

## SHINE HOUSE TENANTS CELEBRATE TU B'SHVAT TOGETHER

Tenants at Shine House, our Scheme in Finchley, celebrated Tu B'Shvat at a special gathering organised by Housing Manager Tanja.

Tanja said: "Tenants got together in the lounge to mark the New Year for Trees and the start of a new season. We all enjoyed a selection of fruits traditionally associated with the festival, including grapes, dates, nuts, and apples."

The event provided a wonderful opportunity for tenants to celebrate together and enjoy each other's company.



## A CHERISHED FOOTBALL MEMORY



One of our tenants at Daniel Court recently shared a very special photograph with us.

The image shows Max Buck, aged around 10, proudly standing with his teammates from Sunderland Jewish

Football Club, alongside his father, who managed the team. The photograph captures far more than a young boy's love of football – it reflects the strong sense of family, pride and community spirit that surrounded the club at that time.

We are delighted that Max (pictured recently above) has kindly allowed us to share this wonderful memory.

## CELEBRATING MR POPAT'S 93RD BIRTHDAY



Birthdays are always special and in February, tenants and family members gathered in the communal lounge at The Martins to celebrate Mr Popat's 93rd birthday.

Mr Popat, who has lived at the Wembley based Scheme for 12 years, kindly invited everyone to join him for a wonderful afternoon of celebration.



# JLIVING EXPANDS INTO SHARED OWNERSHIP

jLiving has long been exploring opportunities to enter the shared ownership market, and we are delighted to announce that this ambition will become a reality later this year.

By the end of June 2026, we hope to be offering shared ownership homes in Hove, based at the BNJC Hub. These will not be sheltered or supported accommodation but will be an opportunity for younger people to move on to the housing ladder. This marks an exciting new chapter for jLiving as we continue to broaden the range of housing options available to meet different needs within our communities.

Additionally, and in partnership with BNJC we are exploring the provision of additional shared accommodation for younger people who may be studying or completing work placements or internships in the Hove and Sussex area. These homes would also be located on the BNJC campus, offering a supportive and well-connected environment for students.

We look forward to sharing more details as plans progress and will keep tenants and stakeholders updated on these exciting developments.



## TECH SUPPORT SESSIONS HELP TENANTS BUILD DIGITAL CONFIDENCE

In December, Steve Newton – a jLiving Board Member and retired IT consultant – shared his digital expertise with tenants at Daniel Court.

Steve generously volunteered his time to run two technology-focused sessions at the Colindale scheme, titled Tech Assist and Tech Talk. Both sessions were designed to empower tenants with practical digital skills and help them stay confident and safe in the online world.

During the Tech Assist session, Steve provided one-to-one support to tenants, helping them resolve a range of digital issues. With the support of Housing Manager Manoj, who coordinated the bookings, tenants were able to pre-book 15-minute slots for help with any device, including smartphones, tablets, and laptops.

Steve worked closely with each tenant to address their individual needs. Reflecting on the sessions, he said: “I was pleased to have the opportunity to support the tenants with their tech issues.”

In addition, Steve delivered a talk titled ‘Won’t Get Scammed Again’, which focused on staying safe online and recognising scams before they cause harm.

“The talk covered common types of fraud, how scammers typically operate, and – most importantly – how to protect yourself using simple but effective precautions,” Steve explained.

The session was highly interactive, with plenty of questions and discussion from attendees, making it both engaging and informative. The talk was very well received, with active participation leading to valuable discussions among tenants.



Board Member Steve updating tenants on the latest scams



# FRESH LOOK ON THE WAY FOR OUR COMMUNAL SPACES

We're pleased to share that we'll soon be welcoming a team of two to three Decorators on short-term contracts to help refresh and revitalise the communal spaces across all our Schemes.

This decorating programme is focused on sprucing up shared areas, giving them a brighter, cleaner, and more welcoming feel for tenants, visitors, and staff alike. From fresh coats of paint to thoughtful finishing touches, the work will help ensure our communal spaces continue to feel comfortable and well cared for.

