Adullam Homes

General Needs Newsletter

November 2026

Building for the future

As Adullam continues to grow and evolve, we remain committed to providing high-quality homes and services that meet the needs of current and future tenants, residents, and service users (TRS).

A key priority for us is the development of our Asset Strategy, which will help ensure we have the right homes, in the right locations, providing safe, sustainable, and good-quality accommodation for the people we support.

Over the coming year, we will be exploring opportunities to acquire new properties where they support our services, while also reviewing existing homes to ensure they remain fit for purpose and represent good value for future investment.

Where properties no longer meet our long-term requirements, we may consider disposal and reinvestment opportunities, helping us strengthen our housing portfolio and improve the quality and suitability of our homes.

As we look ahead, we would also like to take this opportunity to thank our Chief Executive Officer, Alison Sargent, who will be leaving Adullam at the end of December after her years of leadership and commitment to the organisation.

Alison has played an important role in shaping Adullam's direction and growth, and we wish her every success for the future.

With the festive season approaching, we would also like to thank all of you for being part of our communities throughout 2026. We wish you and your loved ones a peaceful Christmas and a happy New Year.

We look forward to sharing further updates as our Asset Strategy develops and we continue to invest in homes and communities that help people thrive.





We're on Instagram!

Follow us on our Instagam page for updates, pictures, and news!
@adullam_birmingham

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Burger Fest

Your team organised a chance to enjoy games and barbequed food as well as to chat with them during September.

The event, at Walter Moore House in West Bromwich, was filled with great food, games, and productive conversations. Those who attended included tenants, applicants from the waiting list, and families of current tenants. Staff from the team were on hand to answer any questions and to help with the grilling!

During the day, attendees completed questionnaires about housing services and had the opportunity to chat to staff. They learned more about Adullam and our wider services, enjoyed fresh burgers, and took part in activities including Jenga and bingo.





Attendees also provided some helpful suggestions for improvement, and what staff can do to support them further.

The feedback was overwhelmingly positive, with many compliments and expressions of satisfaction with the service.

Everyone had a great day with tenants commenting on how nice it was to get together and have the opportunity to chat and engage with each other as well as their Housing Officers.

See details of our next event on P7.

TSM survey results

Thank you to all of those of you who completed Tenant Satisfaction Measures (TSM) survey earlier this year, we really do appreciate it.

TSMs are collected by landlords – including Adullam – to meet requirements set by the Housing Regulator in the Transparency, Influence and Accountability Standard.

The survey is designed to allow tenants to scrutinise their landlord's performance, show landlords where they could improve their services, and provide a source of intelligence to the regulator on how far landlords are meeting the outcomes of the Consumer Standards.

The TSMs include 12 tenant perception measures that must be generated from tenant perception surveys, and 10 TSMs that must be generated from management information.

A total of **609** of tenants living in owned Adullam properties were sent the TSM survey in 2026. A total of **265** responses were received, an increase of **35** compared to last year.

Following the tenant survey, we carried out a random draw for those who submitted a survey to win a £100 Love To Shop gift voucher.



There were four voucher winners across the regions.

You can find the result of the survey on our website, in the Performance & Reports section, which is in "About us".

Managing your rent

We want to make paying your rent as simple and convenient as possible.

Ways you can pay include:

- Direct Debit
- Standing Order
- Online payment methods
- Telephone payments
- Other approved payment methods.

If you are experiencing difficulty making payments, please speak to us as early as possible. We may be able to provide support, advice, or refer you to services that can help.



Financial inclusion support

Our teams can help connect you with services that provide advice on:

- Budgeting and money management
- Welfare Benefits
- Debt advice
- Energy and utility support
- Employment, training and education opportunities.

Seeking support early can often prevent small problems from becoming bigger issues.

We are here to help

If you are struggling with money or worried about your housing costs, please contact your local Housing Team.

The earlier we know about a problem, the more options we may have to help.

Don't struggle alone. Talk to us and let us help you access the support available.



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.



A Way To Say Thanks

Has a member of Adullam's team gone above and beyond to help you?

Has one of them shown you outstanding care during a particularly difficult time?

If so, you can now say thank you by nominating them for an award.

