



Community News

ANDIUM

HOMES

Autumn 2015



BUILDING

CAPITAL PROJECTS
AN UPDATE



FACILITIES

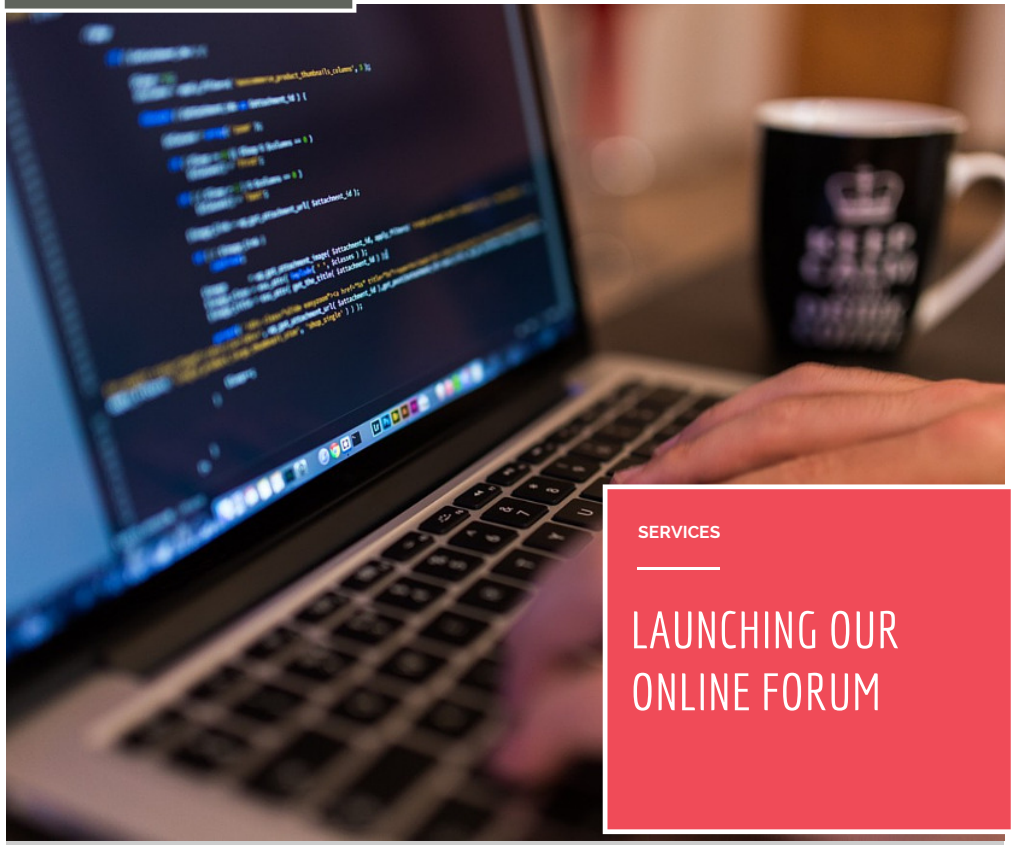
SATURDAY OPENING



COMPETITION

GARDEN COMPETITION
AWARD CEREMONY

www.andiumhomes.je
enquiries@andiumhomes.je
500700



SERVICES

LAUNCHING OUR
ONLINE FORUM



Community News

Autumn 2015

Inside this issue

- 2 Our performance
- 3 Andium Saturdays
- 4 Online Services
- 5 A blooming success
- 6-7 Capital projects an update
- 8 Client Engagement events
- 8 A message from the Tenants Forum
- 9 The Andium Academy
- 10 Tom cat and friends
- 11 Andium People
- 12 Online Forum

Our 2015 performance



Client satisfaction

67%

Client satisfaction in overall service provision

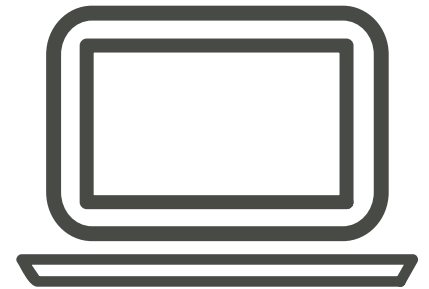


91%

Satisfaction in our response repairs service



Online services



Our website gets an average of 3000 visits per week with 56% of those being return visitors



Property maintenance

So far this year our planned maintenance programme has seen us install

189

New bathrooms

266

New kitchens

We are the only affordable housing provider to offer a 24 hour emergency maintenance service, with member of our maintenance team on call 24/7