The decorators will be working across multiple Schemes over a short period, carrying out essential improvement work with minimal disruption. Once completed, tenants can look forward to refreshed surroundings that enhance day-to-day living and reflect the pride we take in our communities.

We're looking forward to seeing these improvements come together and sharing the results in a future issue of the magazine.

# CELEBRATING PURIM IN STYLE

Tenants at Lionel Leighton Court and Wolfson Court recently came together to celebrate Purim in true festive spirit.

The celebration was organised by Housing Managers Joe and Liz, who arranged a wonderful afternoon tea for tenants to enjoy. The event was made even more special by a pianist who played music and led everyone in song, creating a lively and joyful atmosphere.

Tenants embraced the occasion by dressing up and wearing party hats, adding colour and fun to the afternoon. It was a fantastic event, full of laughter, music and community spirit, and everyone had a wonderful time celebrating together.



# WELCOME TO THE 2026 PESACH NEWSLETTER



As we begin to look ahead to warmer weather and longer days, it's hard not to reflect on what has felt like a particularly long and damp winter. With spring on the horizon, there is a real sense of renewal and fresh energy across the Association.

I hope you enjoy reading about everything that has been happening in recent months. As we move into our 60<sup>th</sup> year, we are approaching a very special milestone — one that promises to make this a busy, celebratory and exciting time for us all.

As we reflect on 2025, I would like to extend my sincere thanks to all our tenants, leaseholders, team members and, of course, our Board for your continued support of the Association. Much of the work undertaken behind the scenes goes unseen, yet it has enabled us to reach some significant milestones over the past few months. We were delighted to see improved tenant satisfaction results in our most recent survey. While we are not complacent and recognise there is always more to do, a 20% improvement is something we are rightly proud of.

Whilst our tenants and leaseholders remain our *raison d'être*, we are equally mindful of the importance of our dedicated staff team. We were therefore pleased to invite all team members to reflect on and measure their satisfaction with us as an employer through an independent survey. Achieving Great Place To Work status is a wonderful testament not only to jLiving as an employer, but also to you — our tenants and leaseholders — who help create an environment where our team members are motivated to come to work and deliver the best possible service. Thank you.

In June, we will mark our 60<sup>th</sup> anniversary, and it is important to us that tenants and leaseholders are fully involved in the celebrations. We would be delighted to facilitate and fund an event of your choosing at your Scheme during the course of the year. Please do share your ideas with your Housing Manager so that we can begin planning together.

We would also love to hear from you if 1966 was a significant year in your life. Was it the year you married, welcomed your first child, left school to begin work, or went on to further study? Whatever your story, we would be delighted if you would share why 1966 holds special memories for you.

As you will see in the following articles, we have several projects currently in progress. While some are not yet complete, we look forward to keeping you updated as these exciting plans come to fruition.

Jane Goodman  
CEO

# PLANNING PERMISSION GRANTED FOR GORDON COURT REDEVELOPMENT



We are delighted to share the exciting news that planning permission has been granted to redevelop our oldest scheme, Gordon Court.

The Edgware Scheme was originally built in 1966—around sixty years ago—and provided 34 self-contained flats. This redevelopment marks jLiving's largest project to date and represents a significant investment in the future of our housing provision.

The plans include the delivery of 20 brand-new homes, alongside a complete upgrade to all flats and reconfiguration of most of the existing flats to create fully remodelled homes.

Once complete, Gordon Court will offer a total of 44 spacious, modern, and energy-efficient homes, arranged across four floors. The development will also feature improved facilities and landscaped outdoor spaces, creating a welcoming and sustainable environment for tenants.

CEO Jane Goodman said: "This is a hugely important milestone for jLiving. Gordon Court has served our community for six decades, and this redevelopment allows us to honour that legacy while delivering high-quality, future-proof homes that meet modern needs. We are incredibly proud to be investing in a project that will benefit the jLiving community for generations to come."

