

Adullam Homes

General Needs Newsletter

June 2026

Week of activity

Back in March, our community came alive with energy, participation, and a shared commitment to making our neighbourhood a better place to live.

From vibrant street activities to meaningful discussions, the week-long CIE (Coproduction, Involvement and Engagement) events brought tenants together, fostering stronger connections and showcasing the incredible spirit of our residents.

CIE (Coproduction, Involvement & Engagement) means giving tenants and residents the opportunities to get involved in whatever ways they prefer and to shape the way we run and deliver our services..

One of the highlights was a mobile bus that travelled across key locations including St Andrew’s House, Rowans Court, Park Avenue, Long Street, and Walter Moore House.

This innovative approach allowed tenants to engage directly with support services, participate in activities, and learn about local initiatives, all in the convenience of their neighbourhood. The bus’s schedule was carefully planned, with morning starts at each location and engaging activities throughout the day.

Throughout the week, tenants and staff participated in a variety of activities designed to promote community spirit and safety. Day 1 saw lively interactions at St Andrews and Rowans Court, with tenants sharing their stories and enjoying light refreshments.

Day 2 at Park Avenue included informative sessions with Birmingham Mind and community safety teams, along with opportunities to learn about local mental health support. Long Street on Day 3 and Walter Moore on Day 4 featured tenant-led discussions, safety demonstrations, and engaging activities that fostered a sense of pride and ownership among tenants.

Sharing stories

Tenant stories and testimonials played a vital role in this event. Several residents volunteered to share their experiences through videos, helping to promote our community’s strengths and initiatives on social media.

Local partners, including police and Fire Service, actively participated, providing safety advice, distributing resources, and engaging with tenants, residents and service users, about crime prevention and community safety.

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More events to come

Looking Ahead

The success of CIE Week was made possible through dedicated teamwork and the enthusiastic participation of tenants. Organisers are already planning future events to continue strengthening our community bonds. We are grateful to everyone who took part, our voices, stories, and energy help create a vibrant, safe, and welcoming neighbourhood for all.

Stay tuned for upcoming activities and opportunities to get involved. Together, we can keep building a community where everyone feels listened to, valued, and connected.

If you'd like to get involved in future activities or share your ideas, look out for upcoming events or speak to your Housing or Tenancy Sustainment Officers.



Drama club invitation

Are you a tenant or resident with a passion for storytelling or acting? Or simply someone interested in sharing your lived experiences?

We're excited to announce the launch of a new Drama Club designed to bring tenants together through the power of theatre.

From Wednesday, May 27, 2026, we started weekly drama sessions where participants can explore their life stories, reflect on how being in Adullam accommodation has impacted their lives, and work together to craft a unique play based on these experiences.

The sessions are fun, supportive, and open to all, regardless of previous experience.

The weekly sessions are approximately one hour each and allow us to develop ideas, rehearse, and prepare for a final performance which will be performed during July 2026.

it's not too late to join!

Where feasible, transportation can be provided to help those who need assistance getting to the drama club venue.

This is a wonderful opportunity to share your story, meet others, build confidence, and be part of a creative project that celebrates your journey. Whether you're interested in acting, storytelling, or simply supporting your community, your participation will make a difference.

To find out more or to reserve your place, please contact your Housing / Tenancy Sustainment Officer by emailing info@adullam.org.uk

We look forward to creating something special together. Come share your story and help us bring it to life on stage!



ASB Awareness Week

ASB Awareness Week is an opportunity to:

- Learn more about what anti-social behaviour is
- Understand how ASB affects individuals and communities
- Find out how to report concerns and get support
- Highlight the importance of supporting victims of ASB.

The campaign encourages early action, good communication, and community-led solutions to help everyone feel safer where they live.

Throughout ASB Awareness Week, a series of online events and webinars will take place, bringing together national experts, frontline workers and community voices.

Here's what's planned:

- **Monday 29 June** – Understanding ASB An overview of ASB, including current trends and national priorities.
- **Tuesday 30 June** – Victims' Day. A focus on supporting victims, understanding their rights, and hearing real experiences.
- **Wednesday 1 July** – Let's Talk ASB Exploring how residents and communities can work together to prevent ASB.
- **Thursday 2 July** – Frontline Excellence Sharing good practice and real examples from professionals tackling ASB.
- **Friday 3 July** – Young People & ASB Looking at early intervention, prevention, and positive pathways for young people.



