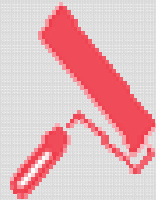
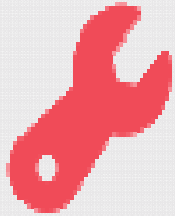




A look back at 2015
Presented to the Tenants Forum



ANDIUM
HOMES



Since formation of Andium Homes in 2014

A comprehensive review has been undertaken to challenge the way we provide essential maintenance services for our clients. The need to evidence value for money and close monitoring of contractors service provision were central to the Comptroller & Auditor General's 2015 report on 'Housing Repairs and Maintenance'. Although her report was very positive in a number of areas, we recognised the need for change in others.

The first of those challenges saw a fundamental rethink of how we provide the Responsive Repair Service. We know this service is important to you and probably the most common interaction clients will have with us and our agents. Having repairs done quickly, at a convenient time and to a high standard are cornerstones of the repairs service.

Together with client representatives, we opened our plans and ideas to the wider Jersey market to attract as much interest as possible, we reviewed our contract specifications and also interviewed prospective contractors together with client representatives. This approach has proven very successful and we are confident that our new service is more attuned to what our Clients expect.



The new contracts, which commenced in December 2015, provide for the following benefits;

- ✚ Evidenced value for money
- ✚ Emphasis on quality and timeliness of repairs
- ✚ Appointments up until 8pm for those who are not home in the daytime
- ✚ Satisfaction Surveys for each repair undertaken
- ✚ Direct call handling means Clients get to speak with the contractor directly
- ✚ Clearer contractor performance measures
- ✚ Fixed Price Service for easier budget and accounts management
- ✚ Reduced administration allowing us to inspect a greater proportion of repairs for quality

As part of these new contracts we have also been able to secure a 'Handyperson Service' to assist elderly and vulnerable clients, which we hope to launch in the spring of 2016. Further details of this exciting service will be included in the next edition of Community News.

Following the evidenced success of our Tenant Partnership during development and delivery of the Repairs Contract in 2015, we also hope to secure further Client involvement in 2016 in the following new contracts;

- ✚ Grounds Maintenance
- ✚ Kitchen and Bathroom Replacement Contracts
- ✚ Procurement of Decent Homes Standard works

Key Performance Indicators

- ❖ Great homes and places
- ❖ Providing happy, safe neighbourhoods
- ❖ A renowned client experience
- ❖ Delivering more homes and services
- ❖ Financial strength and stability
- ❖ Provider, Employer, Investment.....of choice



Great homes and places

#AndiumObjectives

Deliverable

Continue to invest in our homes so that they meet the Decent Homes Standard in line with targets

www.andiumhomes.je

Great homes & places

Outcome



of our properties are Decent Homes Standard compliant

This means we have exceeded the target we set for ourselves



ANDIUM
HOMES

Great homes and places

#AndiumObjectives

Deliverable

Invest in our external open spaces and internal communal areas to achieve the "Estate Standard" across the stock.

Outcome



Each of our developments has a nominated colleague who is their Community Contact

www.andiumhomes.je



ANDIUM
HOMES

Great homes and places

#AndiumObjectives

Great homes & places

Deliverable

Realign our stock so that homes meet clients' needs by disposing of or redeveloping properties which are no longer viable

www.andiumhomes.je

Outcome



Refurbishment projects delivered



ANDIUM
HOMES

Great homes and places

#AndiumObjectives

Great homes & places

Deliverable

Developing new homes already
identified and funded

www.andiumhomes.ie

Outcome



New Build projects delivered



ANDIUM
HOMES

Great homes and places

#AndiumObjectives

Deliverable

Providing more opportunity for home ownership in line with targets.

www.andiumhomes.je

Great homes & places

Outcome

We have continued to offer opportunities for home ownership this year seen our



ANDIUM
HOMES

Providing happy, safe neighbourhoods

#AndiumObjectives

Deliverable

Increase the numbers of client focus groups that engage with us



www.andiumhomes.je

Happy & Safe Neighbourhoods

Outcome

- New residents group formed at St Martins Arsenal
- New Tenants Forum elected
- Online Forum developed