This project reflects our ongoing commitment to providing safe, comfortable, and high-quality homes that support independent living and community wellbeing.



## STAFF TRAINING DAY BRINGS TEAMS TOGETHER



In February, staff from across the Association came together for a dedicated training day, providing an opportunity to learn, share knowledge and strengthen our collective approach to supporting tenants.

We were pleased to welcome representatives from CST (Community Security Trust), the Metropolitan Police and the charity Paperweight, who delivered informative and engaging sessions to update staff on the latest developments in their respective areas.

CST and the Metropolitan Police provided valuable insights into current security considerations and community safety matters, ensuring our teams remain informed and prepared. Paperweight also shared updates on the new partnership (see separate article) and the support services they offer, helping staff better understand how to connect tenants with practical assistance when needed.

The day was a valuable opportunity to build relationships with our partner organisations, ask questions, and reinforce our shared commitment to tenant wellbeing and safety.

We would like to thank all our speakers and staff for making the day both informative and productive.

# GORDON COURT DECANT TO ALLOW REDEVELOPMENT



Ahead of the redevelopment of Gordon Court, jLiving's oldest Scheme, staff have been working closely with tenants to relocate households to alternative accommodation while the new development is completed.

Lettings and Allocations Officer, Barbara, said: "In order to carry out the redevelopment work at our Scheme in Edgware, we need to rehouse all the tenants in alternative properties, as and when they become available. This process has taken approximately one year.

She added: "We have given full support to all our tenants throughout the process to make it as stress free as possible. For example, we engaged a highly competent removal company and offered tenants a packing and unpacking service to make the move smoother. Our Senior Housing Manager, Biljana, also assisted tenants with any benefits claims amendments that were needed."

Thanks to the generous cooperation of tenants, almost all residents have now been successfully rehoused. Once the development is complete, tenants will have the option either to remain in their current homes or to return to the newly developed Gordon Court.

Of the 33 households affected, most have moved to jLiving properties in Golders Green and Finchley. Tenants from the Edgware Scheme were prioritised for newly available flats, and we expect the full decant process to be completed by the end of April 2026.

One such tenant Harvey, moved in January from Edgware to Finchley. Speaking about his experience he said: "I felt very welcomed and was excited to move to my new flat in Shine House. The move was a good experience. I love the carpet, windows, decoration - everything about my new flat. it. I've got space; I never had space before and now I feel like a free bird. I could fly."

We would like to thank all tenants for their patience, understanding, and cooperation throughout the move.



*Surrounded by boxes, Harvey starts to settle into his new home.*

## BUILDING A LIFE TOGETHER — 56 YEARS ON

Celebrating 56 years of marriage this year, Mr and Mrs Rosental are very much part of the Harmony Close community, where they have happily lived for the past 24 years.

The couple moved to the Golders Green Scheme after leaving a local Association of Jewish Refugees (AJR) building that was being sold. From the moment they arrived, they found both staff and fellow tenants to be friendly, welcoming and helpful in every way.

Mrs Rosental explained: "We are very happy here; it really is our home. We feel safe, and the staff are not only lovely but have always been just right for the job."

Though modest and camera-shy, the Rosentals have a wonderful story to tell. They met and married in Israel before

moving to England to be closer to family. Today, they are proud parents to two children and grandparents to five, many of whom live nearby and remain a central part of their lives.

Before settling into retirement, the couple worked side by side on the markets for nearly thirty years. They began by selling ethnic jewellery and later expanded their range to include colourful ponchos — a true family enterprise built on hard work and partnership.

When asked about the secret to 56 years of marriage, Mr Rosental smiled. "It's about give and take," he said. "We find ways to deal with misunderstandings — often that means one of us has to walk away for five minutes."

The staff at jLiving wish all our tenants and their families a very happy Pesach.

## OPENING HOURS AND FESTIVAL TIMES 2026

### PESACH OPENING TIMES:

Closed from 2pm Wednesday 1 April, 2 and 3 April.  
Re-open Tuesday 7 April.  
Closed Wednesday 8 and Thursday 9 April.  
Reopen Friday 10 April.

