

# Website



Scan me  
to access our website



# Hey there,

Welcome to The Acorn Progression Project CIC!  
Things can get a bit hectic, but we're a friendly group and we're glad to have you with us. Our goal is to make sure your experience here is comfortable, safe, and straightforward as you work towards your goals. Supporting you is one of our highest priorities! In this Resident Guide, you will find information about:

About Us | What We Do | Our Mission  
Our Values | Contact Us Information  
Your Right To... (The Charter of Rights)  
Your Support Worker  
The Accommodation  
Services Charge  
Important Safety Advice  
Fire Safety Guidance  
New Home Top Tips  
Useful Contact Details  
Links (because there is much more online!)

**All the best,  
From your support team!**



# WHAT WE HEAR



AKA Our “Brag Board”



“I’m happy here”

“I couldn’t of done it without you”



“I got accepted onto a course”

“Thank you!”



“We get on so well”

“I am able to leave the house”

“Just passed my course”

“I am supported”

“I joined a library”

“Passed my theory”

“My baby is healthy and happy”



“I feel supported”

“I passed my driving test”

“He [baby] loves you [support worker]”

“I got my citizenship”



“I made long life friends”



“I feel welcomed”

“I’m collecting the keys to my first flat”

We take great pride in our work, which has led to thousands of success stories and provided support to hundreds of women and children. We recognize that your time with us will have its ups and downs, but it's essential for you to know that you're never alone; we're here for you, always!

# ABOUT US

Here at Acorn Progression Project, we provide quality accommodation and tailored 1:1 support for women, young females and mothers and babies to help them meet their full potential in life. Founded in the middle of a global pandemic, Acorn Progression Project is a not-for-profit, Community Interest Company which was formed to provide safe, female-only accommodation; by providing wrap-around support and linking into trusted organisations. We want to ensure all of our residents have time to make decisions and choices to lead a life full of self-fulfilment.



# OUR MISSION



We envision a future where our services are no longer needed - a world where women and children across the UK live free from hardship. This may sound audacious, but it is our unwavering mission of ours. Until that mission is reached, we will relentlessly advocate for women, providing essential support and services with passion and purpose. Together, we strive for a society where every woman and child can feel secure, empowered, and settled.



# OUR VALUES



Our core values are rooted in unwavering support for our community, providing safe accommodations where women and children can not just survive, but truly thrive. We passionately advocate for their rights with uncompromising integrity and transparency, building deep trust in our services. Compassion is at the heart of our mission, guiding our understanding of individual experiences, while collaboration with partners and communities fuels transformative change. We embrace bold innovation to tackle challenges head-on and prioritise radical inclusivity, ensuring our services are accessible to all, regardless of background.

“ *you cannot plant an acorn in the morning, and expect  
that afternoon to sit in the shade of an oak -*

Antoine de Saint-Exupery

”

We are **ALWAYS** here for you! Although there are many challenges in life, we will always do best to support you:

T: 0121 726 6161

E: [info@acorn-progression.co.uk](mailto:info@acorn-progression.co.uk)

W: [www.acorn-progression.co.uk/im-a-resident](http://www.acorn-progression.co.uk/im-a-resident)

# YOUR RIGHT TO...

Endorsed by **MANY** organisations and leading individuals, the Charter of Rights has been developed as good practice.

Acorn Progression Project are proud to be one of the first women only accommodation to sign up to the pledge with our residents in mind.

We aim to guide you to become independent. As a part of this pledge, we stand by our residents having:

- A right to feel safe and protected
- A right to decent living conditions
- A right to clear information on support entitlement
- A right to security of property
- A right to seek advice or assistance and to challenge

We commit to this, and we encourage you to inform us if you feel any of these rights have been breached so we are able to act!



# SUPPORT

It is important that EVERYONE feels safe and secure, in this accommodation; that they can call home until they move on to find their forever home. Your allocated support worker shall provide, weekly tailored 1:1 and/or group support sessions, while linking in with credible companies for positive outcomes. All support is provided based around your needs and desired outcome.

Support Worker's Name:

Phone Support:

**0121 726 6161**

Email Support:

**support@acorn-progression.co.uk**

Our support workers are fabulous at what they do, and as a company, we strongly believe in a work/life balance. Each support worker has designated work hours so they will NOT be contactable outside of them. If you need additional support outside your support session, you can should contact us at 0121 726 6161 and our on-duty staff member is there to support you.