Be part of it

We encourage Tenants, Residents and Service Users (TRS) to take part in ways that suit you. You can:

- Join online events or webinars
- Learn more about how to report ASB
- Share your experiences or ideas
- Stay informed about what's happening locally.

Local councils, the police and community groups may also be running activities during the week.

As part of our commitment, we continue to work closely with partner organisations, including local councils, police and community safety partnerships, to address ASB and improve safety and wellbeing in our neighbourhoods.

Your cooperation and involvement play an important role in helping us achieve this. We'll be sharing more information soon about how you can take part and what's happening in our local area.

You can also visit the Resolve website to find out more about ASB Awareness Week and access helpful resources.

If you're worried about ASB or need advice, please contact your Housing or Tenancy Sustainment Officers.



The ASB App

capture the evidence

The ASB App is paid for by Adullam for all tenants affected by Anti-Social Behaviour (ASB). It is available to every one of you, free of charge. The App lets you record and report ASB, such as noise, nuisance, and disputes, simply by using your mobile phone. Use the App to report ASB 24 hours a day, seven days a week.

Useful features

- 📷 Upload videos or pictures
- 📁 Keep these stored with your case/ claim
- 🔍 Gather concrete evidence which helps Tenancy Sustainment Officers, and police, if necessary, deal with cases

Contact your Tenancy Sustainment Officer for full details

TACKLING FLY TIPPING

Illegal waste dumping, commonly known as fly tipping, has long been a blight on our neighbourhoods — creating eyesores, causing health risks, and damaging the environment. But good news: the Government has launched a major crackdown to tackle this problem head-on, and our community will benefit from their efforts.

Stronger approach to waste crime

The Government has introduced a comprehensive Waste Crime Action Plan, which aims to stop illegal dumping at its source. This includes giving enforcement officers new powers, increasing funding, and cracking down on those who dump waste illegally. The plan also emphasises earlier intervention, with authorities able to shut down illegal waste sites before they take hold.

Stronger enforcement: Officers will have police-style powers to shut down illegal waste operations immediately. Offenders could face hefty fines, unpaid community work, or even prison time. For repeat offenders, penalties like losing their driving licenses could make illegal dumping much harder.



Holding criminals accountable: For the first time, illegal waste operators will be named and shamed publicly, making it clear that this behaviour won't be tolerated. Authorities will also work closely with landowners and the insurance industry to support land cleanup and recovery.

How can you help?

The Government urges us all to be vigilant. If you see illegal dumping or suspect waste crime, report it via Crimestoppers. Your eyes and ears are crucial in helping authorities catch and stop waste criminals.

A safer, cleaner future

These new measures aim to protect our neighbourhoods, environment, and local economy from the harmful effects of illegal waste dumping. By working together, authorities, community members, and tenants, we can help keep our streets clean and our community proud.



Charging mobility scooters

The main safety concern with e-bike/scooters is charging the lithium battery. Our H&S Manager coproduced a charging procedure leaflet with a resident who owns the e-bike/scooter.

Here are the key points to remember:

Pre-Check - Inspect cables, battery condition, and compatibility.

Location - Charge in a ventilated, designated safe area.

Electrical Safety - Avoid extension leads and overloaded sockets.

Charging - Switch off scooter, connect safely.

Monitoring - Watch for heat, smells, unusual noise.

Fire Safety - Keep exits clear, make sure there is a fire extinguisher nearby.

After Charging - Disconnect safely and store cables.

Key Safety Rules

- 1 Use only manufacturer-approved chargers.
- 2 Do not charge overnight unattended.
- 3 Keep at least 1 metre from combustible materials.
- 4 Never charge in escape routes.
- 5 Ensure good ventilation.
- 6 Report faults immediately.

Birmingham CSP

We work closely with Birmingham Community Safety Partnership (CSP) to help keep our neighbourhoods safe and support residents who may be affected by crime or anti-social behaviour (ASB).

The partnership brings together organisations such as the council, police, housing providers, health services, and community groups. By working together, they focus on preventing problems, tackling ASB, and supporting people who need help.

Birmingham Community Safety Partnership works to reduce the level and impact of crime and anti-social behaviour, so that people can live safely and feel confident in their communities.

Their work includes tackling anti-social behaviour in neighbourhoods, supporting victims of ASB, crime and hate crime, working with young people to prevent problems early, addressing issues such as domestic abuse and violence, and using tools like CCTV, community patrols and early-intervention projects.

