LJHA

@HOME

AUTUMN 2026

Astonish

THE PINNACLE OF CLEANING

Open for business and open for play



Marcia Brown cuts the ribbon on one of new homes, watched by Andrew Pliener and Craig Simons.



Gita Heer with her children at our Family Fun Day

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Hello from Mark



Hello everyone and welcome to our Autumn edition of @Home magazine.
Seeing the leaves fall, the rain coming down and the nights getting darker, one could be forgiven for thinking that Summer seems so long ago. Which is why this edition is jam-packed full of photos from the opening of our new homes and Family Fun Day in August. By the time you read this, the first group of residents will have moved into our new family homes, ready to start a new and exciting chapter, not only in their lives but in the history of LJHA.

The coming of the Jewish New Year marks a time of reflection and renewal, so it is appropriate that we can acknowledge what we have achieved over Phases 1 and 2 of our Queenshill Development since 2020, and, as we approach the 65th anniversary of the opening of the Queenshill Estate in 2027, celebrate our commitment to providing cohesive and thriving communities in the heart of the Jewish community.

Wishing you all a healthy and harmonious year ahead.

Mark Grandfield, Chief Executive Officer

Out of office arrangements

A reminder that when you call our office outside of regular hours, you will have two options to select from:

- **Option 1 -** Will direct you to our voicemail service
- **Option 2 -** Will direct you to our out-of-hours emergency repairs service

Please bear in mind that if you decide to leave a voicemail, this will not be picked up and actioned until the next working day. If your enquiry is urgent - for example, if it relates to an incident of crime or Anti-Social Behaviour - please call West Yorkshire Police on 999 in an emergency, or 101 for a non-emergency.

The same applies to any messages sent to us via e-mail, WhatsApp or Facebook Messenger, which are checked only during office hours.

Whilst members of our Sheltered Housing Team are always on site at our Stonegate Way location, they may only be able to help with certain types of queries. They do, however, have access to CCTV should they need to look at any incidents.

Did you know that you can report Repairs via WhatsApp?
You can send our Repairs team a WhatsApp at 0113 320 7770, attaching any photos or videos if necessary.



Andrew Pliener watched by Marcia Brown and daughters Katie Taylor and Samantha Walton.



Andrew Pliener with past Chairs Jonathan Shaw, Jayne Wynick, Kate Pearlman-Shaw and Stephen Lewis.



Rabbi Anthony Gilbert affixed a mezuzah to one of the new homes.



Viktoria Wagner and her two sons will be moving into the new homes.

Queenshill development Phase 2 opening

On a sunny Summer's day, we formally opened our 28 new homes for families. The ceremonial ribbon was cut by joint guests of honour Marcia Brown and her daughters Katie Taylor and Samantha Walton, Trustees of the Marcia and Andrew Brown Charitable Trust which provided invaluable support to the development.

They were joined by LJHA Board members past and present, project partners, LJHA residents, members of the wider Jewish community, the Board of Deputies of British Jews and the Jewish Leadership Council.

LJHA Chief Executive, Mark Grandfield, thanked residents for their patience during the construction process. "What we're finishing today is 113 properties, so you can see the difference we've made... The previous properties were built in the 1950s. They weren't the right homes, but they were definitely in the right place. Taking the decision to demolish people's homes and rebuild was difficult, but it was the right one".

Andrew Pliener, Chair of the LJHA Board, said: "Living with a construction site is not easy and we really appreciate the support of the residents. We really look forward to meeting the new families who are moving in very shortly".

Marcia Brown told guests: "This project is reality, thanks obviously to all of you. What an amazing achievement. We're so happy to be able to support Leeds Jewish Housing Association with the wonderful work that you do, it's just amazing to see this new development".

Affixing a mezuzah to one of the new homes, Rabbi Anthony Gilbert said everyone had come to the opening "to witness the fulfilment of a dream".