# THE ACCOMMODATION



Guest between 09:00-21:00\*



Pay weekly services charge



Attend weekly support sessions



Room maintenance check



Contribute to communal clean



No smoking inside the property



No illicit substances or weapons



No violence or aggression

## Location Information

Please refer to your location document completed with your support worker.

## Room Inspections

We believe that keeping a tidy room is key to safety, good health and well-being. Once a month your support worker will conduct a room inspection (dependant on findings, can be increased). We ask that all residents be present, in your absence we shall need to continue and record our visit.

*Please review your license agreement for additional details\**

# SERVICES CHARGE

## What is a service charge?

Our Service Charge is a constructional payment towards the cost of providing and maintaining non-communal areas such as maintenance, utility costs and support services. It is important to understand that none of these charges are covered by housing benefits and you are responsible for this payment.

## How to pay?

Your services charge is payable every Monday via a bank transfer (or for ease, a standing order) to:

- Bank: Zempler
- Account: 10635686
- Sort Code: 08-71-99
- Ref: *(Insert Your Name)*

## What if I am in arrears?

It is company policy not to allow anyone to carry arrears. When your arrears reach one week, we will discuss the matter with you, with a view to helping you reduce your debt. If you allow your debts to increase whilst making no attempt to reduce them, your licence may be terminated.

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# ATTENTION: SAFETY ADVICE



In an emergency (medical, fire or criminal), immediately call 999 to contact the emergency services. Inform us by calling 0121 726 6161.



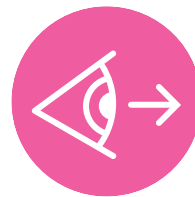
All fire doors must **NOT** be tampered with nor wedged open with objects. The doors are designed to protect you in the event of a fire.



Our maintenance team are there to ensure the property remains up to standard. Please let us know if something breaks so **WE** can fix it.



It is your sole responsibility to always ensure your personal items and house/room keys are looked after. Do not leave items unattended.



Please do not leave the cooker or bath water running unattended, windows/doors open, or food on the floor/worksurfaces.



If you hear the fire alarm, you leave the building safely immediately and do **NOT** take any belongings, call 999 and inform us 0121 726 6161.

*Any levels of neglect , will be deemed as a breach of your licence.*

# FIRE SAFETY

Fire Safety is important and can save lives. This guide has been put together by an external partnership for residents to highlight good practice and things to consider. This advice helps you to stay safe and helps us ensure a safe environment for all residents, and minimises the potential for fire in your property.

## Smoke Alarm

Smoke alarms should be fitted on every level of your home. If they are not working or are damaged, please report it to your provider as soon as possible so that they can be replaced. Working smoke alarms save lives.



Check smoke alarm

## Kitchen Safety

### General Advice

- Avoid cooking when under the influence of alcohol.
- Keep tea towels and cloths away from the cooker and hob.
- Spill devices are safer than matches or lighters to light gas cookers because they don't have a naked flame.
- Double check the cooker is off when you've finished cooking.
- Take care with electricity.

### Electrics in the Kitchen

- Keep electrical leads and appliances away from water.
- Don't put anything metal in the microwave.
- Check toasters are clean and placed away from curtains and kitchen rolls. Most toasters have a slide out crumb catcher to help you keep it clean.
- Keep the oven, hob and grill clean and in good working order. A build-up of fat and grease can ignite a fire.

### Remember

- Don't take any risks. Turn off the heat if it's safe to do so.
- Never throw water on oil e.g. deep fat fryers/frying pans.
- Don't tackle the fire yourself.
- Don't leave a kitchen unattended when cooking on the hob.



Don't use water



Turn off electrical appliances



Exit quickly and safely

## Electrical Safety

### How to avoid electrical fires

- Make sure an electrical appliance has a CE or UKCA mark on it when you purchase it.
- Try and keep to one plug per socket, don't overload sockets.
- When charging electrical goods, follow the manufacturer's instructions.
- Keep your eyes peeled for signs of dangerous or loose wiring such as scorch marks, hot plugs and sockets, flicks that blow or circuit-breakers that trip for no obvious reason.
- Unplug appliances when you're not using them, they are fully charged, or when you go to bed.
- Unplugging appliances helps to reduce the risk of fire.