1,141

Facebook followers



547

Twitter followers



We have launched a new online service where you can report anti-social behaviour via our website

Andium Saturdays

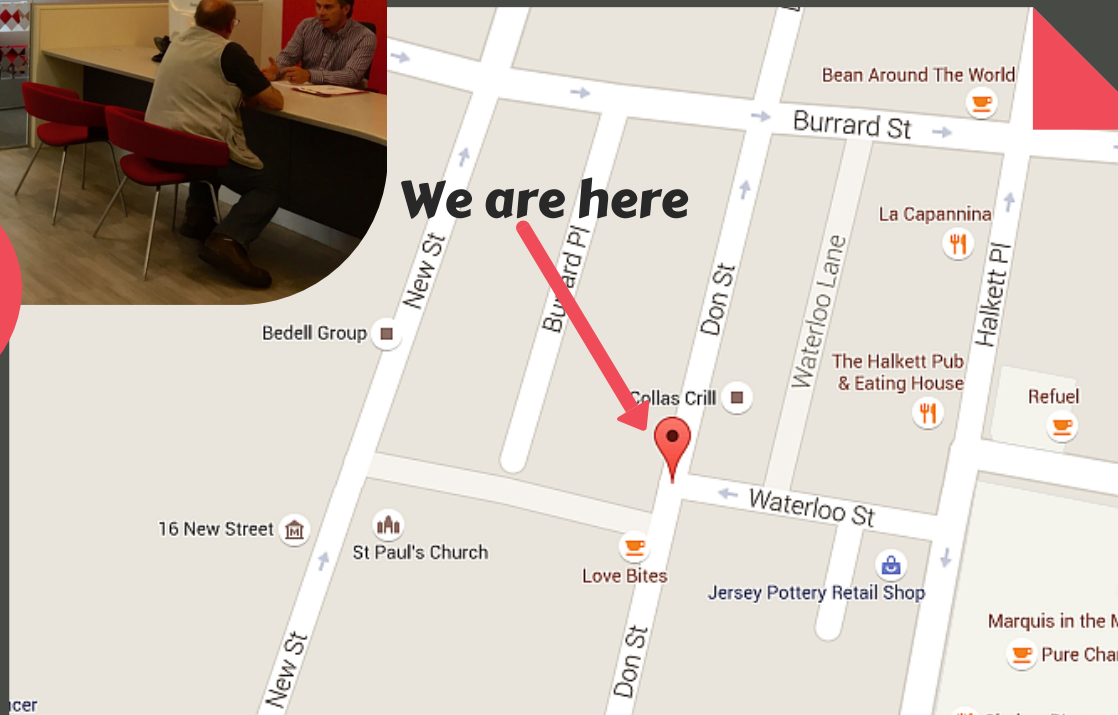
Saturday opening hours
9am to 1pm

As part of our ongoing commitment to improving the services we offer to our clients, you can now access the same services currently available Monday to Friday on Saturday mornings, offering greater flexibility for you when you need to see us. Our office at 33-35 Don Street offers greater space on the ground floor, providing an improved reception area.



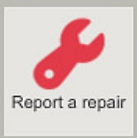
67%

Client satisfaction in overall service provision



Festive lights competition

Christmas is fast approaching and we know that many of you will be planning your festive light displays in the coming months. We are therefore opening up our festive lights competition for entries. If you would like to enter this year's competition, take some photos of your festive displays and email them to competitions@andiumhomes.je by 15th December. We would like to remind all residents installing Christmas lights that you must do so safely. If you would like some guidance on this please contact our Maintenance Team on 500799 for their advice.



Delivering more
ONLINE SERVICES



This month we launched a new online service where you can report anti-social behaviour to us via our website. Visit andiumhomes.je, click "Report Anti-Social Behaviour" and complete the online form. If you do not have access to the internet you can call our Client Services Team on 500700 who will complete the form with you over the phone.

Reporting anti-social behaviour online

In order for us to fully investigate reports of anti-social behaviour it is important that you provide as much information as possible when submitting an online report. We will not accept anonymous complaints but all information you provide in respect of anti-social behaviour will be treated in confidence. When you have submitted your report it will be assigned a unique ID reference number. Please retain this number to quote if you need to follow up on the same complaint or you need to make further complaints if the issue re-occurs. You will not be contacted regarding the complaint unless more information is required to further our investigations.