This partnership approach means problems can be addressed more effectively than if organisations worked alone.

All Out Days

Local Community Safety Partnership All Out Days take place throughout the year across the city.

These are an opportunity for agencies to engage with members of the public and other stakeholders; raising awareness of service provision, carrying out surveys, taking/making referrals as well as directly responding to local issues presented on the day.

Working with the Community Safety Partnership helps:

- Improve community safety where tenants live
- Ensure concerns about ASB are taken seriously and actioned

- Provide access to support for victims
- Focus on early help and prevention, not just enforcement
- Strengthen links between residents, housing providers, and local services.

This partnership supports our shared aim of creating safer, stronger and more respectful communities.

You can find out more by visiting the Birmingham Community Safety Partnership website, which includes help, advice and updates on local safety work.

Working together

Community safety works best when residents, services and partners work together. By reporting concerns, staying informed, and supporting one another, we can help make our neighbourhoods safer for everyone.

If you are experiencing anti-social behaviour or feel unsafe, please contact your Housing Officer or Support Worker, who can offer advice and support.



Recent All Out Day in Harborne.

Better Off Calculator

We know that many residents are feeling the pressure of rising living costs. That's why we offer access to the Better Off Calculator, a simple and confidential tool that helps check whether you are getting all the financial support and Benefits you're entitled to.

Thanks to the calculator we have recently helped five households discover an amazing total of £3,956 they had been missing out on.

The Better Off Calculator is used by our trained staff to:

- Check your Benefit entitlement
- Show how changes to your income or household might affect your money
- Identify ways you could be better off financially.

It provides a clear picture of what support may be available to you now or in the future.

Using the Better Off Calculator may help you to:

- Make sure you are not missing out on Benefits
- Understand how work, hours, or income changes could affect you
- Plan ahead with clearer financial information
- Be referred to additional advice or support services if needed

Many people are surprised to find they are entitled to extra help they didn't realise they could claim.

Any information you share is treated confidentially and only used to support you.

Case study: Maria's story (name changed)

Maria lives alone and was struggling to keep up with her bills after her working hours were cut. She wasn't sure if she could get any extra help.

After speaking to her Housing Officer, Maria agreed to a Better Off Calculator check. The assessment showed that she could apply for additional Universal Credit and Council Tax support that she wasn't currently receiving.

With a bit of support from our staff, Maria was able to make a claim. As a result:

- Her monthly income increased
- She felt less worried about managing her rent
- She had more confidence about her finances going forward.

Maria said she wished she'd asked sooner.

Questions & answers

Do I have to use the Better Off Calculator?

No. It's completely your choice. The support is available if you want it.

Will this affect my current Benefits?

The calculator helps check your entitlement and explain options. Any changes would only happen if you chose to make a claim.

What information will I need?

Usually things like income, rent, and household details. Staff will guide you through this.

Can I use it if I'm working?

Yes. Many working people are still entitled to support.

What if my situation changes later?

The calculator can be used again if your circumstances change.

How do I access this support?

If you'd like a Better Off Calculator check, please contact your Housing or Tenancy Sustainment Officers, who can arrange this and talk you through the process.

We are committed to helping residents sustain their tenancies and improve financial wellbeing. The Better Off Calculator is one of the ways we support you and help you keep more in control of your finances.



Local community support

We want to let you know about a helpful community resource called the Faith Connect Directory, run by the West Midlands Faith Alliance.

The directory brings together faith-based and community organisations from across the West Midlands, making it easier for people to find local support, advice, and activities in one place.

The Faith Connect Directory is an online map and directory of local places of worship, community centres, and organisations that offer support within their communities.

It aims to:

- Help people find local community support
- Promote wellbeing and inclusion
- Reduce social isolation
- Encourage positive connections within communities.

You do not need to belong to a faith to use or benefit from the directory.

The directory may be useful if you:

- Are looking for community activities or social groups
- Need local advice or support
- Are new to the area
- Would like to feel more connected to your community.

Many groups listed also offer practical help, wellbeing activities, and opportunities to meet others.

If you'd like to explore what's available in your area, search online for the West Midlands Faith Alliance – Faith Connect Directory.

Using the directory is optional, it's there for anyone who may find it helpful.



Welfare changes

There are important changes to Benefits and support. This guide explains what's changing and what it could mean for you.

1. New Crisis and Resilience Fund (CRF)

Since April 2026, a new Crisis and Resilience Fund has been introduced in England.

