

Adullam Homes

General Needs Newsletter

July 2026

Director's greetings

Welcome to the latest issue of the Adullam Homes Birmingham tenant newsletter. My name is Ged Riley and as a reminder I'm Adullam's Executive Director of Housing and Support. I hope you're managing to keep cool in this hot weather but enjoying the summer. We won't mention the world cup.

Thank you for reading this newsletter. It is one of the ways we use to keep you updated on what is happening, to provide you with advice on a range of subjects including budgeting, and to let you know about events and meetings so that you can get involved and provide us with feedback.

It is useful and reassuring for me to see that our team has been getting out to talk to you about what your priorities are. Your ideas and comments play an important part in shaping what Adullam concentrates on and how we deliver our services. Events have been held in recent months at St Andrews Court and at Rowans Court.

We recognise from these that you would like more frequent updates and we are planning to introduce new ways of doing it, we understand your concerns about ASB and you should already have seen work being done and actions introduced to address those.

The in-person events at which we engaged with you were very well received. Comments included: "I wasn't sure if I should attend but I'm really glad I did – I've been able to resolve some matters directly with my Housing Officer today." To enable better interaction, we're opening new offices in Handsworth, with onsite facilities for meetings, training and one-to-one sessions with your Housing team. We're in the process of redecorating but hoping to be open by September.



Detailed updates on actions decided and delivered as a result of the sessions will be provided to you. We also plan to organise more events like these for you. Keep an eye out for details.

At Adullam, we are very proud of how we manage our properties and always try to provide the best service possible to all our tenants. I sincerely hope you are happy in your home. However, if you are not happy, please let us know. You can make a complaint via our website or through your Housing Officer or Adullam representative.

Warm regards

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ASB leads to eviction

Use of the ASB App which Adullam makes available to all of its tenants and residents has helped secure a Possession Order against a tenant in Birmingham.

More than 150 pieces of evidence were submitted using the App. These, together with details of an incident in April 2026 for which the perpetrator was charged with criminal damage and possession of an offensive weapon, were used to ensure that he, a general needs tenant, would leave his Adullam property.

Immediate notice was served following the incident in April and anti-social behaviour (ASB) by the tenant continued following this.

Adullam makes it very clear to tenants and residents that it will not tolerate ASB. It also encourages them to report cases so that they can be protected.

An application for a Possession Order for the property in which the perpetrator lived was made, and the hearing took place during ASB Awareness Week.

Adullam followed a strict legal process involving formal notices and providing detailed evidence for the hearing.

The County Court at Birmingham granted the order and a date was set for when the tenant had to vacate his property. He was advised of this in writing immediately.

Commenting, Adullam's Head of Housing Pauline Gooden said: "We want all our residents to feel safe in their homes and communities. This case demonstrates that when tenants report anti-social behaviour and provide evidence through tools such as the ASB App, Adullam will take those reports seriously and act on them.

"The information submitted by tenants played a significant role in helping us secure this outcome, and I would encourage anyone experiencing anti-social behaviour to report it so that we can investigate, support those affected, and take appropriate action."

Listening over lunch

Your Adullam Housing Team planned and delivered a successful coproduction event at Rowans Court in June, with a chance for you to enjoy a free lunch and share your views about your properties as well as the event itself.

The session was designed to give you the opportunity to share your views and experiences, provide updates on services and activities, and help the team understand what is working well and where improvements are needed.

Our staff used an online tool (Slido) to capture feedback during the event. Eight people took part and shared their views.



Tenants made suggestions for improvements and came forward with ideas for better communication and engagement.

The team now plans to review all the feedback carefully, use suggestions made to help improve services and processes, and look at ways to increase participation in future events. Thank you to those of you who came along.



St Andrews Court community update

Good things are happening — and there's lots more on the way!

We're excited to bring you a cheerful update with great news about all the improvements happening around St Andrews Court. There's a real buzz on site right now, and we want you to feel part of every step forward.

Brighter and safer

You may have already spotted some of the changes taking shape. We're working hard to make the whole area feel brighter, safer, and more welcoming.

Lovely new external lighting is being installed to brighten up walkways and shared spaces.

Door security is being refreshed to help everyone feel even more comfortable at home.

New perimeter fencing will help create a clearer, more secure boundary around the site.

These upgrades are all about helping you feel relaxed and at ease where you live.

Welcoming outdoor spaces

We're giving the estate a bit of a glow-up — and it's already making a difference.

A brand-new bin store is being created to keep things neat and tidy.

Car parks, garden areas, and communal spaces are being improved to make them easier to enjoy.

Overgrown plants and bushes are being cleared to open up views and brighten the whole area.

It's all about creating outdoor spaces that feel good to walk through — and even better to spend time in.

Easier access

We want every resident to move around the site comfortably and confidently.

Pathways are being widened to make them easier for wheelchair users and mobility aids.

Ramp access is being reviewed and improved where needed.

