

## BBQ AT MONTEFIORE COURT A SIZZLING SUCCESS!

Despite a few stubborn clouds in the sky, the spirit of summer was alive and well as tenants gathered for a much anticipated BBQ at jLiving's Margate Scheme.

The weather may have tried to dampen the fun, but it didn't stand a chance against the warm smiles, sizzling grills, and great company. Tenants enjoyed classic BBQ favourites and there was a relaxed, festive atmosphere that brought the community together.

The event was organised and run by Senior Housing Manager, Gabriela, and Housing Manager, Hayley. Gabriela commented: "Tenants really enjoyed the lovely summer treat, it's always nice to see everyone come out and enjoy themselves. A little inclement weather can't stop a good time!"



Hayley (left) and tenants enjoying  
a BBQ Montefiore Court.

## INVESTMENT BRINGS MODERN, RELIABLE LIFT TO SOUTH LODGE



Contractor working on lift  
replacement at South Lodge.

A major investment of over £110,000 will deliver a brand-new, modern, and accessible lift to South Lodge in Streatham, enhancing everyday life for tenants.

The project, which is due to be completed in October, involves the full removal and installation of a new lift system.

As part of the works, tenants who were unable to manage the stairs due to severe mobility issues were temporarily relocated to nearby accommodation to ensure everyone remained safe and independent throughout the upgrade.

Sinead, Director of Property, said: "This is an important step in our ongoing commitment to improving housing conditions

in our blocks. Investing in essential infrastructure, like this lift, ensures our Schemes remain safe, accessible and fit for purpose."

It was a team effort. The Housing Team arranged agency staff to support tenants on three days a week with tasks like carrying shopping and laundry and navigating the stairs while the lift was out of service.

Sinead added: "We would like to extend our thanks to everyone at South Lodge for their patience and cooperation during the works. We know the installation may have caused some noise and disruption, and we appreciate your understanding during the time needed for this vital upgrade.

"When the lift is in service, we hope it makes a real difference to day-to-day life in the Scheme — particularly for tenants with mobility needs."

## NEW FIRE DOOR FOR STUDENTS

A new hardwood solid core fire exit door and frame were fitted to our student accommodation, known as 99 PPA, earlier this year.

Compliance Officer Mahendra explained: "The previous door needed replacing because it was not functioning properly."

Photo shows our contractor putting the finishing touches to the new door and frame.



# KEEPING COOL AT HOME

With summers getting hotter each year, many of us are looking for ways to stay cool and comfortable at home. Whether you're struggling to sleep in the heat or you just want to create a more comfortable living environment, there are a few options you might want to consider.

## Fans and Portable Cooling Options

One simple and affordable way to beat the heat is by using electric fans. Freestanding fans can help improve air circulation and make your home feel cooler. These are easy to purchase and use — and don't require any approval from the Association.

## Thinking About Air Conditioning?

Some tenants are exploring more permanent cooling solutions, such as air conditioning units. If you're considering this, please note:

- Air conditioning can be installed at your own expense
- You must apply for permission before any installation begins.

Getting permission ensures that the system is safe, suitable for your home, and doesn't negatively affect the building or your neighbours. We'll assess your request carefully and aim to respond promptly.

If you decide to choose this route, we recommend looking into energy-efficient models and using qualified professionals for installation.

## How to Apply for Permission

To request permission, contact your Housing Manager in the first instance. You'll need to provide:

- Details of the air conditioning system you want to install
- Where it will be placed
- The name of the contractor doing the work.

We're happy to help you stay cool and comfortable in your home.

# STAFF COME TOGETHER FOR SUCCESSFUL TEAM BUILDING DAY

Staff across the Association came together in July for a successful team building day focused on connection, collaboration, and wellbeing. The event, held at Harmony Close, brought together colleagues from various departments for a day of interactive activities, group challenges, and informal networking.

Designed to strengthen interdepartmental relationships and improve communication, the day also provided an opportunity to update staff on upcoming legislative changes and developments within the social housing sector. In addition to these valuable discussions, there was time for light-hearted moments and socialising, including a shared group lunch that allowed staff to relax and connect on a more personal level.

