

Dear Tenants, Leaseholders and Friends of jLiving,

I hope that this newsletter finds you all well. I am not sure that any of us could have predicted the events of 2020 at this point last year, and my first few months as Chief Executive have certainly not been as I anticipated.

Having sent several letters in recent months to all of you, I am keen that my first contribution to the newsletter should not repeat all that has already been said, however, it is impossible to ignore Covid 19 and the enormous impact that it has had on each and every one of us. There are few, if any experiences that affect and touch all of us at the same time. Covid has been one of those rare instances that has not discriminated between any of us. Many tears have been shed in recent months as tenants and staff alike have lost loved ones or seen those close to us affected. That said, I remain immensely proud of all tenants, leaseholders and staff in the way that they have supported each other while dealing with their own challenges. Sadly I do not believe we are out of the woods yet as we approach the winter months, but I do believe that we are all a little bit stronger and better equipped to deal with what the next few months may bring.

Unfortunately, the onset of the pandemic immediately halted the plans that we had made for 2020. Our aim had been to complete the bathroom and kitchen upgrades that had been planned for the year as the final stage of Phase 3 of the Major Works Programme, to complete the final remaining items in terms of the remedial fire safety works and commence Phase 4 of the programme. The Senior Management Team is now revising how we can recommence and reschedule the delivery of the programme whilst remaining mindful of the restrictions

that remain in place due to Covid 19. In anticipation of this we thank you for your patience and understanding in respect of the challenges that this presents.

We had also hoped to have recruited a new Director of Housing in the early spring of 2020, but again the Covid 19 situation halted these plans as we all went into lockdown and began remote working. I am delighted to advise that we are, however, back on schedule with this and we hope to be able to make an announcement very soon.

You will soon, if not already, note that the interactive screens are being supplied and fitted within all of our buildings as a means of keeping you all informed and updated about events and news affecting the organisation. It was a great disappointment that we could not install these prior to lockdown; however, we simply could not secure supply and delivery in time. We hope that in the event of any further lockdown over the winter months we can use these screens to update and communicate with you all much more regularly.

On a final note, I was recently asked who I would nominate as my 'lockdown hero'. My response was that I had about 550 if I included all of the tenants, leaseholders and staff of jLiving. In spite of there being a few rocky and fraught moments over the past few months, it remains the case that you have all supported each other and kept each other safe and that is a truly heroic achievement.

With best wishes

**Jane Goodman**  
CEO

## COVID UPDATE

We are delighted that due to the diligence of staff, tenants and leaseholders the Association has had extremely low infection and mortality rates across our Schemes.

We would like to remind you that for everyone's safety for the foreseeable future:-

- Staff will continue to make daily calls either by telephone or the helpline system. They will not be carrying out face-to-face welfare checks.
- Tenants and leaseholders are asked NOT to attend or enter the Scheme offices – should you need to speak to your Housing Manager, please contact them using your telephone. They

can, if necessary, make arrangements to meet with you in a confidential setting where social distancing can be observed.

- Housing Managers will only enter a property in the event of an emergency or to give access to a contractor where prior permission has been given by the tenant or leaseholder.
- Tenants and leaseholders are requested to continue to inform their Housing Managers should they start to experience symptoms of Covid 19, are self isolating or continuing to shield.
- Visitors must wear a face covering, wash or sanitise their hands and sign in when entering jLiving buildings.

## FLAT FRONT DOOR INSPECTION

From the autumn we will be undertaking a regular service inspection on all flat entrance doors across the Association and we would like to thank you in advance for your help in providing access. This inspection could be carried out by one of our Maintenance Team or a Housing Manager. They will be checking that the doors are shutting and operating properly and that the fire closure is in place and functioning. Any faults found will be reported to our Repairs Team and rectified as necessary. In light of Covid we would like to reassure you that we do not need to enter your property but would ask you to step aside or wait in one of your rooms so that we can inspect the door (both sides) safely.



One of our new hand sanitiser dispensers at Lionel Leighton Court

## NO CLIMBING!

If you suspect that your electrics have tripped, we recommend that you call your Housing Manager or the Out Of Hours service for help and advice.

Please do not put your personal safety or that of family members at risk. No one should be climbing onto furniture, or anything else, to access your fuse board, whatever the circumstances.



## NEW STAFF

Since our last newsletter went to print we are delighted to have warmly welcomed three new members of staff to the Association.

In August 2019, Claire Deverell joined the property team as Maintenance Team Leader and in January 2020 we welcomed back Donna-Marie Durham as Director of Property.