New accessible parking spaces are being added. These changes are designed to make day-to-day life smoother for everyone.

Spaces you can make your own

We're creating more opportunities for residents to add their own personal touch to the outdoor areas.

Better access to garden spaces.

New planting areas where you can add colour, creativity, and personality.

It's your home — and we want it to feel like it.



More friendly faces around

You'll be seeing more of the Adullam Housing Team on site, checking in, supporting residents, and keeping things running smoothly.

More estate visits. Regular checks on improvements, and continued partnership working with local services.

We're here, we're present, and we're committed to making things better together.

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St Andrews Court community update

Coming up next

There's plenty more to look forward to:

- Finishing the high-priority safety upgrades
- Rolling out more environmental and accessibility improvements
- Enhancing outdoor and communal spaces even further
- Regular reviews to keep everything on track.

St Andrews Court is moving in a really positive direction — and this is just the beginning.

We'd love to hear from you

Your thoughts, ideas, and suggestions help shape what happens next. Whether it's something you'd love to see improved or a small idea that could make a big difference, we're here to listen.

Together, we're building a brighter, friendlier, and more enjoyable place to live.



Drama club update

The Drama Club in Birmingham that is headed by Handy Person Matty Hunton has been featured on West Midlands Radio since our previous update.

Josh from BBC West Midlands Radio attended the club meeting at Rowans Court on June 12, where he recorded a feature and interviewed members of the group.

Everyone had great fun taking part in a Black Country-themed sketch, with tenants getting involved.

During the interview, Matty spoke to Josh

about the origins of the club, what inspired him to set it up, and the positive impact tenant involvement has had on its success.

The feature aired the following Monday and Tuesday and is now available on BBC Sounds for anyone who would like to have a listen.

The drama club has now added more members, and will now be performing at the upcoming TRS Awards!



Birmingham CSP

This feature explains how residents, police, housing providers including Adullam, managing agents and local partners have worked together in Erdington, Stockland Green, Kingstanding and Tyburn to reduce anti-social behaviour and strengthen neighbourhood confidence.

"In the summer of 2020, residents, local shops, and businesses across Stockland Green and Erdington began raising the alarm about a growing number of issues linked to houses of multiple occupation (HMO SEA / supported exempt accommodation) in the area.

Calls for service were increasing and the concerns were linked to anti-social behaviour, drug dealing, street drinking, loud noise, parties, disorder, and even assaults were being logged on police systems. It quickly became clear that something had to change, and that change needed to start with all of us working together.

A street meeting was arranged on Frances Road with former MP Jack Dromey, police, and partner agencies. More than 75 residents turned out, standing shoulder to shoulder to make their voices heard. It showed just how much people cared about their neighbourhood and how ready they were to take action.

From that gathering, it became obvious that a more detailed, long-term approach was needed - one that focused on building stronger relationships with housing providers and managing agents so we could address issues at their source.

As the HMO lead for Erdington, Stockland Green, Kingstanding and Tyburn areas, I began working directly with residents, gathering intelligence, visiting properties, and opening up honest conversations with housing providers.

The aim was to create a shared understanding of the problems and find practical ways forward. This collaborative approach quickly began to make a difference.

To strengthen this partnership, we created the "Get Connected" group - a quarterly meeting where police, HMO providers, and managing agents come together to share ideas, raise concerns, and support one another.

Alongside this, a new ASB policy was introduced for tenants in SEA / supported exempt accommodation properties, clearly setting out expectations for behaviour both inside the home and out in the community. The group has become an invaluable space for problem-solving, accountability, and genuine partnership, and it continues to grow as we work with more HMO and exempt property providers across our neighbouring communities.

I can say with confidence that calls from the community about HMO-related issues have significantly reduced. That progress belongs to all of us - residents who spoke up, partners who stepped forward, and a community that came together.

And we're not stopping here. We will continue building on this progress, strengthening partnerships, raising standards, and making sure Stockland Green and Erdington remain places where residents, businesses, and visitors feel safe, supported, and proud to belong."

Article by Wayne Potter

HMO Lead for Stockland Green, Erdington, Kingstanding, Tyburn.



Awards for YOU!

For the third year in a row, Adullam is running its Excellence & Inclusion Awards, which were launched in 2024 and have proved to be very successful.

Some of you may have attended the award event at Stafford Showground in September last year. We hope you enjoyed it if you did.

The awards are designed to let staff and yourselves recognise the achievements and successes you, our tenants and residents, have had over the past 12 months.

There are six different award categories, which include the Act of Kindness Award which will go to an individual or group who have put others before themselves, for those who have acted generously to others. You can see details of all the categories in the image with this article.

Nomination forms are available [here](#) on our website or ask any member of staff to get you a copy. You can hand completed forms back to a member of the Adullam team, or you can email them to trsawards@adullam.org.uk. The deadline for submitting entries is Tuesday, August 11.

