

FIRE SAFETY IN FOCUS

FIRE SAFETY SPECIAL

Fire safety is always high on the agenda at jLiving. We want to make sure that we meet the highest standards in fire safety and that our tenants and leaseholders have all the information they need to stay safe in their homes.

The Property team at jLiving has recently been very busy undertaking a comprehensive programme of surveys and started associated improvement works across all areas of fire safety, which involved visiting all our Schemes.

We have also undertaken a review of signage across all of our Schemes; some Schemes will see additional signage installed by our Maintenance Technicians over the coming weeks.

All tenants and leaseholders should be aware of individual responsibility in your flats as well as good practice regarding fire safety. You will have also received a refreshed evacuation procedure; please do take the time to familiarise yourself with the emergency plan for your flat – and don't hesitate to contact your Housing Manager if you have any questions or need assistance.

Can we also remind you that if there are any changes in personal circumstances please alert your Housing Manager so we can make any suitable arrangements for your well-being.

This includes completing compartmentation and fire door surveys and we are pleased that the surveys are coming to an end. Necessary remedial works will continue over the coming months. Alongside this there has been a full review of all necessary documentation ensuring it is all complete and up-to-date.



MINIMISING FIRE ALARM ACTIVATION

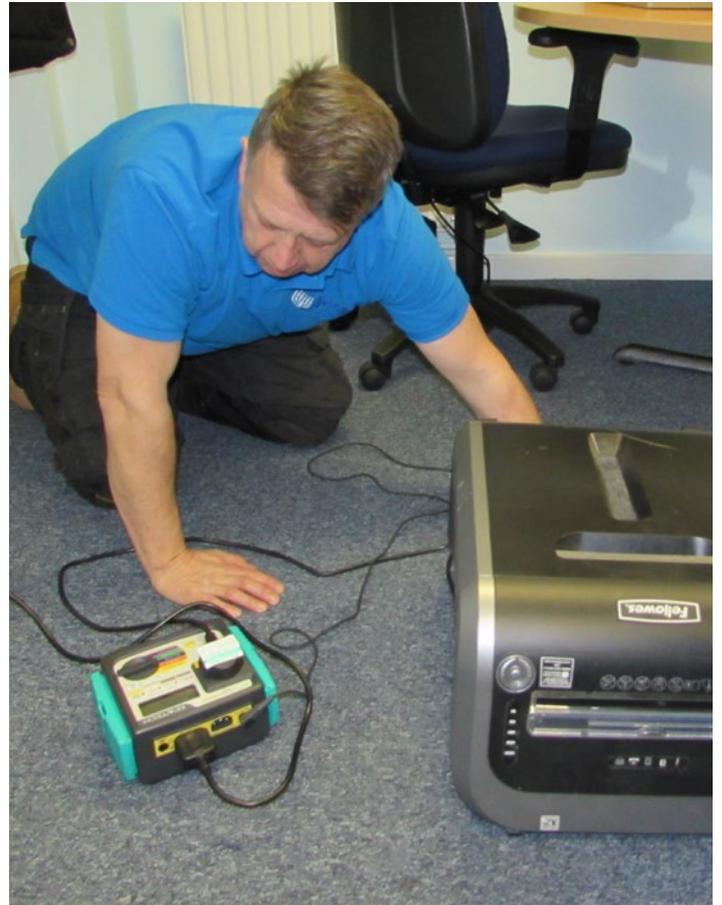
PAT TESTING

PAT testing and electrical safety checks have been completed in all communal areas. Please remember when purchasing white goods to register them with the manufacturer, and ensure that they are being used safely and in accordance with manufacturer's instructions.

You need to look out for product recall information - particularly for fridges, freezers and tumble dryers.

Faulty electrical goods can cause fires. If you are concerned about the safety of a product, stop using it and let the retailer, manufacturer or your local Trading Standards office know. Take extra care with second-hand appliances and ensure they have been properly safety checked. A list of recalled products is available at: www.electricalsafetyfirst.org.uk/product-recalls/

Due to the potential fire risk of older electrical goods we will not be accepting donations and gifts of electrical goods e.g. into the communal lounge. Everything that fails PAT testing will be disposed of immediately - if it is not PAT tested it won't be plugged in.



Maintenance Technician Martin PAT testing at Head Office

SPOTLIGHT ON KITCHENS



Take extra care in the kitchen. Most of the false fire alarms raised at jLiving are from mishaps in the kitchen, and on average the activation of a false fire alarm will cost tenants and leaseholders £250.

Whether it's burnt toast, boiling dry saucepans or dirty cookers, we are trying to reduce the number of false fire alarms activated across the Association.

