



It is such a delight to be able to finally report on some good news in this edition of the newsletter. I know that you will join me in sending your congratulations to our beautiful recent bride, Lisa from Montefiore Court and share our excitement about Simona's baby news.

It has been a pleasure to welcome our new members of staff to the team and to see some much loved and familiar faces back with us, welcome Ann, Mahendra and Bhupendra.

Once again, I am thankful to all our tenants and leaseholders for their patience as we have sought to get matters back 'on track' and make some progress again in respect of recommencing our major works programme. It has been a long time coming. We know that we have some hurdles ahead as we face capacity and supply issues affecting all sectors and businesses at this time, we also know that we will be facing price increases, we will however continue to do all that we can to mitigate any impact on tenants and leaseholders.

Wishing you all Chag Sameach and well over the fast.

Jane Goodman
CEO

JLIVING WELCOMES UKRAINIAN FAMILY

jLiving is proud to be supporting the Government's Homes for Ukraine Scheme and is delighted to have welcomed Ukrainian mother and daughter, Snizhana and Veironika.

They left war torn northern Ukraine, arriving in the UK in June, thanks to local sponsor Deborah Gundle.

Deborah, who has sponsored families from other war-torn areas previously, said: "I have a child with learning disabilities myself and really felt for the families in Ukraine who were in a similar situation. I wanted to help, so I contacted a charity in Ukraine that supported families of people with learning disabilities to offer to sponsor one family.

"Having been matched up with a family I then contacted everyone I could think of to see if anyone had a home available for them. I wanted ideally for them to be local to me, to be part of a Jewish community, and offer them a safe environment, kindness and shelter – all of which they have with jLiving."

Snizhana is very happy to be living in Golders Green, she said: "Things are very uncertain at home, and you just don't know when the next air strike or invasion will be. All the sirens, bombs and explosions were really upsetting Veironika and making her extremely anxious, we had to leave."

The family have been attending a Ukrainian camp throughout the summer along with other resettled families in a similar situation to not only make friends, but to start learning English. They hope to find a school for Veironika soon.

Meanwhile, back in the flat 15-year-old Veironika is a lot more settled, she is making friends and likes nothing more than singing and karaoke.

Back in Ukraine Snizhana worked with a charity, for over ten years, supporting people with disabilities and highlighting their needs; she is continuing this work remotely from Britain.

She leaves behind an adult son and his family in Ukraine as well as a daughter and grandchildren in The Czech Republic. jLiving CEO Jane Goodman said: "The thought of a family going through so much in their own country, and having to leave everything they know behind, is terrible.

"Everyone at jLiving is keen to help and we feel honoured to play our part and proud to be able to offer this family a safe haven and help at this difficult time."

If you speak Ukrainian or Russian and live locally to Golders Green - then make yourself known and we can put you in touch.



A WINDOW ONTO WEMBLEY!

The Window Replacement Programme at The Martins, our Scheme in Wembley, started in August, a bit later than we had hoped.

The contractor, Nationwide Windows and Doors, completed the surveys and started manufacturing the windows in July. In August the scaffolding was built, and the window replacements started.

Alongside the new windows, contractors will also be replacing the existing cladding and installing insulation beneath new fascia boards.

Interim Director of Property, Adam Borrie said: “Unfortunately these works were delayed due to a mixture of supply shortages - such as the national shortage of glass, which is a legacy of Covid - and problems bringing materials into the UK from abroad. However, we have started the works now and in total the replacements should take around six to eight weeks.”



TENANT PORTAL SURVEYS

jLiving is excited to announce that a new IT system, which will include a Tenant Portal, will be installed by the end 2022.

The new IT system, which is called HomeMaster, offers a Tenant Portal facility, which will allow us to communicate with you, for example rent statements, letters, and other communications, without the need for letters.

You will be able to log into the secure, password-protected Tenant Portal using a smart device and check your rent statements and balance of accounts. Also, you will be able to make a complaint, and in time report a repair via the portal.

The system will also be able to send out text and email notifications. All these new ways of communicating with you, will enable a faster response and reduce the use of paper and generally provide another way for you to communicate with us.

Please make sure that your Housing Manager has an up-to-date email and mobile number if you want to use this service.

If you don't have access to a smart phone, tablet or computer please contact your Housing Manager.





WEDDING BELLE

Housing Manager Lisa was swept off her feet at her wedding to beau Gavin when they got married in July. The couple originally wanted to get married in Italy, but to enable all their family to celebrate with them they decided to get married closer to home, near Canterbury in Kent.

Lisa, who works at our Margate Scheme, Montefiore Court, said of the day: "It was beautiful, the weather was gorgeous, and the day came together and went exactly to plan. The wedding really was how we wanted it to be."

