Annual Report 2025-26



I am pleased to present our Annual Report for 2025/26, showcasing the work of Leeds Jewish Housing Association.

Over the past year, we have continued to invest in our homes, services and communities, whilst remaining focused on what matters most, namely providing safe, affordable housing and delivering high-quality services that help residents thrive. Our commitment to listening to residents and acting on feedback has remained central to everything we do. I would like to thank you all for your continued patience, trust and engagement that led to some excellent Tenant Satisfaction Measures, and to our staff for their dedication and professionalism.

I hope you find this report informative and that it provides a clear picture of the progress made during the year. While we are proud of what has been achieved, we remain focused on continuous improvement and on delivering even more in the future.

Mark Grandfield, Chief Executive







Registered with the Regulator of Social Housing under their reference No. L0440.

Registered as a charity incorporated as a Co-operative and Community Benefits Society under their reference No.14424R Yorks. The Association's audited Annual Accounts for the year ended 31st March 2026 are available for inspection at the registered office.

Registered office is: Leeds Jewish Housing Association, Stonegate Way, Queenshill Avenue, Moortown, Leeds, LS17 6FD

Development

We continued the significant project to regenerate the heart of the Queenshill Estate through the second phase of our development programme. Previously, we had built Cherry Tree House and Hillside and all residents had moved from the Queenshill “Island” to allow for the development to begin.

During this financial year, we demolished 40 properties built in the late 1950s, including 34 one-bedroom flats and 8 two-bedroom flats. The new development will consist of 26 family houses, a two-bedroom flat and an adapted one-bedroom flat. The development is due for completion in October 2026.

We held a groundcutting ceremony, attended by the Lord Mayor of Leeds, Councillor Dan Cohen, together with representatives from across the Jewish community and local dignitaries.

We are looking forward to introducing all the new families to the Queenshills and we are sure that they will be welcomed by their new neighbours.

Thanks must of course go to our residents: those that moved to allow the development to take place and those living close to the development who will begin to see the improvements to the area.





Sheltered Housing

In March 2025, Liz Miller joined our team as the new Social Isolation Manager, and over the past year, Liz has been busy meeting our residents to see what the barriers are to some of our residents becoming involved in activities. Liz has also been going out of LJHA to see what is available to our residents throughout North Leeds. One area that was identified was that many residents wanted to be able to go to places that they could choose their own clothes such as Owlcotes and the White Rose Centre, and we now have a regular group of residents who travel with Liz in taxis, enjoying the independence of shopping again.

We also opened Bill’s Place, a small activity room, in memory of Bill O’Brien, one of our Housing Support Workers who sadly passed away last year.

We have also successfully digitised our Housing Support service, meaning greater efficiency in being able to access details of residents in emergency situations. It also means that there is real transparency in understanding their needs when we visit residents in their homes.

Our communal lounges are thriving with activities going on in many of them five days a week with everything from coffee and teas to Rummikub. Members of the Housing Support Worker Team have also been busy showing off their skills as keen craftspeople, sharing their skills with residents in the fields of pottery and jewellery making and we now have an ever-growing pottery class.





Corporate Services

The Housing Ombudsman continues to evolve the policies and practices of housing associations in responding to complaints.

We undertook our third annual self-assessment against the Housing Ombudsman Complaint Handling Code. The self-assessment can be found via the link below, or please contact us for a hard copy.

http://ljha.co.uk/wp-content/uploads/2026/10/LJHA-HOS-Annual-Complaints-Service-Improvement-Submission-2026-FINAL.pdf



Between April 2025 to March 2026, we received 49 complaints.

Stage 1 Complaints	Stage 2 Complaints	Complaints referred to the Housing Ombudsman	Total
32	15	2	49

THEMES AND TRENDS OF COMPLAINTS

The main themes seen when reviewing the complaints received are within the following complaint categories:

- Repairs - lack of communication / keeping the resident informed when following up on outstanding repairs / defects.
- Customer Care - conduct of LJHA contractors (responsive repairs, cleaning), responses to complaints of ASB by LJHA.
- Policies & Procedures - calculation of service charges, level of service charges, Section 20 consultation, Section 22 information requests, interpretation of the Landlord & Leaseholder obligations as defined within a resident's lease.

LEARNINGS FROM COMPLAINTS

Learning from the outcome of the complaints we receive promotes a positive complaints culture with LJHA. Implementing these lessons demonstrates to our residents our willingness to respond to the issues they have taken the time to bring to our attention. The learning outcomes summarised below have been either implemented during the last 12 months or have been identified as a future action.

- Communication – a recurring issue in several complaints is LJHA failure to either acknowledge or respond to customer enquires within the published response times of our Communications Charter. Managers have used their team meetings to remind colleagues of the Communications Charter and our service commitments. All communication (written & verbal) should be clear and unambiguous.



- Contract management – in response to some of the specific issues identified involving the delivery of the previous cleaning service, we have reviewed our internal management responsibilities, reviewed the KPIs and strengthened our monitoring, created a dedicated cleaning email inbox, introduced a standard agenda to the quarterly contract meetings with our new cleaners.
- Anti-Social Behaviour case management – the complaint identified the need to improve our communication & increase our contact with those residents who are experiencing ASB as part of our case management processes & LJHA's commitment to taking a victim-centred approach.
- Anti-Social Behaviour Policy – at the next scheduled review, update policy to outline our obligations towards shared owners & leaseholders & the remedies available to LJHA to tackle ASB.
- Record keeping – that all resident & contractor contact such as emails & phone calls are logged on our IT system to ensure that colleagues have access to all the information to resolve a resident enquiry.

