



ASH SHAHADA  
HOUSING ASSOCIATION LIMITED

# WINTER NEWSLETTER

October to December

[WWW.ASH-SHAHADA.ORG](http://WWW.ASH-SHAHADA.ORG)



## Welcome to our Renewed Quarterly Newsletter

We are delighted to welcome you to our renewed newsletter. We will use this platform to share news and updates of Ash-Shahada HA and how it aligns with our business goals. We are committed to continuously improve the quality of service for our tenants. We hope you will enjoy reading this. Please let us know what you think. If you have anything to share - recipes, lifestyle skills or other things you feel will be of benefit to other tenants, please send to us and it may be featured!!



Joseph Mbang (Nji) - Chair of the Board

### The Chair's Message

At the core of ASHA's success is our unwavering commitment to our tenants. This year, we made significant strides in improving tenant engagement and service delivery. Our newly established Tenant Influence and Co-Creation Forum has provided tenants with a greater voice in shaping the services we provide, ensuring that their needs are met and their feedback is heard.



Toaha Qureshi MBE - CEO

### CEO's Message

ASHA was founded over 3 decades ago, our vision remain the same - to provide safe, decent and affordable homes to the most vulnerable groups in our society. That vision has become more relevant as the years have evolved. Thank you for supporting our vision as we remain a beacon of stability and support to our community.

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## ASHA News

We value your feedback during the Tenants Influence and Co-Creation Forum. We heard you, and here is what we have done:

### You asked...

- Increased Staff Presence
- Improved Security
- Better access to your tenancy details
- Better Communication
- Solutions to damp and mould issues
- More efficient repairs
- Additional support for property maintenance

### We did!

- As part of our evolving **customer services strategy**:
  - More frequent property visits to address concerns proactively.
  - Installation of additional CCTV cameras across various properties for improved security
  - Stock condition surveys conducted, with remedial works underway and drop-in clinics launched (see Pg 5).
  - Centralised our repairs process to ensure quicker and more effective service.
  - Onboarded two new contractors for maintenance and repair work.
  - We have learned from the complaints we receive, and we are evolving everyday!
- As part of our evolving **digital transformational strategy**:
  - Our online MyTenancy Portal will go live in January where you can:
    - View rent accounts online
    - View your rent statements
    - View and update your basic details
    - View your repair history
  - Our Pyramid Messenger will go live very soon:
    - 24/7 Self service with your phone!
    - Raise and track your repairs
    - And do much more!

### Welcoming New ASHA Staff:



Associate Director Housing



Associate Director Governance, Risk and Legal

02/08

If you have any concerns or compliments, you can always reach out to the office or your cluster representative.

**Thank you for being a part of ASHA!**



# Safety During Winter

At Ash Shahada HA, we not only provide our tenants with safe and secure homes, we want our tenants to thrive, feel safe in their community and live without fear. It's that time of the year when it gets dark earlier, the roads are slippery, the weather is cold and harsh and the air is frosty. Please take extra care!! Below are some tips for keeping well and safe in this period.

## ✔ **DOs:**

- Keep your heating on timer mode for consistent heating.
- Ensure smoke and other detectors are in working order.
- Let us know if heating, electrics or lightings need to be checked.
- Ensure emergency kits are ready; blankets, flashlights, first aid kits.
- Ensure lock and security systems are in working order.

## ✘ **DON'Ts:**

- Ensure proper ventilation within your rooms.
- Do not overload electrical outlets.
- Do not cover heaters with clothes.
- Do not leave cooking unattended.
- Don't admit any strangers in to your home, our staff will always have their ID cards with them.
- If you are out in the dark, take extra precautions, be aware of your immediate surrounding.

## Easy Lentil Soup

Use this recipe to keep yourself warm.

*Ingredients:*

- 1 tablespoon olive oil
- 1 onion chopped
- 4 medium carrots coarsely grated
- $\frac{3}{4}$  cup (140g) dried red lentils uncooked
- 4 cups (1 litre) vegetable stock/broth
- $\frac{1}{2}$  cup (100ml) milk or dairy free vegan milk
- 1 teaspoon ground cumin

*Instructions:*

- Heat the oil in a large pot over a medium heat. Add the onion and cook for 3 minutes until soft.
- Stir in the carrots, lentils, stock, milk and cumin, then bring to a boil.
- Reduce the heat and simmer for 15 minutes or until the lentils are cooked.
- Puree with a hand held blender or food processor. Add more water to thin, if desired.
- Serve and enjoy.