CEO, Jane, said: "After a busy and productive start to the year, it was important to take a step back and reconnect as a team.

This day gave everyone the chance to engage with colleagues they don't usually work closely with, learn about changes within social housing, hear about the Association's future plans, and have some fun along the way."

Feedback from staff has been extremely positive, with many highlighting how refreshing it was to take time away from their usual routines to focus on teamwork, communication, and shared goals. Several teams have already expressed interest in organising similar cross-departmental events in the future to continue building on the momentum and energy of the day.



# PREVENTING DAMP AND MOULD THIS AUTUMN

As the weather turns colder and wetter in autumn, many homes become more prone to damp and mould. These issues can lead to unpleasant smells, damage to property, and even health problems — especially for older people, or those with respiratory conditions.

The good news is that there are simple steps you can take to help prevent damp and mould from developing in your home.

## 1. Keep Your Home Ventilated

- Open windows regularly, even just for 15 minutes a day, to let fresh air in and moisture out.
- Use trickle vents on windows if you have them.
- Close the door and open a window when using the bathroom or kitchen to stop moisture spreading through the home.

## 2. Use Extractor Fans

- Make sure fans in the kitchen and bathroom are working properly and remember to use them.
- Leave them running for a little while after cooking or showering to clear the moisture.
- If your fan is not working, report the issue to your Housing Manager so it can be fixed.

## 3. Dry Clothes Carefully

- Avoid drying clothes indoors or on radiators. Use a tumble dryer to prevent damp and mould.
- If you must dry clothes inside, use a clothes airer in a well-ventilated room with the window slightly open.

## 4. Keep Your Home Warm

- Damp is more likely to occur in cold homes, so try to keep your home at a steady temperature.

## 5. Report Leaks or Problems Promptly

- If you notice any leaks from pipes, windows, or the roof — or if you see signs of damp or mould forming — report it to us straight away.
- The sooner we know, the quicker we can fix the issue.

## 6. Clean Early Signs of Mould

- If you spot small patches of mould, you can usually clean them safely with a mild detergent or mould spray and a cloth.
- Always wear gloves and open a window while cleaning and dispose of cloths afterwards.

## Need Help?

If you are worried about damp or mould in your home, please don't wait — report it to your Housing Manager. We're here to help make sure your home stays safe, warm, and healthy this autumn and beyond.



# BOILER INVESTMENT

A major programme to replace boilers across several of the Association's Schemes is nearing completion. The works, which have taken place at Wolfson Court, Daniel Court, Ellis Franklin Court and South Lodge, aim to provide tenants with more reliable and energy-efficient heating and hot water systems.

Many of the older boilers had reached the end of their service life and were becoming increasingly unreliable, with frequent breakdowns reported in the preceding months.

Further works are also planned for our student accommodation.

Sinead, Director of Property, explained that the timing of the installations was carefully planned. "The new boilers were fitted during the summer months to minimise disruption and

avoid the inconvenience of limited hot water or heating during colder weather," she said. "We know how essential these are, especially in the autumn and winter, so we tried to ensure the work is completed in the warmer months."

The Association has acknowledged the disruption caused by the work and extended thanks to tenants for their patience and cooperation. "We understand that having tradespeople in your building can be disruptive, noisy and messy," Sinead added. "However, these upgrades are a key part of our ongoing commitment to maintaining safe, comfortable, and energy-efficient homes for all our tenants."



Parts delivery at South Lodge.





## QUESTIONS & ANSWERS WITH JANE GOODMAN

At a time when safe and affordable housing is more important than ever, jLiving's Chief Executive, Jane Goodman, is clear about where the Association is headed.

With years of experience in the housing world, Jane knows that a home is more than just somewhere to live — it's the base for people's wellbeing, chances in life, and sense of community.

In this chat, Jane talks about the challenges facing housing in the UK today, what drives her as a leader, and her hopes for the future of social housing.