Following the ribbon-cutting, there was a celebratory Family Fun Day featuring a host of attractions including a bouncy castle, face painting and a wide variety of stalls. See page 11 for a selection of photos.



The opening was attended by a range of guests from across the Jewish community.

First in!





At the time of going to press, the first group of residents have been given the keys and are in the process of making their house a home!

One of the first to move in was Lucia Husbands-Glanc. Rabbi Eli Pink helped her to put a mezzuzah on the door.

Improvements to Queenshill Gardens

In the last few months, we have been carrying out some work to the link blocks on Queenshill Gardens. We have been painting the railings and stair areas and we feel that everything is looking much cleaner and fresher. We are also planning to repair the rear fencing in the communal grassed area at the bottom of Queenshill Gardens.

On the subject of the Queenshills, did you know that September 2027 marks the 65th anniversary of the opening of the Queenshill Estate? How do you think we should mark it? Please send your ideas to the LJHA office.



Pages from the brochure for the opening of the Queenshill Estate in September 1962

Sheila Saunders Lawn and Skyte House Warden Call System

Earlier this year, LJHA selected a contractor to install a new warden call system following a competitive procurement process. Unfortunately, after being appointed, the successful bidder advised that they could not deliver the project for the agreed contract price. As a result, we have reviewed the project specification and decided to re-open the tender process to a wider range of specialist providers, increasing competition and helping us secure the best solution and value for residents. Subject to the outcome of the procurement process, we hope to award the contract later this year, with installation of the new system planned for early 2027.

Making a clear statement about things

Our Finance Team have been looking at ways in which they can make information more accessible to you all as well as offering different ways in which they can send you up-to-date information on your rent. At the moment, the team usually send rent statements as paper copies, but they do have the facility to send information digitally. If this is something that you would be interested in, please can you let the team know by e-mailing **finance@ljha.co.uk**. The team are also looking at revamping the appearance of the annual rent and service charge



information that they send out each April. At the moment, residents receive service charge packs consisting of several pieces of information, including an introductory letter, a table of service charges, a summary of tenant rights and obligations and various explanatory leaflets. This can be overwhelming for a lot of people. They are working on the idea of a more user-friendly service charge pack.

Fire safety visit - 'exceptional standard'

On 24th July, LJHA received a visit from West Yorkshire Fire and Rescue Service (WYFRS) inspectors as part of a random inspection programme. Ahead of the inspection, Abi Frankland, Compliance Officer, provided all the necessary documentation relating to the building, ensuring the fire service had access to the information they required to support their review. Property Services Manager, Matt Harmon, welcomed Leon and Jason from WYFRS and outlined the fire safety measures in place throughout the building, answering a range of questions about how Hillside is managed and maintained to ensure the safety of residents and visitors. One area that particularly impressed the inspectors was the Hillside bin store. In fact, Leon and Jason gave it an unofficial high score for its exceptional standards! They commented on how clean, secure and well-maintained the area was. Having inspected countless bin stores across the region, they remarked that Hillside's was among the best they had seen, a fantastic endorsement of the efforts made by staff and residents alike to keep the environment safe and tidy. The visit was a positive outcome for everyone involved and provided valuable reassurance that the fire safety measures in place at Hillside continue to meet high standards.

LJHA remains committed to maintaining safe, compliant and welcoming homes for all residents and looks forward to continuing its positive relationship with West Yorkshire Fire and Rescue Service. A reminder to please be vigilant about keeping communal areas clear of combustible items.



Crimestoppers



In July, Alan Black, a volunteer with the Crimestoppers Trust, delivered two awareness sessions, organised by the Leeds Jewish Welfare Board and ourselves. Crimestoppers allows members of the public to report crime anonymously and is available 24 hours a day, seven days a week to report crime or pass on intelligence. Crimestoppers also run campaigns and provide rewards if reporting leads to the conviction of criminals. When you report a crime, you do not have to give your name, and you may be eligible for a reward if the information leads to a conviction.