The couple celebrated with an afternoon tea with their friends and family with dancing going on into the evening, and are planning on honeymooning in Italy later in the year.

Congratulations and Mazel Tov to Lisa and Gavin!



KITCHEN AND BATHROOM PROGRAMME UPDATE

The Kitchen and Bathroom Programme restarted this month, September 2022. This is the last part of the programme of work that was started before the pandemic and was halted due to Covid.

There are a few kitchens and bathrooms to be completed at Harmony Close and Meta Worms Court, but the majority, over 30, are being done at Young Court in Willesden.

jLiving has appointed a new contractor, SER Contractor Ltd to fit the kitchens and bathrooms in flats. In July suppliers were short-listed - three kitchen and two bathroom manufacturers.

At a tenant event at Young Court in August, SER Contractors, along with the short-listed manufacturers attended with samples of their products including handles, splashbacks, door fronts and work surfaces. The event was hugely popular and enabled staff and tenants to ask questions of representatives attending.

Following the event, one kitchen and one bathroom supplier were chosen, and invited to survey the properties with the contractor and to create designs and layouts, considering tenants needs such as long-lever mixer taps.

STOCK CONDITION SURVEY

Our Stock Condition Surveys, as reported in our last newsletter, were delayed but started at the end of August and are ongoing.

MLCS3, our contractor who is listed with the Royal Institution of Chartered Surveyors (RICS), has been selected and will be looking at all our stock – flats, houses, and communal areas.

Interim Director of Property, Adam Borrie, said: “This survey, which should take up to three months, will give us valuable information that will help us decide planned works and our budgets. It will give us insights on what to spend and when, on which block.

“The surveyors will be looking at roofs, lifts, windows, kitchens and bathrooms, communal areas and more. From that we can come up with a long-term asset management strategy for years to come as well as a short-term investment plan, allowing jLiving to plan future works “

TRAINING

All staff are benefitting from a new online training product which will enhance their skills and keep them updated.

The new training software from Astute eLearning Platform, which was introduced to jLiving in May 2022, allows staff to access the courses at a time that is convenient to them and can be done from the office or home.

There are 330 courses available to staff including GDPR, Safeguarding and Equality courses.

FIRE SAFETY WORKS UPDATE

Fire Compartmentation works highlighted in the last Fire Risk Assessment have already started at Ellis Franklin Court, The Martins and Young Court in August and should be completed in September.

In July surveys in the relevant communal areas at all Schemes were carried out and the contractor, Ventro, quoted for the works.

The works have created firebreaks in between floors where there weren't any before and have created separate compartments to prevent fires spreading.

BABY NEWS!

We are delighted to tell you about the first jLiving Harmony Close baby and first jLiving staff baby for more years than we care to remember!

Housing Manager, Simona, has announced that she is pregnant and expecting her very own bundle of joy in November.

Simona, the Meta Worms Court, and Harmony Close Housing Manager, said: “I can't wait to meet my baby girl - my first, it is such an exciting time for me and my family.”

Congratulations Simona!



NEW FACES

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

Housing



Ann Lustigman

We are delighted to announce that Ann Lustigman has joined the Association as Housing Manager at Shine House. Ann, who joined us in May, works part-time Monday to Wednesday, and is based at the Scheme.

Tim Lawson, one of two Housing Managers at Young Court will be working at Shine House on Thursdays and Fridays. As a result, Head of Housing, Lori Gardner, who was based at Shine House, is now based at Head Office.

Property

In July 2022 Mahendra Tailor (Monday and Tuesday) and Bhupendra Govan (Wednesday to Friday) returned to jLiving. The two brothers are job sharing as Compliance Officer and Executive Assistant to the Director of Property.



Mahendra Tailor

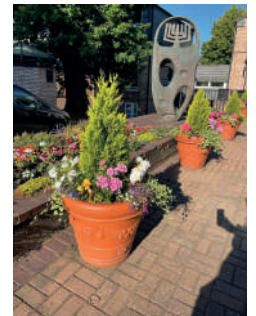
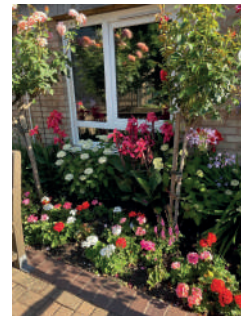
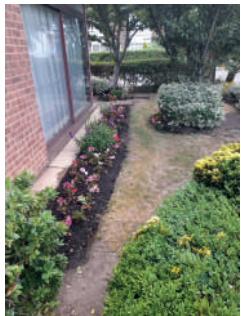


Bhupendra Govan

Congratulations and a very warm welcome to the jLiving team!

