



Welcome to the 2024 Rosh Hashanah tenants' newsletter. I hope that you are all well and have enjoyed the summer months as we now prepare to welcome the chagim once again.

I would like to thank everybody who completed the Tenant Satisfaction

Measures Survey. You should have received a copy of the report from your Housing Manager, which can also be found on our website. I fully appreciate that it was a long survey, and this may have deterred some people from completing it. However, the results have allowed the team to assess where we need to improve and how we can do that - and for that I thank you.

I fully recognise that at times our performance in respect of repairs has not been what you or we expect, and we know that we need to improve. Many of the issues arise from a lack of communication both within the team itself and in turn communicating with you. We are currently looking at ways of how we can improve this. One thing that we know will help is ensuring that we have up-to-date contact details for all tenants, particularly email addresses and mobile phone numbers, which can change frequently. So please ensure that your Housing Manager has your up-to-date details. We also recognize that we need to be clearer in terms of timescales for repairs and what you may expect from us and how we prioritise repairs. As a team we have spent time reviewing the Tenants' Handbook, this has taken longer than anticipated due to regulatory

changes and policy reviews, but we hope that the final copies will be with you all before the end of the year. The handbook will clearly set out what we can deliver and what you may expect from us.

In respect of the Property Team itself, we have been reviewing the roles of current team members and have made some changes. These details will be announced on our website in October. We are also launching a recruitment drive to increase the number of inhouse skilled tradespeople and lessen our reliance on external contractors, although we will still require them for some projects.

As a team we are looking at communication in the wider sense, both how we communicate with you as tenants and leaseholders and how we communicate as a team. Part of this is to revisit whether there is an appetite among tenants and leaseholders to reform the Tenant Involvement Committee or whether you would like to do things differently and in a different format. Therefore, I shall soon be sending out a short questionnaire to measure interest and gather your thoughts.

I hope that you enjoy reading about the activities of the various teams within the newsletter and I know that you will join me in extending a warm welcome to our new team members and a sad goodbye to those who have left us in the past few months.

Shana Tova

Jane Goodman
CEO

A WAVE OF JOY

If you go down to Lee Valley White Water Centre, in London, you'll find gallons of fun, from white water rafting on the Olympic 300m course to family paddling on the lake.

Head of Housing Lori and her daughter certainly had an unforgettable day this summer at the venue when, along with 14 others, they raised over £3,000 for MS-UK.

Lori explained: "Myself and my daughter were invited to participate in this quite challenging fundraising event which involved being in a dingy with six others going down the waterfalls and surfing waves and challenging gravity several times. It was harder than I thought, quite a challenging task - but all for a good cause."

Well done to all concerned.



AT HOME IN GOLDERS GREEN

Mr and Mrs von Schweitzer moved into their flat in June this year and very quickly settled in - they love living with jLiving in Golders Green.

Mrs von Schweitzer said: "It was meant to be. We were bowled over - this flat is perfect for us. It is near kosher shops, several synagogues and the bus stop is at the end of the road. Everything we could have asked for."

The couple met in London; they describe themselves as very different to one another but an ideal match. They were married in 1967.

Following an unexpected job transfer in 1973, the family (the couple have five children) moved to and settled in South Africa where Mr von Schweitzer was a successful businessman and his wife worked in the 'rag trade'.

After 43 years they decided to move back to the UK to be near their daughter who, now married, lives in Edgware with her family. A decision which Mrs von Schweitzer describes as: "a huge upheaval for us both."

Neither were born Jewish, they both converted to orthodox Judaism in 1984 along with two of their children, which was a big decision and not one taken lightly. Very quickly they became an active part of the Jewish community in Johannesburg.

When they returned to the UK, Mrs Von Schweitzer saw a job advert asking the public if they were 'up for a challenge' and called to find out more information. At the age of 79, she



applied for the job and after an interview she started a six-week course to qualify as a Shomer for the KLBD, working in kitchens ensuring that Jewish food laws are being followed correctly. Working six days a week is normal for this industrious lady.

Meanwhile, Mr von Schweitzer, who was born in Gneixendorf, Austria, in 1926, has written a book about his very interesting and varied life which he self-published in 2023 titled: From German War to Jewish Peace, My life journey from the Waffen SS to Orthodox Judaism.