Visiting the MAZCC for one of the sessions was particularly poignant for Alan, whose father was the Holocaust survivor Eugene Black, and sister was Lilian Black. Both Eugene and Lilian were instrumental in the establishment and growth of the Holocaust Survivors Friendship Association.

Alan can be contacted at **alan.black@crimestoppers-uk.org**

Crimestoppers can be contacted on **0800 555 111** or via their website at **https://crimestoppers-uk.org/**

New CCTV request process launched

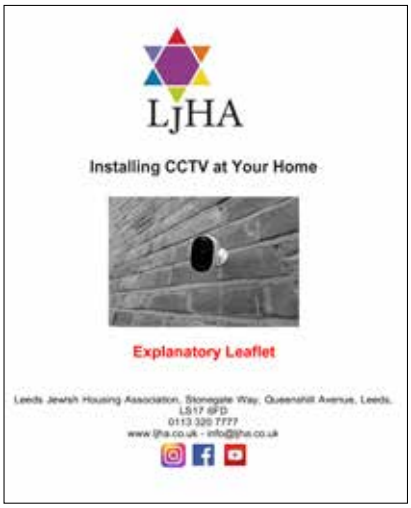


We have been working on a document to set out a process for responding to CCTV requests from residents so that our staff can be as helpful as possible should you need to report anything to us which may require us to consult CCTV.

A reminder that most of our sites are now covered by CCTV cameras. Some LJHA staff can view and retrieve footage from these cameras. Please note that the cameras only cover certain angles, so incidents won't necessarily be captured on camera.

As we can only view footage stretching back around 3-4 weeks, it is important that you tell us as soon as possible about an incident so that we can try and locate the incident in question before any footage becomes unavailable to view - ideally, the more precise the timeframe the better. In addition, it is also helpful if residents tell us what we should be looking for. This will make it easier for staff to locate the relevant information and is less time-consuming.

We prioritise looking at CCTV for significant incidents relating to security or criminal incidents, rather than day-to-day comparatively minor incidents such as dog mess, neighbourhood disputes, or minor damage to vehicles.
For GDPR reasons, we are unable to show any footage to residents. If we do identify footage which may be relevant to an investigation, we will inform the resident that they should contact the relevant police officer to request CCTV footage. Only when the request has been completed fully and accurately, will we be able to share the footage.



We will be publishing this document once fully finalised. We also have separate guidance relating to Subject Access Requests (SARs) which can be available on request.

It is also worth mentioning that whilst we have a range of cameras across our buildings, we know that some residents may want to install their own private devices. There are various things that you need to consider if you decide that you would like doorbell or door entry cameras. To help you with this, we have a guidance document available on our website at **https://ljha.co.uk/wp-content/uploads/2026/10/CCTV-Leaflet.pdf** or on request

New staff

Since the last edition of @Home, there have been a few staff changes. In July, Clare Barnett joined the team as HR and Governance Manager. She replaces Kerry Phillips.

On 17th September, Sophie Roberts left her role as Housing Manager. Her replacement is Abi Harton.

Dan White, who some of you may remember as a member of our Repairs Team, has rejoined us as a Housing Support Worker.



Clare Barnett



Abi Harton

Liz Miller retires



Thursday 10th September was a historic date for LJHA when Liz Miller retired after 27 years. Starting as an Administrator in 1999, Liz then moved on to become Housing Manager, replacing Rosemarie Harris, before assuming her final role as Social Isolation Project Manager in the Sheltered Housing Team in 2023. There are only 24 residents who have lived with LJHA longer than Liz has worked here.

To mark the occasion, a farewell afternoon tea was held in Liz's honour, attended by former and current members of staff and Board, colleagues from the Leeds Jewish Welfare Board, and a selection of residents. Mark Grandfield and Craig Simons both reflected on her time at the organisation. Mark noted how Liz has been the 'go to' person over many years, with "Ring Liz. She will know" uttered many times. She is someone who "has been such a constant presence to us all that we will probably only realise how much of a difference you made on a day-to-day basis, until after you have left".