### EASTER OPENING TIMES:

Closed Good Friday 3 April and Bank Holiday Easter.  
Monday 6 April.  
Re-open Tuesday 7 April.

### SHAVUOT OPENING TIMES:

Closed from 2pm Thursday 21 May and Friday 22 May.  
Re-open Tuesday 26 May.

### BANK HOLIDAYS:

Closed Monday 4 May and Monday 25 May.

### PESACH:

Pesach begins at 7.19pm Wednesday 1 April.  
Second day begins at 8.23pm Thursday 2 April.  
Festival ends and Shabbat begins 7.22pm Friday 3 April.

Seventh day Pesach begins 7.29pm Wednesday 7 April.  
Eighth day begins on 8.34pm Wednesday 8 April.  
The festival ends on 8.36pm Thursday 9 April.

### SHAVUOT:

Shavuot begins 8.40 Thursday 21 May and ends with Shabbat 9.58pm Saturday 23 May.

## SUMMER WORKING HOURS

From Friday 26 March, Head office staff will be working until 5.30pm on Fridays. Summer Head Office hours are Monday to Friday 9am to 5.30pm.



## JLIVING PARTNERS WITH PAPERWEIGHT TO SUPPORT TENANTS



jLiving is pleased to announce a new partnership with Paperweight, the Jewish community's dedicated advice centre, to provide practical support to our tenants during times of crisis.

Paperweight offers free, confidential assistance to individuals who are overwhelmed by financial worries and the complex paperwork and bureaucracy that often accompany them. The charity helps people retain their dignity and independence by providing hands-on, practical guidance when it is needed most.

Their experienced team can assist with a wide range of issues, including welfare benefits, housing matters, elder care, family law and post-death paperwork. When someone contacts the Paperweight helpline, they will first speak to an assessor who will connect them with a dedicated caseworker for ongoing support.

In addition to its core service, the charity also offers Paperlite — a monthly home-visit service for those who may be particularly vulnerable or unable to leave their homes, perhaps due to age or ill health. For a small monthly fee a caseworker visits regularly, helping clients stay on top of their paperwork and manage domestic bureaucracy.

For elderly tenants especially, this service can be life changing. It enables people to remain living independently in their own homes, offering reassurance and practical support — particularly when family members live far away.

Paperweight was established in 2011 by Bayla Perrin and former jLiving Board Member and Vice Chair, Benjamin Conway, after Bayla found herself helping friends navigate the practical challenges following bereavement. Since then, the charity has grown into a vital community resource.

CEO Jane Goodman said: "We are proud to work alongside Paperweight and look forward to ensuring our tenants can access this valuable support when they need it most."

# jliving OFFICIALLY ACCREDITED AS A GREAT PLACE TO WORK CERTIFIED™ COMPANY!

We're proud to announce that our Association has been certified as a Great Place To Work®—a recognition driven by feedback from our employees.

Certification™ is a significant achievement, backed by validated and anonymous feedback from jLiving employees. Great Place To Work® is the global authority on workplace culture.

This accreditation confirms that a minimum of 65% of employees consistently enjoy a positive experience at work. At jLiving the score far exceeded this with 92% of employees saying that jLiving is a Great Place To Work®, compared to 54% at a typical UK company.

“We are so proud to be Great Place To Work® certified!” says Jane Goodman, CEO. “This certification has been achieved by and for our growing number of employees. I am delighted with this result which highlights our commitment to building a culture of trust, inclusion, growth, and teamwork. But more than anything, it reflects the incredible staff team who make our workplace truly special.”

She added: “A huge thank you to our team for bringing our values to life every day and continuing to make our workplace even better – and to making it a great place to work!”

“The consistent positive feedback from our employees about their experiences with colleagues, Senior Managers, and roles is immensely meaningful. This isn't time to take our foot off the gas instead this marks a starting point for us, using this achievement as a benchmark to further enhance

our employee experience. Thank you to our employees whose honest and candid input into the survey has enabled us to earn this prestigious recognition.”