Called the Spotlight Awards, tenants and residents as well as other staff and partners can put nominations in for these Adullam awards. The awards are open all the time, with prizes awarded to winners each quarter.

This is a chance to recognise staff who have made a real difference through a specific action, contribution, or behaviour.

Often the people most deserving of recognition are the ones who quietly make a difference without expecting praise.

If you have seen a member of our team demonstrate Integrity and Fairness, Valuing the Individual, or Striving for Excellence, please take a few minutes to nominate them.

Ask any member of the team to give you a nomination form.

Thank you for helping us recognise the one-off moments that make a real difference across Adullam.



Black History Month

A home is more than a roof over our heads. It is somewhere to feel safe, valued and part of a community. As Black History Month draws to a close, we are celebrating the people who helped make fair access to housing possible for more families.

Many Black families who came to Britain, including the Windrush generation, faced discrimination, overcrowding and poor housing. Community leaders and campaigners challenged these barriers, helping to create Black-led housing organisations and giving communities a stronger voice.

Black history is also part of our local communities. Wolverhampton's Then & Now – Disco in Wolverhampton exhibition revisits a photograph taken at the city's Culture Centre in 1978, bringing people together to share their memories. It reminds us that everyday stories deserve to be celebrated too.

At Adullam, dignity, inclusion and belonging are at the heart of our housing, care and support services. This history reminds us why everyone deserves a safe place to call home.

The learning does not stop when October ends. Listening to neighbours, sharing memories and exploring local history are simple ways we can celebrate the communities we call home all year round.

Pauline Gooden
Head of Housing





More control for you

We're delighted to let you know that you now have access to MyTenancy, a new online portal designed to give you greater control and convenience over your tenancy details.



MyTenancy is a secure, easy-to-use website where you can view your rent statements, repair history, contact information, and important documents, all from your phone, tablet, or computer. You can also report repairs directly through the portal, making the process quicker and more straightforward.

With it you can:

Access your information anytime: View your account statements, repair history, tenancy documents, and more, whenever you need.

Pay your rent: Once logged in, go to the menu or dashboard and select the Make a Payment or Rent Account section.

Set up a direct debit: When you are logged in, go to the My Rent or Payment Details section. will need to enter your bank account number and sort code.

Report repairs easily: Use the Repair Wizard to describe issues, upload photos, and submit repair requests directly to our maintenance team—without needing to call or visit us.

Stay informed: Access newsletters, tenancy agreements, and other documents in one central location.

Manage your account: Create your own login using your unique tenant reference, set your password, and securely manage your access.

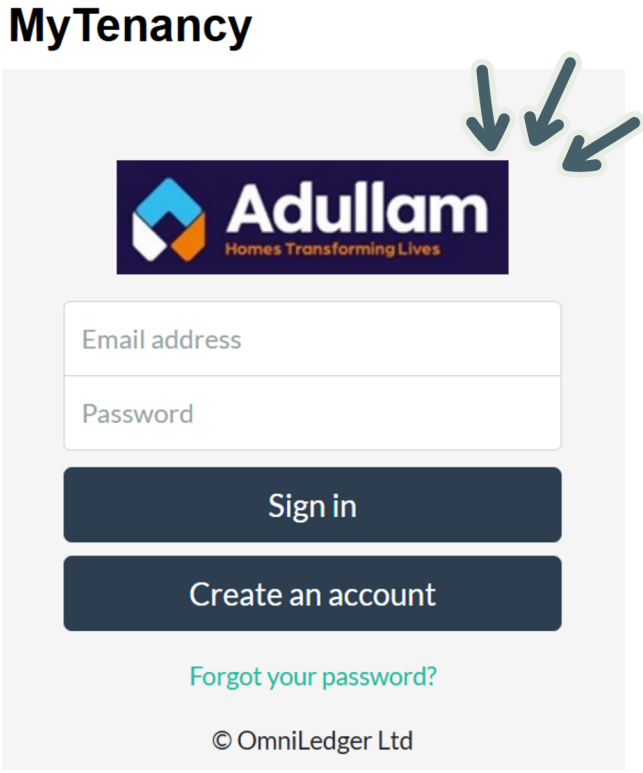
Getting started

You should have received a link to the portal, along with your unique tenant reference number. Simply visit https://www.mytenancy.co.uk/, click "Create an account," and follow the prompts. After verifying your email and entering your tenant key and date of birth, you'll be able to log in and start managing your tenancy online.