Susan Kelly

Claire Deverell

Donna-Marie Durham

Susan Kelly joined the Housing team in January 2020 as Housing Manager at Wohl Lodge. **Welcome all!**

## EMERGENCY CONTACT INFORMATION UPDATE

Remember to update your Housing Manager with your emergency contact information, make a phone call today.

## ELECTRICAL GOODS CAN BE A FIRE RISK

Faulty electrical goods can cause fires. Whether it is a hairdryer, radio alarm clock or tumble drier, please stop using any item if you are even slightly worried about the safety of a product. Also, when buying an electrical item remember to register it with the manufacturers so that if there is a recall or a problem they can get in touch with you easily.

Second-hand electrical appliances are even more of a risk. We advise that they should not be used unless tested by a suitably qualified person accredited to do PAT testing, and should show this with a sticker.

For this reason we will, unfortunately, not accept donations and gifts of electrical goods for use in communal areas or the office.

We undertake PAT testing to all electrical goods in communal areas only. Any items that fail PAT testing will, sadly, be disposed of immediately - this is for everyone's safety.

A list of recalled products is available at: [www.electricalsafetyfirst.org.uk/product-recalls/](http://www.electricalsafetyfirst.org.uk/product-recalls/)



Maintenance Technician Martin PAT testing at Head Office

## CHARGER SAFETY

Always use the charger that came with your phone, tablet, e-cigarette or mobile device - or a genuine replacement. Counterfeit electrical chargers can be deadly, and many fail to meet UK safety regulations, leading to fires and injury.

- Don't leave items continuously on charge (after the charge cycle is complete).
- Avoid storing, using or charging batteries in extremes of high or low temperatures.
- Avoid leaving items on charge in sunlight or during hotter weather.
- Protect batteries against being damaged, crushed or punctured, and don't immerse in water.
- Do not cover devices in use, or batteries that are on charge, in case of overheating.

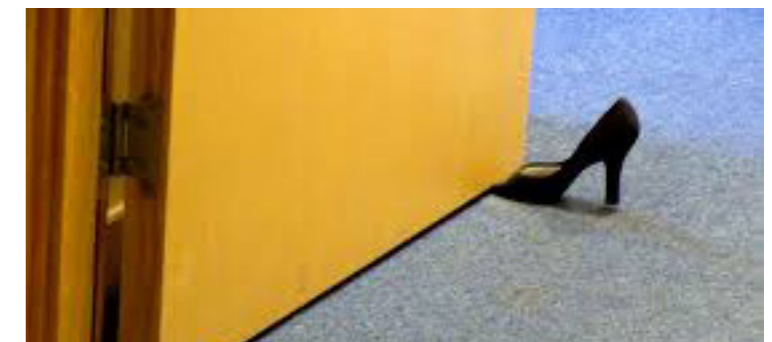
Source: London Fire Brigade

## FIRE DOORS SAFETY FIRST

Fire doors within the communal areas of our Schemes are an essential part of our fire safety and protect tenants and properties. Please remember that they shouldn't be propped open or adjusted by tenants at any time.

If you are concerned about a fire door please report it to your Housing Manager and leave the checking and adjustment to our Repairs Team or a specialist contractor.

Appropriate action will be taken against anyone found propping doors open or adjusting them, as this could put lives at risk.



Close the door on fire

## PREVENTING FALSE FIRE ALARMS

Did you know that the vast majority of warning signals from automatic fire alarms, like the ones we have in our Schemes, are not actual fires? However, we still have to call out an electrician to re-set the alarm panel and ensure everyone's safety - which can cost up to £240. This charge could increase if the local Fire Brigade implement a call-out charge for false alarms. So let's work together to lower the number of false alarms across the Association.

Fire alarm and detection systems react to an increase in heat or the presence of smoke. Unfortunately, that means they also react to things such as steam, cigarette smoke, aerosol sprays, and light smoke from cooking.

jLiving gets a high number of false fire alarms, many caused by smoke released from unclean ovens. Heating a dirty oven leads to smoke.

We need your help to reduce the number of false alarms. The local Fire Brigade has raised concerns about the number of false callouts to one of our Schemes in particular. Currently a false fire alarm will cost tenants and leaseholders around £240.

You may wonder why we are concerned about this.

### Why are false alarms dangerous?

- **Fire crews should be at real emergencies** – where they could be saving lives.
- **The 'crying wolf' factor** – frequent false alarms in a building cause people to become complacent and less willing to act quickly when the alarm activates, putting lives at risk.
- **Unnecessary risk** – fire brigades travel at high speed to attend 'emergency' calls and accidents can happen. False alarms put the public and fire crews at unnecessary risk.