Craig said that 27 years equated to 9,933 days supporting residents in some way or other during which she has seen Burton House, Skyte House, Stonegate Way, Cherry Tree House and Hillside become thriving communities, alongside numerous other homes added to our stock. "It is fair to say that Liz has touched the lives of well over 2,500 people. Most of those people will never know how much she contributed behind the scenes. But their lives have been better because she was here. And that is an extraordinary contribution".

Liz is now moving to London to spend more time with her children and grandchildren.

You can watch the two speeches on our YouTube channel at **https://youtu.be/umr39NNzgN0**

Liz in pictures



Liz in 2015



Liz with the family of Alec Seltzer, who was LJHA's very first resident, at the opening of Cherry Tree House in 2021



At the 70th anniversary celebrations in 2023



Liz with Janet Kleinman

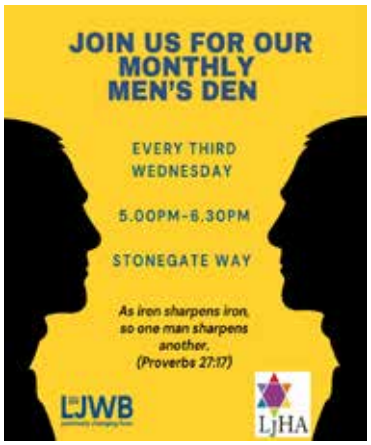
Astonishing support continues





Thank you once again to our friends at Astonish for another generous donation of cleaning products for our welcome packs. The photo shown on the right, taken shortly after delivery, is just a fraction of the pallet of boxes that arrived at the LJHA offices last month!

Their continued support is particularly timely in view of the 28 new residents moving into their homes, all of whom will receive a pack, which also includes an LJHA mug and magnet, challah breads and grape juice. Daniel Gray, Business Development Director at Astonish, said "It's our pleasure as always. Glad we can help support LJHA & the residents"



New activities planned for Autumn and Winter

As we move into the Autumn and Winter months, we are looking at launching some new activities for residents. A member of the local Jewish community recently appealed for interest in starting a new drama/play reading group and some of our residents got in touch to tell us that they were interested. The group takes place at Burton House on Wednesday mornings at 11am.



Some general needs residents have told us that the majority of our events tend to take place during the day, which prevents them from attending due to work commitments. As a response to this, we are looking at how we can hold more regular activities after 5pm. We already have the Men's Den, which takes place every third Wednesday at 5.30pm, but what else would you like to see us organise? Please contact us in the LJHA office.

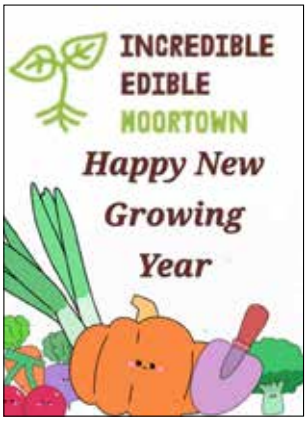
Getting out and about in the outdoors

A reminder that we currently run a regular walking group in conjunction with the Leeds Jewish Welfare Board, with locations across Leeds 17 and the surrounding area. These are for all ages and abilities. The walks are fully risk-assessed, but we would ask anyone who would normally have a carer or befriender to take them out and about to accompany them. All walks start off from the MAZCC unless otherwise stated.



Incredible Edible Moortown

Would you like to be part of an Incredible Edible Moortown WhatsApp group? This will be a group to share ideas, suggestions, requests etc. If the answer is yes, please message Simon on **07584 601192.** This will be a regular WhatsApp group, not a Broadcast group, so your number would be visible to others.