Some of the anonymous quotes from the survey include:

- Colleagues here are very caring of one another, and while it is a relaxed and cheerful environment, we work hard, and we collaborate well to achieve our goals. The CEO and Senior Management Team recognise that happy staff equals good productivity. Honest mistakes are treated as lessons, and no grudges are held.
- All employees are helpful, kind, and more than happy to help. Very friendly company to work for, and very fair in all aspects. I am more than happy to come in every day.
- Everyone is treated like family.
- A definite sense of feeling valued.
- The general ethos is great.

Benedict Gautrey, Managing Director of Great Place To Work® UK, expressed his congratulations to jLiving for attaining their Certification™: “We know that prioritising the employee experience leads to building trust among employees, fostering a remarkable workplace culture, and ultimately achieving exceptional business outcomes. Congratulations!”



## INVESTING IN QUALITY: Jamie Achieves Level 3 Electrotechnical Qualification



jLiving is proud to share that Electrician Jamie has been awarded his City & Guilds Level 3 Electrotechnical qualification, adding to his existing qualifications.

It reflects not only technical knowledge, but also proven competence in real working environments through rigorous assessment and examination.

The Level 3 qualification is becoming increasingly important as electrical industry standards continue to rise.

For our tenants, this means added confidence that all electrical work is carried out safely, competently, and in line with current and future regulations.

We are committed to investing in our people so we can continue to deliver safe, reliable, and high-quality electrical services. We are also proud to retain our NICEIC accreditation enabling us to undertake all testing, installations and upgrades in the knowledge that our skilled team meet national standards.

Well done to Jamie on this significant professional achievement.

# MAKING SPACE FOR A GROWING TEAM

Our jLiving team continues to grow, and with that growth we have started to feel the pressure on space at our Head Office.

A number of ideas were explored to address this challenge, and the solution agreed was to expand the Finance Office in Golders Green. This expansion will allow us to accommodate more colleagues from Head Office alongside the Finance team, helping to ease the current space constraints.

CEO Jane Goodman explained: *“One of the key themes that came out of the Great Place To Work survey was the lack of office space at Head Office, and many of us are feeling the impact of this.”*

Following this feedback, architects were commissioned last year to develop plans and explore options to resolve the issue. We currently await a final planning decision by Barnet Council and hope to commence works over the summer period at the end of the current academic year due to the Finance Office being located within the student building.

Jane added: *“This expansion is an important step in supporting our growing workforce and ensuring our teams have the space they need to work comfortably and effectively.”*

## THANK YOU FOR TAKING PART IN OUR TENANT SATISFACTION SURVEY

Thank you to everyone who took the time to take part in our Tenant Satisfaction Survey last year. Your feedback is incredibly important to us and helps shape the way we deliver services at jLiving.

The survey was carried out on our behalf by Acuity Research and Practice, and asked tenants to share their views on jLiving’s services. We wanted honest feedback — whether positive or negative — so that we could gain a true picture of what we’re doing well and where we need to improve.

The results of the survey play a vital role in our future planning and help us develop tenant-focused strategies to improve services. They also support our work towards meeting the Tenant Satisfaction Measures (TSMs), which are consumer standards introduced last year by the Regulator of Social Housing (RSH). These measures allow the Regulator to assess how social landlords are performing, while giving tenants a clear voice on their experiences.

We are pleased to report encouraging improvements in this year’s results. Chief Executive Officer, Jane Goodman, said: *“We are thrilled that our measures have improved to 84% from 70%, which is a 20% improvement. This hopefully places us back nearer the upper quartile in the sector.”*

Jane also highlighted the importance of listening carefully to tenant concerns: *“While this is great news, the survey has also shown us the areas that are causing concern for tenants. One of the key issues raised this year was garden maintenance, and this is something we will be reviewing shortly to better understand the challenges and identify improvements.”*

The full published report will be distributed as soon it is ready.



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

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