

ASH-SHAHADA' S QUARTERLY  
**NEWSLETTER**



**ASH-SHAHADA**  
HOUSING ASSOCIATION LIMITED

**SPRING 2026**

ISSUE#6

JAN-MAR



**WELCOME TO OUR SPRING 2026  
NEWSLETTER!**

As the days get brighter, we're pleased to share updates, useful resources, and new partnerships designed to support our community. In this edition, you'll find guidance on repairs, updates from our team, and opportunities and information that can help you make the most of the season ahead. We hope you find it helpful and encouraging as we step into spring together.

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# PECKHAM PANTRY

## AFFORDABLE FOOD FOR LOCAL FAMILIES

Peckham Pantry is part of the Your Local Pantry network, run by the charity Pecan, and offers affordable groceries to help households manage rising costs. For only £5 per visit, members can choose £15–£20 worth of quality food, including fresh fruit and vegetables, meat, eggs, and cupboard essentials. It's a friendly, welcoming service that helps stretch weekly budgets while connecting people with their local community.

## LOCAL BRANCHES IN SOUTHWARK

Membership is simple, and each branch manages its own sign-up process.



Peckham Park Road Pantry  
(SE15 6TU)

- Tue: 11am–4pm
- Wed: 9am–4pm
- Thu: 10am–7pm
- Fri: 9am–4pm
- Sat: 9am–3pm



Peckham St Luke's Pantry  
(SE15 6DT)

- Wednesdays: 11am–2pm



Rachel Leigh Pantry (SE27 3JQ)

- Tuesdays: 11am–2pm



### SAVING MONEY

Households can save up to £1,000 per year on groceries



### IMPROVED WELLBEING

Healthier foods reduces stress and boosts physical health



### REDUCED ISOLATION

Pantries create friendly, supportive places to meet people



### CHOICE AND DIGNITY

Members choose items themselves, just like a shop



### STRONGER COMMUNITY

Opportunities to get involved and feel part of a local network



Across the UK, Pantry members have collectively saved £5.76 million in the past year through YourLocalPantry's 121 branches.

\* Peckham Pantry listings (YourLocalPantry): <https://www.yourlocalpantry.co.uk/pantry-listings/london-peckham-pantries/>

\* Pecan Charity (operators of Peckham Pantry): <https://www.pecan.org.uk/>

\* YourLocalPantry - Social Impact Reports: <https://www.yourlocalpantry.co.uk/what-is-a-pantry/social-impact-reports/>

\* YourLocalPantry - What Is a Pantry: <https://www.yourlocalpantry.co.uk/what-is-a-pantry/>

# BEFORE & DURING VISIT

## CONTRACTOR VISITS: WHAT YOU NEED TO KNOW

*A quick guide for tenants of Ash Shahada Housing Association*

At Ash Shahada HA, we want every contractor visit to be safe, respectful, and stress-free. Here's what you can expect, how to prepare, and what to do if something isn't right.

### Step 1: Before the visit

#### We will always:

- Provide the date and time of your appointment.
- Tell you which contractor is attending.
- Share the contractor's name or team.
- Explain the reason for the visit.

#### You can:

- Rearrange the appointment well ahead of time if the visit time doesn't suit you.
- Ask to see ID before letting anyone in.
- Contact us if you're unsure whether a caller is genuine.

### Step 2: When contractor arrives

#### Please:

- Provide access to them.
- Be honest about the issues when the contractor asks.
- Allow the contractor to do their work.

The contractors cannot add to the original job order given to them. If you have further works that need to be carried out, please contact our office to raise a new job order.

### Step 3: Keep your Belongings Safe

#### We recommend that you:

- Put valuables away before the visit.
- Keep personal documents out of sight.
- Stay in the property while work is carried out.



Ash Shahada HA insurance does not cover personal belongings. We strongly advise all tenants to have contents insurance to cover their belongings.

# REPORTING & WHAT WE CAN DO

## Step 4. If Something Goes Wrong

If you're unhappy with a contractor's behaviour or believe something was damaged or taken, please report it to us straight away.

### We will:

- Take your report seriously.
- Log and acknowledge your concern.
- Investigate promptly and fairly.
- Speak with the contractor or their employer.
- Review any evidence.
- Keep you updated on the outcome.

If you believe a crime has occurred, please report it to the police.

## Step 5: What We Can and Cannot Do

### We can:

- Investigate concerns about contractor conduct.
- Take action where behaviour falls below standards.
- Improve our processes where needed.
- Offer compensation for service failures (e.g., severe delays).

### We cannot:

- Compensate for any missing items.
- Act as an insurer for personal belongings.
- Decide whether a crime has taken place. This is for the police.

## Step 7: Working Together

We want every visit to be safe, smooth, and respectful. By reporting concerns and sharing feedback, you help us improve our services for everyone.

If you have questions or need support, we're here to help.

## Step 6: How to Report a Concern

You can reach us by:

- Phone
- Email
- Speaking with your Housing Officer
- Using our complaints process

Please provide:

- What happened
- When it happened
- Who attended your home
- Any evidence (photos, messages, etc.)

# YOUR TEAM

We are pleased to share that we have restructured our staff team to improve the service you receive. We now have three dedicated officers, each specialising in a key area of housing. Here is what they do and how they can help you.

