

SUMMER NEWSLETTER



Message from Ash-Shahada

Dear Tenants,
Welcome to the Summer 2025 edition of our community newsletter! We hope you're enjoying the longer days and warmer weather. As always, we're here to keep you informed, connected, and safe. This issue includes exciting opportunities for families, important health tips, and key housing updates. Thank you for being an essential part of the Ash-Shahada community.
Warm regards,
Ash-Shahada Team

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To Stay Hydrated, Try This Refreshing Recipe



Vimto Sprite Mock-tail

A refreshing, fruity mock-tail with the bold flavour of Vimto and the fizz of Sprite—perfect for any occasion!

Ingredients

- Vimto cordial
- Sprite (chilled)
- Lemon/lime juice
- Ice cubes
- Fresh mint
- Lemon/lime slices or berries (optional garnish)

Instructions:

1. Fill a glass or pitcher with ice.
2. Add Vimto cordial and optional lemon/lime juice.
3. Pour in Sprite and stir gently to preserve fizz.
4. Garnish with mint and fruit slices.
5. Serve immediately and enjoy chilled!

Summer Holiday Programmes for Children

Families in Lambeth and Southwark can access a wide range of free or low-cost summer holiday programmes. These include: An exciting 4-week camp for young people who live or attend school in Lambeth and Southwark. The camp offers a vibrant mix of on-site activities including music, dance, computing, filming, beauty workshops, face painting, and arts & crafts. Daily sports like football, basketball, cricket, badminton, and athletics will keep everyone active. Don't miss this fun, educational, and enriching summer experience!



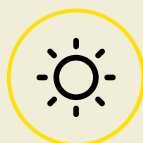
Beat the Heat: Summer Cooling Tips



Keep Your Home Cool: Close blinds during the day, use fans and open windows in the early morning or late evening, and turn off unused appliances to reduce heat indoors.



Stay Safe & Hydrated: Drink water regularly (avoid alcohol and caffeine), wear light, loose clothing, use sunscreen, and avoid going out between 11 AM–4 PM.



Watch for Heatstroke: Know the signs like dizziness, nausea, or confusion — seek help if symptoms appear. Take breaks in the shade or indoors when outside.



Have You Tried the MyTenancy Portal Yet?

Managing your tenancy has never been easier with the MyTenancy Portal from Ash-Shahada Housing Association. Whether you're at home or on the go, you can take care of everything in just a few clicks—anytime, anywhere.

Here's what you can do on the portal:

- 1. View your rent account** – Check balances, payment history, and upcoming charges.
- 2. Request and track repairs** – Report issues and see updates in real time.
- 3. Download documents** – Access your tenancy agreement, letters, and more.
- 4. Find key contacts** – Quickly locate who to reach in case of questions or emergencies.
- 5. Update personal details** – Keep your contact information current.

Secure and Easy to Use

With simple self-registration, password reset options, and secure access controls, managing your tenancy online is safe and convenient.

If you haven't used the portal yet, log in today and explore all the features at your fingertips!

Log in to your
MyTenancy
portal here:



<https://ashshahada.mytenancy.co.uk/>

Tenant Updates - Your Voice Matters

The Tenant Influence and Co-Creation Forum (TICF) continues to be an essential platform for tenant engagement, transparency, and co-development of services at Ash-Shahada Housing Association. Here's a summary of key updates and activities from the last quarter:

Introducing our new Tenant Board Members



Afifah is our committed Tenant board member, using her experience as a tenant, educator, and community advocate to ensure residents' voices shape inclusive, supportive housing policies. Her work reflects a strong dedication to social equity, safeguarding, and community empowerment.



Hasina brings a strong foundation in criminology, psychology, and insurance management, with expertise in analysis, organisation, and client relations. Now an active community member and homemaker, she is passionate about amplifying tenant voices and improving local living standards.

Repairs & Property Improvements

30 block inspections and 15 property visits were completed. New contractors were introduced, and damp/mould treatment continues as a priority.

Digital Services for Tenants

Tenants can now use the My Tenancy Portal and Pyramid Messenger to manage repairs, receive updates, and submit feedback easily online.