BLOOMING MARVELLOUS

Gardens across the Association looked amazing this summer thanks to the gardeners. Here are some photos of the gardens at Lionel Leighton and Wolfson Court, Harmony Close and Meta Worms Court, and Wohl Lodge. [Go to p10 to see garden photos from Gorden Court.](#)





Around the Association tenants and Leaseholders held fabulous parties and celebrations to commemorate the Queen's Platinum jubilee.





Housing Managers went to town with bunting and decorations making the communal lounges look festive and everyone had a wonderful time. We would like to thank the JBG Housing Trust for generously part-funding these events.



LOOKING AFTER YOUR DRAINS

We pay for many plumber call-outs for blocked drains and would like to remind you of the importance of looking after your drains.

- Expensive repairs
- Properties flooding
- Public health risks
- Infestation of rats or insects

An oily, fatty problem...

We all use oils and fats for frying and roasting and it also drains out of meat when we're cooking it. But if we don't eat it, we're left with waste fat that we need to dispose of.

DO NOT POUR IT DOWN THE DRAIN!

Many fats are liquid when hot but turn to goopy gloop on contact with cold drains.

They will congeal, accumulate, and eventually block the drains! Dispose of oils and fats in your bin, NOT down the drain. Even better, pour your oils into old bottles and tins and dispose of them sensibly.

Washing-up liquids and dishwasher tablets will only disperse small amounts left over.

We advise once a week you pour a solution of hot water and either soda crystals or weak bleach down your kitchen sink to flush it through.

Toilets cope with many litres of waste every day, but household drainage systems are relatively delicate pieces of engineering, designed largely for the removal of liquids and bodily waste.

Many call-outs for unblocking drains turn out to be entirely preventable. They are caused by tenants or carers attempting to flush things down the toilet that should be disposed of in the bin.

Please, please do not flush wipes, jay cloths or anything else that isn't toilet paper or waste down your toilet.

If a call-out is the result of a blocked drain, whether it is from your sink or toilet, and is found to have been caused by a tenant's carelessness, then that tenant will be recharged.



If you have medical issues that may affect your toilet habits, then we advise you to double flush your toilet.

Costs relating to blocked drains, pest control, washing machines/tumble driers are reflected in your service charge so please think twice before you flush unsuitable items, feed the birds/squirrels or abuse the laundry facilities.

HOW TO REPORT A REPAIR

All repairs should be reported during office hours to your Housing Manager.

When reporting a repair, please provide us with:

- A clear description of what needs repairing and where it is
- Arrangements for gaining access to your home
- Confirmation of your current phone number and email address

Emergency?

If your repair is an emergency, you can use the pull cord in your flat or in the communal areas of your Scheme to report it to Careum.

LEADING THE WAY!



Gabriela



Lisa



Maria



Cynthia



Biljana

Between April and September 2022, five members of staff completed a leadership course in a bid to extend their existing skills and abilities and bring extra value to their roles at jLiving.

Senior Housing Manager, Gabriela, Housing Managers Lisa, Maria and Cynthia along with Welfare Officer, Biljana remotely attended a leadership course in conjunction with WISH (Women in Social Housing) along with eight other women from different housing related organisations.

The course involved attending two 2-hour sessions per month covering all aspects of leadership and confidence building in relation to social housing.

The monthly sessions, which were held online, included lectures as well as practical problem-solving work-related challenges.

Gabriela said of the experience: “The course is hugely beneficial and builds up your self-esteem. I didn’t realise there were so many people with similar challenges.

“The course has empowered me to feel more confident about my abilities, it has built up my confidence, enabling me to address things without being scared – I feel I can speak up.”



TENANTS AT YOUNG COURT GET CREATIVE

Young Court tenants are an artistic bunch and have been participating in a new art club held weekly in the communal lounge.

Housing Manager Maria said of the club: “It is very popular with tenants who enjoy spending time expressing their creative side. We loved the artwork so much we have created an art wall for them to be displayed.

“We would like to thank the JBG Housing Trust for generously donating funds to allow us to buy the materials tenants need.”





GREEN FINGERS KEEP GARDENS BLOOMING

Tenant, Saul Heller, at Gordon Court has been designing and maintaining the Scheme gardens since the first lockdown.

He explained: “During the first lockdown tenants sat out in the garden as the weather was so good and obviously, we couldn’t go out. Just for fun, and to keep myself busy, I suggested that I plant a few things to brighten up the garden and it progressed from there.”

