

Community **NEWS**



ANDIUM
HOMES

Autumn 2014



Inside this issue

Strategic Business Plan
2014 – 2019



Our Big Plan



2014 Competition winners



Andium People, meet Trevor Billington



Competition Time Festive Lights & Colouring in



Award Winners

Plus: Team structure > Estate standard project > Tacking anti-social behaviour

1

Our Big Plan

Our Strategic Business Plan

Our 5 year Strategic Business Plan has been approved by the Andium Homes Board and the Treasury Minister. Copies are now available on our website so you can read the full document and understand what commitments we have made for the coming 5 years.

We know that you don't all have access to the internet, so here is a summary of what you can expect to see in the Plan:-

Our 6 Key Strategic Objectives are:-

1. Great homes & places – this will see us bringing all our homes up to the Decent Homes Standard, and keeping them at the standard in the future. We will also be investing in our open spaces and communal areas to achieve the “Andium Homes Standard (p5)” across the stock.

2. Providing happy, safe neighbourhoods – we know how important this is to you. We have now provided you all with a single point of contact at Andium Homes who you can talk to about your community. We will also be acting swiftly and more firmly to resolve issues of antisocial behaviour. We will further develop our safeguarding processes, ensuring an appropriate approach is taken to safeguarding adults and children. And, if you haven't seen our trailer recently, you soon will, as we also plan to get out and about on the Estates, bringing our services to your doorstep.

3. A renowned client experience – possibly the most



exciting objective as this will see us engaging better with you and in more imaginative ways. It will help us to improve the services we deliver based on the feedback we get from you. This will also see us move to our own permanent office accommodation next year, where we will be able to offer a far improved client experience, a smart and friendly reception area, private interview rooms and easier access. We are also going to be investing in better information technology so that we can be more efficient in the way we serve you.

4. Delivering more homes and services – we will be building an additional 100 new properties each year, on top of the 472 we have already committed to delivering. We also want to explore options for the provision of Sheltered and Supported Housing services and consider what services we offer that could be of benefit to others.

5. Financial strength and stability – of course this is vitally important. We have a robust business plan which will be updated annually and will ensure that we deliver value for money through better procurement, good

governance and effective budget management.

6. Provider, Employer, Investment... of choice – clearly we want to be the landlord of choice, so we will manage the Andium Homes brand and reputation to attract new clients and be the first choice for affordable housing solutions in the future. We will also be launching the “Andium Bursary Scheme” to attract graduates to the sector and work with existing staff to unlock performance and potential through developed business skills. We will continue to make an agreed annual return to the States of Jersey, a return on the investment it has made in Andium Homes.

Tell us your story

We would like to hear from clients, residents groups or associations who would like to feature in our next Community News magazine. Community News is a magazine we produce for our clients and we would like to feature more articles about you. The magazine is delivered to all Andium Homes properties twice a year.

If you have a community event that you would like to promote or you would like to tell us about a significant event in your life or you might have some feedback on a service you received from us or contractors working on our behalf, we would love to hear from you.

If you are interested please contact Louise Baudains our Multimedia Content Developer on 500736 or email l.baudains@andiumhomes.je



The Team Structure



So, we have a Strategic Business Plan which explains what we have to deliver over the next 5 years, but were we structured appropriately in order to deliver on these commitments? This was considered recently and, without employing any additional staff, we have made some changes which ensure that we have the right people in the right roles, making the very best of their individual skills and experience.

We have removed some of the layers of management and moved to a slicker, more flexible and responsive structure. Many of these changes will be unnoticeable for you, but some are worth highlighting so you can see the commitment we have made to what are perhaps the more challenging areas of the Business Plan for us.

To deliver the new homes and services set out in Objective 4 of our Business Plan, we have created a dedicated Commercial Team made up of Commercial Director Carl Mavity and Development Manager Victoria Bartlett. As well as pursuing new development sites and services Carl & Vicky will provide a link with the States Strategic Housing Unit to ensure that Andium Homes is able to contribute to the formulation of new housing policy.