This replaces some of the support people may have used before, like the Household Support Fund and Discretionary Housing Payments. The aim is to help people who are struggling financially or at risk of getting into difficulty.

This could include:

- Help in an emergency

- Support with housing costs, such as rent shortfalls or deposits
- Advice and support to help manage money and avoid future problems.

It's important to know this is not an ongoing benefit – it's there for short-term support when you need it.

Each local council runs its own version of the scheme, so what's available and how you apply may differ depending on where you live. In most cases, you'll need to apply directly through your council.

Continued on next page ...

Welfare changes

2. Universal Credit

Since April 2026, there have been changes to Universal Credit payments.

The standard allowance (the basic amount) is increasing, which is positive and will apply to both new and existing claims.

However, there are changes to the health element (the extra amount for people who are not able to work due to illness or disability).

- Some people will continue to receive a higher level of support
- Others, especially new claims from April 2026, may receive a lower amount, which will not increase over time.

You may still receive the higher level if:

- You were already receiving this support before April 2026 (often referred to as a "pre-2026 claimant")
- You have a severe, long-term condition
- You are terminally ill.

A "pre-2026 claimant" generally means someone who was already receiving, or in the process of being assessed for, this support before the April 2026 changes.

3. Legacy benefits ending

The move over to Universal Credit is continuing.

From July 1, 2026, the remaining legacy benefits will end for most working-age people, including:

- Income-related Employment and Support Allowance (ESA)
- Housing Benefit (with some exceptions).

If this affects you, you will be contacted and asked to move onto Universal Credit.

It's really important to act when you receive this information, as your existing Benefits could stop if you don't make a claim in time.

This process has already started and is being expanded up to July 2026.

4. State Pension and tax

There is also a change around how income is looked at when Benefits are calculated.

If you receive a State Pension and have to pay tax on your income, this may now be taken into account when working out your Benefit entitlement.

This won't affect everyone, but it's something to be aware of.

If you're unsure how any of these changes affect you, or you need help contact your local council and/or get advice from a money or Benefits adviser.

LOAN SHARKS – PROTECT YOURSELF

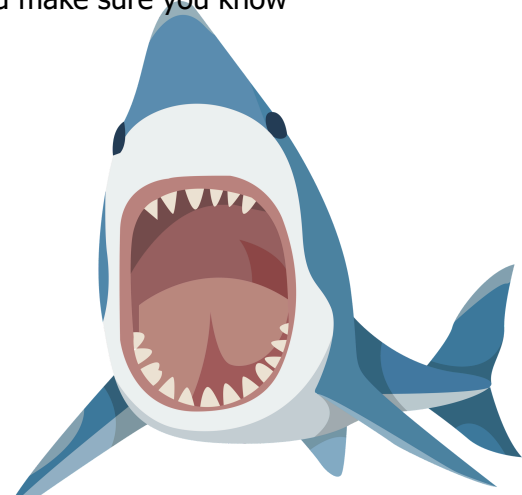
When money is tight, it can sometimes feel tempting to borrow from someone who offers quick cash with no paperwork. But illegal money lenders (often called loan sharks) can cause serious harm.

That's why we're sharing this information — to help keep you safe and make sure you know where to get help.

A loan shark is someone who:

- ✗ Lends money without being registered
- ✗ Charges very high or unfair interest
- ✗ May add extra charges you didn't agree to
- ✗ Uses threats, pressure, or intimidation
- ✗ Takes personal items, bank cards, or documents as "security".

What might start as a small loan can quickly become unmanageable.



LOAN SHARKS – SPOT THE SIGNS

Warning signs

You may be dealing with a loan shark if:

- You're told to keep the loan a secret
- You don't get paperwork or a repayment plan
- The amount you owe keeps changing
- You feel frightened or pressured
- They visit your home or contact you repeatedly.

If something doesn't feel right, trust your instincts.

There are safer alternatives if you need financial help:

- 💡 Credit unions
- 💡 Budgeting and debt advice services
- 💡 Support from your Housing Officer
- 💡 Help with benefits, budgeting or emergency support.

We can help point you in the right direction — you don't have to deal with this alone.

Free, confidential help

If you're worried about loan sharks — for yourself, a friend or a neighbour — you can contact Stop Loan Sharks completely confidentially.

24-Hour Helpline: 0300 555 2222
 Live chat available (Mon–Fri)
 More information at www.stoploansharks.co.uk

You don't have to give your name, and you won't get into trouble for asking for help.

