More control for you

Adullam tenants and residents have access to MyTenancy, an online portal designed to give you greater control and convenience over your tenancy details.

MyTenancy is a secure, easy-to-use 24/7 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.

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!

Contact us here:

Customer Service
0121 271 0789

Email
info@adullam.org.uk

Website
www.adullam.org.uk

Walter Moore House
34 Dudley Street
West Bromwich
West Midlands
B70 9LS

Adullam
Homes Transforming Lives

MyTenancy Portal

Tenancy at your fingertips

Getting Started

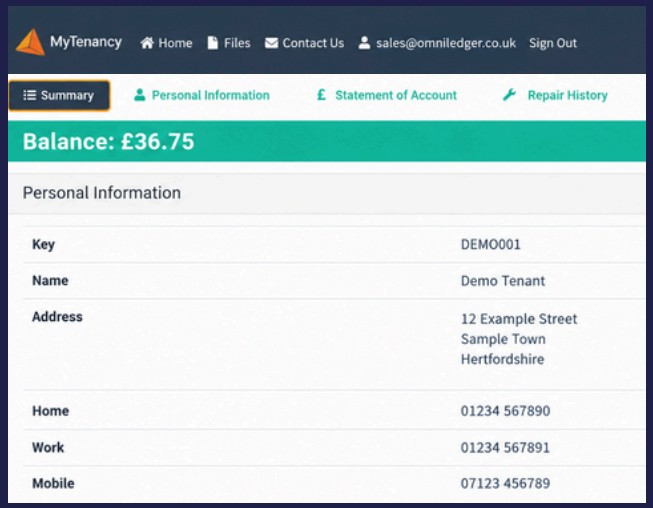
You should have received a link to the portal, along with your unique tenant reference number.

Simply visit:

https://adullam.mytenancy.co.uk/signin

Click ‘Create an account,’ and follow the prompts.

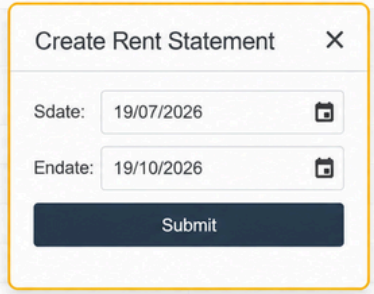
After verifying your email and entering your tenant key and date of birth, you’ll be able to log in and start managing your tenancy online.



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.

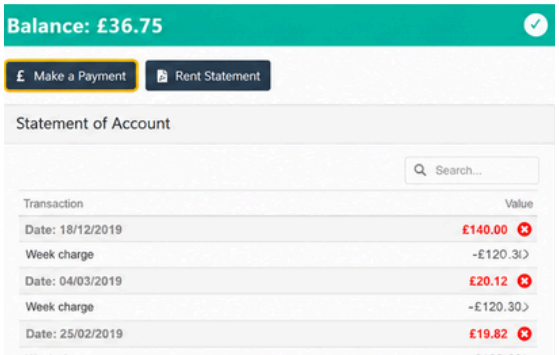
So many features!

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

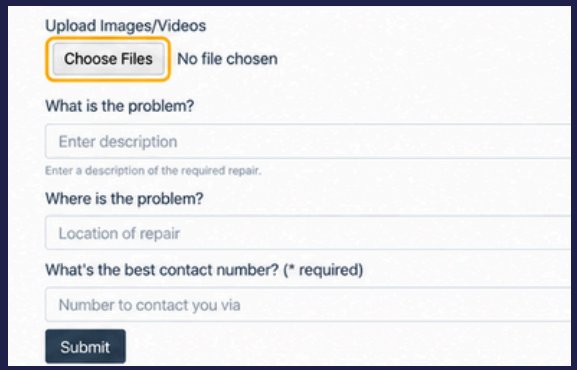


- **Pay your rent:** Once logged in, go to the menu or dashboard and select the Make a Payment or Rent Account section

- **Set up a direct debit:** When you are logged in, go to the My Rent or Payment Details section. You 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.