### How to prevent false alarms

- Clean your oven regularly, if you are unable to do this yourself ask a family member or a carer to help you. This could cost around £4 for the Oven cleaner which is a lot less than the £240 charge you could face if an electrician is called out of hours to reset the fire alarm system.
- If you think you may forget something you put in the oven, use a timer or a smart speaker to remind you.
- Use extractor fans and open windows.
- Don't cook if you are tired, have been drinking alcohol or are taking medication that might make you drowsy.



"Here's your reminder to turn off the oven."



## FIRE SAFETY TALK AT HARMONY CLOSE BEFORE LOCKDOWN

Before lockdown tenants and staff at Harmony Close were delighted to welcome a visit from fire fighters from The Hendon Fire Station, part of the London Fire Brigade, who came to talk about fire safety.

They had some great tips and ideas to ensure all of us keep safe:

1. **Cooking** - do not leave cooking unattended, if you get easily distracted or are forgetful then use a microwave which automatically turns off, or use a timer or a smart speaker which can alert you to check your cooking.
2. **Doors** - if a fire breaks out, keep all doors shut, and if you don't have a kitchen door, or you have one that doesn't shut properly, please advise your Housing Manager.
3. **Smoking** - you should not smoke:
  - a) Late at night.
  - b) When you're tired.
  - c) In bed.
  - d) After alcohol

## KNOW WHAT TO DO IN A FIRE - PLAN YOUR ESCAPE

Have you recently completed a review of your personal evacuation plan with your Housing Manager? You can do this fully socially distanced by telephone.

This is particularly relevant if your health or personal circumstances have changed recently. Make an escape plan and practise it regularly to make sure you know how to get out safely in the event of a fire.

The best route is the normal way in and out of your home.

Remember to plan a second route in case the first one is blocked, and never store anything in communal areas as items can block your escape route and be a fire risk.

Also remember that our Fire Evacuation Policy is on the back of your flat front door or very close by.



One of our new roller banners displayed here at Harmony Close shows our advice to keep us all safe

Cigarette stubs - when you have finished smoking don't put the stub in the bin, even if you think you have stubbed it out properly. Instead, put it in an ashtray until the next day to be 100% sure that it is not hot or still smoking. Then safely throw it in the bin the next day.

4. **Extension leads and adaptors** – make sure you do not overload them. Just because the extension block or lead has six sockets, doesn't mean you can plug six appliances into it; the block will have a maximum load rating on the back that you must not exceed.

These leads are not designed to manage the high power load required by common household appliances like microwaves and fridges. These appliances should be plugged directly into a socket.

5. **Plugs** - switch off plugs where possible at night or when an appliance is not in use. When you are away please unplug all electric appliances.

6. **Mobile phone and tablet chargers** – don't leave items plugged in once they are fully charged;

unplug the chargers when not in use or when charging is complete. Branded chargers are usually safer than unbranded ones. If you have an unbranded charger please check that it has a kite mark to confirm that it conforms to BS Standards. If there is no kite mark, we kindly request that you don't use it.

7. **PAT testing** - the London Fire Brigade advised that each tenant is responsible for their own electrical items in their own flat. If you need an item to be PAT tested as you are concerned about the safety of the appliance then call an electrician who will be able to carry one out for you, giving you peace of mind.

8. **Candles** - no candles should be placed near curtains or open windows and all should be in a proper candle holder. Friday night candles are usually in their own candlestick holder which ensures they are safe. Tea lights, although lovely, can be dangerous as people think that the foil container they come in is an adequately safe holder. But it isn't and they can get very hot and cause fires.

9. **London Fire Brigade** advised that those tenants who are on medication should have a small 'grab' bag ready with a small quantity of medication, should they need to leave their property in a hurry.

## SAY NO TO BLOCKED SINKS AND TOILETS

No one likes having a blocked sink or shower and they are not pleasant for our Maintenance Team to deal with! The main causes that are reported to us are due to food waste and fat (cooking oil) build-up in the kitchen, and loose hair, wipes and the build-up of soap and hair products in the bathroom.

Here are some good housekeeping ideas that will ensure that you don't get blocked pipes:-

- Buy a sink strainer for the kitchen to catch loose bits of food debris, and then put the food waste in the bin.
- To keep your pipes clean, regularly pour half a cup of soda crystals (available at most supermarkets) down your kitchen sink followed by very hot water.
- Put all fat, including olive oil and other liquid oils, into a container such as an empty food tin and put it in the bin. No fat should ever go down the sink or toilet.
- Regularly remove loose hair build-up from your shower or bath plug hole
- Buy a chemical pipe cleaner from your supermarket or local stores and use regularly in the bathroom – when using any products, always take care to follow manufacturer's guidance to maintain your personal safety.