We have reviewed our Community Liaison Team, and now dedicate two Officers to deal with Tenancy Management, acting swiftly and firmly to resolve issues of antisocial behaviour. These Officers remain part of our Housing Services Team, under the direction of David Hall, Head of Housing Services.

We have grown our Client Engagement Team, which sits with Dominique Caunce, Client Engagement & Communications Director, and will be looking at a wider range of ways to engage better with you. We have already started to use social media, and you will see other engagement opportunities within this edition of Community News (see p8). Our Client Services Team, those who manage our calls and “front of house” have moved to the Client Engagement Team, this will help

us to tie together the feedback we receive from you with improvements to the services we deliver. Managing our sales under the deferred payment scheme has moved to our Finance Team, under the leadership of Lindsay Wood, Head of Finance. These sales are important to allow us to carry out much of the improvement works in our business plan, but also to increase home ownership to those who can afford to buy with some assistance. Our Asset Management Team has also moved to join the Finance Team.

So what do these changes mean for you? We do not expect you to notice any detrimental effects of these changes, but you will, over time, see the benefits that this restructure offers in our ability to deliver on the promises we have made to you.

Andium Achievers

We don't just want to use Community News to talk about what we are doing and what we have achieved over the past year, we would also like to talk about your achievements.

We are introducing this feature “Andium Achievers” to highlight the big occasions that you would like to shout about.

It could be a personal achievement that you are particularly proud of, a family member who is celebrating a milestone birthday or anniversary, a successful charity event or fund-raiser or a neighbour who you think deserves a mention for all the hard work they do in the community.

If you have an achievement you want to shout about please contact the Client Engagement and Communications Team on 500700 or email clientengagement@andiumhomes.je

Contents

Our Big Plan	1
The team structure	2
Grub's up	3
Meet the capital	
Projects team	3
Competition winners	4
Estate standard project ..	5
Andium people	6
Competition time	7
Engaging with You	8
Award winning	8
Tackling anti-social behaviour	10
Who should I contact? ..	BC

Our Services

There are a number of ways you can get in touch with us

Phone us 500700

Email us

clientservices@andiumhomes.je

Visit us

Andium Homes Limited, Jubilee Wharf, 24 Esplanade, St Helier, Jersey JE4 8XT.

Join our group

Facebook search for Andium Homes

Follow us

Twitter @Andiumhomes

Watch us

Youtube & Vimeo search for Andium Homes

3

Grub's Up

We know there are many keen cooks amongst our clients and we would love to hear from you. Contact us if you have a recipe that you would like to share with us and it may be featured in the next issue of Community News



Spicy Pumpkin Soup

This spicy pumpkin soup will warm the soul during the winter months

Ingredients

1 tbs Olive oil
1 Red onion, chopped
3 Garlic cloves, crushed
2 (300g) potatoes, peeled, chopped
1kg Butternut pumpkin, peeled, chopped
1/4 tsp Dried chilli flakes
2 tsp Ground coriander
1ltr Chicken stock
1/2 Cup single cream
Chopped chives & toast to serve.

Method

1. Heat oil in a saucepan over medium-high heat. Add onion and garlic. Cook, stirring for 3 mins or until onion has softened. Add potato and pumpkin. Cook, stirring occasionally for 5 mins or until potato starts to brown. Add chilli and coriander. Cook for 1 min or until fragrant.

2. Add stock. Cover. Bring to the boil. Reduce heat to medium-low. Simmer for 10-12 mins or until potato and pumpkin are tender. Set aside for 2 mins to cool slightly.

3. Blend in batches until smooth. Return to the pan over low heat. Stir in cream. Cook for 1 min or until heated through. Season with pepper. Divide between bowls. Top with cream and chives. Serve with toast.

Andium People

Meet... the Capital Projects Team



Capital Projects Team

As you will be aware, Andium Homes is committed to investing a significant amount of money into the development of new and the refurbishment of existing homes. We have a comprehensive programme of work which is being rolled out on various projects across the Island.

These projects will not only provide high quality homes for the affordable housing sector, they will also inject some much needed financial support into the local construction industry. We are currently actively working on 7 sites across the Island developing 226 homes. We are also in the planning and design stages on 6 further sites of which will deliver 501 homes.

