

WELCOME MESSAGE FROM THE CHIEF EXECUTIVE



Welcome to the Pesach newsletter 2022. Following my messages of last year and 2020, I can only sincerely hope that we are all finally turning a corner and moving to brighter times in terms of the pandemic and the effects that it has had. Again, I can only thank you all for your support, compassion, and kindness towards each other during what has been such a challenging time.

However as one crisis comes to an end, we cannot ignore the atrocities occurring in Ukraine and the impact on both the Jewish and the wider community caught up in this situation. As an organisation we have registered to help where we can and I know that when that time comes, alongside our staff team, you will extend friendship

and support to new members of the jLiving community. Please keep an eye on our social media and digital noticeboards within the Schemes for more updates.

As we recommence our visits to the Schemes, after numerous false starts, again due in no small part to Covid, I look forward to meeting with tenants and leaseholders and being able to update you in person, of the work that has been going on behind the scenes and our plans for the future.

With best wishes for a peaceful Pesach.

Chag Pesach Sameach

Jane Goodman
CEO



Tenants at Lionel Leighton Court and Wolfson Court enjoyed a fabulous Purim party last month

HELPING TENANTS LIVE INDEPENDENTLY

Independent Occupational Therapist Lucy Rodgers has been visiting some of our tenants at a few jLiving Schemes to establish which, if any, aids and adaptations would be helpful for tenants to help them live independently for longer.



THANK YOU AMWAY (UK)

A huge thank you to Amway (UK) who have kindly donated some beauty, home and personal care products to jLiving to distribute to staff and tenants.



*Patrick, Repairs Coordinator,
showing Amway (UK) donations.*

Donations included oven cleaner and toothpaste and will be very much appreciated.

The generous donations are to be divided into small gifts that will be given to new tenants as they move into a property and for our guest rooms.



STELLA'S SHOES

Meet Stella Fifer - a tenant at Gordon Court in Edgware who has lived at the Scheme for two years and loves it, saying that she likes the whole set up, the good transport facilities and the communal garden.

Stella was the founder and owner of the eponymous shop 'Stella's Shoes' in Canons Park which sold lovely Italian shoes and was in business for over 30 years.

Stella was brought up in Golders Green, married for 45 years, had three much loved children, and has four delightful grandchildren.

Stella retired from the world of shoes 21 years ago. After volunteering in the local community for many years, she fully retired at the beginning of the pandemic.



FIRE RISK ASSESSMENT UPDATE

Towards the end of last year, we started the process of looking again at the Fire Risk Assessments at all our Schemes.

In line with the latest recommendations, we will review all advised works and create a programme for them and ensure that all urgent works are completed first and in a timely fashion.

STOCK CONDITION SURVEYS

We are about to start our latest Stock Condition Surveys!

A stock condition survey is a visual inspection of the inside and outside of both your Scheme and your flat; it takes around 30 minutes per flat. The surveyor will make a note of the general structure of the property (both internal and external) and any communal areas.

The surveyor collects information on the condition of your home, looking specifically at the age and condition of major elements in your home such as the kitchen, bathroom, windows, and doors.

The surveyor will need to visit every room in your home and take photos to confirm age and condition – they will not be taking photos of you or your personal possessions.

These visits will not collect information on repairs to your home. If you need a repair, please talk to your Housing Manager, in the usual way.

Why are we doing stock condition surveys?
Director of Property Donna-Marie Durham said: “A stock condition survey is essential for us to gather information to make sure that we are adhering to the Government’s ‘Decent Home Standard’. These surveys will assist us when looking at our programmes of work to ensure we are focussing resources where they are needed most – on components that need repair or replacement.

“Once all surveys have been completed, we will review the data and update you with any general findings. Any immediate areas requiring action will be discussed with individual tenants, as necessary.”



HOMEMADE TOFFEE CHOCOLATE MATZAH

This lovely dessert is a real crowd-pleaser at Pesach.

INGREDIENTS

- 4 sheets unsalted matzah
- ½ cup / 120g unsalted butter, cut into small pieces
- 1 cup/ 200g packed dark-brown sugar
- 1 pack (2 cups / 340g) semisweet chocolate chips
- Coarse sea salt

DIRECTIONS

- Preheat oven to 120 degrees C.
- Line a baking sheet with parchment paper. Place matzah in an even layer on baking sheet (break it up if needed) and set aside.
- Melt butter in a saucepan over medium-low heat. Add brown sugar and immediately reduce temperature to low. Cook, stirring, until sugar has completely dissolved and begins to bubble. Drizzle toffee over matzah and spread to cover using a spatula.
- Transfer toffee-covered matzah to oven and bake until toffee has a rich, shiny sheen, about 10 to 20 mins. Remove from oven and sprinkle with chocolate chips. Tent matzah with foil and let stand 20 to 30 mins.
- Remove foil tent and spread melted chocolate over matzah to cover, sprinkle with sea salt. Transfer matzah to refrigerator and let chill for at least 2 hours.
- Break chilled matzah into pieces. Matzah will keep in an airtight container for up to 4 days at room temperature – if there’s any leftover!

