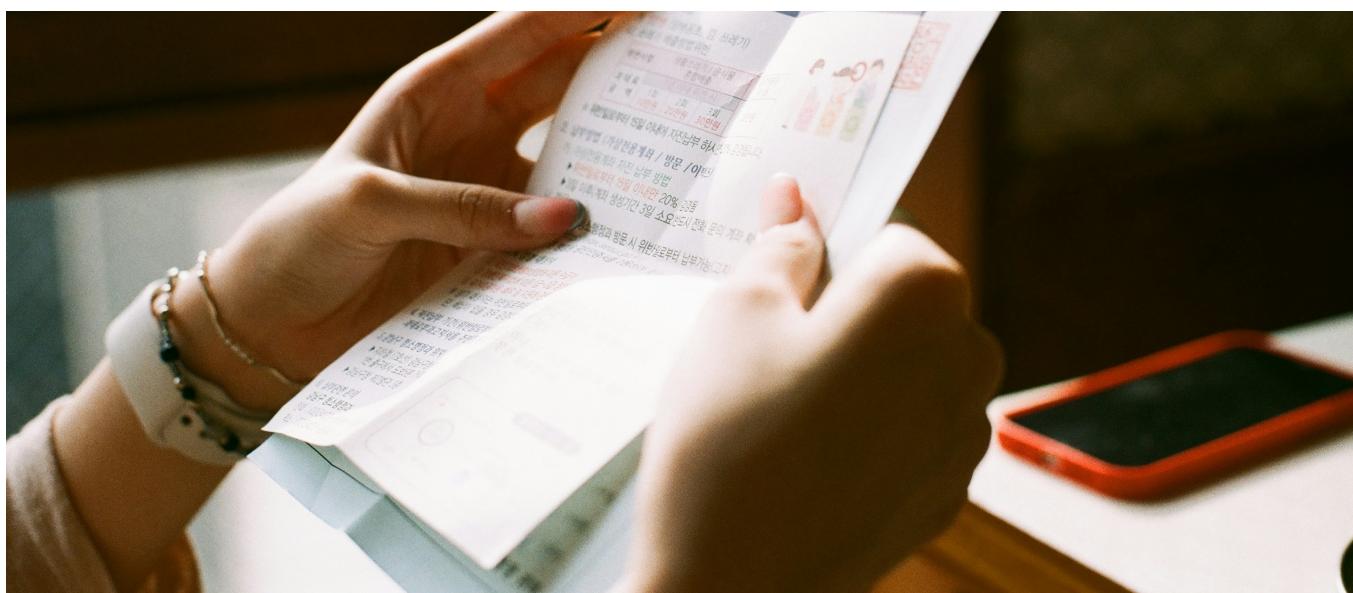
### Paying your rent

- Universal Credit may include money for your rent. It is important that this is paid directly to Adullam, your landlord.

You can request that your rent is paid straight to Adullam from Universal Credit, but this does not happen automatically, even if you previously received Housing Benefit.

### Don't ignore the notice

- If you've received a migration letter or are unsure what to do next, please contact us as soon as possible. We're here to support you through the process.



# More payment options

**We are thrilled to announce a new initiative aimed at making your payment experience easier and more efficient.**

At Adullam Homes, we are committed to providing you with the best possible service, and we understand that managing your payments is a crucial part of your tenancy.

We are introducing several enhanced payment options that will allow you to manage your Direct Debts and payments with greater flexibility and convenience. Here's what you can expect:

**Branded payment gateway:** You will soon have access to a new online payment gateway that you can easily use to make payments directly on our website. This user-friendly platform will allow you to choose your payment amount and reference, making transactions smoother than ever.

**Direct Debt online presentment:** Setting up your Direct Debts will become a breeze! With our new online presentment feature, you will be able to enter your details and set up your Direct Debts without the hassle of paperwork. This means less time spent on admin and more time for what matters most to you.

**Email notifications:** To keep you informed, we will be transitioning to email notifications for Direct Debt communications. This change will not only reduce paper waste but also ensure that you receive timely updates regarding your payments. You will no longer have to worry about missing



important information!

These enhancements are all designed with your convenience in mind. By modernising our payment processes, we aim to reduce the administrative burden on you and our staff, ensuring that you have a seamless experience when it comes to managing your payments.

We are currently working hard to implement these new features and expect to launch them within the next few weeks.

We will keep you updated on the exact launch date and provide you with all the information you need to take advantage of these new options.