As there is so much work going on across our stock, our Capital Projects Team, which will deliver all the new homes and major refurbishments, has grown. We now have three dedicated Capital Project Officers, Stuart Hutton, David Reid and Darren Hodges and David Morris, Head of Capital.

Collectively the team have many years of experience and expertise in property maintenance and large scale project management. If you have any queries or concerns about works being carried out in your area the Capital Projects Team will be happy to discuss them with you they can be contacted on 500700.



Andium Court – delivered Oct. 2014



Osbourne Court – completion due for Dec. 2014



Ernest Briard Cres. – completion due for Jan. 2015



De Quetteville Court – completion due for Jul. 2015



Brooklyn Court – completion due for Aug. 2015

2014 Summer Competitions

4



The full list of competition winners is as follows

Awards

Garden Competition Best Garden

Winner – Timothy Sauvage of Le Clos De L'eglise

Best Patio

Winner – Kathryn Carson of Victoria Cottage Homes

Best Balcony

Winner – David & Bernadette Thorne of Victoria Cottage Homes

Best Communal Garden

Winner – Jane Clothier of Jane Sandeman Court

Junior Gardeners

Winner – Liberation Court

Best Allotment

Winner – Denis Le Flem of Victoria Cottage Homes

Photographic Competition

Winner – Diane Lodge
Winner (under 16) - Shannon Norman

Good Neighbour

Joint winners – Lorraine Bizouarn and Linda Noel of Liberation Court

Award Sponsors

Jersey Electricity Company, Samares Manor, Active, Modern Hotels, Waitrose, Elite Gardening Services, Drain It Ltd

This year our Community Liaison team held a number of competitions for our clients. We would like to thank all of those that entered this year. There were some outstanding entrants for the three competitions: gardens, photography and good neighbour. There were six categories in the Garden Competition, from Junior Gardeners, which was awarded to Liberation Court, to overall Best Garden, won by Timothy Sauvage of Le Clos De L'eglise.



and Linda Noel who both live at Liberation Court. Both ladies were nominated

for making an extra effort with residents, getting involved and helping to develop community spirit.

Our Chief Executive Ian Gallichan presented the winners with their prizes at an awards luncheon in September. He said "We are delighted to have the opportunity to recognise such special achievements amongst our clients. The standard of entrants in all of our competitions has been exceptional and I would like to congratulate everyone who entered this year.



Diane Lodge, won the Photographic Competition and the under 16 category was won by 10 year old junior photographer, Shannon Norman.



There were joint winners in the Good Neighbour competition; we decided to award a joint first prize to neighbours Lorraine Bizouarn

Waitrose



Jersey Electricity

DRAIN IT LTD.

SAMARES MANOR

Active

Modern Hotels

Elite Gardening Services

5

Estate Standard project

What is the Estate Standard?

Andium Homes is committed to improving the standard of your homes and our services. The Estate Standard project initiative was launched in June and focuses on improving the standard of our open and communal areas. It is also an excellent opportunity for us to re-engage with you so that you are aware of what is happening on your estates, and have had an opportunity to influence future decisions.

What has happened since we last contacted you?

Each member of Andium Homes has taken on responsibility for a group of properties in order to monitor the condition of public areas, from hallways to landscaping. They carried out visits in June to assess the condition of these areas and see what needed to be done to bring about improvement to meet the new standard. You will have received a letter recently advising you of whom your Estate Representative is and when they next plan to visit your Estate.

What will happen next?

Well, there was a huge amount of information collected from the first round of visits and all this work has now been prioritised and planned into a programme of works. A detailed report of the work can be found on our website, but the table below will give you an idea of the significant works that will be carried out across our stock.



