



AUTUMN NEWSLETTER

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Dear Tenants,

Welcome to the Autumn 2025 edition of our community newsletter! As the leaves turn and the air grows crisp, we hope you're enjoying the beauty and calm of the season. We're here to keep you informed, engaged, and supported. In this issue, you'll find seasonal safety tips, upcoming community events, and important housing updates.

Thank you for being a valued part of the Ash-Shahada community.

Warm regards,
Ash-Shahada Team

PREPARING FOR WINTER



FLU VACCINATIONS

If you're eligible for a free flu jab, such as older adults, young children, pregnant women, or those with certain health conditions—please make sure to book yours through your GP or local pharmacy. Flu can be serious, and getting vaccinated helps protect you and those around you.

HOME SECURITY

With days getting shorter and nights longer, it's a good time to review your home security. Make sure all doors and windows are secure, outdoor lights are working, and valuables are kept out of sight. If you notice any broken locks or security concerns, please report them to us immediately.

BE WINTER READY

- ✓ **Bleed your radiators** to improve heating efficiency.
- ✓ Keep your heating on low during freezing temperatures to **prevent pipe damage**.
- ✓ Clear gutters if accessible, to **avoid water overflow** and damp.
- ✓ Ensure appropriate ventilation to **avoid damp and mould**.
- ✓ **Test smoke and carbon monoxide alarms** to ensure safety.
- ✓ Use thick curtains to retain warmth and **reduce energy bills**.
- ✓ **Check for draughts** around windows and doors. Report any issues to us.

Cream of Mushroom Soup

Warm up this winter with a comforting bowl of homemade soup!

Ingredients:

- 2 tbsp olive oil
- 2 tbsp butter
- 2–3 packs fresh mushrooms, sliced (about 900g)
- ½ cup minced shallots
- 2 garlic cloves, minced
- 1 tsp dried thyme
- 4 cups vegetable broth
- ½ cup heavy cream
- Salt & pepper, to taste

Instructions:

1. Heat oil and butter in a large pot. Sauté mushrooms 8–10 minutes until browned; set aside 1 cup.
2. Add shallots, garlic, and thyme; cook 1 minute.
3. Pour in broth, bring to a boil, then simmer 10 minutes.
4. Blend soup until smooth, stir in cream, season with salt and pepper, and add reserved mushrooms back.
5. Serve warm and enjoy!

Beware of your allergies when cooking!

YOU ASKED, WE DID

NEW INITIATIVES



CLEANING IMPROVEMENTS

We've received your concerns about cleaning standards and have taken action. A new cleaning team is now being trialled for communal areas in some blocks, and we have already received feedback that there have been massive improvements. We will be phasing in the new team in all our properties soon. To help keep things transparent, the cleaning schedule is now displayed on all noticeboards—please check it regularly and let us know if anything is missed.



SAFER HOMES THROUGH SMARTER INSPECTIONS

To support the rollout of Awaab's Law, our staff have now undergone independent training to spot signs of damp and mould during property inspections. Using damp meters, they can detect moisture levels and act early to prevent further issues. They also carry out Portable Appliance Testing (PAT) to ensure electrical appliances are safe, with more frequent checks at lower cost. With inspections now happening regularly, we're better equipped to keep your home safe and support you proactively.

To keep your homes safe and well-maintained, we carry out block inspections and property visits every Tuesday and Thursday. Set up a time with your cluster rep if you need to report anything.

NEW CONTRACTORS

We've partnered with damp and mould specialists to tackle persistent issues in affected properties. If you're experiencing damp or mould, please report it promptly so we can arrange a property inspection.



We've responded to concerns about cleaning by bringing in a new team—check the updated schedule on noticeboards and let us know if anything is missed.

BETTER RENT VISIBILITY

We understand the importance of keeping track of your rent. That's why we've introduced Quarterly Rent Statements to help you stay informed. You can also access your rent details anytime via the MyTenancyPortal—a secure and convenient way to manage your tenancy online. Sign up now, if you haven't already, to have 24/7 access to the portal.



We've partnered with damp and mould specialists to address these issues more effectively, so please report any problems so we can support you promptly.

MYTENANCY PORTAL



We are excited to share that the MyTenancy Portal has been a success since its launch! Many of our tenants have already signed up and the feedback has been very positive.

Why Tenants love it

- ✓ 24/7 access
- ✓ View rent statements
- ✓ Repair Requests and updates

If there's a service or feature you'd like to see added to the portal, let us know — we're always open to suggestions and will explore what's possible.



70+

Tenants signed up.

HAVEN'T SIGNED UP YET?

Joining is simple and takes just a few minutes. If you haven't registered yet, we strongly encourage you to do so and start enjoying the benefits today.



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



Need help signing up? Speak to your cluster rep or reach out to our office.

TICF

TENANT INFLUENCE AND CO-CREATION FORUM



We're proud of the work TICF has been doing to bring tenants together and amplify your voices. From shared concerns to new ideas, your input is shaping real change. We encourage everyone to get involved. Please speak to our office staff if you'd like to contribute or learn more about what's been achieved so far and what's in the pipeline, and how you can be the voice of the change you want to see.

TICF HIGHLIGHTS

From community events to repair work and estate management updates, we share a lot with our tenants, and ask them about ideas to improve their tenancies with us.

- ✓ Improvements and Initiatives taken to enhance our services for our tenants
- ✓ Property Inspection updates scheduled every Tuesdays and Thursdays
- ✓ Repair Updates in the quarter, with tenant satisfaction scores

Next TICF will be held on **17th December, 2025**

SHAPE THE FUTURE OF TICF - WE ARE LISTENING

We're committed to strengthening tenant participation through the Tenant Influence & Co-creation Forum (TICF). To help us understand what would encourage more involvement, we'll be sending out a short survey asking what you'd like to see. Your feedback is vital—it guides our work and helps us support you better. If you have ideas, please reach out and be part of shaping your community.

