



ASH-SHAHADA HOUSING ASSOCIATION

# SPRING NEWSLETTER

We are excited to announce the second issue of our renewed quarterly newsletter. It brings the latest news and updates from Ash-Shahada, actions we are doing to enhance our services for the tenants, other local updates, an exciting Block Inspection competition, and much much more!



Introducing the  
Acting Chair of  
the Board



Word from  
Chair of TICF



You said, we did  
and updates on  
Digital  
Transformation



Financial  
News



Local Council  
News



Rent Collection  
and Arrears



Supported Exempt  
Accommodation  
Introduction



ASHA Office  
Updates



## INTRODUCING THE ACTING CHAIR OF THE BOARD

Dr Fayyaz Qadir brings 20 years' of experience of planning, forecasting, appraisal and project management. He shares his thoughts as Acting Chair of the Board:

*"It's a pleasure to welcome you to this edition of our newsletter. At Ash-Shahada, we believe that true progress comes from empowering our stakeholders—especially our tenants. Through stronger governance and open dialogue, your voices are shaping our direction. The You Said, We Did campaign is a powerful example of this, turning your feedback into action—from digital improvements like the My Tenancy Portal to enhanced repair follow-ups and safety standards.*

*Our Board remains committed to transparency, accountability, and meaningful co-creation. Together, we're not just managing homes—we're building a community where every voice has value."*

**(Dr Fayyaz Qadir)**



## INTRODUCING THE TICF CHAIR

Ibrahim Sadikovic, one of our oldest tenants and a former Board Member, shares his vision as the Chair of the Tenant Influence and Co-Creation Forum (TICF):

*"The former Tenant Forum has now transformed into Tenant Influence and Co-Creation Forum (TICF) to meet the Regulator of Social Housing's 2024 Standards, in the interest of ensuring tenant safety and well-being. TICF ensures ASHA aligns with these standards, advocating for fairness, respect, and addressing diverse tenant needs. It provides tenants with opportunities to influence ASHA's strategies and access clear information about services.*

*TICF has contributed to ASHA's digital services, including a new online self-service portal for rent status, rent payment, repair requests, and essential services. This portal improves accessibility, speed, and efficiency in responding to tenant needs. TICF's ongoing efforts, supported by tenant feedback, are central to modernizing and streamlining interactions between ASHA and its tenants."*

**(Ibrahim Sadikovic)**

# YOU SAID, WE DID

## AND

# UPDATES ON DIGITAL TRANSFORMATION

Our digital transformation continues every day. We strive towards our goal of lowering carbon footprint and working more digitally, as well as incorporating your feedback however we can. Our strategic priority is to leverage the digital technology to enhance the services of Ash-Shahada.

### You said...

- Improved awareness of your rent balance
- Improved estate presence

### We did

- We send out rent statements every quarter.
- We have introduced Pyramid Messenger, with which you can view your rent balance from the comfort of your home.
- Our dedicated officer Talha performs regular estate inspections for enhanced presence.



### Transforming ASHA Systems

We are excited to share that our physical files have now been digitised, and are now available on our online housing management system. This means reduced access times, lower search times, and improved overall efficiency of operations!



### MyTenancy Portal is live

The MyTenancy portal, an online service for the tenants, has been rolled out to our tenants. It is an online portal for the tenants to view their profile, update their details, see information related to their properties, view their rent balance, raise and track repairs and do a lot more from the comfort of their homes.



### Pyramid Messenger is live

Our Pyramid Messenger service, shared with you in the last newsletter, is now live and active. With a simple text message to the ASHA number, you can receive your current rent balance, raise and view info about your repairs, and do a lot more.



### ASHA's New Website

Ash-Shahada's new website is now completed and live. It is an upgrade to the previous one, with improved user experience and enhanced efficiency.

**If you have any further feedback, please do not hesitate to reach out to us. We welcome all your suggestions and look forward to hearing from you.**



# FINANCIAL NEWS

This section shares the news related to finances, rent and HB/UC. See below the updates and let us know if you have any issues.



## Rent and Service Charge

Every April, with the new financial year, the rent and service charges increase depending on the property. As such, the increase took place from 7th April 2025. Rent increase letters have been sent to all our tenants. If you have not received the rent increase letter, please contact the office and we will get it sorted for you. If you receive Housing Benefit or Universal Credit, please make sure to inform them of the rent increase to ensure your rent management accordingly.