ANDIUM
HOMES

Providing happy, safe neighbourhoods

#AndiumObjectives

Deliverable

Provide a named colleague for each home, as a point of contact and reference.

www.andiumhomes.je

Happy & Safe Neighbourhoods

Outcome



Each of our developments has a nominated Community Contact who visits once a quarter



ANDIUM
HOMES

Providing happy, safe neighbourhoods

#AndiumObjectives

Deliverable

Undertake targeted Road Shows to capture wider engagement opportunities and to take our services directly to the client.

Happy & Safe Neighbourhoods

Outcome - We have hosted a client Road Show every month in 2015



www.andiumhomes.je



ANDIUM
HOMES

Providing happy, safe neighbourhoods

#AndiumObjectives

Deliverable

Provide safe communities by acting swiftly and firmly to resolve issues of anti-social behaviour, including developing an improved partnership with the States of Jersey Police.

www.andiumhomes.je

Happy & Safe Neighbourhoods

Outcome

We continue to work in partnership with the States of Jersey Police.

We have also launched a new online form for reporting Anti Social Behaviour



Providing happy, safe neighbourhoods

#AndiumObjectives

Happy & Safe Neighbourhoods

Deliverable

Tailor our homes and services to the individual's needs, including medical adaptations, to enable our clients to live as independently as possible.

www.andiumhomes.je



103 medical adaptations carried out so far this year to allow clients to remain in the home

Outcome

Properties developed to allow those with medical needs to live independently



ANDIUM
HOMES

Providing happy, safe neighbourhoods

#AndiumObjectives

Deliverable

Develop our safeguarding policy and procedures, ensuring that an appropriately robust approach is taken to safeguarding adults and children.

www.andiumhomes.je

Happy & Safe Neighbourhoods

We sit on the Safeguarding Partnership Board and have our own Safeguarding policy.



Safeguarding
Partnership
Board



We are carrying out safeguarding awareness training for colleagues and contractors



ANDIUM
HOMES

A renowned client experience

#AndiumObjectives

Deliverable

Developing and implementing an IT Strategy, delivering both efficiencies and the best possible client experience. On-line services and web-site developed as a primary source of communication and supported by social media interaction.



A renowned client experience

Outcome

- IT Strategy in place and being delivered
- New Online service delivered for reporting anti-social behaviour
- 2015 Social Media targets met and exceeded

www.andiumhomes.je

A renowned client experience

#AndiumObjectives

Deliverable

Purchase and refurbish a more appropriate Andium Homes office with ease of access for all clients.

www.andiumhomes.je

A renowned client experience

Outcome



Moved to 33-35 Don Street in July providing improved client access



ANDIUM
HOMES

A renowned client experience

#AndiumObjectives

Deliverable

Develop the Andium Homes brand and a Marketing & Communications Strategy, focussed on client service.

A renowned client experience

Outcome - Brand developed, marketing and communications strategy delivered



www.andiumhomes.ie

A renowned client experience

#AndiumObjectives

A renowned client experience

Deliverable

Partnering with contractors to ensure that services are delivered in an efficient manner, avoiding unnecessary administration and delivering better services to clients.

www.andiumhomes.je

Outcome

Clients involved in developing new contracts for response repairs and voids service



New contracts for response repairs and voids service delivered

A renowned client experience

#AndiumObjectives

Deliverable

Develop 'Andium Homes Academy' to improve client understanding of our business and the services we offer.

www.andiumhomes.je

A renowned client experience

Outcome

Andium Academy launched and clients invited to sign up



Training sessions will commence in 2016

Delivering more homes and services

#AndiumObjectives

Deliverable

Develop or
acquire new
affordable
homes

www.andiumhomes.je

Delivering more homes & services

Outcome

New homes delivered
at Langtry Gardens

Acquired the former
Ann Court site for the
development of new
affordable homes



Delivering more homes and services

#AndiumObjectives

Delivering more homes & services

Deliverable

Take opportunities to generate income by providing property management services to others by providing external management services

www.andiumhomes.je



Outcome

Delivering more services, now managing properties on behalf of the Parish of St Saviour