The average number of visits our website gets per week with 56% of those being return visitors

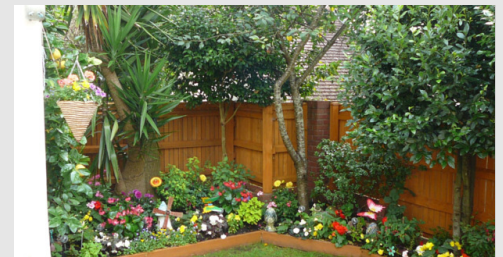
IT Strategy



Aareon
WE MANAGE IT FOR YOU

We are pleased to advise that Aareon have been appointed as our chosen service provider to help us develop and implement a new fully integrated housing and financial management system. Our IT strategy will see us deliver smarter ways of working with new technology and more client focused interactive online services. We will consult with client focus groups along the way to get your input into how we can develop our services for the benefit of our clients.

A blooming success



Our annual Gardening competition once again proved very popular with all our 'green fingered' clients. The competition was reintroduced three years ago and has gone from strength to strength. To widen the appeal of the competition several changes were introduced this year including friends, neighbours, and Andium Homes being able to nominate gardens and two new awards the 'People's Choice' and the 'Judges Award'. These changes proved successful with over 60 entrants participating this year in the three categories "Best Use of Space" "The Summer Salad" and "Best Family Contribution".

Judging took place on a lovely sunny day in August, by a team of judges including our staff and professional judges who were "bowled over" by the standard of the gardens. The judges this year included Myles Cummins from Elite Gardening Services Ltd, Bob Keansey Transport & Technical Services, Dale Hector from St Helier in Bloom, and Bernard Rebours from Bellefleur Nurseries. Some of the winners are pictured above receiving their awards from Andium Homes Board member Colin Russell at our Prize Giving Ceremony at St Peters Garden Centre.

We introduced our 'People's Choice' award on Facebook where followers were asked to help us choose the winner by liking photos of the entrants. We are very happy to announce the winner is Mrs Paula Matson from Clos Gosset. Mrs Matson will be given an award engraved with her name for a year, to then be returned and awarded to next years winner.



Find out about our most recent new build developments and refurbishment projects.

Capital Projects

COMPLETE DE QUETTEVILLE COURT

Completed August 2015

This summer saw the completion of our latest high rise refurbishment at De Quetteville Court. Many of you will have seen the brightly coloured façade slowly unveiled as the scaffolding was taken down.

Morris Architects designed this project, which was completed by Cameron's, delivered 32 fully refurbished two bedroom homes, providing new energy efficient and high standard homes on the outskirts of St Helier.

BROOKLYN COURT

Completed August 2015

The completion of Brooklyn Court in August saw the regeneration of the old Le Coin Flats, with the brand new development of 7 one bedroom, 14 two bedroom and 2 three bedroom homes.

The scheme, designed by local Architect Axis Mason and built by AC Manger, provides bright, light and airy new homes on this once redundant site.



the number of refurbishment projects that are on site



the number of new build and refurbishment projects in the planning stages



Have you recently moved into one of our brand new or fully refurbished properties? Share your story in the next issue of Community News. Email comms@andiumhomes.je

ON SITE LE SQUEZ

Due for completion January 2016

Works are continuing at Phase 3 Le Squez which will see the delivery of 16 four bedroom homes, 4 two bedroom homes and 1 three bedroom home that has been specifically designed for disabled access.

Morris Architects designed the project which is being delivered by AC Mauger. Currently on programme to be completed in early January 2016, however a number of the units will be delivered early in October 2015.



the number of new build projects that are on site

LESQUENDE

*To be known as Walter Benest Court
Due for completion April 2016*

The second phase of the Lesquende development is currently on programme.

Completion is due in April 2016 and will see the delivery of 44 homes, 9 three bedroom, 34 two bedroom and 1 one bedroom.

Waddington Architects designed this project, which is being constructed by Hacquoil & Cook Building Contractors.



of our homes are Decent Homes Standard Compliant. Our target for 2015 is

84% 7

Client Engagement

Since our last magazine we have hosted and attended lots more client focused events.

9

Community events we've taken part in so far this year



Watch the Video



Watch the Video



For more pictures, videos and details of up and coming events visit andiumhomes.je and go to the Client Engagement Events page.

A message from the Tenants Forum

We are your Tenants Forum, a group of volunteers who meet every six weeks to look at issues which affect us all as clients of Andium Homes.