YOU SAID, WE DID

Service Standards

New Service Standards were launched in autumn 2021 so that you are clear about what our staff can and will do in their roles across the Association. It also explains how we can work together and how staff members expect to be treated. For more information visit our website <https://jliving.org.uk/about-us/policies>. The new policy will help you when you are waiting for a response and explain how we can help you in the future.

Social Events

Now that the communal lounges are open, we are keen to meet with you in person and have devised a programme of events to do so. We will also be encouraging more activities at the Schemes when you feel safe and ready to join in.

Tenant Meetings

We will be carrying out quarterly tenant meetings, giving you the opportunity to meet with Senior Managers and staff and to talk about your Scheme. All feedback is useful.

Training

We have launched a new training plan for all our Housing Managers in areas such as Health and Safety, Customer Care and learning about our new IT system.

Outstanding Repairs

Our Housing Managers have collated reports on all outstanding repairs that were put on hold during the lockdowns, and we are making sure these are completed. Have a chat with your Housing Manager to check your repair is on the list.



Subcommittee Member Joe Carlebach (second from left) visited Ellis Franklin Court.



Board Member Steve Newton visited Gordon Court.

Planned Works and CCTV

The Planned Works Programme has now started again and there are more details of this in the newsletter. We have identified where we can increase the use of CCTV cameras, subject to budgetary requirements, to offer you safety, and we will be updating you about this.

Support Needs

We will be talking to you about your support needs and making sure we have all the relevant information so we can help you.

Board Members Visits

We are arranging for Board Members to come round and visit the Schemes so they can meet you.

Shabbat and Jewish Holidays

We have reminded all tenants that they must respect Shabbat and Jewish holidays and we will not permit any contractors to work unless it is a major emergency.

MAJOR WORKS PROGRAMME UPDATE

All our Major Works were put on hold during the Covid-19 pandemic. However, since restrictions have been lifted, and contractors are working on non-essential work, we have been reviewing all our plans, creating a new schedule, and have started our programme up again.

At Maitland Joseph House, Hemel Hempstead, we have completely refurbished two lifts, which took around six months, while at Shine House, Finchley, new boilers and radiators have been installed.

We are pleased that after much hard work our kitchens and bathroom refurbishment work is back on the agenda. It should be in full swing by Pesach 2022 at Young Court, Harmony Close and Meta Worms Court; we will be upgrading more than 40 kitchens and 50 bathrooms.

Meanwhile in Wembley at The Martins new UPVC windows are going to be fitted throughout the Scheme and contractors will also be replacing the existing cladding and installing insulation beneath some new fascia boards. These two improvements should ensure that the flats stay nice and cosy and improve insulation. We hope that all work will be completed by the end of June.

We are undertaking a review of all heating systems using independent consultants who are reviewing all our communal boilers and looking at their ageing condition to decide their condition and when they are likely to be due for a service or replacement.

There will be a full replacement of the heating system at Meta Worms Court in the summer; when we are hoping there will be warmer weather. Last autumn the original boilers were causing problems and so temporary boilers were fitted to see us through the colder months.

STOP TAMPERING WITH SMOKE DETECTORS

Unfortunately, we have had a small number of cases where people have tampered with their smoke detector heads in their flats. This is disappointing because covering, disconnecting, or trying to remove them completely could lead to fatalities.

The very best-case scenario is that it comes up as a fault in the weekly fire tests and can be repaired, but the worst-case scenario is the unthinkable – an undetected fire and loss of life.

If you have concerns about the sensitivity or the position of a smoke detector in your flat, please inform your Housing Manager; do not take it into your own hands. Individuals who do so run the risk of legal action being taken against them.

Director of Property Donna-Marie Durham said: “People are tampering with their alarms or taking them down to avoid setting them off and causing false fire alarms, and not replacing detector heads which is of grave concern,” she said.

“If you don’t hear the sound of the fire alarm when you sleep, should a fire occur, you will put the lives of you and your neighbours at risk due to the delayed detection of the fire”, she warned.



CONTACTLESS LAUNDRY

We are currently looking at ways to introduce contactless payments for the communal laundry machines - both washing and drying machines - at our Schemes and reducing the use of coins.

When we have identified how we can achieve this we will be trialling it initially at Harmony Close before rolling it out across all Schemes, if we find it to be successful.

Watch this space for more information.



Tenant Joyce Carpenter in the laundry at Montefiore Court.

FOND FAREWELL

After more than 30 years extraordinary service to the Association in all its various incarnations and the JBGH Trust, we have said a sad goodbye to Finance Director, Frances Horoz.