How we can help

If you're concerned about:

- Owing money to an illegal lender
- Being pressured or threatened
- Not knowing how to manage repayments.

Please speak to your Housing Officer or the Housing Management Team. We can:

- ✓ Offer support
- ✓ Signpost safe financial advice
- ✓ Help you access legitimate services.

Borrowing from a loan shark is dangerous — but help is always available.

If you see a poster about loan sharks in your scheme or neighbourhood, it's there to support you.



GET COVERED

Tenants and residents, you can protect your contents and belongings from the unexpected. The My Home Contents Insurance Scheme can provide cover for events such as flood damage, fire, theft and escape of water - subject to terms, conditions, limits and exclusions.

Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited, who is authorised and regulated by the Financial Conduct Authority (Firm Reference Number 310419).

Use the QR code to find out more.



Learn about home contents insurance



My Home
Contents Insurance

NATIONAL
HOUSING
FEDERATION

Preferred
Supplier

Many tenants and residents suffer loss or damage caused by burst pipes!

Contents insurance is designed to help

protect your belongings. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen. Having the right insurance in place can help protect you from potential risks.

The My Home Contents Insurance Scheme can cover most of your household contents such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments against loss and damage caused by specific events such as, burst pipes, fire, theft, flood damage, and much more.

If escape of water damage was caused by a burst pipe or washing machine, the cover does not include repair to the pipe or machine. These are just some of the features, limits and exclusions of the Policy. For more information about our policy, please refer to the Insurance Product Information Document (IPID) and Policy Wording, which is available upon request.



Get a
quote today at

www.thistlemyhome.co.uk

For further information contact the My Home team

Tel 0345 450 7288 (Monday - Friday 9.00am-5:00pm)

Email myhome@thistleinsurance.co.uk

Visit www.thistlemyhome.co.uk

Request a call back www.thistlemyhome.co.uk/call-back

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Ways to pay your rent

At Adullam Homes Housing Association, we are committed to making paying your rent as simple and flexible as possible. Alongside the payment options outlined in this newsletter, we are continuing to improve the way we support you in managing your rent.

A changing landscape

The way people manage money is evolving, with more services becoming available online and offering greater flexibility. We are working to keep up with these changes by improving our systems and introducing new, more convenient ways for you to manage your rent.

In the near future, we will be introducing enhanced digital services that will allow you to:

- Pay your rent quickly and securely online
- Set up and manage your own Direct Debit at a time that suits you
- Access your rent account and payment information more easily

These improvements are designed to give you more control and make managing your rent simpler. Keep an eye out for updates as these services become available.

Tools to help you stay on track

We understand that managing your finances can be challenging, particularly with the rising cost of living. That’s why we are committed to providing tools and support to help you stay in control.

The Better Off Calculator is one of the tools available to us. It can help you:

- Check what benefits you may be entitled to
- Understand how changes in your circumstances could affect your income
- Plan your budget more effectively

Using this tool can help ensure you are receiving all the support available and give you a clearer picture of your financial situation.

Upcoming support sessions

We are pleased to let you know that we will be holding a monthly surgery session at each of our sites to provide support and advice.

During these sessions, the Income & Rent Arrears Recovery Officer will be available to help with any questions or concerns you may have regarding:

- Your rent account
- Budgeting and managing payments
- Discuss any concerns in a confidential setting

Session dates and times:

If you would like to discuss any issues or need assistance, please feel free to book an appointment in advance for the date we are visiting your site.

You can book an appointment by contacting the Income & Rent Recovery Officer directly on 07458050952, Email: SMosavi@adullam.org.uk or through your Housing Officer.

The dates for each site are listed below:

Date	Site	Time
16/06/2026	Park Ave	10am-12pm
23/06/2026	Rowans Court	10am-12pm
07/07/2026	Walter Moore House	10am-12pm
15/07/2026	Park Ave	10am-12pm
29/07/2026	Rowans Court	10am-12pm

We encourage you to come along if you would like extra support or simply want to better understand your options.

Here to Support You

Our teams can help with budgeting advice, setting up payment arrangements, and guiding you to additional support if needed.

If you are worried about paying your rent, please reach out as soon as possible. The earlier we can support you, the more options we have to help. Please see our easy Ways to Pay guide with useful contacts also.

Fire safety support – help if you need it

Your safety is very important to us. We want to share information about additional fire safety support that may be available to those of you who could find it difficult to leave your home quickly if there was an emergency such as a fire.