Mr von Schweitzer, who was born into a family of Austrian Catholic aristocrats, served in the Hitler Youth after moving to Germany with his family in 1935, and fought in the Waffen SS against the Russians. After the war ended, he became a POW in London until 1948 and while in the UK removed unexploded ordnance in London's blitzed ruins. He studied at the London School of Economics and became a successful businessman in London before moving with his family to South Africa.

She added: *"We live a good life and are both very happy."*

The memoir is available online or directly from the author.



HAPPY RETIREMENT ANN

In June tenants at Shine House said goodbye to Housing Manager Ann who has retired after two years with jLiving, with a party to say farewell.

She said: "I really enjoyed my time as the Housing Manager of Shine House. I have met some great people. I want to thank you all for your help and support in the last two years, I've learnt a lot and had some interesting days working here, but it is now time to put my feet up."

Congratulations and good luck on your retirement.

MARRIED BLISS

Nicola and Benji, tenants at Daniel Court since 2012, met in 2005 at a dinner arranged by a mutual friend - and they have been together ever since.

In April 2024 the pair got married at the The Pillar Hotel in Hendon and went on honeymoon to Scotland.

Asked why this year, Benji said: "We have got married after all this time as we were thinking about growing old together, and marriage means that we have someone to look out for in older years when our family network are no longer with us."

Mazel tov Nicola and Benji! Wishing you many years of lifelong happiness.



WATER UPDATE

Two old communal cold-water tanks located on the fifth floor at Maitland Joseph House, our Scheme in Hemel Hempstead, have been replaced with brand new ones. See picture on the right.

Compliance Officer Bhupendra commented: "These tanks supply cold water to all the flats in the block. Unfortunately, the old tanks had reached the end of their natural life and needed replacing. The replacement of the cold-water storage tanks in May was an investment aimed at ensuring the continuous supply of water and upholding the highest standards of health and safety in our community."

Meanwhile at Daniel Court, our Scheme in Colindale, cold-water tanks in all the flats have been removed.

Bhupendra explained: "Previously, each home had its own cold water storage tank in a cupboard within the flat. We have now removed all these tanks - the tap water is now coming directly from the mains feed.

"A bonus to tenants is that they have gained some extra storage space in their cupboard," he added.



As part of our ongoing water safety compliance programme, staff or contractors will continue to take the temperature of water in all Schemes regularly to ensure that there is reduced risk of Legionella.

NEW OFFICE FOR CYNTHIA

Tenants have generously given gifts to Cynthia, who has worked at the Scheme since 2019, to welcome her into her new office including plants, a mirror, pictures and much more.

She said of the move: "I am very happy and grateful to have moved into my new office. The benefits are considerable including its location, which is near the car park, and it is a very light office with a massive window. Huge thanks to the tenants for all their gifts and the Maintenance Team which has worked hard to complete the job which involved building partitions, painting, fitting electrics and telephone lines and ensuring it is fire safety compliant."



A brand-new office has been built at Maitland Joseph House, our Scheme in Hemel Hempstead, for Housing Manager, Cynthia.

SAFETY FIRST!

Improvements to the outside areas of four of our blocks have been completed, where uneven paving slabs have been removed and re-layed or tarmacked to ensure everyone's safety and a smoother journey on foot.

At Young Court, contractors removed all uneven paving around the perimeter of the garden and exit slopes from the building, and the paving was re-layed in some areas. The ground was tarmacked in other areas to even out the ground and prevent a trip hazard.

Repairs Manager Winston said: "Within a few days tenants were commenting on how much easier and safer access was and how the outside of the property looked better since being worked on."

At South Lodge, there was unlevel and unsafe paving both on the patio in the garden and down a path to the side of the building. Some of the disruption to the paving stones was due to construction work in the area, and in particular, piling work locally along with the local refuse team who, due to the size of their lorry, drive over the side path with heavy lorries on a weekly basis.

The evening out of the paving stones on the patio was carried out just in time for the tenants to use the gardens, making the paths safer to use. The side path looks much better too since it has been tarmacked, and the hope is that the tarmac



will be more flexible for when heavy vehicles drive over the pavement area and will keep it smooth.

Meanwhile the side entrance to the boiler room at Harmony Close has had some work done to make the steps, path and walls in the area safer to use.

Also, a path in the middle of the site was re-layed, incorporating special grating to prevent flooding of a patio, which was getting submerged whenever there was heavy rainfall. This will enable the tenant to use their patio and ensure there is less of a risk of water ingress to the building.