# Fire evacuation changes

The fire emergency evacuation strategy for some of our properties is changing from Simultaneous (all out) to **'Stay Put' if safe to do so.**

## Properties with the new Fire Strategy:

- Haldane Court
- Sycamore House
- Whitehall Road
- Shortheath Court
- Willows Road
- Oak Bank

All these properties currently have Fire Action Notices that describe an **'All-Out'** (simultaneous) evacuation strategy. We will be replacing these notices with new **'Stay Put if Safe to Do'** notices once assembly points are identified for each property.

We are making this change because **'Stay Put' if safe to do so** is what actually happens at the moment when the fire alarms go off. In the buildings listed, frequent false alarms (e.g. because of burnt toast) have led to "evacuation fatigue", where residents stop taking alarms seriously. A **'Stay Put' if safe to do so** evacuation strategy helps manage this.

## Why change?

Modern, purpose-built blocks of flats are constructed so that each flat forms a fire-resisting compartment. They are designed to contain a fire within the room or flat where it started for a significant period (e.g., 60 minutes or more). This prevents the fire and smoke from spreading quickly to other parts of the building.

Unnecessary evacuation can force residents into smoke-filled communal corridors and stairways, which is often a greater risk than remaining in the safety of their flat.

A mass evacuation can clog stairwells and escape routes, delaying the Fire and Rescue Service from reaching the fire quickly and safely.

A full evacuation of a large building can cause panic and lead to injuries, such as falls on stairways.

For individuals with mobility issues or disabilities, a full, immediate evacuation can be difficult without assistance. The "stay put" strategy allows them to remain in a safe place until the Fire Service arrives to manage their evacuation.

The "stay put" policy allows for a more managed, phased evacuation if one is needed, starting with the affected flat

and immediate vicinity, and expanding only as needed.

Residents should only leave their flat if they are affected by fire or smoke, feel threatened, or are instructed to leave by the Fire and Rescue Service. In all cases, they should still call the emergency services immediately.

## What to do

In buildings with a stay put policy:

- If a fire starts within a flat, everyone in the flat should be alerted, make their way out of the building, and call the Fire and Rescue Service.
- If a fire starts in the communal areas of a block, anyone in these areas should make their way out of the building and call the Fire and Rescue Service.
- All other residents – not directly affected by the fire – are asked to stay in their flat unless directed to leave by the Fire and Rescue Service. It doesn't mean that if they choose to leave the building they can't, nor does it prevent those people leaving a flat that is on fire from alerting their neighbours so that they can escape if they feel threatened.

# Preventing damp & mould

**Mould and damp can cause serious health problems and damage to your home. To help maintain a safe and healthy living environment, we ask tenants to take simple steps to prevent mould and damp.**

## Early signs to look out for:

- Visible mould (black or green spots on walls, ceilings, or windows)
- Condensation on windows, mirrors, or walls
- A persistent musty or damp smell
- Peeling wallpaper or paint caused by moisture
- 

## How to prevent mould and damp:

- **Ventilate your home:** Open windows daily, especially in kitchens and bathrooms. Use extractor fans when cooking or showering, or open windows for at least 15 minutes afterwards.
- **Keep your home warm and dry:** Maintain a steady temperature and avoid drying clothes indoors where possible.
- **Reduce moisture:** Use dehumidifiers or moisture absorbers in damp-prone areas.
- **Check problem areas:** Regularly inspect behind furniture, under sinks, and clean up spills or leaks immediately.
- **Dry clothes properly:** Dry outdoors or use a tumble dryer. If drying

indoors, ensure good ventilation.

- **Maintain gutters and drains:** Keep them clear to prevent water entering walls or ceilings.

### If you notice damp or mould:

- **Notify us early:** Contact Adullam Homes Housing Association as soon as possible.
- **Cleaning mould:** Avoid harsh chemicals. HG Mould Spray (available at Tesco) is recommended. If this does not help, contact us for advice.
- **Ongoing issues:** If mould or damp returns, it may be a structural problem. Report it immediately so we can inspect the property.

By following these steps, you can help prevent mould and damp and protect your health and home. If you have any questions or concerns, please don't hesitate to contact us.



# Faster action on damp and mould

**We want to keep you informed about important changes that help us respond more quickly to damp, mould, and other urgent housing issues. These updates are part of new laws called Awaab's Law, introduced to make sure tenants live in safe, healthy homes.**

## What is Awaab's Law?

Named after two-year-old Awaab Ishak, who sadly lost his life due to mould in his home, Awaab's Law makes it a legal requirement for social housing landlords like us to investigate and fix serious hazards like damp and mould quickly. This law aims to protect tenants and prevent tragedies like this from happening again.