ANDIUM
HOMES

Delivering more homes and services

#AndiumObjectives

Delivering more homes and services

Deliverable

Explore options for the provision of services in relation to older and / or vulnerable people

Outcome

New contracts for maintenance service will see the introduction of a Handy Person Service next year



www.andiumhomes.je



ANDIUM
HOMES

Financial strength and stability

#AndiumObjectives

Financial strength & stability

Deliverable

A robust
business plan,
updated
annually



Outcome

Strong and stable
balance sheet

First Annual Report
published

Business
Plan under review

www.andiumhomes.je

Financial strength and stability

#AndiumObjectives

Deliverable

Deliver value for money by minimising costs through efficient procurement and effective budget management.

www.andiumhomes.je

Financial strength & stability

Outcome

Review of services carried out to demonstrate value for money

New response repairs contracts procured and implemented



Financial strength and stability

#AndiumObjectives

Deliverable

Maximise income through the implementation of the rent policy

www.andiumhomes.jp

Financial strength & stability

Outcome

New rent policy implemented and effective on 25% of our homes



ANDIUM
HOMES

Financial strength and stability

#AndiumObjectives

Financial strength & stability

Deliverable

Provide the agreed financial return to the States of Jersey on a quarterly basis and meet borrowing requirements as set out in the loan agreement with the States of Jersey.

www.andiumhomes.je



States of Jersey



Outcome

The Company has made the agreed returned to the States of Jersey and met its borrowing requirements



ANDIUM
HOMES

Financial strength and stability

#AndiumObjectives

Deliverable

Deliver “best practice”
Governance led by the
Board of Directors,
including independent
non-executive
Directors

www.andiumhomes.je

Financial strength & stability

Outcome



Board of Directors in place with one non-executive
Tenant Representative Director.

Sub-committees in place to deliver best practice and
good governance



ANDIUM
HOMES

Provider, employer, investment ...of choice

#AndiumObjectives

Deliverable

Provider of choice



Provider, employer, investment...of choice



Outcome

Our reputation is built on our unique services, both in improving our homes, and engaging with our clients

www.andiumhomes.je



ANDIUM
HOMES

Provider, employer, investment ...of choice

#AndiumObjectives

Deliverable

Employer of choice



Provider, employer, investment...of choice



Outcome

Our dedicated colleagues have been on a brave journey, their commitment continues to shine through

www.andiumhomes.je



ANDIUM
HOMES

Provider, employer, investmentof choice

#AndiumObjectives Provider, employer, investment....of choice

Outcome

Deliverable

Investment of
choice



States
of Jersey 

We are repaying
our borrowing and
continue to make a
significant financial
return to the States
of Jersey every year

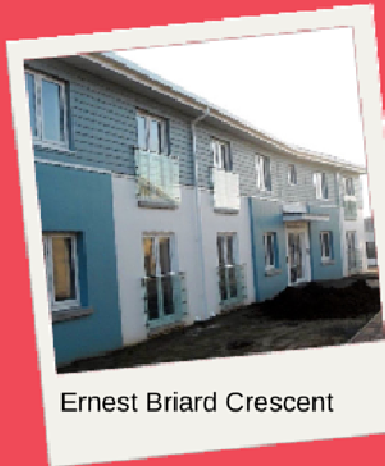
www.andiumhomes.je



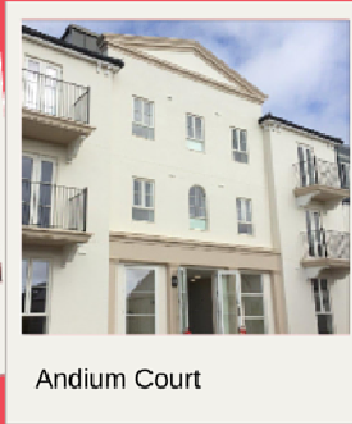
ANDIUM
HOMES

Repayment of our loan the States Treasury

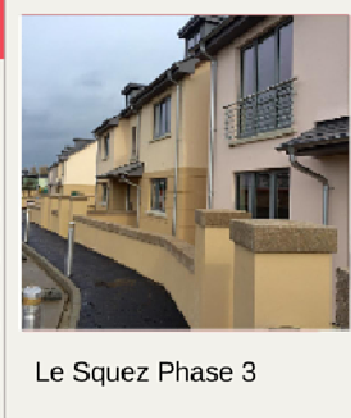
We have made our first loan repayment of £927K to the States Treasury using income generated from the properties built