Thank you for being an active part of the Ash-Shahada community. Your feedback continues to guide us, and we're here to support you every step of the way.



HACT FUEL FUND 2025

HELPING YOU STAY WARM DURING WINTER



The Housing Associations' Charitable Trust (HACT), are offering up to £49 worth of fuel vouchers to eligible social housing residents with pre-payment meters, as part of their HACT Fuel Fund 2025. Each household can receive up to six vouchers (three at a time), helping ease the pressure of rising energy costs this winter.

How it works

- Vouchers are not issued directly to residents. Instead, your housing provider (like Ash-Shahada) must submit the application on your behalf.
- Once approved, vouchers are emailed to the housing provider within 5 working days and then forwarded to you.
- Vouchers must be redeemed within 30 days at a PayPoint shop using your top-up card.

Submitting Documents

All documents and evidence must be submitted by your housing officer via HACT's secure referral system. If you think you may be eligible, please contact your housing officer directly—they will guide you through the process and submit the application on your behalf.

Eligibility Criteria

- ✓ must be a social housing resident in England, Scotland or Wales.
- ✓ must be facing financial hardships or a risk of disconnection
- ✗ British Gas customers and Scottish Power smart meter users are not eligible.

What you will need

- ✓ A clear photo of your pre-payment meter showing current balance.
- ✓ Proof of eligibility, such as rent arrears, benefit statements, or an income & expenditure assessment.
- ✓ Basic demographic info (age, employment status, health conditions) to support funding requirements.

If you need help gathering documents or understanding the process, please don't hesitate to speak to a member of staff or reach out to your cluster rep. We're here to support you. You can call us during office hours at 020 4581 7585.

REPAIR RESPONSIBILITIES

A QUICK GUIDE FOR TENANTS



At Ash-Shahada, we're committed to keeping your home safe, secure, and in good repair. To help clarify who handles what, here's a quick breakdown of repair responsibilities between Ash-Shahada and you as a tenant. Full list* can be found at: <https://www.ash-shahada.org/repair-responsibilities>

Tenant Responsibilities

As a tenant, you're responsible for:

- Damage caused by you, household members, or visitors
- Replacing sink plugs, tap washers, toilet seats, and light bulbs
- Internal decoration and minor repairs (e.g. door handles, cupboard hinges)
- Clearing blockages in your own toilet or wastepipes
- Maintaining your own appliances (e.g. washing machines)
- Preventing freezing damage in winter and keeping taps/showerheads clean to reduce Legionella risk

Ash-Shahada's Responsibilities

We take care of repairs related to the structure and essential systems of your home, including:

- Roof, drains, gutters, external walls, doors, and windows
- Internal walls, ceilings, floors, and skirting boards (excluding decoration)
- Heating, hot water, and sanitation systems
- Electrical wiring, sockets, switches, and water/gas pipes
- Basins, sinks, toilets, baths, and waste pipes
- Boundary walls, fences, chimneys, and access paths



If you notice a repair issue at home, report it to Ash-Shahada promptly—especially if it's our responsibility. Quick reporting helps prevent damage and ensures a fast response. For clarity or disputes, confirm in writing. In colder months, keep your home warm and report heating issues early to avoid frozen pipes. Cleaning taps and showerheads regularly helps prevent Legionella and keeps your water safe.

*DISCLAIMER: This list is not exhaustive.

ADDITIONAL SUPPORT



We understand how challenging the cost of living crisis can be, and we're here to support our tenants through it. Below, you'll find a list of local foodbanks and external support services we've carefully selected to help during difficult times. Whether you need a bit of extra help or just someone to talk to, please don't hesitate to reach out—we're here for you.

Food banks and support services

NZF Hardship Relief & Housing Fund

Offers Zakat-funded financial support for essential living costs and housing-related expenses to vulnerable Muslims in the UK.

- www.nzf.org.uk/apply/hardship-relief-and-housing
- Phone: 0161 518 8296
- Email: info@nzf.org.uk
- Hours: Monday to Friday, 9am–5pm (virtual appointments available)

Brixton Soup Kitchen

Provides free meals, clothing, legal advice, and outreach support to homeless individuals and those in need across London.

- www.brixtonsoupkitchen.com
- Phone: 07538 419514
- Email: brixtonsoupkitchen@gmail.com
- Hours: Monday to Friday, 1pm–4pm
- Address: 297–299 Coldharbour Lane, London, SW9 8RP

Affordable Pre-Loved Furniture

Second Time Around offers affordable second-hand furniture, appliances, and house clearance services with a focus on reuse, recycling, and zero-landfill.

- Website: secondtimearound.london
- Phone: 020 8469 0848
- Email: info@secondtimearound.london
- Hours: Monday to Friday, 10am–5pm
- Address: 110 Lewisham Way, London SE14 6NY

Support for single parents

Bassuah Legacy Foundation supports single-parent families through social inclusion, free essentials, employment help, and community events.

- Website: bassuahlegacy.org
- Phone: 020 8834 4547
- WhatsApp: 07544 757987
- Hours: Monday to Sunday, 12pm–8pm
- Address: 90 Goldhawk Road, Shepherds Bush, London W12 8HD

As always, thank you for being a valued part of the Ash-Shahada community. We're here to support you—day or night. For emergency repairs outside office hours, we have a dedicated emergency contractor on standby. Simply call the office landline, and your call will be automatically redirected to the emergency phone.