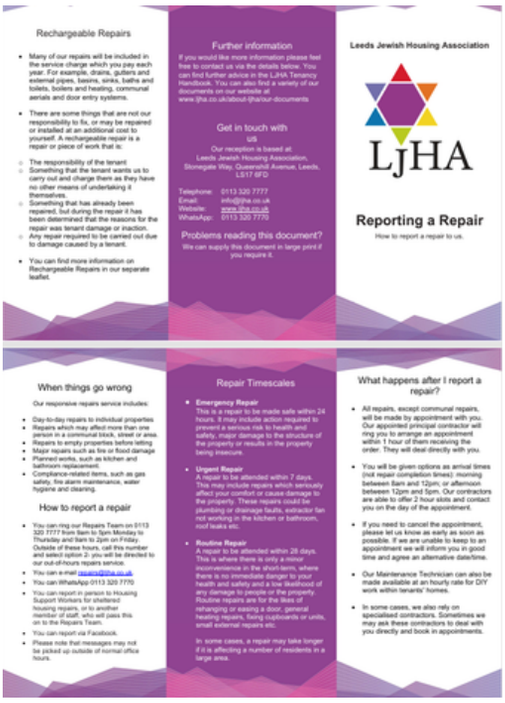
Repairs and Maintenance

In 2025/26 we carried out replacements of smoke detection across Stonegate Way. We also resurfaced the pathways and replaced windows across the Queenshill Estate.

In addition to this, we replaced the communal lighting and tv aerial at Skyte House.

We completed 13 kitchen replacements and 9 bathroom replacements.

We successfully retendered for new Communal Cleaning and Domestic Gas contracts.


Rechargeable Repairs

Further information

Get in touch with us

Problems reading this document?

Leeds Jewish Housing Association

LJHA

Reporting a Repair

How to report a repair

When things go wrong

Repair Timescales

What happens after I report a repair?

We undertook **2,281** reactive repairs for the year:

- Reactive repairs in target time: 95.17%
- Emergency repairs in target time: 96.47%
- Urgent repairs in target time: 93.67%
- Routine repairs in target time: 95.87%
- Repairs completed first time: 93.82%

All of these statistics beside one (emergency repairs) have improved since 2024/25.

Our performance on safety checks remains excellent in terms of the statutory risks we manage,(asbestos, gas, electric, lifts, legionella, and fire safety) and our servicing schedules are all at 100%.

Tenancy Satisfaction Measures

We carried out our annual Tenant Satisfaction Survey- Tenant Satisfaction increased from 82.9% in 2025 to 86.9%.

Measure	2025/26 (LCRA only)	2024/25 (LCRA only)	Difference
TP01 Overall satisfaction	**86.9%**	82.9%	4.0%
TP02 Satisfaction with repairs	**87.3%**	78.3%	9.0%
TP03 Satisfaction with time taken to complete most recent repair	**87.0%**	72.3%	14.7%
TP04 Satisfaction that the home is well maintained	**85.3%**	80.1%	5.2%
TP05 Satisfaction that the home is safe	**89.4%**	89.2%	0.2%
TP06 Satisfaction that the landlord listens to tenant views and acts upon them	**78.2%**	65.2%	13.0%
TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them	**91.3%**	83.0%	8.3%
TP08 Agreement that the landlord treats tenants fairly and with respect	**94.1%**	87.3%	6.8%
TP09 Satisfaction with the landlord's approach to handling complaints	**63.9%**	54.0%	9.9%
TP10 Satisfaction that the landlord keeps communal areas clean and well maintained	**92.9%**	82.1%	10.8%
TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods	**91.0%**	87.9%	3.1%
TP12 Satisfaction with the landlord's approach to handling anti-social behaviour	**77.4%**	75.6%	1.8%

Residents Voices



"Wonderful place, very comfortable & secure".

"Every time I ask for a repair to be undertaken it is carried out quickly and to my satisfaction".

"How kind & thoughtful staff are. We've been treated with respect & kindness".

"They are very supportive and responsive and I feel they look after us".

Finances

INCOME (000s)



- Rent - £2,731
- Service Charges - £1,386
- Grants - £220
- Other Income - £530

Total - £4,867

EXPENDITURE (000s)



- Chargeable services £1,781
- Maintenance and repairs £759
- Management £543
- Cost of previous capital spend £724
- Finance costs £375

Total - £4,182

SURPLUS (000s)

- £685

During the year the Association also invested £343k of capital expenditure in new kitchens, bathrooms, boilers, doors etc.

Resident Engagement



- We launched our ‘Be Well and Be Strong’ project for women’s safety, funded by the Mayor’s Safer Communities Fund and Leeds City Council’s Inner North Community Committee.
- Our Resident Consultative Group completed their ‘deep dive’ on Landlord and Tenant Responsibilities at LJHA, creating an action plan for LJHA staff based on a number of recommendations.
- We launched our ‘Kosher To Go Gourmet’ Project in conjunction with the Leeds Jewish Welfare Board, enabling residents to shop at Gourmet every two weeks.



- We began a Community Linking Project with Manningham Housing Association to bring residents from different backgrounds together.
- Our ‘Thoughts for Thursdays’ activity began, with monthly sessions on topics of Jewish interest.
- We held a successful Queenshill Community Day. Staff members took part in a variety of work including tidying and planting raised beds and painting fencing on Queenshill Gardens.