Resident Consultative Group


Niki Yoshua

Our Resident Consultative Group have met twice since our last @Home magazine. In June, the group reviewed the action plan for their last 'Deep Dive' on landlord and tenant responsibilities, met with Karen Woldman, our Sheltered Housing Manager, to discuss how LJHA support residents with dementia, and have been working with us on a consultation exercise with residents who have moved into properties over the course of the last year. The group worked with us to design and roll-out a questionnaire which was completed with a selection of residents, and reviewed our current pack of tenancy sign-up documents. Further information on this review can be found on the following page.

In the last month, three members of the group have made the decision to step down - Niki Yoshua, Stevie Melia and Lucy Nuttgens. We wish to thank them for their contribution and dedication to the RCG and for championing the voice of residents. Niki was a founder member of the RCG in 2020, and has been Chair for the last year. This therefore leaves us with a need to refresh the membership, and we are currently in the process of identifying potential new members.



Make your voice count - join our Resident Consultative Group

We are recruiting residents to become members of our Resident Consultative Group (RCG). This is your opportunity to:

- Review and challenge what we do
- Influence important decisions
- Help improve services for residents
- Ensure we provide value for money
- Make a real difference in your community

What is the RCG?
The RCG carry out service reviews and meet approximately once every six weeks to discuss and be updated on a range of service areas within LJHA. Detailed service reviews, also known as 'Deep Dives', are presented directly to LJHA's Operations Sub-Board, helping to influence change at the highest level of the organisation.

Who Are We Looking For?
We are looking for residents who can:

- Work effectively as part of a team
- Think critically and objectively
- Consider the bigger picture
- Contribute ideas and constructive feedback

We are particularly interested in residents with experience of taking notes at meetings and writing reports.

What Training and Support Will I Receive?
Don't worry if you've never done anything like this before. LJHA will provide:

- Full training
- Ongoing support
- Opportunities to develop new skills

Volunteering with the RCG is a fantastic way to support your neighbours, develop valuable skills and experience and give something back to your community.

How Do I Join?
Joining the RCG is simple. Please contact Simon Phillips, Community Engagement Officer, for more information. We will then arrange an informal chat with you and also current RCG members. You will have the opportunity to learn more, ask questions and discuss whether the role is right for you.

Allocations and lettings review



As mentioned on the previous page, our RCG have been helping us with a review of our allocations and lettings process. LJHA is committed to ensuring our residents have a positive experience when applying for housing or rehousing, throughout their time on the waiting list and finally the process of tenancy sign-up and moving-in. The resident-led review has been designed to work alongside an appraisal undertaken by external auditors to look at how the process could be streamlined and improved.

We have been working with the group to look at the various letters and other documentation that we currently use when communicating with applicants. They have also been helping us to review the information pack that we give to residents when they sign a new tenancy.

This is actually something that could help our staff as well - would you believe that the sign-up checkist currently has a list of 54 things to do! The review has seen RCG members speak with residents who have moved into a property over the course of the last 12 months to understand their experiences, what worked well and what could be improved. On 2nd September, the group met to discuss their initial observations and recommendations. A summary update will be provided in the next edition of @Home.

Tenant Board Academy

LJHA are part of the Tenant Board Member Academy Project, funded by the Social Housing Innovation Fund, and led by the Housing Diversity Network and Manningham Housing Association. The funding enables the delivery of a training programme for prospective future Tenant Board or Committee members, consisting of a series of workshops covering the role of the Board, regulatory requirements, and current and emerging issues in the housing sector. These are led by prominent professionals within the social housing sector.

Viktoria Wagner was one of three residents nominated to participate in the Academy programme which began in June and comes to an end in March next year. Following the first session, participant feedback was positive, noting how they had a clearer grasp of the role of the Board and its accountability, and the value of lived experience and diverse voices.

In a future edition of the magazine, Viktoria will share her reflections on the first few months of the programme.