Don't overload sockets

## Heaters, Smoking and Candles

### Portable heaters

- Try to secure heaters up against a wall to stop the infalling cover.
- Keep them clear from curtains and furniture and never use them for drying clothes.

### Cigarettes

- Rub cigarettes out properly and dispose of them carefully.
- Never smoke in bed.
- Smoke outdoors and put cigarettes out - this is safer than smoking indoors.
- Don't leave a lit cigarette, cigar or pipe lying on a bed. They can easily fall over and start a fire.
- Take extra care if you smoke when you're tired, taking prescription drugs, or if you've been drinking. You might fall asleep and set your bed or sofa on fire.
- Unplug e-cigarettes when fully charged and ensure you are using the correct charger.

### Candles

- Make sure candles are secured in a proper holder and away from materials that may catch fire - like curtains.
- Put out candles when you leave the room and make sure they're out completely at night.
- Consider using LED or battery-operated candles.
- Keep candles away from flammable objects like curtains, furniture, bedding and books.



Take care with heaters



Put them out, light out



Never leave unattended!

## Charging of electrical devices, e-scooters and e-bike

A number of fire incidents are occurring involving e-scooters, e-bikes and e-cages when lithium-ion batteries are being charged. The main reasons for this is due to incorrect chargers being used that haven't been tested, damage caused to the batteries or where modifications are made to the equipment.

Batteries can explode and cause serious damage and, in some cases, has resulted in fire deaths. You must stop using or charging your battery immediately if you notice any of the following:

- If your device's battery feels extremely hot to the touch.
- If your battery looks swollen. Similar signs include any type of bump or leaking from the device.
- If your battery is making hissing or crackling sounds.
- If you notice a strong or unusual smell coming from the battery.
- If your battery does not fully charge or is taking longer to charge than normal.
- If your battery or device is smoking.

### Please follow the advice below:

- Only use recommended chargers.
- Don't charge e-bikes and e-scooters in bedrooms or where escape routes can be blocked - for example, hallways.
- Don't leave your battery charging unattended when you are out or while you are asleep.
- Don't cover chargers or battery packs when charging.
- Always unplug your charger when you have finished charging.
- If the device starts smoking or catches fire, raise the alarm, get out, stay out and call 999 immediately.



Only buy from reputable sellers



Always unplug when finished charging



Exit quickly and safely

## Plan a safe escape

- Plan your escape route and make sure you know how to escape.
- Make sure exits are kept clear.
- The best route is the normal way in and out of your home.
- Think of a second route in case the first one is blocked.



Exit quickly and safely

## What to do in the event of a fire

### Don't tackle fires yourself

- Keep calm and act quickly, get everyone out as soon as possible.
- Don't waste time investigating what's happened or rescuing valuables.
- If there's smoke, keep low where the air is clearer.
- Before you open a door check if it's warm. If it is, don't open it - fire is on the other side.
- Call 999 as soon as you're clear of the building.

999 calls are free



Follow these instructions

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999 calls are free



Follow these instructions



# NEW HOME TOP TIPS

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*WE UNDERSTAND  
THAT MOVING  
CAN BRING MANY  
EMOTIONS, TAKE  
COMFORT IN  
KNOWING WE  
HAVE ALL FELT  
THIS WAY TOO.  
HERE IS A FEW  
LITTLE TOP TIPS  
TO HELP YOU  
DURING YOUR  
FIRST FEW DAYS.*

## **Communal Areas**

Do not borrow, use, or take others' items or food without their explicit permission. Be respectful to fellow residents and neighbors by keeping noise to a minimum between 23:00 and 06:00. Additionally, if you notice any issues or maintenance needs, please report them promptly to ensure a pleasant living environment for everyone.

## **Energy Saving**

Our three top energy-saving tips:

1. Turn lights off when leaving the room, and unplug items that are fully charged or not in use.
2. Do not leave the water running in the bath/shower, sink or other areas.
3. Ensure windows and doors are closed to retain heat.

## **Leave It, As You Found It**

Please help keep the shared spaces clean and tidy for everyone's comfort. Simple actions like cleaning up after yourself and picking up litter make a big difference. Together, we can create a welcoming atmosphere.

## **Toilet & Feminine Products**

No feminine products or wipes can be flushed down the toilet. Only flush toilet paper and natural waste. Feminine products must be wrapped and discarded into a general household bin rather than the bathroom bin.