**Be aware of your allergies when cooking!**



# Estate and Block Inspection Updates

➔ FORTNIGHTLY for HOSTELS

➔ MONTHLY for other blocks

We are committed to ensuring that the communal space in your blocks are safe and clean. We are introducing regular, thorough block inspections centred around:

- managing bulk or improperly disposed rubbish.
- preventing misuse of communal facilities.
- identifying repairs.
- ensuring health and safety.
- maintaining cleanliness.
- engaging with residents.
- addressing anti-social behaviour.

## **We are transforming our services!**

We appreciate your cooperation and support as we navigate this journey together.



We have **zero tolerance** to anything that can hamper your **health and safety**. This means no personal items will be allowed in the communal hallways. We will also tackle vandalism and graffiti and monitor anti-social behaviour. We are committed to ensuring that your blocks are maintained to the **highest standards**.



The **cleaning specification** and **attendance sheet** will be displayed on the noticeboard to inform you about our cleaning standards, so you can **monitor the performance** of the cleaning contractor. An attendance sheet will be posted on the notice board, the cleaner should sign this at every visit.



For transparency and accountability, we have a dedicated staff member, who will be conducting this. He is **Muhammad Talha** and he will soon become a familiar face. He has 10 years of experience in civil engineering and construction of buildings and highways. Please join him if you can on his rounds. We will share block inspection dates and other relevant information on noticeboards within the communal areas and the ASHA website.



# Managing Damp and Mould



If you have any questions or need to report an issue, please contact our maintenance team at 020 4581 7585.

To view our Damp and Mould leaflet, use this button:

[Click Here](#)

At Ash-Shahada HA, the health and well-being of our tenants are our top priorities. We understand that damp and mould can be of significant concerns, affecting both the quality of life and the structural integrity of our properties. In addition to the guidance previously circulated on our website, please find below more information on managing damp and mould.

## Understanding the Issue

Damp and mould are often caused by excessive moisture in the home, which can result from various factors such as poor ventilation, leaks, or condensation. These issues not only damage the property but can also lead to health problems, particularly for those with respiratory conditions or allergies.

## Drop in Clinic

If you have any concerns about damp and mould in your property and wish to discuss this in person, please drop in on Wednesdays on 08/01/25, 22/01/25 or 05/02/25 between 10:00am and 2:00pm. A member of our team will be happy to assist you.

Together, we can ensure that our homes remain safe, comfortable, and healthy environments to live in.

## Reporting the Issue

We encourage tenants to report any signs of damp or mould as soon as they appear. Our dedicated team is ready to respond quickly and effectively to any concerns raised.

## ASHA Commitment

We are committed to providing safe and healthy living environments for all our tenants. To tackle damp and mould, we have implemented the following measures:

- 1. Regular Inspections:** Our maintenance team conducts regular inspections to identify and address any signs of damp and mould early.
- 2. Prompt Repairs:** We ensure that any leaks or structural issues contributing to dampness are repaired promptly.



## Our Details and Updates

Our motivation behind everything we do is to help our tenants out. In that interest, please find below our contact details for you to reach out to us, along with our office timings for the end of year holidays.

### ASHA Contact Details

**Location:** 43-45 Coldharbour Lane, London SE5 9NR

**Office hours:** 09:00 am – 05:00 pm

**Office Phone:** 020 4581 7585

**Office Email:** [admin@ash-shahada.org](mailto:admin@ash-shahada.org)

**Repairs Emergency Phone (out of hours):** 07947245412



## Happy Holidays

### Office will be closed on

23/12/2024 - 29/12/2024: Closed

01/01/2025: Closed

### Opening Hours

30/12/2024: 0900 - 1700

31/12/2024: 0900 - 1700

02/01/2025 and onwards: Normal Business Hours

**Emergency contact: 020 4581 7585**



# In case you need additional support

The cost of living crisis is still biting and this bites even harder in winter. The cost of utilities is getting more expensive as the days get darker early and the weather gets more chilly, we all need a helping hand from time to time. Don't choose between heating your home and having nourishment. Below are a few organisations that may be able to help you out.