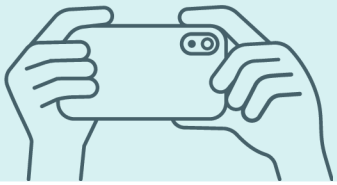
Your personal information is protected, and only you will have access to your account.

Our staff will not be able to view your portal details.

We believe MyTenancy makes managing your tenancy simpler and more convenient. If you have any questions or need help setting up your account, we are here for you!



ASB App – capture the evidence



The ASB App is a service that Adullam funds to support tenants suffering from Anti-Social Behaviour (ASB). It is available to every one of you, free of charge.

The App is an all-round tool that allows you to record, monitor, and report anti-social behaviour (ASB), such as noise, nuisance, and disputes, simply using your mobile phone.

You are able to upload videos or pictures of behaviour happening as it takes place.

You can keep these stored with your case/ claim.

It means you have got concrete evidence which helps Tenancy Sustainment Officers, and police if necessary, to deal with cases.

If you have any issues relating to the ASB App, including not being sure how to use it, please contact your Tenancy Sustainment Officer and they will be more than happy to help you.

24/7

With the App you can make an ASB report 24 hours of the day, seven days a week.



Join us for a Christmas celebration

As we approach the end of the year, we'd love to invite you, our residents, to help us celebrate with festive food, conversation and activities. As a Christian organisation, Christmas is an important time for us to share community, kindness, and fellowship with one another.

We'll be enjoying turkey sandwiches and other festive treats, and there will be opportunities to have your say, meet others, and help shape future resident activities.

If you'd like to get involved in planning the event or sharing ideas for the day, please speak to your Housing Officer. We'd love to hear from you.



The event will take place on December 11 at Walter Moore House, Dudley Street, West Bromwich B70 9LS.

🍽️ **Turkey sandwiches and festive refreshments**

🎁 **Christmas activities and resident involvement**

🤝 **Help shape future events and services.**

Everyone is welcome.

We look forward to celebrating with you.

Rent consultation

We are fast approaching the time of year when you will learn in the New Year what the rent and service charges for the forthcoming financial year will be.

It is important that we explain what these costs cover, why some may have gone up this year, and which of them are covered by Housing Benefit.

Adullam does not make a profit from the rents we charge; we are a non-profit organisation; the money we take is simply to cover our costs.

As part of explaining the figures we feel it's important that we consult with you to gather any feedback that could influence rent-setting for 2026/27.

We have arranged a Drop In Session where you can speak to someone face to face about the new rents proposed for 2026-2027. The date and time details are top left.