September 2014	October 2014	November 2014	December 2014
<p>27 projects which include:</p> <ul style="list-style-type: none"> cavity wall insulation and decorations external decorations loft insulation upgrades communal floor upgrades thermal upgrades to glazing 	<p>15 projects which include:</p> <ul style="list-style-type: none"> cavity wall insulation and decorations loft insulation upgrades power washing window replacements 	<p>2 projects which include:</p> <ul style="list-style-type: none"> Front and rear door replacements 	<p>20 projects which include:</p> <ul style="list-style-type: none"> car park improvements power washing safety fence installation
January 2015	February 2015	March 2015	April 2015
<p>29 projects which include:</p> <ul style="list-style-type: none"> upgrades to communal lighting communal window servicing bird nettings installed paving upgrades power washing 	<p>35 projects which include:</p> <ul style="list-style-type: none"> upgrades to communal lighting upgrades to communal floors upgrades to communal windows decoration works 	<p>15 projects which include:</p> <ul style="list-style-type: none"> upgrades to communal flooring decoration works upgrades to paving power washing 	<p>6 projects which include:</p> <ul style="list-style-type: none"> decoration works upgrades to glazing

Headline figures

- **149 large scale projects** will be carried out between September and April, costing **£2.67 million**.
- We are also going to improve our estates with **smaller projects totalling £130,000**, these works will be **completed by the end of January 2015**.
- Which means Andium Homes will be **investing £2.8 million through this project** between September 2014 and April 2015.

Don't worry if your estate does not have any large scale work listed against it as we are also running a smaller works programme which your estate representative will be more than happy to discuss with you.

The Estate Representatives will be carrying out a further inspection soon, these will be regular inspections which we expect to take place at least every three months. They will also meet with as many residents as possible, who perhaps have concerns about maintenance in the communal areas or wish to discuss any other matters which would improve the community.

What do you need to do?

This project focuses our attention on the areas which we are responsible for. It also covers the areas which you are responsible for, such as the condition of your own gardens and keeping the communal areas clear of items which are being stored or could be seen as a Health and Safety risk. So please try to check over your garden and remove items from communal areas if necessary.

Andium People



Meet ... Trevor

Who are you? Trevor Billington

Where do you live? Hue Court

How long have you lived there? I have lived there for over 20 years.

What do you like about the area you live in? The best thing about living here is its central location.

As this has been my home for over 20 years I have many happy and sentimental family memories which is why I love living in this area.

How would you describe the community spirit where you live?

Living in a high-rise block of flats it is always difficult to create any kind of Community Spirit because of the diversity of residents living there. Most of the time you see your neighbours in passing either in the lift or by the front door where you say "Good Morning" and head off about your day.

However the communal area outside the front of the flats does have some benches on it which some residents use as a meeting place. It would be nice to make those areas more of a focal point by adding some planters/flower beds to make it a more visual pleasing area for people to sit and chat.

You are the current Chairman of the High-Rise Panel, why were you interested in this role?

The staff at Andium Homes (formerly the Housing Department) have been very supportive to me through some particularly difficult times over the years. I wanted to be involved in the High Rise Panel to give something back and make a difference to others living in similar types of accommodation.

What has been your biggest achievement on the High Rise Panel?

When I took over as Chair just over a year ago I was very keen for the Panel to

grow and expand on the work they had already achieved. There are common issues that affect all residents of high-rise blocks but also some issues that may be particular to one area. I am pleased that we now have a representative from all of the high-rise blocks across Andium Homes' stock.

What do you hope the Panel will achieve in the future? I would like to see the formation of sub committees that would be able to review and look at any issues brought to the panel by Andium Homes that are related in living in a high-rise block.

What do you think of the Housing Department's transformation into Andium Homes? I think it's a very good idea, Andium Homes is obviously investing a lot more money into improving our homes and they appear to have a lots of bright ideas for improvements in the future.

I have always been impressed by the friendly staff I met at Housing and I am pleased that they have all transferred over into the new business.

What are your hobbies or pastimes? I am a big music fan, I particularly love Rock 'n' Roll music and I also think the 60s produced some of the best music of all time. I have a large collection of records which I have acquired over the years.

I also enjoy Rock 'n' Roll and Salsa Dancing and I go to classes and events on a regular basis.

What do you like about living in Jersey? I first came over to Jersey on a holiday in the 60s and I loved the social life, tourism, dancing and entertainment. I came back the next year on a working holiday and I loved it so much that I decided to stay.