In April 2026, new national fire safety regulations introduced something called a Residential Personal Emergency Evacuation Plan (RPEEP). An RPEEP is a simple, personalised plan designed to support residents who may need extra help to evacuate safely in the event of a fire.

Who might an RPEEP be for?

An RPEEP may be helpful if you:

- Have reduced mobility
- Have a sight or hearing impairment
- Have a long-term health condition
- Have a condition that affects awareness, memory, or decision-making.

If you choose to take part:

- We will have a friendly conversation with you about fire safety and evacuation
- Together, we agree a short evacuation plan based on your individual needs
- Your plan will be reviewed at least once a year.

With your explicit consent, limited information may be shared with West Midlands Fire Service to help them plan a safe response in an emergency. No medical details are shared.

Free Safe and Well visits

If you have an RPEEP, you may also be offered a free Safe and Well visit from West Midlands Fire Service. These visits focus on preventing fires.

Your choice and your privacy

- Taking part is your decision
- You choose what information is shared
- You can change your mind at any time.

If you think this support might be helpful for you, or you'd simply like more information, please contact the Housing Team.



ESTATE SERVICES UPDATE

We're committed to keeping our estates and communal outdoor areas clean, safe and well-maintained for everyone who lives here.

As part of this commitment, recent grounds and communal garden maintenance works have now been completed, including grass cutting and general upkeep. The standard of work carried out forms part of our quality-assurance checks to confirm that maintenance has been completed to an appropriate standard.

Recent estate services work has included:

- Grass cutting and lawn care
- Tidying and maintaining communal gardens
- General grounds and shared outdoor area maintenance.

This work helps ensure shared spaces remain welcoming, safe and pleasant for residents to use and enjoy.

All estate services work is monitored through our ongoing quality-assurance processes. This includes visual checks, staff reviews, and resident feedback. These checks help us make sure work has been completed properly, address any follow-up issues quickly, and plan future maintenance effectively.

If you have feedback about the grounds, communal gardens or shared spaces—or if you notice something that needs attention—please contact your Housing or Tenancy Sustainment Officers. Your feedback helps us prioritise work and keep improving the places we all use.

Give it a grow

The National Trust is running a gardening scheme and competition for those who only have a small space – a window box, balcony, or patio garden.

They particularly want to brighten up Britain's cities, and Birmingham is one of their target locations.

Taking part will help you feel more connected to nature, experience wellbeing/health benefits, learn new skills, and take pride in your neighbourhood.

You could create something brilliant. No experience needed. No fancy equipment. Just give it a go and see what happens.

Find out more and sign up today at www.nationaltrust.org.uk/sky-gardening-challenge and you'll get some free seeds and your Gardening Guide for Small Spaces.



National Trust

If you want to know more than you can see on the website mentioned above, the National Trust gardening team is coming to the Neighbourhood Futures Festival on Sunday, June 28 at Birmingham Settlement Nature & Wellbeing Centre, Edgbaston Reservoir, 79 Selwyn Road, Birmingham, B16 0SL.

The team will show you how to green your balcony or window box this summer. Prepare to get your hands dirty and get gardening as the team shows you how to start your greening journey.

There's a competition too. Launching on June 1, the National Trust's Sky Gardening Challenge competition is searching for the best sky gardeners from across the country.

It's not just about what you grew, it's about what you tried, what you learned, and what your space means to you. There are seven different categories including Greener Ground Floors and One Pot Power. Find details of how to enter on the Sky Garden webpages.

Good luck!

Evictions on the rise – we're here to help

Across the country, evictions linked to rent arrears are increasing — and sadly, this is something we are beginning to see more of here in Birmingham.

We understand that many households are facing financial pressure right now. Rising living costs, changes in income, or unexpected expenses can quickly make it harder to keep up with rent. If you're finding things difficult, you're not alone — and more importantly, support is available.



Falling behind on rent can feel overwhelming, but ignoring the issue can make things worse. The earlier you speak to us, the more options we have to help you:

- Setting up affordable repayment plans
- Offering advice on budgeting and managing arrears
- Supporting you to access Benefits or additional financial help
- Helping prevent situations from escalating toward eviction.

Our dedicated team is here to work with you, not against you. Our goal is to help you sustain your tenancy and stay in your home wherever possible. If you are struggling to pay your rent even if it's just starting to become a concern get in touch with us as soon as you can.