## Welfare Benefit Changes

The new Spring Budget is out, which has brought several welfare changes. Some key changes are mentioned below:

- Incapacity benefits under universal credit (UC) to be halved and cut for new claimants.
- A stricter eligibility test for personal independence payments (Pips), the main disability benefit, from November 2026.
- Incapacity benefits to be frozen in cash terms for existing claimants at £97 per week from April next year, with a top-up payment for those with the most severe conditions.
- Those aged under 22 will no longer be able to claim the incapacity benefit top-up of universal credit.



If any of that effects you in any way, let us know. ASHA is here to help, and is willing to support you with your tenancy if you are facing difficulties.

**If the welfare benefit changes impact you, reach out to Housing Benefit/Universal Credit and inform them of your situation. Keep yourself up to date with government announcements to remain on top of your finances.**



# LOCAL COUNCIL NEWS

Find here some news and updates from the boroughs we operate in. This will help you know what is going on in your local areas and keep you informed.

## Lambeth News

- Lambeth Council has completed its latest affordable housing development at Patmos Lodge in Oval which will provide 61 per cent social rent homes of various sizes for up to 70 residents. Follow the link for more details: [Lambeth-Council-Homes](#) (1)
- Lambeth Council has announced an expansion of its Electric Vehicle (EV) charging points network and will take responsibility for the existing network from Monday, 17 March 2025. Follow the link for more details: [Lambeth-EV-Chargers](#) (2)

## Southwark News

- Southwark Council is proposing changes to its Housing Allocations Scheme to help ensure council homes go to people who need them most. Find out more at [Southwark-Scheme-Changes](#) (3)
- Southwark Council has given planning approval for 44 new social rent homes and a community hall on the Styles House Estate, as part of the Over-Station Development at Southwark Tube station. Find out more at [Southwark-New-Homes](#) (4)

## Croydon News

- Croydon families can enjoy Holiday Activities and Food (HAF) this Easter. Follow the link for more details: [Croydon-HAL](#) (5)
- Croydon is considering a new approach to reducing environmental crimes. Follow the link for more details: [Croydon-Environmental-Crimes](#) (6)

1. <https://love.lambeth.gov.uk/brand-new-council-homes-ready-for-lambeth-residents/>
2. <https://love.lambeth.gov.uk/new-electric-charge-points/>
3. <https://www.southwark.gov.uk/news/2025/southwark-council-proposes-changes-how-it-allocates-council-homes>
4. <https://www.southwark.gov.uk/news/2025/green-light-44-new-council-homes-next-southwark-tube-station>
5. <https://news.croydon.gov.uk/croydon-families-can-enjoy-holiday-activities-and-food-haf-clubs-this-easter/>
6. <https://news.croydon.gov.uk/new-approach-to-reducing-environmental-crimes/>

# RENT COLLECTION AND ARREARS

Our rent policy aims to minimise the amount of rent and service charge arrears. We will apply this policy consistently and fairly and will always ensure that we act in a reasonable manner. Our actions represent a necessary and proportionate response. We will ensure that our approach represents current good practice and meets all legal and regulatory requirements.

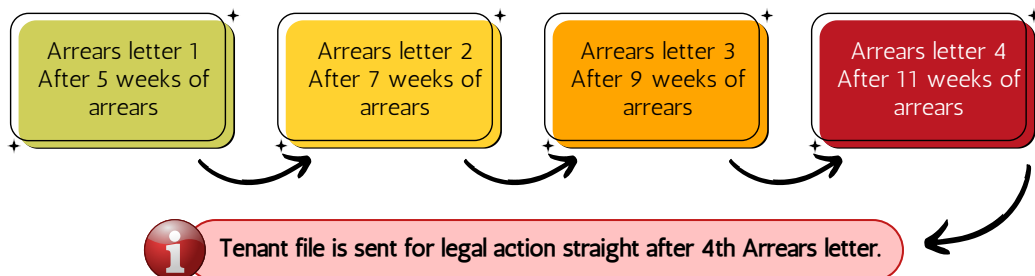
As a responsible landlord, Ash-Shahada is committed to ensuring that your home is well maintained. The rent you pay is our main source of income that allows us to provide you with our contractual services to you. Non-payment of rent and service charge is a breach of your tenancy agreement with us.

When this happens, we adopt a firm but fair approach to ensure that income losses are kept to an absolute minimum. High rent arrears could hinder the organisation from maintaining and managing the housing stock and providing the much-needed services to our tenants.