### **What's the first thing you do when you get to work?**

My working day always starts at home where I spend two or three hours working before heading to the office to hopefully avoid the worst of the traffic. When I arrive at the office I always put the kettle on, switch on my PC and share details of the M25 commute, whether my colleagues want to hear about it or not. Not necessarily in that order.

### **What are the biggest challenges facing the UK housing sector?**

In short, we're being asked to do more with less. There's huge pressure across the sector as a whole. We're expected to maintain our existing homes, as well as develop and build new ones to meet future demand, and support our communities, all while working within a tightly regulated income.

We're constantly trying to balance the needs of our staff, our current and future tenants, and the expectations of our regulators.

The truth is, despite the best efforts of everyone in social housing, the sector simply can't keep up with the growing demand for new and better homes — not without more consistent funding. This is especially true for smaller providers like us, who often get overlooked but play a vital role in meeting local housing needs.

### **What's one decision you made that changed everything for jLiving?**

Ultimately it was also a Board decision, but achieving the merger with the former Brighton and Hove Jewish Housing Association within six months was a huge achievement.

I am proud that we have played a part in preserving a small but thriving Jewish community. As a result it has also opened the door to new opportunities. We have forged valuable links with other agencies, raised our profile, and there might be more exciting news to share very soon... so watch this space!

### **What's the story behind how this all started for you?**

Like many people, the world of housing wasn't part of the bigger plan when I left university — even though I wrote my final-year dissertation on homelessness. I started my career working in adult social care and occupational therapy, and after completing my postgraduate studies in OT, I decided I wanted to do something a little different but still use my skills.

I worked for a while with adults facing challenging behaviours and mental illness, then took on a role as a specialist outreach worker for a large general needs housing association. My job was to identify older tenants living in the community who'd lost contact with their landlord, check on their wellbeing, assess their welfare, help them access services and support, and in many cases, help them move to more suitable accommodation.

I moved up within the organisation to become Elderly Services Manager, but as the organisation grew even larger, I realised I wanted to be part of something smaller and more community-based. That's when I joined jLiving — or B'nai B'rith JBG, as it was then — in June 2001, originally on a six-month contract. Nearly 25 years later, I'm still here.

### **Did you ever have a moment where you thought something wouldn't work?**

Several moments!!! COVID-19 lockdown being pretty high on the list.

### **What was your biggest "oops" moment as a CEO?**

I am sure that we have all done it - hitting 'Reply All'..... fortunately my apology was graciously accepted.



### How do you define a good leader in one sentence?

Never assume that you know it all - you don't. Ask for guidance if you need it. Be kind, be fair, be calm, have faith in yourself and others, but always be honest. Always know when to apologise and do it with grace.

### Who do you turn to for advice when you're stuck?

Workwise I have a great network of colleagues including external consultants who no longer work directly with us, but have stayed in touch. I also have great support from our Chair and our Board members. I am lucky enough to lead the best team who are always willing to listen to me and explain things in words of one syllable, if needed.

### What's one value you'd never compromise on?

Integrity.

### If you were in the government, what changes would you bring in for social housing?

Enable easier access to grant funding for development, speed up the planning process and abolish Universal Credit (UC) for housing costs. While Housing Benefit isn't perfect, it is less complex and would assist individuals and social housing providers to minimise rent arrears, which are increasing as a result of delays with UC. If we're going to move towards rent convergence again, we need to allow for a revaluation of social housing properties — so that rent levels can be set more fairly and reflect current values going forward.

### If jLiving was a person, how would you describe them?

This takes me back to school reports, 'always tries their best but room for improvement.'



## QUICK FIRE QUESTIONS

### Weekend lie-in or up and about?

Up and about – there is no such thing as a lie in with two cockapoos.

### Walk in the woods or by the coast?

Coast every time.

### Salad or Sunday roast?

Salad – Sunday Roasts are my least liked meals of all – absolutely loathe them!

### Picnic in the park or a Michelin starred restaurant?

Happy with either.

### Beatles or the Stones?

Beatles, but I am lucky to have seen the Stones live.

### Netflix or novel?

Novel.