CEO Jane Goodman said: “Frances is taking her well-earned retirement. She has shown incredible dedication to the Association, her team and colleagues, and nobody deserves a healthy and fulfilling retirement more than Frances.

“Of course, she will be hugely missed. However, we all wish her every happiness as she moves on to the next and hopefully more relaxing stage in her life.”



COMPLAINTS – HOW DID WE DO IN 2021?

We launched a new Complaints Policy in December 2020 as a result of and incorporating the recommendations of the new Housing Ombudsman Code (July 2020).

The main difference is that the latest Complaints Policy is a two-stage process.

Angela James, our Director of Housing Operations, is the designated Complaints Officer for jLiving, said: “We received eight formal complaints in 2021; four of those were resolved at the first stage of the process, while four moved to the second stage. We have one outstanding case currently with the Ombudsman.”

She added: “An important part of recording complaints is our learning from them. We have welcomed and listened to your feedback and put plans in place to address this.”

For more information, visit the website <https://jliving.org.uk/about-us/policies>

NEW FACES

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



Housing

We are delighted to be able to announce Tim Lawson (*top left*) and George Ellis have joined the Association as Housing Managers at Young Court and Wohl Lodge, respectively. They both joined us in 2021 as Interim Housing Managers and were made permanent in January this year.



Property

In August 2021, Chris Hanson joined the Property Team as Property Services Officer. Chris works primarily with compliance; however, he also works with the Repairs Team as necessary

to ensure we provide a continued and enhanced level of customer service.



Also in August 2021, father and son duo Richard and Ricky Green joined jLiving as Multi-Trade Operatives, focusing primarily on kitchens and bathrooms.



Electrician Jamie Massie joined the Team in February 2022 focussing on electrical work across the Association.



Finance

Following a rigorous recruitment process, a new Director of Finance and IT, Tajul Islam, joined us in February 2022. He under-took a handover with Frances before she left. CEO Jane Goodman said: “Taj has ‘big shoes’ to fill but joins us with a wealth of financial and IT knowledge and expertise as well as years of experience in the social housing sector.”

Congratulations and a very warm welcome to the jLiving team!

CELEBRATING 65 YEARS TOGETHER

Congratulations to Mr and Mrs Simberg who live in our Edgware Scheme and celebrated their Blue Sapphire Anniversary in January.

The couple who met at a Dance Hall in 1953 began dating, they got engaged in 1955; and were married two years later in Hackney Synagogue at the tender ages of 18 and 20. They have lived at Gordon Court for 19 years.

To celebrate their 65 years together the Simbergs invited some of their close friends to a celebratory meal at a local restaurant where they enjoyed a delicious dinner accompanied by a singer who sang some delightful Nat King Cole and Frank Sinatra.

They have a close-knit family with four children, 14 grandchildren and 13 great grandchildren - with two more on their way! Their oldest grandchild is now 38 and oldest great grandchild is 13.

“The secret to a successful marriage is to give and take,” Lawrence says. “You may not always agree, but never go to bed on an argument.”



The Simberg's in 1957 on their wedding day and this year.



RESPECT YOUR NEIGHBOURS

Any issues relating to neighbours and disputes are not covered in the Complaints Policy but are covered under our Anti Social Behaviour Policy.

It is important that we respect each other and realise that we are not always going to like or get on with everyone, but we can all use communal lounges and other areas without causing a nuisance – Anti Social Behaviour may have an impact on your tenancy agreement.

Housing Managers will not get involved in personal disputes, but if we have evidence that there is proven nuisance of noise, drug or alcohol related incidents or general disturbances we will take action, and this could result in legal measures, so please show respect to your neighbours.

For more information visit our website <https://jliving.org.uk/about-us/policies>



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

FESTIVAL OPENING HOURS

All the staff at jLiving wish all our tenants and their families a very happy Pesach and Easter.

PESACH AND EASTER OPENING TIMES

Closed Good Friday 15 April and Bank Holiday Easter Monday 18 April.
Re-open Tuesday 19 April.

Closed from 2pm, Thursday 21 April and all-day Friday 22 April.
Re-open Monday 25 April.

Pesach begins at 7.43pm on Friday 15 April (Good Friday).
Second day begins at 8.49pm on Saturday 16 April.

Seventh day Pesach begins Thursday 21 April at 7.53pm, and eighth day begins on Friday 22 April at 7.54pm and the festival ends on Saturday 23 April at 9.02pm.

SUMMER WORKING HOURS

From Friday 1 April, Head office staff will be working until 5.30pm on Fridays. Summer Head Office hours are 9am to 5.30pm Monday to Friday.

020 8381 4901

info@jliving.org.uk

www.jliving.org.uk

 jlivinguk

 @jliving_housing

 @jliving_housing