## Tasnim Karati - Income Collection and Performance Reporting Officer

Tasnim manages rent accounts and works with tenants to ensure rent and service charges are paid correctly. She monitors arrears, provide rent account information, and work to help tenants sustain their tenancies. She also monitors how well ASHA is performing across key areas to help us continually improve.

- ▶ Support with rent & payment concerns
- ▶ Payment plans if you are struggling financially
- ▶ Advice on housing benefits
- ▶ Assistance accessing grants or external support services
- ▶ Clear guidance to help you maintain your tenancy

## Faizan Shaikh - Tenancy Officer

Faizan looks after all aspects of your tenancy, from sign-ups to day-to-day support. He focuses on tenant wellbeing, neighbourhood issues, and helping you maintain a successful tenancy.

- ▶ Tenancy support, updates and advice
- ▶ Support with ASB and similar concerns
- ▶ Help with neighbourhood disputes
- ▶ Guidance if your circumstances change
- ▶ Signposting to external support services
- ▶ Tenancy visits and wellbeing checks

## Muhammad Talha - Property and Compliance Officer

Talha oversees your home's repairs, safety checks, and property compliance. He works closely with contractors to make sure your home stays safe, well-maintained, and legally compliant.

- ▶ Repairs reporting and follow-up
- ▶ Property inspections & condition checks
- ▶ FLAGE & safety compliance
- ▶ Managing contractor appointments
- ▶ Ensuring repair standards and quality
- ▶ Advice on maintaining your home safely

## REACH OUT TO US FOR ANY SUPPORT

With each officer now focusing on a dedicated area, you can expect clearer communication, quicker responses, and a more personalised service. Our team is here to support you, so please don't hesitate to get in touch if you need. We will inform you if our team changes.



In case of change in household or circumstances, e.g, a new baby or a child turning 18, it is the responsibility of tenants to let us know for us to support them better!

# FREE HOME IMPROVEMENTS

## WHAT IS ECO4?

ECO4 is short for Energy Company Obligation. It is a government-funded grant that helps low-income households make their homes warmer, safer, and cheaper to run. It covers improvements such as loft insulation, wall insulation, heating upgrades and more. If you qualify, you do not need to pay for any of this.

## HOW ECO4 CAN HELP

Insulation helps lower energy bills by keeping heat inside your home and reducing the amount of heating needed, while also making your home warmer by minimising cold spots and draughts. It can reduce damp and condensation, helping to prevent mould and moisture issues, and it can also improve your home's value and EPC rating by enhancing overall energy efficiency and performance.

### You are eligible if:

- You receive benefits
- Rent a home heated with electricity
- Live in a housing association property
- Own a private home and have electric storage heaters.

## UPGRADES AVAILABLE THROUGH THE GRANT

### Loft Installation

- Keeps heat inside your home
- Reduces fuel bills
- Lowers risk of damp and condensation
- Helps with soundproofing

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## WHY THIS MATTERS

Installing insulation and modern heaters cuts energy bills, improves comfort, reduces damp, and helps landlords meet energy-efficiency expectations.

If you want to know more about this scheme, please contact your cluster representative or reach out to us at Ash-Shahada Office.

# SEASONAL IDEAS & WELLBEING

Spring is the perfect time to freshen up your home and get things in order. Here are some simple, low-cost ideas you can try:



## DECLUTTER & REFRESH

- Donate unused clothes and household items
- Clear surfaces for a brighter, more spacious feel
- Wash curtains or blinds to let in more light



## MINI INDOOR MAKEOVER

- Add a few low-maintenance indoor plants
- Rearrange furniture to give your room a new feel
- Try a new colour theme with cushions, throws, or accessories



## LET THE FRESH AIR IN

- Open windows for short periods to improve ventilation
- Reduce condensation by airing rooms regularly



## SMALL MAINTENANCE CHECKS

- Test smoke alarms and replace batteries if needed
- Look for any signs of damp or leaks and report them early
- Clean extractor fans for better air circulation

### Your Seasonal Wellbeing

- Stay hydrated in the warmer weather.
- Boost Your Mood with a 15-min walk in daylight.
- Plan your finances in the new financial year
- Ask us for support in change of circumstances.

As we step into spring with fresh energy and new ideas, its the perfect time to learn something creative. On the next page, discover a free online workshop to help you get started in graphic design, offered by our design partners, Creative Triangle. Any member of your household is welcome to join.

### Tips on Managing Hayfever

- Keep windows closed early morning and evening when pollen levels peak.
- Change clothes after being outdoors.
- Shower before bed to remove pollen.
- Dry laundry indoors on high-pollen days.
- Check daily pollen forecasts.
- If the issue persists, see your GP immediately.

**creative triangle**

In partnership with



**ASH-SHAHADA**  
HOUSING ASSOCIATION LIMITED

# Getting Started in Graphic Design

Free Online Workshop

**11:00am - 12:00pm**  
**Tuesday 2<sup>nd</sup> June**

## What you'll learn

- What graphic designers actually do
- The tools designers use
- How AI is changing creative work
- How to start building a portfolio
- Tips for getting into the industry

*No experience needed,  
just curiosity!*

**Sign up**