## What does the law require?

- Investigate issues within 10 days:** If you report damp or mould, we must investigate within 10 working days.
- Fix emergencies within 24 hours:** If there is a serious or urgent problem, repairs must be done within a day.
- Report back to tenants:** After investigating, we will provide a written summary of what we found and what we plan to do within 3 days.

## What does this mean for you?

- We will respond faster to reports of damp, mould, or other hazards.
- We're committed to making your home safer and healthier.
- If we do not meet these timescales, you have the right to raise concerns with the Housing Ombudsman.

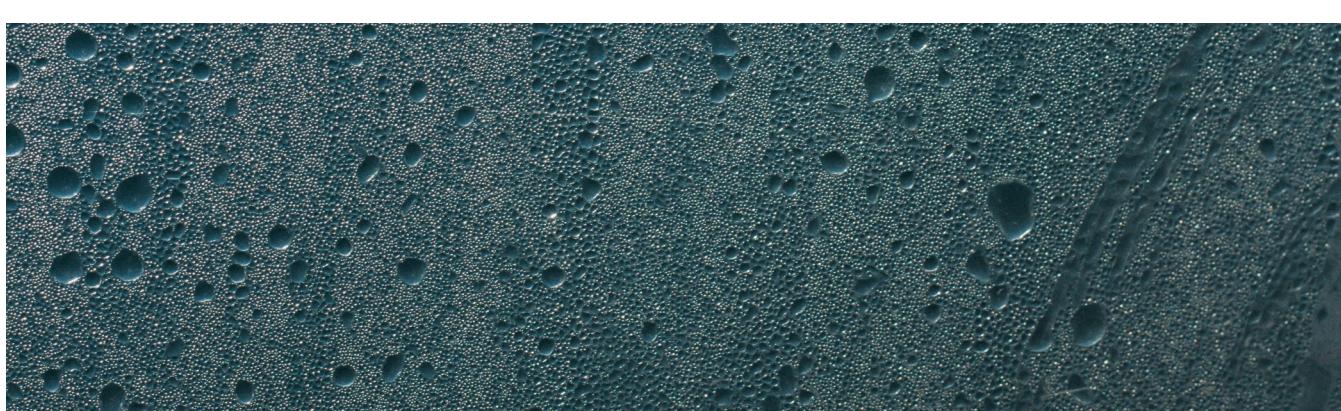
## How to report an issue

If you notice damp, mould, or other hazards in your home, please report it through our official channels, such as our contact centre. Timely reporting helps us respond more quickly.

## When did these changes take effect?

Since October 2025, we have focused on investigating damp, mould, and urgent hazards. From this year, additional hazards are covered under these regulations.

We are dedicated to working with you to keep your home safe and comfortable. Thank you for your cooperation and for helping us make your living environment better.



# Grounds maintenance

We carry out regular grounds maintenance across our estates, with work done including grass and hedge cutting, ensuring windows are clean and accessible - this service is provided by Art Cleaning, and communal areas cleaning - Clean Space does this.

Some of these services are currently under review, and we will share the scheduled visit times so you know when contractors will be working in your area.

## Contract renewal

Our grounds maintenance services are managed through a contract that is up for renewal, with a new two-year contract starting later this year. This contract includes grass cutting, lawn maintenance, weed control, hedge cutting, leaf collection, and litter picking.

Under the contract gardens will be maintained bimonthly during summer (April 1 – October 15), and monthly during the winter (October 16 – March 31).



Adullam will also install a covered skip at various sites (including Rowans Court) for waste disposal and will raise jobs for additional ad hoc jet washing or tree works when needed.

## Updates

To show that our standards are being maintained, we will share pictures in future quarterly newsletters of the work completed during contract visits. We also welcome your feedback, if you notice anything that needs attention, please report it to us.

# Safer pavements

Birmingham City Council supports new government measures to keep pavements clear and safe for everyone. The Council now has new powers to tackle pavement parking that blocks footpaths and causes problems for pedestrians.

Councillor Majid Mahmood, who looks after environment and transport, said: "We welcome the government's decision to give councils the power to keep pavements clear. These new measures will help us make walking, cycling, and using mobility aids safer and easier for all residents."

He added: "We need to change how we move around the city—less reliance on private cars and more active travel like walking and cycling. Inconsiderate parking that blocks pavements can cause accidents and create barriers, especially for those with mobility challenges. These new powers will help communities move around more safely."

For more details about these new measures, visit the news pages on Birmingham City's website.