Water channels to ensure that rainfall drains away successfully were also laid outside Lionel Leighton Court in Golders Green.

Winston said: "All these works have vastly improved safety for tenants, staff, visitors and contractors at our sites, and where possible we have re-used existing paving which is both cost effective but also environmentally friendly. This work has made the grounds look smarter and more aesthetically pleasing too."

LOUNGE REFURBISHMENT AT MONTEFIORE COURT

The communal lounge at our Margate Scheme, Montefiore Court, has been given a modern and colourful refresh and is fully open for use following an official opening in August.

Our CEO, Jane Goodman, cut the ribbon to officially open the lounge and tenants were invited to meet Jane and some of the team from Head Office, who were visiting for the event, and enjoyed a fish and chip lunch.

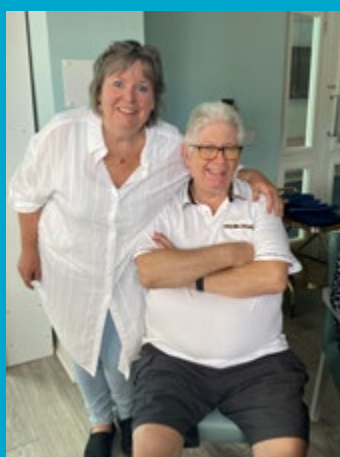
Elaine, the Housing Manager at the Scheme said: "The tenants are delighted with their new look lounge, and it is lovely to see it being used and tenants enjoying events and activities again."

After consultation with tenants at the Scheme, the lounge was fitted with new laminate flooring, furniture, and artwork – all of which has been created by talented tenants from the Scheme in their craft group. The handmade items are then sold to raise money for their next project, the indoor garden that needs a complete overhaul.

When organising the refurbishment, careful consideration was given to ensure the lounges were accessible and fit-for-purpose.

The chairs have higher arms to aid support and were also made of waterproof and hard-wearing fabrics that are also anti-bacterial to stop the spread of viruses and bacteria.

Dining chairs are available either with or without arm rests which were designed for wheelchair users to enable them to easily move between the two without arm rests getting in the way.



The edges of the tables were also sealed to make them more hard-wearing in case of any bumps with wheelchairs or walking aids.

Elaine added: "The tenants really appreciate their communal spaces within the Scheme, and it is great that they have now got a fresh, clean and relaxing space to meet up."

NEW GAS CONTRACT

A new contract has been issued to an existing contractor to provide a full service and maintenance solution for all our commercial boilers across the Association.

Compliance Officer, Bhupendra, explained: "We have extended the remit of the work to be carried out by the

contractor and are delighted to continue in partnership with them. Issuing a new contract gives us the perfect opportunity to review everything and make a few changes and tweaks. From 2025, we will be servicing all boilers in September and October every year to ensure that they are winter ready and to limit any issues for tenants and leaseholders over the colder winter months."

NEW FACES

Since the last newsletter, in April, we have welcomed three new staff members to the jLiving team.

HOUSING TEAM

In June **Tanja**, moved from Harmony Close to be the new Housing Manager at Shine House.

Liz joined the Association in August as a Housing Manager and after being trained at Harmony Close she moved to Lionel Leighton Court, Golders Green.

August also brought **Rakesh** to jLiving as a Housing Manager at The Martins, our Scheme in Wembley.

HEAD OFFICE TEAM

Ruth joined the jLiving staff team as PA to CEO, Jane Goodman, in May and is based at Head Office.

Former PA **Barbara** has been promoted to full time Lettings and Allocations Officer.

Mazel tov to everyone we are delighted to have you on board and look forward to working with you all. We hope you will join us in welcoming them to the jLiving team.



Liz

Rakesh

Ruth

IS YOUR HOME INSURED?

Why do you need contents insurance?

If you are a Tenant who rents from us, as your landlord, jLiving does not cover your household goods and contents. That means that if your home is damaged jLiving will re-instate the property but NOT your contents e.g. carpets, furniture, clothes, electrical goods etc.



Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen or your home could be damaged by water ingress/flood, making home contents insurance ideally placed to provide peace of mind.

There are various companies which can provide home contents insurance for you, so do research your options and look at what is covered before signing up.