## **NATIONAL ZAKAT FOUNDATION**

Provide several avenues of help for those in need.

- Hardship relief fund, work support, education support and more.
- 124 City Road, London, EC1V 2NX
- 0333 312 3123
- <https://nzf.org.uk>
- [ask@nzf.org.uk](mailto:ask@nzf.org.uk)

## **FOOD CYCLE**

Enjoy company with others from your local area over a free, delicious hot meal, prepared with care by Food Cycle volunteers. Everyone is welcome, no matter your background or circumstances. No referral needed, just turn up.

- Friday 12.30pm
- Christ Church Community Hall, 39 Union Grove, London, SW8 2QJ
- [foodcycle.org.uk/location/london-wandsworth-road](https://foodcycle.org.uk/location/london-wandsworth-road)
- [wandsworthroad@foodcycle.org.uk](mailto:wandsworthroad@foodcycle.org.uk)

## **COPEF TRAINING SKILL – AFRICAN EMERGENCY HUB**

Free food parcels weekly for people in need. Collection only. Call or email for support. No voucher needed. You can use a self referral.

- Wednesday & Friday 3pm–6pm
- 21 Clarewood Walk, Off Moorlands Road, SW9 8TX
- 0207 737 0827
- [copeftrainingskills.co.uk](https://copeftrainingskills.co.uk)
- [copeftrainingskills@gmail.com](mailto:copeftrainingskills@gmail.com)

## **VGCC FOOD BANK**

Free food parcels and care items. Please collect. You can use a self referral. No voucher needed.

- Friday 11am–2pm
- Vauxhall Gardens Community Centre, 5 Glasshouse Walk, London, SE11 5ES
- 0207 793 1110
- [vgcc.org.uk](https://vgcc.org.uk)
- [admin@vgcc.org.uk](mailto:admin@vgcc.org.uk)

## **BRIXTON SOUP KITCHEN**

Free food parcels for people in need across Lambeth. Call for support. No voucher needed. You can use a self referral.

- Monday to Friday 12pm– 4pm
- 297–299 Coldharbour Lane, London, SW9 8RP
- 07538 419 514
- [brixtonsoupkitchen@gmail.com](mailto:brixtonsoupkitchen@gmail.com)

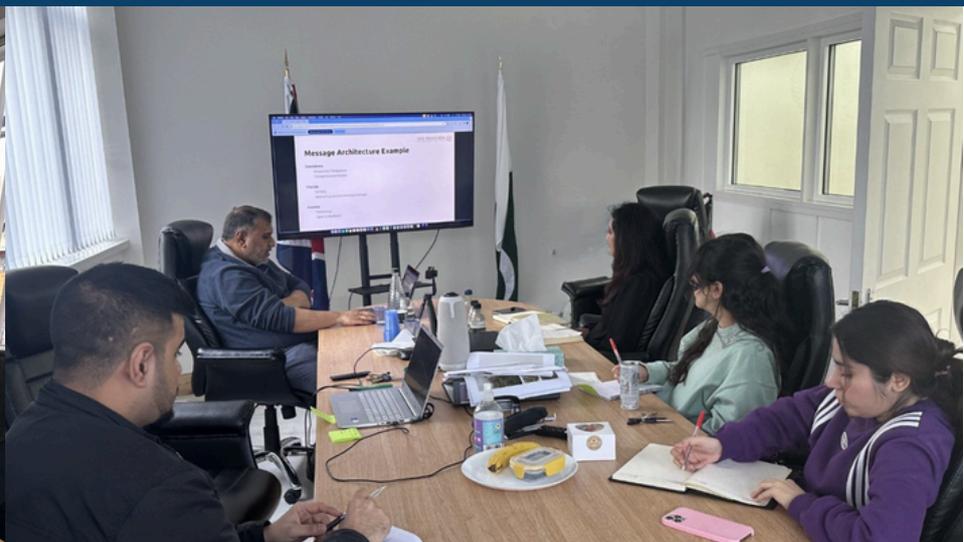
# Some recent ASHA highlights



**Board members at the November Awayday 2024**



**Our Director Operations Umar Mahmood speaking at Remembrance Sunday, 2024, attended by the community, faith leaders, local MPs, councillors, military and more.**



**Our staff trainings on customer service delivered by board member Saif Pathan and rent collection by Paul Sowerbutts.**