I was in my early 20's when I came to the Island, I met my wife here and brought up our children creating many happy memories.

If you need to find out who your estate representative is at a later date, a list of all estates and their representative is available on our website.

These visits do not replace the normal response repair service or any other issues you have with your own home, so you should continue to report these through our **Client Services Team 500799**.

Condition Reports

On the 31st October 2014, a new element of the Residential Tenancy (Jersey) Law 2011 came into force. It relates to a need for all Landlords and Tenants to complete and agree a report on the condition of the home at the start of all new tenancies. If you move home after this date, or have reason to sign a new tenancy, you will be required by Andium Homes to be party to one of these reports to comply with the law.

How it works;

The report records the physical condition and state of repair of a home at the start of a new tenancy. It'll include things like;

- The condition of walls, floors and ceilings in each room of the home
- The condition of any space or facility that is part of the home
- The condition of any fixtures, fittings and moveables belonging to the Landlord in the home

What's the purpose;

The report will be a legal record of the condition of the home when the tenancy began. The report will also be used at the end of a tenancy to gauge whether any recharge should be applied. It's about safeguarding both Landlords and Tenants, and prevents any disagreements should damage have occurred during the tenancy.

7

Competition time

Calling budding artists

We are offering five budding artists the chance to win a £20 vouchers of their choice.

It's simple, if you are under the age of 10 then you can enter by colouring in this Bonfire night theme picture and return it to us telling us your name, age and where you live.

The winner will be selected by the Client Engagement and Communications Team at Andium Homes.

Closing Date for entries is Monday 15th December 2014.

Name

Address

Age..... Contact Number



Festive Lights Competition

We have seen over the years how our clients love to decorate their homes for the Christmas Season and we thought it would be a great idea to hold a competition to recognise the significant amount of effort that goes into these festive displays.

If you are interested in entering all you have to do is cut out and return this slip to the Client Engagement Team. You can also email us at clientengagement@andiumhomes.je title your email "Festive Lights"

Entries will be judged by a panel from Andium Homes, who will visit your home during the second week of December, when the evenings are a bit darker, to see the display in all its glory.

Closing Date for entries is Friday 12st December 2014.

Name

Address

Email address

Contact Number





Engaging with you

8

We are really keen to hear from any of our clients who are interested in engaging with us on a regular basis. We are looking for volunteers from across our client group for the following positions:

“Community News”Editors Panel

This is a small group of colleagues from Andium Homes who review the content and style of Community News. The publication is for our clients, so important that we have client representatives on the group. We send out two editions a year, so we are looking for those who can join the group to review the proposed content with us and discuss the look and feel of the magazine and, of course, share ideas for improvements.

Social Media Forum

Andium Homes is active on Facebook and Twitter. We know that a large proportion of you are regular users of social media and we are always interested in getting feedback to find out what you think of our page and the information we post and of course, share ideas for improvements. If you are interested in being involved please contact us.

In most cases meetings relating to the above opportunities can be arranged to meet your other commitments. For further information on any of the these positions, or if you would like to get involved with Andium Homes in any other way, please contact Dominique Counce on **500700** or email **d.counce@andiumhomes.je**

Coming soon

There are a number of new and exciting initiatives being launched in the coming months. Keep an eye on our website and social media sites for more information about the following opportunities;

Andium Homes Academy

This initiative will offer clients the opportunity to obtain a better understanding of “social housing”. It will be a programme of training sessions which will equip residents with a range of skills and knowledge to better enable them to get fully involved in their housing issues and help steer the future direction of Andium Homes. We will be looking for a small number of clients who can help us bring this initiative into reality; to help us define what the incentives for sign up will be, the training and understand the barriers/difficulties that some clients might have to attending such a programme.

Andium Homes Bursary Scheme

With such a diverse range of career paths rarely matched in other industries, working in the affordable housing sector can be hugely rewarding. As a leading provider with an eye on the future, Andium Homes is committed to developing talent and encouraging students to pursue a career in this challenging but fulfilling sector through our bursary scheme. Through a combination of financial assistance and relevant work experience, our bursary scheme will be designed to support students in their progress towards a successful career in the affordable housing sector in Jersey.