This image by [Vectorportal.com](https://www.vectorportal.com)

LOVE IS IN THE AIR

Love was in the air at Young Court, our Scheme in Willesden, when tenants Lynn and Russell got married in May.

After the nuptials, which were held at The Old Marylebone Town Hall, the couple celebrated with a lovely party for friends and family.

A huge Mazel tov to the new Mr and Mrs Holbourns! We wish you a long and happy marriage together full of love and joy.



GARY'S STORY

Gary, a Chartered Accountant, was living locally in a small studio flat in a development which was being redeveloped. He applied to move to jLiving in July 2023 and moved into a jLiving property a few weeks later, in September.

He said of the experience:

"I was looking for secure accommodation among the Jewish community and I wanted to stay near family.

jLiving was recommended to me by some friends and so after looking at the website I applied.

"Applying was a very easy process, Barbara, (jLiving's Lettings and Allocations Officer), was amazing from day one."

Having applied he was assessed at home and says that although this was the first time he would have moved in more than ten years he was as excited as a child. He added: *"it was a slick, quick process."*

"I am very grateful, as the flat is in a nice quiet location, among a Jewish community and it is much larger than my previous home."

Unfortunately, Gary experienced the benefits of having an emergency helpline more quickly than he expected, as four days after moving in he had a stroke and was in hospital for 90 days. Having almost fully recovered now he said of the event: *"I felt unwell in the middle of the night. It was 3am and I realised I needed help. I pressed the emergency button in my flat and contacted the 24-hour emergency assistance team. Within minutes paramedics and an ambulance had arrived."*

He added: *"I love the flat and having my own space. I can mingle with others in the communal areas, or I can be alone if I wish. It is a convenient area for me as I have friends and family nearby, it is a secure place to live, and I hope I can bring something to the community and add some vibrancy."*



GOOD LUCK JACKIE

August was a sad month for tenants and staff based at Lionel Leighton Court and Wolfson Court as we said goodbye to Housing Manager, Jackie, who retired after many years with the Association.

Jackie worked previously for jLiving for many years and left to care for a family member, and she returned in 2019, working part time with Housing Manager, Joseph.

Joseph organised a lovely leaving afternoon tea for Jackie to say goodbye to tenants. This was also attended by Senior Housing Manager, Gabriela, who said of the event: *"It was great to see so many tenants turn out to say goodbye to Jackie, who was much loved. It all got a bit emotional."*



The staff at jLiving wish all our tenants and their families a happy and healthy New Year!

FESTIVAL OPENING HOURS 2024

Wishing all our tenants and their families a very happy, healthy and prosperous New Year from all the staff at jLiving.

Head Office will be closed from 2pm Wednesday 2 October and all-day Thursday 3 and Friday 4 October for Rosh Hashanah.

We will not be working over Yom Kippur and will be closed from 2pm Friday 11 October.

For Succot we will be closed from 2pm Wednesday 16 October and all-day Thursday 17 and Friday 18 October and for Shemini Atzeret and Simchat Torah we will be closed from 2pm Wednesday 23 and all-day Thursday 24 and Friday 25 October.

Chag Sameach!

WINTER WORKING HOURS

From the 27 September, winter working hours will apply. Head Office opening times will be Monday to Thursday 9am to 5.30pm and Friday hours will be 9am to 2pm.



FESTIVAL TIMES 2024

ROSH HASHANAH

Festival begins Wednesday 2 October at 6.22pm
Festival ends Friday 4 October at 6.17pm

YOM KIPPUR

Fast begins Friday 11 October at 6.02pm
Festival ends Saturday 12 October at 7.01pm

SUCCOT

Festival begins Wednesday 16 October at 5.51pm
Festival ends Friday 18 October at 5.46pm

SHEMINI ATZERET AND SIMCHAT TORAH

Festival begins Wednesday 23 October at 5.36pm
Festival ends Friday 25 October at 5.32pm

NEW ROLE FOR OLA

Ola R, jLiving's Finance Officer, is a jLiving employee, a wife, a mother, a friend and more recently she became a grandmother!

Ola became a 'grandma' in May this year to Max. She said: "It is so wonderful to have a new generation in the family and I am delighted and really enjoying being a grandma!"

We wish you and all the family a huge Mazel tov.



jLiving – Leading the Jewish community in providing affordable, secure, welcoming accommodation, including associated services for those aspiring to live independently.

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