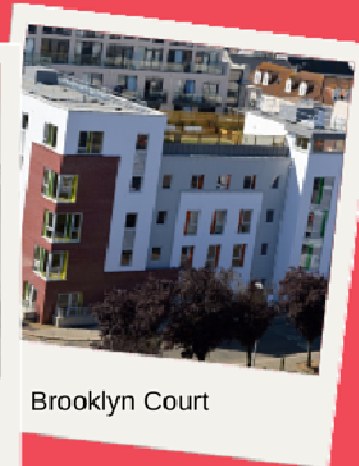
Ernest Briard Crescent



Andium Court



Le Squez Phase 3



Brooklyn Court

www.andiumhomes.je

All our loans will be repaid over a 20-25 year period, including interest, using the income generated from the properties built/refurbished



Hampshire Gardens



Nicolle Close



De Quetteville Court



Caesarea Court

www.andiumhomes.je

In 2015, we spent £24 million on our capital projects building new and refurbishing older properties. All with the local construction industry

Cameron's

AXIS MASON

Rok
CONSTRUCTION

dandara

BRENWAL LTD
(JERSEY)

Hacquoil & Cook

Building Contractors

morris architects

www.andiumhomes.je



www.andiumhomes.je

In 2015, we spent nearly £12 million with local contractors, maintaining and improving our properties

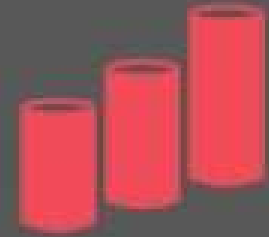


ANDIUM
HOMES

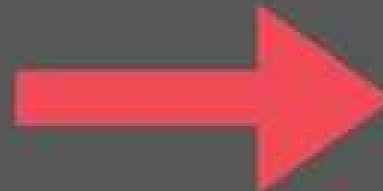
Making a significant return to the States Treasury



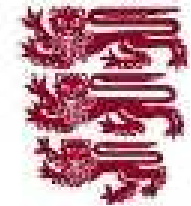
During 2015, we paid £27.5M to the States Treasury in line with our Transfer Agreement.



We will pay the same amount plus inflation next year



States
of Jersey



www.andiumhomes.je



ANDIUM
HOMES

As well as.....

Responding to a total of 954 complaints of Anti-Social Behaviour



Answering an average of 3290 telephone enquiries per month



Raising £2400 for charitable organisations and foundations



Raising an average of 473 response repairs per month



Hosting and attending 12 Client Engagement events in the community



Moving to a more central location and opening Saturday mornings



Dealing with an average of 2067 walk in enquiries per month



Launching the Andium Academy



Continuing to offer a 24 hour emergency maintenance service





Contractor Performance

In addition to our quarterly Repairs Surveys, we commenced face to face exit surveys to bolster response rates in June 2015. Clients were asked to complete surveys on works carried out in their home, they were asked to rate the contractors on the following categories;

- ⊕ Politeness and Professionalism
- ⊕ Presentation of work
- ⊕ Time taken to carry out work
- ⊕ Care taken while working in the home
- ⊕ How well the request was resolved

We received 343 surveys from clients from June to November. Survey respondents were entered in a monthly draw to win a £25 voucher.

The arrival of our new contracts in December means that contractors can now manage the survey process by being able to complete the survey with clients in their home as soon as the work is complete. This will help increase our survey response rate.



As at the end of November 2015

Percentage of Client Satisfaction in Contractor Performance

