

J & M Residential Lettings Limited trading as JMHA

STAIRs Publication Scheme - Information About JMHA

Issue date	2 September 2026
Effective date	1 October 2026
Review date	September 2027, or earlier if STAIRs requirements or JMHA arrangements change
Status	PUBLICATION VERSION
STAIRs contact	mark@jmha.co.uk 0333 456 4737 PO Box 721, Rochdale, OL16 9PD

About this publication scheme

From 1 October 2026 JMHA proactively publishes information it holds about the management of its social housing under the Social Tenant Access to Information Requirements (STAIRs). The information below is organised under the seven classes in the Government policy statement.

1. Governance and decision making

J & M Residential Lettings Limited trades as JMHA and is a private registered provider of social housing. JMHA is a small, director-led organisation. Mark Camden-Clarke is Founder & Managing Director. Jovita Camden-Clarke is a Director and provides review and oversight functions. The Board is responsible for governance and strategic decisions. Tenant views are gathered through direct contact, the dedicated Repair Line, periodic property inspections and service-satisfaction questions.

2. Spending

JMHA publishes a separate Financial & Spending Information statement. For the financial year 6 April 2025 to 5 April 2026, JMHA's owned-portfolio repairs register records £77,095.22 of repairs and maintenance expenditure across 52 properties, comprising 219 dated repair/maintenance entries. JMHA does not currently recharge a separate service charge to its social-housing tenants. Information on grant funding is included in the Financial & Spending Information statement. JMHA does not proactively publish mortgage balances, lender terms or borrowing costs as part of this tenant-facing summary.

3. Housing stock management

JMHA currently uses 86 homes as its social-housing stock figure for this publication. The portfolio includes houses, bungalows and flats. JMHA maintains internal property and compliance records. JMHA has no current formal stock-transfer programme or formal disposal programme for its social housing and does not currently hold a standalone net-zero/decarbonisation programme.

4. Performance

JMHA does not hold historic corporate KPI datasets created specifically for STAIRs and will not invent retrospective data. Relevant performance information that JMHA does hold includes complaints information, periodic inspection outcomes, repair records and health-and-safety/compliance monitoring.

5. Housing services

JMHA provides repairs and maintenance, gas servicing and property-compliance arrangements, periodic property inspections, tenancy and rent management, anti-social behaviour/neighbour nuisance management, complaints and feedback handling, and reasonable adjustments where required.

6. Lists and registers

JMHA holds internal registers and records used to manage its social housing, including property, tenancy, compliance, repairs, communications, complaints and rent records. These records contain personal, property-level and operational information and are not published wholesale. Information from them will be published or disclosed where STAIRs requires and where it is lawful and reasonable to do so.

7. Social housing management

JMHA publishes or makes available its principal tenant-facing housing-management policies, including its Complaints Policy, STAIRs Information Access & Review Policy and Tenant & Housing Management Policy Framework.

Performance information currently held

- Complaints: JMHA's 2025/26 Annual Complaints Performance & Service Improvement Report records no formal complaints during that reporting year.
- Repairs: emergency repairs are targeted for attention within 24 hours. Routine repairs are handled through specialist and experienced contractors.
- Repairs monitoring: the dedicated Repair Line is 0333 041 6845. Calls are recorded and transcripts are retained on the relevant property file for monitoring and audit.
- Inspections: periodic inspections record property condition, alarm observations, tenant requests, urgent/non-urgent actions and service-satisfaction feedback.
- Health and safety/compliance: JMHA reviews its compliance audit checklist every two weeks. Gas Safety Certificate activity is additionally supported by weekly contractor updates showing certificates due and appointments booked.

How to request a STAIRs review

If you are a current JMHA social housing tenant and believe information JMHA holds and should publish under STAIRs is missing or incomplete, contact mark@jmha.co.uk or write to PO Box 721, Rochdale, OL16 9PD. JMHA will normally complete a STAIRs review within 30 calendar days.