- Ensure adequate ventilation – open your windows and use extractor fans, and leave windows open or fans on after you have finished cooking.
- Never leave pans unattended when cooking – use an alarm or a microwave to remind you of time passing.
- Don't cook if you are tired, have been drinking alcohol or taking medication that might make you drowsy.

If the pan does catch fire: don't tackle the fire yourself or try to move the pan. Never throw water onto it as this can create a fireball. Turn off the heat if you can do so safely. Leave the room and close the door. Shout to warn others to get out, stay out and call 999.

CLUTTER AMNESTY

We continue to work alongside your Housing Manager in our ongoing commitment to zero tolerance to personal items in communal areas, which includes storage areas and loft spaces. This is because items in these areas can cause delays when accessing fires and can be a trip hazard etc. in the event of an emergency. We have invested a lot of time and resources into this process and would like to thank everyone for their ongoing support.

The clutter amnesty was initially successfully trialled at Gordon Court earlier this year. What this meant was that jLiving organised a skip for all tenants' clutter and rubbish. By providing the skip



A clutter amnesty skip at Wolfson Court

FIRE EXTINGUISHERS

You may have noticed that most fire extinguishers in your Scheme have been removed; this is nothing to worry about, but is in response to a recent Fire Risk Assessment report by the London Fire Brigade that recommended that all fire extinguishers should be removed from communal areas such as stair wells.

Fires extinguishers will remain in staff offices and near plant rooms, we would like to remind everyone that in the event of an emergency ONLY those trained should use the extinguishers such as trained Housing Managers.

In the event of a fire in your flat, close the door and leave, if there is a fire in another part of the building it is usually safe to stay in your own flat unless told by the Fire Service to leave. If you are in any doubt what to do – get out!



we tried to make it very easy for tenants and leaseholders to completely clear all goods and clutter from communal areas, storage cupboards and loft spaces - all deemed a fire risk - as well as their flats. Tenants and leaseholders could get rid of any unwanted or out-of-date papers, ornaments, furniture etc. easily. This was so successful that we have rolled it out across the whole organisation.

Under no circumstances should tenants or leaseholders leave anything in any storage areas. After the amnesty there will be a zero-tolerance policy towards anything found in these areas; anything found will be disposed of immediately and with no further warning.



Gordon Court Housing Manager Ola showing off the newly empty communal cupboards at the Scheme

BLOOMING GARDENS

Aren't the gardens looking blooming marvellous? This year we have adopted a different approach to our planting in the Association gardens as we are using a mix of perennials and annuals. This allows us to be more environmentally friendly, sustainable and reduces the time spent doing the annual planting. We hope you enjoyed the glorious summer in the gardens!



Tenant Mr Lyons watering the plants in the gardens at Harmony Close



Gardens at Gordon Court (right) and Harmony Close



NEW BOILERS AT YOUNG COURT

We are delighted to be able to tell you that tenants at Young Court will be kept warm and cosy with an abundance of hot water this winter as all three boilers that serve the Scheme have now been replaced.

The work to replace the old boilers with new ones took 16 weeks, and we are pleased to say

that everything went to plan and the new ones are now fully functioning.

Sophia Grant, our Surveyor, will undertake a stock condition survey at Young Court to validate and prioritise any further necessary work at the Scheme which will then be planned in due course. We will keep you informed.

PETS

Do you have a pet?

When you sign your tenancy agreement, you are agreeing to comply with the conditions. Your tenancy agreement contains clear information that no pets are allowed in any of our Schemes.

Where we are in receipt of complaints regarding the keeping and supervision of animals, even temporarily, the tenant will be required to re-home their pet.

If you keep a pet, you are breaking the terms of your tenancy and this could lead to legal action against you.

If you have any questions please contact your Housing Manager.



PLEASE

RESPECT OUR STAFF WE WILL NOT TOLERATE ABUSE

BEHAVIOUR TO STAFF

Please could all our tenants, leaseholders and their families treat all staff the way they would like to be treated.

While most of our tenants, leaseholders and their families are polite, unfortunately we have had a very small number of cases where tenants and their families are abusive to jLiving staff. We will not tolerate any abuse to jLiving staff and the necessary action will be taken if this happens.

Staff and contractors should be able to come to work without fear of violence, abuse or harassment from others.

We know that sometimes life can be frustrating, but our team is here to help and support you, so please don't take your frustration out on them. And remember, your first port of call is always your Housing Manager, not Head Office; Housing Managers facilitate the reporting of repairs.