Award winning

Construction Awards

Andium Homes was pleased to be able to sponsor a Gold award at this year’s Construction awards.

The awards recognise and champion the construction industry as a cornerstone of Jersey’s economy’ and we were pleased to have the opportunity to sponsor the Project of the Year over £1m award.

Congratulations to the winners of the award Currie & Brown for their work on the new intensive care unit at the hospital.

We were also delighted that Morris Architects won the Sustainability Award

for their work on the refurbishment of La Collette High rise.

The awards were presented by Irish comedian Patrick Keilty and attended by members of the Andium Homes Board and colleagues.



9 Tell us...

Complete and return to the Client Engagement and Communications Team in person or by post:
Andium Homes Limited, Jubilee Wharf, 24 Esplanade,
St Helier, Jersey JE4 8XT.

At Andium Homes we aim to offer the highest quality of service to our clients. Your feedback is important to us so that we can measure our success and look at ways of improving our service to you.

We would be grateful if you could tell us about your experience when you last visited our offices or phoned us.

How long did you have to wait before seeing/speaking to a member of the Client Services Team?

Please indicate in minutes the length of time you had to wait.

How helpful was our Client Services Team?

Extremely Very helpful Quite helpful Not helpful at all

If you have scored us a 'Not helpful at all' why was this?

How many of your questions/requests were resolved?

All of them Most of them Some of them None of them

If anything, what was it that could not be resolved?

How clear was the information we provided you?

Extremely Very clear Quite clear Not at all clear

If anything, how could the information we provided you be clearer?

Are there any services that you would like to see us provide that we are not at present?

How would you prefer we contact you with updates/information?

Email Letter Phone Website Social media

Name

Address

Phone number

Email address

Date of your last interaction with us / /

Tackling



ANTI-SOCIAL BEHAVIOUR

We aim to provide a safe and secure environment for you to live in. In order to achieve this we want to work in partnership with residents to stop anti-social behaviour.

We now have two dedicated Tenancy Management Officers, ensuring that the terms of the tenancy agreement are upheld and working with residents to combat issues such as anti-social behaviour.

Working together is an essential part of combating anti-social behaviour in some cases just reporting the matter to us will not necessarily stop the nuisance you are experiencing.

We accept that the majority of anti-social behaviour is caused by a small minority and we will be taking a more robust approach and where necessary seek court action to deal with these matters.

In order to take court action we need evidence from as many parties as possible to get results.

Working with us

When you work with us we will;

- Take what you say seriously and treat you with respect
- Understand the impact anti-social behaviour has on people's lives
- We will keep a log of all complaints you make
- We will take the appropriate action on all complaints made
- We may ask you to keep an incident diary if the issue is ongoing

These actions will help us prioritize how we deal with incidents and

determine the type of advice and support we can offer.

We are investing in new solutions and more technology to help us gather as much evidence as possible. We now have the ability to install temporary CCTV devices in areas where we know there is a particular problem.

We will soon launch a function that will allow you to report anti-social behaviour problems online via our website. By fully completing the form online you will be providing us with enough information to take action as soon as the report comes to us.

Keep an eye on our website for more information
www.andiumhomes.je

Our partners at the States of Jersey and Honorary Police can help us deal with anti-social behaviour and we are pleased to have input into the Island wide anti-social behaviour strategy which will be launched shortly.

You can help us

We will carry out regular reviews of how we deal with anti-social behaviour and will be introducing feedback forms on how you feel we have dealt with you complaint. This feedback will help us to continually improve the service we provide for the benefit of all our clients.

Keeping your home cosy and dry

With autumn upon us and the temperature cooling, we're more likely to start seeing condensation in our homes – and that could lead to mould forming. Here are some useful tips that could help reduce the problem.

Mould takes the appearance of small black, grey or green spots on the wall or other surfaces. If you find mould in your home, clean the area with detergent, rinse and dry the area thoroughly.

