



CHAIR'S REPORT 2019

Tenant Satisfaction Survey Update

In 2018 jLiving commissioned a tenant satisfaction survey and we are delighted that 84% of tenants are satisfied with jLiving and the services provided.

However, the figure has dropped from our previous 2015 survey when tenant satisfaction ranked at 90%.

To find out more CEO June Morton and Director of Housing Jane Goodman visited tenants and leaseholders at each Scheme. They wanted to find out where the Association could do better and how we can engage in involving tenants and leaseholders.

The good news is that compared with the results of the 2015 survey around 30% of the ratings have remained the same or increased. The recent survey indicated increases in satisfaction mainly linked to out-of-hours service, cleaning of communal areas, block appearance, keeping tenants informed and value for money in terms of rent.

We identified issues that needed addressing, many of which are now resolved. We saw a need to increase our engagement with tenants and were aware that a handful of ASB cases, which have now been resolved, did have a negative impact on satisfaction.

We are now in the process of pulling together the views of all the tenants spoken to and will develop an action plan for further improvements going forward.



2018 KPIs Key Performance Indicators

VOIDS | **3.8%**

(EMPTY PROPERTIES)

jLiving has a policy for managing properties in order to ensure that loss of rental income, security and repair costs are kept to an absolute minimum.

RENT COLLECTED | **99% AVERAGE**

Rent collected measures the rent and service charge invoiced income collected. jLiving is proud of the high level it consistently continues to collect.

REPAIRS AND MAINTENANCE

94% of tenants were satisfied with the repairs service by landlord's representatives who dealt with them before the work started.

99% of tenants said that the landlord's representative was polite and courteous.

94% of tenants were satisfied with the service provided before and during the work.

97% of tenants were satisfied with the service provided by landlord's representative during the work.

94% of tenants were satisfied with the finished work

RENT ARREARS | **3.46% TURNOVER**

As at the end of 2018, the Associations arrears level was 3.46% of rent turnover.

The major refurbishment programme being planned for Young Court involves replacing some of the kitchens, bathrooms and windows, as well as the redecoration of some of the communal areas including the lounge.

Phased boiler replacement works are also planned at Young Court and have also been tendered.

These works will entail complete replacement of the three existing boilers; however, this will not be scheduled until the warmer weather is here to ensure tenants are not affected.

A huge thank you to the Leo Baeck Trustees, we look forward to showing off our new improved Scheme in due course.

FINANCIAL REPORT

	2018 (£)	2017 (£)
Turnover	4,112,722	4,029,328
Operating expenditure	(3,804,887)	(3,747,682)
Surplus on disposal of fixed asset	-	631,130
Operating surplus	307,835	912,776
Interest receivable	20,723	21,379
Interest payable	(163,900)	(127,934)
Surplus and total comprehensive income for the financial year	164,658	806,221

All amounts relate to continuing activities

Fixed Assets

Housing properties	17,510,721	17,280,662
Intangible assets	18,822	8,163
Furniture and equipment	32,455	43,627
17,561,998	17,332,452	

Current assets

Debtors	234,106	210,960
Cash and cash equivalents	3,982,491	4,295,385
4,216,597	4,506,345	

Creditors: amounts falling due within one year

Net current assets	2,670,107	3,383,927
Total assets less current liabilities	20,232,105	20,716,379

Creditors: amounts falling due within one year

Provisions for liabilities and charges	(154,059)	(166,711)
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Net assets

9,361,699 **9,197,044**

Capital and reserves

Share capital	26	29
Revenue reserve	7,844,248	7,610,687
Designated reserves	1,510,791	1,579,694
Restricted reserves	6,634	6,634

9,361,699 **9,197,044**

Extra Generous Donation Enables Young Court's Refurbishment

We are absolutely delighted that the trustees of Leo Baeck Housing Association have further supported jLiving and our plans to upgrade and refurbish our Schemes.

Alongside their generous donation of £500,000 for works to Young Court, they have also given jLiving a further £250,000 which we are very grateful to receive.



Message from the Chair

Adam Gamsu

Life is full of firsts. From our first words and steps to our first day as working adults, the milestones in our lives are filled with myriad emotions ranging from excitement to nervousness. So, here I am reflecting on my first year as the Chair of jLiving, in my first Chair's report. No doubt, you will all be reading this and forming your first impression of me. The pressure is on!

Being the Chair of this warm and caring organisation is truly a joyful privilege. Amid increasing cuts in funding and various additional pressures on expenditure, June, Jane and their team have worked their magic to ensure that we have been able to continue to maintain and update our properties and strive to provide homes that our tenants can enjoy and be proud of. The increased involvement that comes with being Chair has given me further insight into the many cogs that turn to make jLiving run. I can honestly say that there are many private property companies which could learn from the way that jLiving operates!

Of course, the Chair's seat brings with it many responsibilities. I am supported by a wonderful Vice Chair, Ben Conway, and the most fantastic Board Members; together we form a very strong non-executive team. One of our most important duties, together with the executive Staff, is to continuously think about the future of the Association.

As a group we are committed to ensuring that the housing stock that we own is maintained to the highest standards. We are also determined to find ways to access funding in order to build new homes. By doing so, we are not only able to offer high quality housing to more people but are also able to generate additional income, which directly benefits our existing tenants.

The need for housing in the Jewish community is in a continual state of flux in a rapidly changing world. While we are grateful that many of our tenants will reach age milestones, we are also aware that there is an increasing need for Housing for younger members of the Jewish community.

This means that the age range of our tenants will expand and we need to ensure that we are well placed to be able to offer everyone the very best service and care. It is this awareness that will enable us to continue to provide the highest standard in Jewish housing as we move forward.

On a personal level, I have been warmly welcomed by numerous tenants on my many visits to our Schemes. For this I am most grateful and I am really looking forward to meeting more tenants in the coming months.

News Round Up



Celebrating Chanukah at The Martins

Tenants at The Martins gathered to celebrate Chanukah with a lovely tea party.



Maccabi Delegates Visit Harmony Close

The Israeli Maccabi relay delegation visited Harmony Close and met with tenants last Chanukah.



Pearl Celebrates 100

Tenant Pearl celebrated her 100th birthday with friends, family, neighbours and the Mayor of Brent at Young Court. Congratulations Pearl!

front cover photo

To commemorate the refurbishment works at Harmony Close, we celebrated with the affixing of a new Mezuzah on the newly decorated communal lounge.

From left: jLiving Chair Adam Gamsu, Councillor Tim Roberts, jLiving Vice Chair Benjamin Conway, Councillor Alison Moore, Councillor Reuben Thompstone – Mayor of Barnet, Councillor John Marshall and Harmony Close Synagogue Coordinator Aaron Weichselbaum.

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



Enabling Independent Living

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jliving @jliving_housing

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