PAYING YOUR RENT ON TIME

The Association has always been very proud of its high performance in terms of managing rent arrears. For many years the Association has been one of the top performing Associations amongst its peers in collecting rent and keeping court cases for arrears to a minimum. We are mindful that the greater majority of our tenants make every effort to pay their rent on time. We would however like to remind all tenants that they have a responsibility under the terms of their Tenancy Agreement to ensure that all payments are made correctly and on time. We would strongly advise that all rent payments are made by Standing Order to ensure that your rent continues to be paid should you be taken unwell or are away from your home for any reason. If you need assistance with this work then please do contact your Housing Manager.



INVESTMENT PROGRAMME UPDATE

Following the ending of our contract with MNM, Lura Construction will have finished all remaining kitchens and bathrooms at Harmony Close and Meta Worms Court by the end of the year.

Sophia, our new Surveyor, will be conducting a condition survey across all Schemes later this year, and from this she will fine tune our major works programme.

CLEANING UP

Our Maintenance Technicians have a rota in place for communal cleaning of carpets and furniture, so that this will be done regularly.

ART ATTACK!

Tenants at Daniel Court express their artistic side at a regular art class held at the Scheme. All jLiving tenants and leaseholders are welcome: for more information ask your Housing Manager for details.



WARM WELCOME TO NEW STAFF

We have welcomed three new members of staff recently - and welcomed back two.

PROPERTY

Surveyor Sophia Grant joined us in April, while Edward Brissett joined us in July as Interim Head of Property. We have also welcomed back to work and to the team Tony Weeden and Sheree Atkininstall who have both returned from a leave of absence.

HOUSING

Cynthia Hill joined us in May as Housing Manager at Maitland Joseph House, Hemel Hempstead.

A warm welcome (and welcome back) to all – we are delighted you have joined the jLiving team!



Sophia Grant
Surveyor



Edward Brissett
Director of Property



Cynthia Hill
Housing Manager

BUON APPETITO!

Tenants at Harmony Close and Meta Worms came together to enjoy an Italian Extravaganza. Housing Managers Simona and Gabriela organised pizza and pasta for everyone and a good time was had by all.



FRAMING THE OUTSIDE WORLD

We are very aware of the concerns about the current window cleaning contract and are in discussion with the window cleaner to find a cost-effective solution.

The window frames have not been cleaned for a few years and have become quite dirty, so we are hoping to start cleaning frames regularly as well as continue the regular window cleaning currently in place.

Your Housing Managers will let you know the details when everything has been agreed.

NEW VENTURE IN HOUSING

We have launched into a new property market with our latest venture – a house share for young professionals.

Our debut property is Tetherdown, a 5-bedroom street property in Muswell Hill, which is one of North London's most vibrant neighbourhoods, recently refurbished and with great facilities including a fully kitted-out kitchen, communal lounge, updated bathrooms, furnished bedrooms, maintained gardens and WiFi. It's always a challenge to find a reasonably priced rental property which is fully refurbished and in a great part of London.

Jane Goodman, Director of Housing and Acting CEO, said, "As a leading provider in the community we are naturally aware of the shortage of affordable housing in the capital. We hope we are helping in some way by offering this superb property to young professionals."

This is a great opportunity suitable for graduates who may be working in London for the first time, looking to make friends and share a home with like-minded people. This accommodation is offered on one-year contracts with monthly rents starting from £620 inclusive of bills.



The newly refurbished kitchen at Tetherdown

FESTIVE TIMES

YOM TOV TIMES 2019

ROSH HASHANAH

Festival begins Sunday 29 September at 6.29pm
Festival ends Tuesday 1 October at 7.25pm

YOM KIPPUR

Festival begins Tuesday 8 October at 6.08pm
Festival ends Wednesday 9 October at 7.07pm

SUCCOT

Festival begins Sunday 13 October at 5.57pm
Festival ends Tuesday 15 October at 6.55pm

SHEMINI ATZERET AND SIMCHAT TORAH

Festival begins Sunday 20 October at 5.42pm
Festival ends Tuesday 22 October at 6.40pm



ROSH HASHANAH 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

Monday 30 September and
Tuesday 1 October 2019

RE-OPEN

Wednesday 2 October 2019

YOM KIPPUR CLOSED

Tuesday 8 October from 2pm
and Wednesday 9 October

RE-OPEN

Thursday 10 October 2019

SUCCOT CLOSED

Monday 14 and Tuesday
15 October

RE-OPEN

Wednesday 16 October 2019

SHEMINI ATZERET AND SIMCHAT TORAH CLOSED

Monday 21 and Tuesday 22 October

RE-OPEN

Wednesday 23 October 2019

WINTER WORKING HOURS

From Friday 27 September Head office will
be open until 2pm on Fridays.
Winter head office hours will be 9am to 5.30pm
Monday to Thursday and 9am to 2pm on Fridays.



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