“I really enjoy designing, planting, and maintaining the gardens, it has become a hobby. Fellow tenants have generously contributed money towards the plants. JBG Housing Trust also very kindly donated some money for plants for the gardens too, in honour of the Queen’s Jubilee.”

Saul added: “I’m usually out there every day weather permitting, there’s always something that needs doing. I’ve been gardening for many years. My father taught me everything I know, even though as a teenager I wasn’t that keen to learn!”



POETS CORNER *Four Seasons by Stanley Jackson*

The summer comes and goes too soon
Like golden shadows ‘cross the moon
And when it’s here O heavenly joy
I’m happy as a child with toy
The Autumn plays a sadder song
And seems to last a day too long
It’s golden leaves and sadder hues
Plays on my heart an early blues

As winter follows on its heels
White snowflakes on the window sills
Cold winds that blow through night and day
Oh summer you’re so far away.

Then suddenly the spring has come
All yellow ‘neath the smiling sun.
Green shoots like magic doth appear
In flower beds and everywhere.
And after what appears an age
The year has turned another page.

LET'S GET QUIZZICAL

Are you the competitive sort? If you are, you better start swotting up, because the next jLiving interScheme quiz is approaching fast. Wednesday 26 October is the date for your diary.

The quiz will be held at the Harmony Close Scheme lounge, and four representatives and two reserves are invited from every Scheme to attend on the day.

Winners, bronze, silver, gold will all be awarded money to be spent at their Scheme. Past winners have bought garden furniture, while others held a party.

There will be, as before, 10 Rounds of 10 questions, plus a marathon round that can be completed while doing the quiz.

More details will be provided nearer the time.



Photos from the last jLiving interScheme quiz

DENISE'S APPLE AND POMEGRANATE CAKE

Every Rosh Hashanah we repent for our sins and wish for a happy and healthy New Year. Pomegranates have a symbolic connection as they are supposed to have 613 seeds which correspond to the number of mitzvot, and they are also a healthy fruit.

Pomegranates have beneficial effects on heart disease and blood pressure. A single pomegranate is a rich source of folic acid and vitamins A, C and E.

This cake is perfect for Yom Tov dessert served with ice cream, cream or custard - or use at teatime when extra guests descend!

Preparation Time: 25 minutes

Cooking Time: 50 minutes

Serves: 8 people

INGREDIENTS:

450g eating apples, peeled, cored and chopped
1 pomegranate – remove outer skin
1 tablespoon vegetable oil – to grease tin
225g self-raising flour
150g dark soft brown sugar
110g unsalted butter or margarine
2 eggs, beaten
100ml soya milk/ single soya cream/ milk
2 tablespoons clear honey, warmed slightly
1 teaspoon ground mixed spice
2 teaspoons ground cinnamon
2 teaspoons baking powder



GARNISH

Icing sugar and ground cinnamon.

METHOD

- 1) Pre-heat oven to 180°C: 350°F: Gas 4.
Line and lightly oil a deep 18 cm (7 inch) round cake tin with non-stick baking parchment paper.
- 2) Cream together the butter and sugar, until light and fluffy.
- 3) Add the eggs, a little at a time, beating constantly. Stir in the flour, milk /soya milk /cream, honey, mixed spice, cinnamon, and baking powder and mix thoroughly.
Fold in the apples and pomegranate seeds. The mixture should be a soft dropping consistency.
- 4) Pour into the prepared cake tin.
- 5) Bake for 50 minutes until well risen and firm to the touch.

Turn out on to a wire rack to cool.

To serve: Dust with icing sugar and ground cinnamon.

Recipe from Denise's Kitchen jewishcooking.com

FESTIVAL TIMES 2022

ROSH HASHANAH

Festival begins
Sunday 25 September at 6.38pm

Festival ends
Tuesday 27 September at 7.34pm

YOM KIPPUR

Fast begins
Tuesday 4 October at 6.17pm

Festival ends
Wednesday 5 October at 7.16pm

SUCCOT

Festival begins
Sunday 9 October at 6.06pm

Festival ends
Tuesday 11 October at 7.03pm

SHEMINI ATZERET AND SIMCHAT TORAH

Festival begins
Sunday 16 October at 5.51pm

Festival ends
Tuesday 18 October at 6.48pm

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

FESTIVAL OPENING HOURS 2022

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

We will not be working over Rosh Hashanah on Monday 26 and Tuesday 27 September.

We will not be working over Yom Kippur - from 2pm on Tuesday 4 and all day Wednesday 5 October.

We will not be working over Succot - Monday 10 and Tuesday 11 October.

We will not be working on Shemini Atzeret and Simchat Torah - Monday 17 and Tuesday 18 October.

Chag Sameach!



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