Also, please do not put any wipes, plasters, dressings, packaging, hand towels or cloths down the toilet, as toilet pipes get blocked too.

If you need help with any of these ideas ask a family member or a carer to regularly help you clear your pipes and help us to stop blockages in all our Schemes.



Avoid a dirty scene, keep your waste pipes clean

## REPORTING REPAIRS

As you know, if you have a repair or maintenance issue we ask you to report it directly to your Housing Manager by telephone. They will not only report it to our Repairs Team, but will also tell you what priority your job will be given.

For example, if you report a bathroom light not working, and you have natural light in your bathroom (a window), then this job will be given a 5-day priority. This means that we aim to repair your light within 5 working days.

Remember, information is power. The more details you can give us about your repair, the easier it is for us to avoid unnecessary visits from the Maintenance team or Contractors since they can turn up with the right tools first time. This is to protect tenants, staff and contractors.

Once you have reported your repair to your Housing Manager, please do not chase our Repairs Team at Head Office or your Housing Manager. Calling our small Repairs Team will not speed up your repair; in fact, extra phone calls could slow repairs down as vital man-hours are used to deal with queries rather than booking contractors or Maintenance Technicians.

Once the five days (in this instance) is up then please follow-up your repair with your Housing Manager.

Remember, depending on the type of repair we can't guarantee to complete a full repair when we attend but we will at least make it safe, and provide further support as needed.

PRIORITY	TIMESCALE FOR COMPLETION
<b>EMERGENCY</b> A defect that puts the health, safety or security of the tenant or a third party at immediate risk, or affects the structure of the building adversely.  Examples would be total loss of heating, no electricity, a serious leak, etc.	To make safe within 24hrs
<b>URGENT</b> A defect which is not a routine or emergency repair.  Examples could include loss of power from an electrical socket, broken extractor fan etc.	Within 7 days (5 working days)
<b>NON – URGENT</b> Defects that can be deferred without serious discomfort, inconvenience or nuisance to the tenant or a third party, or the long term deterioration of the building.  Examples include a dripping tap, re hanging a door, repairs to the common parts to the block which do not present a hazard etc.	Within 28 days (20 working days)

## THANK YOU FOR YOUR HELP

We would like to extend a big thank you to the tenants at Wolfson Court for your support and community spirit when we were stuck for storage.

Due to lack of space at Young Court we installed two storage containers, using up two parking spaces, in the Wolfson Court car park to store the new windows which have now been fitted at Young Court.

We really do appreciate your patience!



The container at Wolfson Court housed the new windows for Young Court

## SENSE OF SECURITY

As you know, security and safety are always high on our agenda and we are pleased to confirm that CST, Community Security Trust, has been round and assessed our Schemes to identify high risk areas, mostly vulnerable communal areas.

As a result, blast film, which prevents shards of glass from hurting people, has been replaced or installed where not previously fitted to ensure your security in the event of an incident.

We would like to thank CST for their time and effort and for funding this work.

## YOUNG COURT UPDATE

Replacement windows and doors have now been completed at Young Court.

However, in light of the Covid 19 pandemic we have decided to postpone all outstanding works at Young Court for 2020 until such time as it is deemed safe to proceed.

In the meantime, the Property Team will continue to progress with identifying a suitable contractor to undertake these works on our behalf.

Once all the major works have been completed we will be decorating the communal lounge areas of the Scheme. Watch this space for more information.



Young Court's very smart exterior showing off the new windows



New double glazed UPVC windows at Young Court

New windows and doors at Young Court

## FESTIVE TIMES

### YOM TOV TIMES 2020

#### ROSH HASHANAH

Festival begins Friday 18 September at 6.54pm  
Festival ends Sunday 20 September at 7.51pm

#### YOM KIPPUR

Festival begins Sunday 27 September at 6.33pm  
Festival ends Monday 28 September at 7.32pm

#### SUCCOT

Festival begins Friday 2 October at 6.22pm  
Festival ends Sunday 4 October at 7.18pm

#### SHEMINI ATZERET AND SIMCHAT TORAH

Festival begins Friday 9 October at 6.06pm  
Festival ends Sunday 11 October at 7.03pm

## FESTIVAL OPENING HOURS

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

### ROSH HASHANAH CLOSED

Friday 18 September from 2pm

### YOM KIPPUR CLOSED

Monday 28 September

#### WINTER WORKING HOURS

From Friday 25 September Head Office will close at 2pm on Fridays.  
Winter Head Office hours are 9am-5.30pm Monday to Thursday and 9am-2.00pm on Fridays.

**HAPPY NEW YEAR  
FROM ALL  
THE STAFF  
AT JLIVING!**



jlivinguk

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www.jliving.org.uk

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