## **Sink Plugs**

Our drains are sensitive, and not designed for food, cooking oil or hair to go down them. Keep them clean and free from products which can cause blocking.

## **Pests**

We want to ensure a comfortable living environment for everyone, so it's important to remember that pests are often attracted to food. To help keep your space pest-free, please avoid eating or storing food inside your rooms. We also encourage you to clean up thoroughly after every meal, as this will help maintain cleanliness and deter any unwanted visitors.

## **Disposal of Rubbish**

All rubbish should be regularly disposed of in the bins provided. On a weekly basis, there is external wheelie bin collection. Both wheelie bins need to be placed on the pavement the evening before. Your bin collection day is located on the notice board. The grey lid wheelie bin is for general rubbish and the blue lid wheelie bin is only for items that can be recycled. Please do NOT place the wrong items in the wrong bin as they will not be taken. You can visit Birmingham City Council website to review more information.

## **Safety & Doors**

Ensure you lock the front/back door behind you. Do not let anyone into the premises that you do not know. The internal doors are heavy and will shut behind you for your safety, they must not be leveraged open with objects. All we ask is to be cautious of noise and try to refrain from them banging.

## **Fire Safety**

Flammable items such as candles, incense sticks and electric heaters are not permitted. Be aware that our fire alarms are sensitive and are there for your protection, do not cover them or spray/use heat directly under them, as this will cause them to activate.

## **Visitors**

Our accommodations are set up for the sole purpose of the residents we support. You're welcome to have visitors between 09:00 and 21:00, the visitor is your responsibility and should not wonder or interfere with other residents, the neighbours or the property.

## **Report Repairs**

We want to ensure your home is kept in good condition, and any issues are dealt with quickly, please report immediately:

[www.acorn-progression.co.uk/im-a-resident](http://www.acorn-progression.co.uk/im-a-resident)

It is important to remember that a response to your repair will depend on what the issue is and how urgent the repair is, but please rest assured it's not forgotten. In the event that the repair is required due to negligence, this shall accrue a few which you could find yourself liable for.

## **Damp, Mould & Condensation**

### **What are Damp, Mould, and Condensation?**

- Condensation happens when moist air contacts a colder surface (like walls or windows), causing water droplets to form. This can lead to mould growth, which appears as small black dots and can be a health hazard. If condensation doesn't dry, it can cause dampness inside, often from leaks or moisture buildup.

### **How to Reduce Condensation in Your Home:**

- Ventilation: Open windows slightly for fresh air.
- Moisture Control:
  - Cover pots while cooking.
  - Dry clothes outside when possible.
  - Ensure vented tumble dryers vent outside.
- Use Extractor Fans: If available, to remove moist air.
- Keep Vents Open: Always keep trickle vents on windows open.
- Airflow: Maintain a gap between furniture and walls.
- Wardrobe Care: Don't overfill, and air them out regularly.
- Close Doors: When cooking or bathing, and open a window.
- Avoid Radiators: Don't dry clothes on them.
- Maintain Temperature: Keep a consistent room temperature to prevent damp and mould.

### **What to Do if You Have Damp or Mould?**

- Report any damp issues immediately to our maintenance team via our website.



## The Acorn Progression Project CIC

0121 726 6161 | [info@acorn-progression.co.uk](mailto:info@acorn-progression.co.uk) | [www.acorn-progression.co.uk](http://www.acorn-progression.co.uk)

During out-of-hours, please call: 0121 726 6161

[www.acorn-progression.co.uk/im-a-resident](http://www.acorn-progression.co.uk/im-a-resident)

SCAN FOR  
AUTHORISED STAFF



SCAN FOR  
RESIDENT HANDBOOK



### Emergency Services

*(Police, Ambulance and Fire Brigade)*  
999

### Out of Hours Medical Assistance

111 - [www.111.nhs.uk](http://www.111.nhs.uk)

### Non-emergency Police

101 - [www.west-midlands.police.uk](http://www.west-midlands.police.uk)

### Samaritans

116 123

<https://www.samaritans.org>

### DWP

<https://www.gov.uk>

### National Debt Line

0808 808 4000

### Citizens Advice Bureau

03454 04 05 06

### Domestic Abuse - BSWAID

0808 800 0028

### Drink line

*(The national alcohol helpline)*

0300 123 1110

### Talk to Frank

*(Drug Support)*

0300 123 6600