### Book or kindle?

Kindle...I am on my fourth.

### Lark or night owl?

Night owl.

### Sweet or savoury?

Savoury.

### Pet hate?

Far too many to mention – but coriander is high on the list.

### Last thing you Googled?

Garment steamers.

### Night out or a night in on the sofa?

Night in.

### Signature dish?

Anything with courgettes.

### Couldn't get through the day without....

Coffee.

### First job ever?

My parents instilled a strong work ethic in me and my brother and at 16 I worked for a friend of my Mother's in his hairdressing salon, answering the phone, looking after the customers and washing hair – I loved it. It helped with my confidence and shyness and the free hair cuts were a huge bonus !!

### Favourite app right now?

Revive.

### Best piece of advice you've ever received?

Be kind, be honest and always do your best, that's all that you can do...and stop worrying (my dad).

### Most-used emoji?

Smiley face and thank you.

### What's always on your desk?

Coffee, my pen selection and a mini fan.

### Who inspires you?

My husband – he is relentlessly cheerful, and upbeat and has never failed to make me cry with laughter. I also am lucky to have a very close small circle of the very best friends that anybody could ask for.

### Meeting or email?

Email – I have always loved writing and I find it easier to get my words down on paper or a screen.

### What book are you currently reading?

Long Island – Colm Toibin.

### Business buzzword or phrase you'd ban?

All of them – but any reference to the word 'Journey'.

# MEET MR SOTIRIOU – A LIFE OF TRAVEL, FAMILY, AND ADVENTURE

Mr Sotiriou, a tenant at South Lodge, jLiving's scheme in South London, recently sat down with our Communications Officer, Dawn, to share his remarkable life journey — from his early days in Cyprus to his passion for travel that's taken him around the globe.

Born in Cyprus, Mr Sotiriou moved to London at the age of nine with his parents and five siblings. He quickly adapted to life in the UK and, after finishing school, began an apprenticeship at an engineering company near his home. However, it wasn't long before he realised engineering wasn't his calling.

Instead, he found his entrepreneurial spirit, buying 'cabbage' clothing\* and selling these garments to market stallholders and small retailers across the country — from Birmingham and Manchester to Wales and beyond.

In 1962, at just 18 years old, he married his wife, and the couple went on to have one son.

In the early 1970s, while visiting his brother in Ramsgate, Kent — who owned a restaurant — Mr Sotiriou found himself drawn to the hospitality trade. He soon opened his own fish and chip shop in the seaside town, followed by a Greek restaurant, where he embraced the opportunity to serve and connect with people from all walks of life.

It was during this time on the south coast that Mr Sotiriou made lasting friendships with international students learning English at local language schools — including several Jewish visitors from Israel. On later trips back to Cyprus, he reconnected with some of these friends, who invited him to Israel. "They were so warm and welcoming," he recalls. "They showed me all the sights and made me feel like part of the family."

One of his more unexpected travel adventures took him to China. What was meant to be a three-week visit turned into a three-year stay. Unfortunately, during this time, he lost contact with his Israeli friends. But the experience only deepened his love for discovering new places.

Today, Mr Sotiriou can proudly say he's visited over 30 countries, including Canada, the USA, Brazil, Russia, the Caribbean, and many more. He speaks passionately about travel, saying: "I love the independence it gives me."

With such a rich life filled with stories from every corner of the world, Mr Sotiriou remains a vibrant and inspiring member of the jLiving community — proof that adventure doesn't stop with age.

*\* 'Cabbage' is a slang term in the clothing trade for the surplus of new garments.*





# FINANCE DEPARTMENT WELCOMES WORK EXPERIENCE STUDENT



*Accounts Assistant Hywel guiding work experience student Biljana.*

In January, jLiving was delighted to welcome Biljana, a work experience student, to the Finance department. Over the course of several months, Biljana has been gaining valuable hands-on experience as part of her BA (Hons.) Business Enterprise degree.

As part of her Level 5 course requirements, Biljana must complete 150 hours of work placement. She has been attending jLiving two days a week, where she's been developing her skills in accounting, spreadsheets, and general finance operations.