Drop-In Session

Wednesday, January 13, 2027

Time:
10am to 2pm

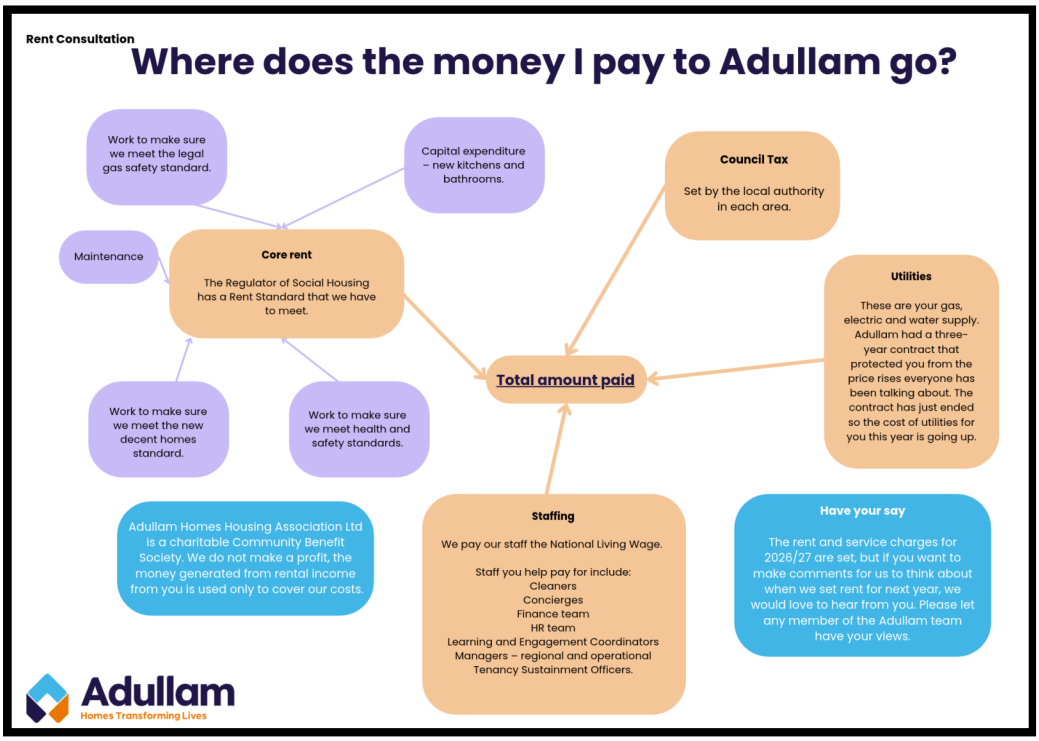
Venue:
Adullam Homes Housing Association
Walter Moore House
34 Dudley Street
West Bromwich
B70 9LS

If you are unable to come into the office you can send any questions to us using **Slido.com** today.

Use your phone and either scan the QR code on this page or go to **Slido.com** and type in event code **#Rents**

https://app.sli.do/event/2ERVBfAejBDRmAjosCt62P

This will enable us to see and answer your questions and allow you to express your opinion in live polls during and before the January event.



My Home
Contents Insurance

NATIONAL HOUSING FEDERATION
Preferred Supplier

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



Contents insurance is designedto 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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Plug-in solar panels

Thinking about plug-in solar panels? Ask us first

Plug-in solar panels are small solar energy systems that connect to a domestic socket.

They may help reduce energy costs, but they can also create fire, electrical and building-safety risks if the equipment is unsuitable or installed incorrectly.

Permission is required

Please do not buy or install a plug-in solar panel system at your home without first receiving written permission from Adullam Homes. We need to check that the proposed product and installation will be safe and suitable for your home and building.

Why do we need to check?

- Faulty, counterfeit or poorly installed equipment can overheat or cause a fire.
- Panels, cables and mountings must not block balconies, walkways, windows or other escape routes.
- Panels that are not securely fixed could fall in high winds and injure someone or damage property.
- Outdoor electrical equipment must be suitable for the conditions, and some electrical work may need to be carried out by a competent electrician.
- Panels may not be suitable for some buildings, including those with certain cladding, timber balconies or ongoing fire-safety works.



How to request permission

Contact your usual Adullam Homes representative before making a purchase.

Please be ready to provide details of the product and manufacturer, evidence of UKCA or CE marking, where you want to install it, how it will be fixed, any proposed electrical work and whether you plan to use battery storage. Each request will be considered individually.

Stay safe

- Buy only from a reputable supplier and check for UKCA or CE marking.
- Follow the manufacturer's instructions and never tamper with electrical parts.
- Keep all escape routes clear.
- Stop using the system immediately if it overheats or you notice a burning smell, buzzing sound or electrical fault.
- Tell us if you see a plug-in solar system at an Adullam Homes property that may have been installed without permission.





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.

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.



Name: _____ Date: _____

CANDY CANE

Word Search

DIRECTIONS: Find and circle the vocabulary words in the grid.
Look for them in all directions including backwards and diagonally.



CANDY CANE	HARD CANDY	POLKAGRIS	SWEET
CHRISTMAS	HOLIDAY	RED	SWIRLED
CONFECTION	HOOKED	STICKY	TRADITION
CRUNCHY	LOLLIPOP	STOCKING	TREAT
DECORATION	ORNAMENT	STRIPED	TWIRLED
FESTIVE	PEPPERMINT	SUGAR	WHITE

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Hand in your completed newsletter to your housing officer for a chance to win a prize! (Make sure to include your name and date).