HDN YOUR NETWORK TO DIVERSITY

40th manningham HOUSING ASSOCIATION

Ministry of Housing, Communities & Local Government



Sheltered Housing Open Day Planned

We are holding an open afternoon for the Marcia & Andrew Brown Retirement Village at 2pm on Wednesday 21st October. The day will allow visitors to hear about sheltered housing, have a tour of the scheme and look around an apartment. One current resident has explained how "moving to LJHA sheltered housing saved my life and I have rediscovered my confidence, independence and vitality and am now a new woman".

For many residents, moving into a sheltered housing property has had a significant impact on their sense of well-being. "I was so overwhelmed at how beautiful they are, how lucky we are to have somewhere like that to live."

Please tell your family and friends about the open afternoon.

Changes at the Housing Ombudsman

At the end of July, the Housing Ombudsman, Richard Blakeway, left his role after two years in the post. During his tenure, he oversaw significant changes to the service, including the release of a nationwide Complaint Handling Code and gaining new systemic powers to improve landlords' services and residents' lives.

Replacing him as Interim Ombudsman is Andrea Keenoy, who previously served as Interim Ombudsman from 2018 to 2019.

A reminder that the Housing Ombudsman has a dedicated webpage with Resident support guides on specific issues to help you to report issues of concern. Topics include Anti-Social Behaviour, Moving Home, Awaab's Law, Noise Complaints, Repairs and Reasonable Adjustments.

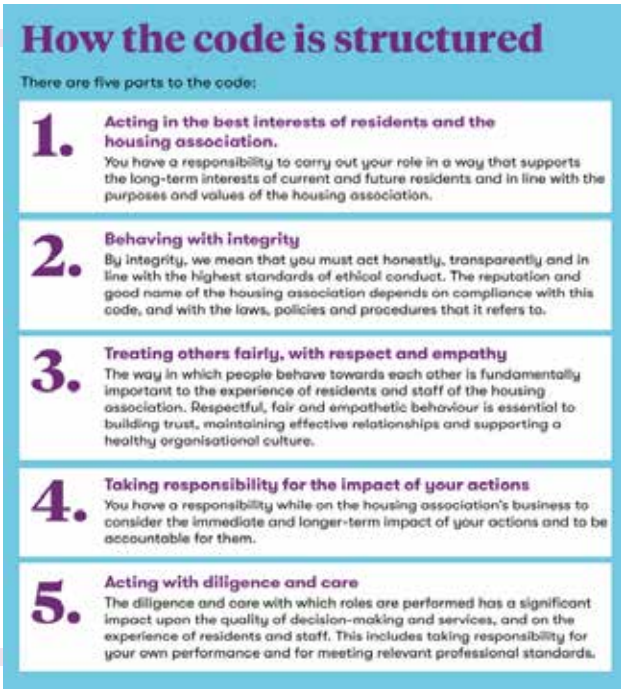
You can view these at:
https://www.housing-ombudsman.org.uk/centre-for learning/support-guides/?utm_medium=email&utm_source=govdelivery



National Housing Federation Code of Conduct

NATIONAL HOUSING FEDERATION

The National Housing Federation have reviewed their Code of Conduct, which sets out how housing associations can ensure that everyone who works for or represents them is held to the highest standards of conduct. This applies to individuals, Board members and residents. The Code has been reviewed in partnership with members, residents and stakeholders to ensure it meets expectations around behaviours, culture and accountability, is accessible, and reflects the current regulatory environment. The code is based around five key principles shown on the right-hand side. You can learn more at:
https://www.housing.org.uk/our-work/governance/code-of-conduct-2026/



'You said - We did'

LJHA are committed to listening to the voice of residents. We want to demonstrate how we are acting on the ideas, suggestions, and areas of improvements from residents. Some of the recent things we have done are:



You Said: The hedges at either side of the ginnel alongside Queenshill Avenue and Drive are overgrown and are getting dangerous.
We Did: We spoke to Leeds City Council, and these have now been cut back.