"It was challenging at the start," Biljana shared. "The computer systems were unfamiliar, but I've been learning step-by-step. I can't do everything yet, but I've been learning the basics. I really appreciate the time and patience of the team here."

Now in the second year of her three-year degree, Biljana hopes to work in a finance department in the future—or potentially combine her business skills with a passion project by opening her own bakery.

The Finance team has thoroughly enjoyed supporting Biljana's learning journey and wishes her continued success as she works toward her career goals.

## IS YOUR HOME INSURED?

As a jLiving tenant or leaseholder, it's important to know that insuring the contents of your home is your responsibility. This means you need to arrange your own cover to protect personal belongings like furniture, clothes, electrical goods, and decorations from risks such as theft, fire, vandalism, and burst pipes.

### Why Do You Need Contents Insurance?

While jLiving, as your landlord, will take care of repairs to the building itself, we do not cover your personal possessions. So, if an unfortunate event occurs—such as a fire, flood, or theft—you would need to rely on your own contents insurance to replace or repair your belongings.

### Here are a few examples:

- If a neighbour causes water damage to your flat, your insurance can help cover any loss.
- If there's a power outage and your fridge or freezer stops working, insurance may cover the cost of spoiled food.
- In the case of vandalism, burglary, or accidental damage, contents insurance offers peace of mind.

### What Does It Cover?

Home contents insurance typically protects your possessions while they are inside your home, covering damage or loss due to:

- Fire
- Flooding or water ingress
- Theft or attempted theft
- Power outages (affecting food in freezers)
- Accidental damage (depending on the policy)

### Take Time to Choose the Right Policy

There are many providers offering home contents insurance, so take the time to compare policies. Look closely at what is included, the level of cover, any exclusions, and the cost of premiums.

Protecting your home's contents is a smart way to ensure peace of mind—no matter what life throws your way.

*The staff at jLiving wish all our tenants and their families a happy and healthy New Year!*

## FESTIVAL OPENING HOURS 2025

Wishing all our tenants and their families a very happy, healthy and prosperous New Year, from all the staff at jLiving.  
For the High Holy Days, head office will be closed as follows:

### **Rosh Hashanah Head Office Closures**

From 2pm Monday 22 September  
All day Tuesday 23 September  
All day Wednesday 24 September

### **Yom Kippur Head Office Closures**

From 2pm Wednesday 1 October  
All day Thursday 2 October

### **Succot Head Office Closures**

From 2pm on Monday 6 October  
All day Tuesday 7 October  
All day Wednesday 8 October.

### **Shemini Atzeret and Simchat Torah Head Office Closures**

From 2pm Monday 13 October  
All day Tuesday 14 October  
All day Wednesday 15 October

Chag Sameach!

## WINTER WORKING HOURS

From Friday 26 September, winter working hours will apply.  
Head Office opening times will be Monday to Thursday 9am to 5.30pm and Friday hours will be 9am to 2pm.

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

## FESTIVAL TIMES 2025

### **ROSH HASHANAH**

Festival begins Monday 22 September at 6.45pm  
Festival ends Wednesday 24 September at 7.42pm

### **YOM KIPPUR**

Fast begins Wednesday 1 October at 6.24pm  
Festival ends Thursday 2 October at 7.23pm

### **SUCCOT**

Festival begins Monday 6 October at 6.13pm  
Festival ends Wednesday 8 October at 7.10pm

### **SHEMINI ATZERET AND SIMCHAT TORAH**

Festival begins Monday 13 October at 5.57pm  
Festival ends Wednesday 15 October at 6.55pm

## NEW FACES

Since the last newsletter, in April, we have welcomed two new staff members to the jLiving team.



### **HOUSING TEAM**

Sarah joined us in July as the new Housing Manager for Brighton and Hove.



### **PROPERTY**

Our new Maintenance Technician, Kevin joined in May.

Mazel tov to everyone - we are delighted to have you on board and look forward to working with you all. We hope you will join us in welcoming our new recruits to the jLiving team.

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