Call:
Email: info@adullam.org.uk
Visit: Walter Moore House, 34 Dudley Street, West Bromwich, B70 9LS.

Annual landlord property inspections

As part of our commitment to keeping your home safe, well maintained and in good condition, we carry out Annual Landlord Property Inspections across all our homes.

These inspections are an important part of our role as your landlord and help us make sure properties meet safety standards, remain in a reasonable state of repair and are being looked after in line with your occupancy agreement.

Your Housing Officer will be sending out an appointment letter to arrange your annual property inspection. The letter will confirm the date and time of your inspection, the Housing Officer who will attend, and how to contact us if the appointment needs to be rearranged.

If the proposed time is not convenient, please

get in touch as soon as possible using the contact details in your letter so we can agree an alternative appointment.

The inspection is a visual check of the property and usually takes around 20–30 minutes.

During the visit, your Housing Officer will:

- Check the general condition of your home
- Identify any repairs or safety issues
- Discuss any tenancy matters if needed
- Give you the chance to raise any concerns or questions

You do not need to do any special cleaning beforehand, but please be aware we do need reasonable access to all rooms to complete the checks.

UNDERSTANDING YOUR RENT STATEMENT

Helping you keep track of your rent account

We want you to feel confident and informed about your rent account. That's why we send regular rent statements — to help you understand what has been charged, what has been paid, and what your current balance is.

You may receive a rent statement:

- With an arrears letter with your annual rent increase letter
- Every 12 weeks, as a routine update
- Any time you request one.

Each statement gives you a clear snapshot of your rent account and helps you spot any issues early.

Why do we send rent statements?

Rent statements are sent to:

- Show rent charges applied to your account
- Confirm payments received (including Housing Benefit or Universal Credit housing costs)
- Tell you whether your account is clear, in credit, or in arrears

- Help you manage your money and avoid problems building up
- Keep you informed and supported.
- Even if your account is clear, it's still important to check your statement regularly.

How to read your rent statement

Your rent statement might look complicated at first, but it's easier once you know where to look. A step-by-step guide leaflet is included with your statement to walk you through it.

Key sections explained

Opening Balance

This shows the balance on your rent account at the start of the statement period.

Rent Charges

This is the rent charged for your home over the period shown.

Payments Received

All payments made by you or on your behalf are listed here with dates.



RENT STATEMENT EXAMPLE & QUESTIONS ANSWERED

Name
Address1
Address2
Address3
Address4
AM1 9Q1

Statement of Account

Tenant Property 100004 000000

Fri, 21st Feb, 2026

Date	Description	Ref. No.	Property	Charges	Payments	Balance
01/01/2025	Open Balance					126.00 Ar
01/01/2025	Week 41 charge		000001	126.00		252.00 Ar
11/01/2025	Week 42 charge		000001	126.00		378.00 Ar
11/01/2025	Stat Debt	AMATT	000001		546.00	147.00 Ar
	11/01/25					
20/01/2025	Week 43 charge		000001	126.00		271.00 Ar
30/01/2025	Week 44 charge		000001	126.00		397.00 Ar
01/02/2025	Week 45 charge		000001	126.00		523.00 Ar
10/02/2025	Week 46 charge		000001	126.00		649.00 Ar
17/02/2025	Week 47 charge		000001	126.00		775.00 Ar
18/02/2025	Stat Debt	AMATT	000001		546.00	229.00 Ar
	18/02/25					
	Balance					229.00 Ar

Open
This shows any transactions you place on your account such as charges, payments or refunds.

Transactions
These are the details of the week number and any details of what money has been taken from or paid into your account.

Ref No.
This is the unique reference number for any money paid.

Property
This is your unique reference number for your property.

Balance
The balance on your account at the end of the week ends.

Payments
Payments we've received from you such as by direct debit, standing order, allpay, or any other way of paying.

Charges
These are the total costs of your weekly rent amount, including any service charges.

Current balance

This tells you where your account stands:

- £0 = your account is clear
- Credit balance = your account is ahead
- Debit balance = your account is in arrears

Payment method

This helps you check how your rent is being paid (e.g. Direct Debit, standing order, card payment or Benefits).

Why do I still get a statement if my account is clear?

Because statements are about keeping everyone informed, not just tenants in arrears. They help you double-check that payments are working correctly.

Why is a statement sent with arrears letters?

So you can clearly see how the balance has built up, including charges and payments, and talk it through with us if needed.