You Said: Please can you look at a door entry video facility for Cherry Tree House?
We Did: We have identified a way of viewing video on residents' televisions. The TV needs to be connected to the aerial and the channel programmed in and we will be writing to residents to let them know.

You Said: Please can you arrange for some resident-only parking signs to be erected at Hillside?
We Did: These are now located at two places on the building.

LJHA staff at our Family Fun Day

It was very much an LJHA family affair at our fun day with all staff participating in the event in some way. Several stalls were built or run by staff members or contractors and we were joined by family members and Ronnie the Rhino. Steve Robinson, our Compliance Technician, was responsible for constructing the traditional fairground attractions of Splat the Rat and Ball in a Bucket, our repairs contractor GTD organised Corn In The Hole and Ring Toss.

We were also grateful for the generosity of Denton Nickels, our gas safety contractor, and Jacksons, our fire safety contractor, for donating money towards the cost of the event. In addition, Palmers, our grounds maintenance contractor, donated a voucher for their garden centre. A special thanks to our building partners, Jack Lunn, for pausing building work on Queenshill Drive for the day to allow us to hold the event, and also for allowing us access to the site to facilitate our refreshment station. Thank you to Craig Simons, our Director of Operations, for bravely volunteering to be in the stocks to have a fairly constant stream of wet sponges thrown at him!



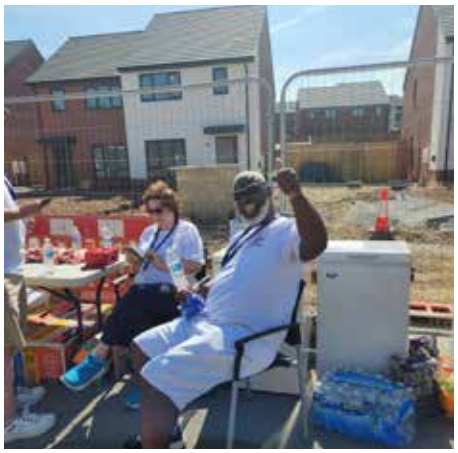
James Fletcher supervising Ball-In-A-Bucket and Ring the Bell



GTD's stall



Craig Simons in the stocks!



Liz Miller and Andy Benjamin having a well-deserved rest



Sarah Marah making friends with Ronnie the Rhino



Simon Phillips in his alternative career as a police officer



Team LJHA

Big Lunch

In June we organised a "Big Lunch" in conjunction with Moortown Baptist Church and the Council of Christians and Jews. We were also delighted to welcome residents and staff from Manningham Housing Association as part of our Community Linking Project.









'Be Well and Be Strong' project

Baroness Lowe OBE, Deputy Mayor for Policing and Crime in West Yorkshire, visited to learn more about our 'Be Well and Be Strong' project, which has comprised a mixture of self-defence and self-empowerment sessions, the 'Time Out' women's group, and singing sessions. Pictured with Simon Phillips and Baroness Lowe are Sara Saunders from Jewish Women's Aid, and Elaine Sissman, who has led two 'Painting with Acrylics' sessions at Time Out.

Leeds 400 Garden Party

General needs and sheltered residents enjoyed food, music and fun at the Leeds 400 Garden Party (or rather non-Garden due to the weather), organised in conjunction with the Leeds Jewish Welfare Board.









Mitzvah Day

Forthcoming events

Guided by the Jewish values of ***tikkun olam*** (`repairing the world'), and ***gemilut chassadim*** (`acts of kindness'), Mitzvah Day brings Jews and non-Jews together to build more cohesive neighbourhoods. It takes place on 22nd November and we will be organising something around that time.

Forthcoming sessions

19th November
'What Does Judaism Say About Interfaith?'

17th December
Steven Frieze - 'Are Jews a Race or Religion?'