## ASHA aims to:

- Work with you to prevent arrears.
- Offer you a number of alternative ways to pay your rent and service charges, and promote the use of direct debit as the preferred method for payment.
- Use early intervention tools to help support your tenancies and avoid legal action (possession and/or eviction) by making early contact through text messaging, phone calls, visits, emails, or letters.
- Where it is necessary, and proportionate to do so, we will seek legal possession of a property where other methods have failed to ensure payment. This is the last resort.

## Our Arrears Policy





# SUPPORTED EXEMPT ACCOMMODATION INTRODUCTION

ASHA continues to make strides in doing its part to alleviate the housing crisis and provide society with unique solutions. We have ambitious plans for growth in the supported housing sector. We currently manage around 3900 units with the able support of our managing partner, Tenants UK Housing.

We are growing by the day and our aim is to extend our services to more areas across Birmingham, ensuring that more individuals in need can access safe and supportive housing.

If you or someone you know needs housing, please contact our Supported Exempt Accommodation team on 0121 661 2583. For more information, please visit our website.

**For more information, please visit our website or contact us directly. Together, we can make a lasting impact.**

## Our Services

- People with support needs can lead a healthy and fulfilling life within their own home and community. It provides both long-term and short-term support, helping individuals transition into independent living.
- Providing emergency refuge and support for victims of domestic violence.
- Helping homeless individuals reintegrate into stable housing.
- Providing support for mental health recovery.
- Supporting people with learning disabilities to live independently.
- People with limited housing options, including prison leavers, refugees, and those experiencing substance abuse issues have a safe and secure home.

## Voices from our Tenants

**Ann says:** "I would like to say I've got a bit of learning or difficulties, and I'd like to say thank you to Ash shahada and Amber housing. My support worker Faz has been a godsend to me. He is amazing. Helped me with my mental health issues, my appointments, my shopping. Thank you."

**Iqra says:** "It's good. It's clean and safe. I've never felt more happier living there. They're helpful. Thank you very much"

# ASHA OFFICE NEWS

- Our yearly Tenant perception survey will be rolled out soon. Make sure to provide your feedback!
- This quarter's TICF took place on 19th March 2025, and several updates were shared with the tenants.
- We are looking to add more contractors on our portfolio, including a damp and mould specialist!

## Your contact information

Is your contact information with us up to date? Do you have a new phone, email or other details we should know? Please let us know immediately so that we can update our records accordingly.

## Involve yourself!

If you have an idea, a testimony, a recipe or anything else that may be included in this newsletter, do share it with us!

## Our Office Details:

📍 43-53 Coldharbour Lane, London, SE5 9NR

🕒 Mon to Fri, 9pm to 5pm.

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

☎ Phone: 020 4581 7585

📞 Emergency Repairs (out of hours): 07947245412

Introducing block improvement competition!

### Attention all tenants!

If you have ideas on block improvement, like estate decoration, street party, children get-together or anything similar, submit your proposal to us and we will fund the best ones!

1st

Up to £500

2nd

Up to £250

## Recipe: Paprika Baked Chicken Thighs

Dive into a flavourful blend of smoked paprika, garlic, and onion powders, perfectly seasoned and oven-baked for a succulent, mouth-watering meal."

- Prep Time 10 minutes
- Cook Time 45 minutes
- Total Time 55 minutes

### Ingredients:

- 8 chicken thighs
- 2 Tbsp (30 ml) olive oil
- 4 Tbsp (24 grams) Smoked Paprika
- 3 Tbsp (27 grams) Garlic Powder
- 1 Tbsp (9 grams) Onion Powder
- 3 Tbsp (18 grams) Ground Black Pepper
- 1/2 tsp (3 grams) salt
- 1 tsp (2 grams) Cayenne Pepper (optional)

### Instructions:

- 1.Preparation: Preheat your oven to 400°F. In a bowl, mix olive oil, Smoked Paprika, Garlic Powder, Onion Powder, salt, Ground Black Pepper, and Cayenne Pepper (if using).
- 2.Coating: Coat the chicken thighs evenly with the mixture.
- 3.Baking: Place the chicken thighs on a baking tray and bake until golden and juicy (about 45 minutes).
- 4.Serve: Serve immediately and watch your family enjoy this delightful dish.

**Be careful of your allergies while cooking!**