Ongoing Issues & Tenant Engagement

Bulk rubbish concerns and CCTV monitoring were addressed. Notice boards have been updated, and future community activities are being planned in London.

Estate Management Updates

At Cameron Place, as part of our ongoing improvements, the former store room has been converted into a dedicated bin room to support a cleaner environment and better waste management.

At Raglan Court, we're tackling fly-tipping with your help. Following a tenants' meeting on 10th June 2025, recycling bins will now have their own chamber, and the keypad lock will be upgraded to a fob system for secure access. Please report any fly-tipping—your support is vital!



We thank all tenants who participated and shared feedback. TICF remains committed to ensuring that your voices shape how we grow and serve our communities.

Benefit Health Check

What is a Benefit Health Check?

A Benefit Health Check is a thorough assessment of an individual's financial situation, identifying any welfare benefits they may be eligible for but are not currently claiming. This process helps tenants maximize their financial support, ensuring they can meet their essential living costs.

Where Can You Get Help?

Organisations like Citizens Advice* provide free tools and expert advice to help tenants check their eligibility. Their online Benefits Calculator makes it easy to see what support you qualify for.

*<https://www.citizensadvice.org.uk/>

Why is It Important?

Many people struggle with rising living costs but aren't aware of the benefits available to them. A Benefit Health Check can:

1. Identify financial support you may be eligible for.
2. Simplify the application process with expert guidance.
3. Connect you to cost-of-living assistance and essential discounts.



Maximising Welfare Benefits: Are You Receiving Everything You're Entitled To?

Take Action Today

If you or someone you know could benefit from extra financial support, don't hesitate—take a Benefit Health Check today! Visit Citizens Advice or explore online tools to ensure you're getting the help you deserve.



DAMP & MOULD

Tackling Damp & Mould: Keeping Your Home Healthy

Damp and mould can seriously affect both your home and your well-being — which is why we're here to support you in managing and preventing them.

What Causes It?

1. Poor ventilation
2. Leaks (roofs, pipes)
3. Everyday moisture (cooking, showering)
4. Don't dry your clothes indoor.

Prevent It at Home:

1. Ventilate after cooking/showering
2. Wipe down condensation
3. Leave space behind furniture
4. Dry clothes outside when possible



Spot It? Report It!

See damp, mould, or condensation? Report it ASAP via the Tenancy Portal so we can act quickly.

What We're Doing:

- ✓ Regular Inspections
- ✓ Fast Repairs
- ✓ Expert Support

Together, we can keep your home clean, safe, and mould-free. Need help? Visit our website or get in touch

Click here for more details on Damp & Mould: →

Damp & Mould*

Safe and Clean Summer with ASHA

Your Home, Your Safety

As we enjoy the summer, let's work together to keep our community safe, clean, and fly-tip free.



*Use the Right Bins
Sort general waste,
recycling, and food
properly.*



*Recycle Smart
Rinse items and
don't bag
recyclables*



*See Fly-Tipping? Report
It! Reports are confidential.
CCTV is in operation, and
fines apply for offenders*



*Hazardous Waste
Take paint, batteries,
and electronics to
special facilities—
never bin them*

Your actions
make a
difference!

Staying Safe at Home: Your Well being Matters

Your safety is our priority. With rising crime in London, we urge all residents to stay alert and take simple steps to stay safe:

- Lock doors and windows at all times
- Stay aware in shared spaces and report suspicious activity
- Know fire exits and avoid fire hazards
- Don't let unknown visitors into the building
- Keep emergency items and contacts handy
- Dispose of waste carefully and report dangerous items
- Build connections with your neighbours
- Report broken lights, doors, or intercoms promptly



Let's work together to keep
our community safe and
secure.

— The ASHA Team



<https://www.ash-shahada.org/contact-us>



Share Your Voice!



We'd love to feature your feedback, photos, or stories in our next edition. Did your family attend a summer activity? Got ideas for future editions? Want to share your own story, artwork, or a recipe? Email us at admin@ash-shahada.org — we'd love to hear from you!

As we enjoy the sunny season, we hope this newsletter has kept you informed, inspired, and equipped to make the most of summer in our community.

Our goal, as always, is to support you in creating a happy, healthy, and safe home.



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If you have any further feedback, Please do not hesitate to reach out to us.