The awards event this year is on Thursday, September 3 at the same place as last year. We are hoping the Drama Club might make an appearance and lunch will be provided.

We would love to see you there; if you are interested in attending please let a member of staff know and they will help organise transport for you.

Let's have a great event celebrating how good Adullam's tenants and residents are.

Excellence & Inclusion Awards 2026
Nominations now open!

Shining Star Award
This award is for very good progress against a personal action plan. It recognises hard work, overcoming barriers, and finding ways of achieving targets. It can also go to someone who has achieved an important milestone. It needs to be an achievement above and beyond regular daily expectations.

Spotlight Award
Newly introduced in 2025, this award in effect is a "wild card". It allows a team member or fellow young person to simply say "I think this person deserves an award for this reason. It provides an opportunity for a person who doesn't fall into any of the other categories to be recognised for something they have done or achieved."

Act of Kindness Award
This award will go to an individual or group who have put others before themselves, for those who have acted generously to others.

Community Award
This award can be presented for a whole service coproduction activity, action delivered by a group of tenants, residents or service users, and/or to an individual in recognition of them getting involved in their local community, with partner organisations, or as part of activities/sports groups in their area.

The Service Above Self Award
This award will reward an individual or group who have come up with an idea to improve a service or project.

Tenant Voice Award - sponsored by Adullam Social Enterprise
This award recognises an individual or group who ensures residents' voices are heard and help shape services through their lived experience. They may influence a one-off project or provide ongoing support by encouraging others to share their views and drive positive change. This award is sponsored by Adullam Social Enterprise and presented by a member of their team.

Adullam Homes Transforming Lives
Voting forms available from staff.

Adullam
Homes Transforming Lives

You're invited to our Midlands
Excellence & Inclusion Awards 2026
Honouring excellence and achievements
September 3 - 10.30.am onwards
Stafford Showground, Weston Rd, Stafford ST18 0BD
Award ceremony with guest speakers and food provided
Please RSVP by August 25, 2026 to: TRSawards@adullam.org.uk
Sponsored by ASE
Adullam

BACK FOR ANOTHER YEAR!



Better Off Calculator

Have you heard about 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.

It is available to you as an Adullam tenant. The Better Off Calculator programme has supported 22 households between March and July 2026, with all of these identified as potentially eligible for additional financial support.

Collectively, the assessments identified £27,015 of unclaimed Benefit entitlement, equating to an average of approximately £1,228 per household assessed.

The system also reports 12 households moving into work and a total of £3,204 debt identified through the assessment process. This shows what a difference it can make.

The Better Off Calculator is used by our trained Adullam 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 changes to your work, hours, or income 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. Our staff will always explain what information is needed and why.

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 to feel informed, supported, and more in control of your finances.



Meet your team

Behind our General Needs Housing Service is a team dedicated to supporting you and helping create safe, welcoming communities. From answering your questions and providing advice to helping resolve neighbourhood issues, we're here to work with you every step of the way.

In this edition, we're introducing the people behind the service so you can get to know the faces, roles and responsibilities of the team. We hope it helps you feel more connected and confident about who to contact when you need support.

Name: Uji Yaki
Job title: Housing Officer



Hi, I'm Uji. I'm a General Needs Housing Officer here at Adullam, supporting tenants and helping make sure your home and community stay safe, stable, and comfortable.

I'm calm, approachable, and always happy to chat; whether it's about your tenancy, repairs, support, or anything else you might need.

I come from a strong legal background, with both undergraduate and postgraduate study in law from Plymouth and additional training in law and diplomacy. I'm also qualified as a Barrister and Solicitor in another jurisdiction.

All of that simply means I enjoy clear communication, problem-solving, and making complicated things easy to understand.

Outside of work, I'm usually exploring new places, spending time with family, or hunting down good food spots. If you see me around, feel free to say hello; I'm always happy to talk.

Name: Aniko Agnes Nagy
Job title: Housing Assistant

I am Aniko, the new Housing Assistant, but I have been with Adullam for three years now. In my previous role I worked with people who have mental health struggles.

My tasks are mainly administration and conducting assessments, but I also answer the phone and respond to email enquiries and support my team.



If you wonder what kind of strange name I have - I am from Hungary. You will hear my distinctive accent.

About myself – I am very approachable and quite chatty. I like chocolates and sweets but I can be determined and walk 20 000 steps a day to work off the calories.

You can talk to me about a range of topics such as weight loss, health, food, animals, and more!

Name: Roxienna Robinson
Job title: Housing Officer



I am the Housing Officer for Adullam Homes, and I manage 65 general needs properties in the Birmingham area.

I have achieved CIH level 3 in Housing Practice in 2025 and have been working in the housing sector for 35 years. I enjoy working in the housing sector as it gives me an opportunity to assist customers to sustain their tenancies and well as interacting with colleagues to provide an exemplary service.

I have a good sense of humour, and I am approachable and happy to assist where possible. So please don't be a stranger, let's have a chat.