What if I think something is wrong?

Please contact us straight away so we can check it with you.

What if I'm struggling to pay my rent?

Talk to us as soon as possible. We can discuss payment options and offer support.

Keep your statement safe

Your rent statement is an important record. We recommend keeping it with your tenancy paperwork, using it to track payments, and referring to it if you ever need advice or support.



Kids Wordsearch

Our Community

HOME SMILE SAFE WALK HELP TEA FRIENDS CAKE PRIDE CLEAN BINGO RESPECT PARK THANKS GARDEN

£50 Prize draw - Terms and conditions

- Open to Adullam tenants and residents only
- One entry per household
- Adults: find all words
- Children: find any 10 words

How to enter:

Return your completed wordsearch to your Housing Officer, email a photo to info@adullam.org.uk, or post to Walter Moore House, 34 Dudley Street, West Bromwich, B70 9LS.

C	G	T	M	E	U	I	H	E	L	P	L	T
L	C	H	G	P	D	R	E	S	P	E	C	T
D	L	O	A	P	O	F	P	P	J	C	E	D
X	E	M	R	K	X	R	C	A	K	E	I	P
W	A	E	D	F	Q	I	A	G	Q	L	E	W
R	N	A	E	Y	Q	E	J	U	C	W	B	I
Q	L	F	N	L	Y	N	H	S	R	R	I	Y
Q	K	U	H	T	Z	D	Z	A	Y	G	N	Z
H	P	A	R	K	M	S	S	F	X	Z	G	H
T	T	H	A	N	K	S	M	E	W	G	O	Q
E	P	R	I	D	E	P	I	L	A	X	A	A
A	Z	I	P	I	G	W	L	T	L	L	O	Z
X	L	L	C	H	D	H	E	P	K	G	K	G

Entries must include **name, address and a contact number or email.**

Closing date: July 17, 2026. Late entries will not be accepted.

Prize: £25 gift voucher Adults and £25 Children (non-transferable, no cash alternative).

The winner will be selected at random and contacted using the details provided. If we're unable to make contact, another winner may be drawn.

By entering, winners agree to their **first name and scheme/area** being published in a future newsletter.

Personal data will be used **only to administer the prize draw.**

Any 10 words £50 prize draw! Email- info@adullam.org.uk

Adult Wordsearch

Community & Safety

COMMUNITY ENGAGEMENT MAINTENANCE REPAIRS FIRESAFETY CONTACT VOLUNTEER EICR WELLBEING INSPECTION REPORTING FLYTIPPING ADVICE PRIDEMONTH NEIGHBOURS SURVEY SAFETY GASCHECK ASB PAYMENTS WALKING SUPPORT

Z	P	N	Q	E	U	E	N	G	A	G	E	M	E	N	T	X	T
C	A	I	E	Q	P	R	I	D	E	M	O	N	T	H	R	B	E
O	Y	T	S	I	Y	B	F	F	L	Y	T	I	P	P	I	N	G
M	M	A	R	G	G	E	S	R	E	P	A	I	R	S	E	C	A
M	E	L	I	O	T	H	A	A	W	Q	N	D	P	W	O	R	S
U	N	C	X	S	P	D	B	R	Q	S	J	A	Z	G	C	N	C
N	T	G	V	C	V	P	Z	O	P	O	G	G	B	I	R	E	H
I	S	N	Q	I	P	F	U	E	U	V	J	N	E	K	C	J	E
T	M	C	C	R	J	O	C	S	O	R	Y	V	I	N	W	C	C
Y	L	E	C	V	E	T	D	L	V	T	S	M	A	K	V	O	K
X	Z	D	U	O	I	A	U	M	E	W	W	N	P	H	L	J	S
D	O	Y	A	O	Z	N	T	F	X	G	E	T	E	J	U	A	M
R	X	J	N	K	T	C	A	Y	M	T	C	E	P	S	E	R	W
R	V	C	I	E	A	S	G	G	N	M	X	D	K	J	I	S	P
X	U	K	E	T	E	O	M	I	G	N	I	E	B	L	L	E	W
C	D	R	N	R	E	T	A	D	E	V	S	U	R	V	E	Y	U
W	F	O	I	F	G	M	M	G	N	I	T	R	O	P	E	R	B
O	C	F	S	W	S	A	F	E	T	Y	C	D	H	B	F	D	N

All words £50 prize draw! Email- info@adullam.org.uk