Condensation is caused when moisture content cannot be contained in the air at the temperature of the room. This is why it is also important to ventilate your home.

Loft: for safety reasons, and to avoid blocking ventilation or damaging loft insulation you shouldn't access the loft.

Windows: whenever possible open windows slightly to air your home. Keep any trickle vents open on your windows

i

Dehumidifiers are an affordable & effective way of helping to combat condensation in the home. You can buy them from most electrical stores.

Outside: try not to leave items like bicycles and bins bags against your home. These prevent ventilation and sunlight from warming the walls.

Kitchen: when cooking keep the door closed and windows open. Keep lids on pans and extractor fans on.

Ventilation: make sure vents are open. Never block up or cover air bricks, flues or ventilators.

Bathroom: run cold water for a bath first. Close the door and open the window while filling. Use extractor fan where fitted.

Heating: keep your home warm. Warm air holds more moisture causing less condensation. Need help using your heating controls? Ask us for help.

Drying clothes: when you can, dry your clothes outside. Don't dry clothes on radiators. Use a clothes rack in a cool room with the door closed, windows open and extractor fan on where possible.

Furniture: leave a gap between your furniture and outside walls. Avoid putting mattresses on the floor.

If you've tried all of the above and mould continues to be a problem, contact us on 500700. We may need to visit your home to carry out an inspection.



Our Services

We deliver a wide variety of services for our clients and there are a number of ways in which you can contact us.

Our Client Services Team are the first point of contact for callers and visitors to Andium Homes. This means that all incoming calls to Andium Homes will be answered by this team.

We operate alternative phone lines to allow you to report a maintenance issue in the home and an anonymous voicemail service for reporting anti-social behaviour.

Client Services
500700

Maintenance Phone Line
24 hour emergency number
500799

Anti-Social Behaviour
Freephone number
0800 7351113 (mailbox)

 <p>Client Services A dedicated team providing efficient and effective front of house services. clientservices@andiumhomes.je</p>	 <p>Finance Sound financial management ensuring the continued, consistent delivery of Andium Homes' services. finance@andiumhomes.je</p>
 <p>Capital Projects Overseeing the build of new developments as well as the complete refurbishment of existing properties to the Decent Homes Standard. enquiries@andiumhomes.je</p>	 <p>Void Refurbishment Ensuring all vacated properties are left in good order by the outgoing tenant and returned to an acceptable standard for re-letting. repairs@andiumhomes.je</p>
 <p>24 Hour Emergency Maintenance We are on call 24/7 to deal with emergency maintenance issues.</p>	 <p>Response Repairs Ensuring non-emergency repairs are prioritised as appropriate in order to maintain homes. repairs@andiumhomes.je</p>
 <p>Independent Living Providing appropriate accommodation and support to clients with complex needs. independentliving@andiumhomes.je</p>	 <p>Rent Collection & Arrears Management Proactively managing client accounts to prevent and manage rent arrears. rents@andiumhomes.je</p>
 <p>Allocations Efficiently allocating properties to applicants who have qualified through the Affordable Housing Gateway. allocations@andiumhomes.je</p>	 <p>Asset Management Supporting Andium Homes' business, corporate and organisational objectives through the development programme, acquisitions and disposals. enquiries@andiumhomes.je</p>
 <p>Commercial Services & Third Sector Landlord Pursuing new development sites and services. Providing property solutions and landlord services to third sector partner organisations. enquiries@andiumhomes.je</p>	 <p>Planned Maintenance Providing a comprehensive maintenance and facilities management service. repairs@andiumhomes.je</p>
 <p>Client Engagement Developing opportunities for clients to engage with us and Residents' Associations / Groups are supported. Clientengagement@andiumhomes.je</p>	 <p>Sales Selling a proportion of our properties, enabling home ownership for those who can afford to buy with some assistance. sales@andiumhomes.je</p>
 <p>Tenancy Management Ensuring that the terms of your tenancy are upheld and combatting issues such as anti-social behaviour. community@andiumhomes.je</p>	 <p>Marketing & Communications Creating and distributing clear communications to clients and stakeholders enquiries@andiumhomes.je</p>