Client engagement is an important part of Andium Homes business, they understand the need to continually assess and improve their services. They can only do this properly in partnership with clients, so that's where we all have a part to play. There are lots of ways that you can engage with them; face to face, on the phone, on Facebook, Twitter or through their website. We find it useful to be able to discuss our thoughts and provide feedback through our group. We help to monitor Andium Homes performance and challenge them when we feel a service is not up to the standard it should be. We will also support the company when they are being unfairly criticized.

We are always looking for new members to join our group, particularly younger residents. If you would like to find out more about what we do, please contact us through Andium Homes comms@andiumhomes.je



We look forward to working with Andium Homes on the following projects:

**New Constitution for the Tenants Forum
The Andium Academy
New IT system
Annual competitions
Community News**

8



Be part of

The Andium Academy

We are launching our academy which offers clients a chance to learn more about housing services by attending a number of training sessions.



What is the Andium Academy?

We are launching our academy which offers you and your household members a chance to learn more about housing services by attending a number of training sessions. We hope that those who take part in the programme will want to be involved in some of our service related focus groups or residents groups in the future.

What does the programme look like?

The programme aims to deliver 12 two hour sessions, delivered monthly throughout the year. Each session will cover a different topic relating to the delivery of a particular service or other important policy matters which can affect people living in affordable housing.

- Topics covered**
- Finance & Performance Management
 - Planned Maintenance & Response Repairs
 - Tenancy Management
 - Asset Management & Sales
 - Voids & Allocations
 - Rents & Arrears Management
 - Independent Living
 - Income Support
 - Information Technology & Social Media
 - Commercial & Capital Projects
 - Client Engagement
 - Long Term Care



1,141

Facebook followers



547

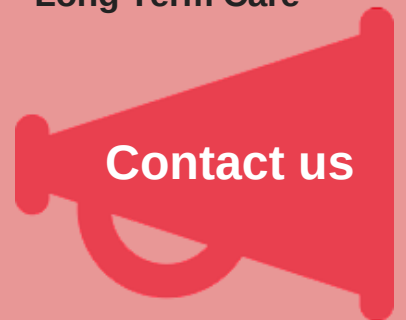
Twitter followers

Help us to develop the Academy



Go to the Andium Academy page on our website and complete a short survey.

If you do not have internet access at home our Client Services Team will be happy to complete a survey over the phone for you.



Contact us

Call our Client Engagement Team on 500700 or email comms@andiumhomes.je

Tom cat & friends



Tom cat is housed by Andium Homes



Andium People

In this feature we will introduce you to new members of the team, people who work closely with us and celebrate the recent achievements of our colleagues.

If there is a member of the team you think deserves a mention email comms@andiumhomes.je

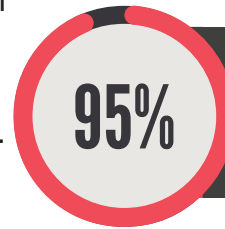
Dragon Boat Race 2015

We would like to congratulate the team on board the Andium Ark who took part in the Dragon Boat Race in September. The team raised a total of £1100 for Jersey Hospice



Stephen Lilley MRICS

Our new Head of Property Maintenance, Stephen joined us in July. Some of you may have met him in his role as Director for Currie & Brown surveyors. We hope you will join us in welcoming him to the team.



of clients surveyed said they were satisfied with their neighbourhood as a place to live



Lee Butler

We would like to congratulate Lee, who represented the Channel Islands at the Pride of Britain awards ceremony in London's Grosvenor Hotel. Lee helped to raise £25,000 for the Holidays For Heroes Jersey charity by organising the annual Big Rideout motorbike event for the last 5 years. This year's event was the biggest yet attended by 850 riders.



Michael Ruane RICS

During 2015 Michael completed his studies and also undertook the final part of his qualification as a Chartered Surveyor. The Assessment of Practical Competence is widely identified as one of the most difficult assessment processes in the Construction Industry, and the Royal Institution of Chartered Surveyors (RICS) requires very high levels of professionalism, ethics and technical ability to achieve Chartered Status.

Alex Langlois



At the end of 2014 we launched our Bursary Scheme. Alex is the first recipient of our bursary and recently spent 3 weeks with us. Alex said "It has been great working alongside prospective and helpful colleagues getting experience in different parts of the business from rent collection to client services and allocations. I was worried that an office environment may be a bit repetitive but I have found that every job is different with a variety of clients. I am looking forward to the rest of my time with Andium Homes."



Get involved in our online forum

You can help us to manage our services

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 the services we provide to you.



SHARE IDEAS

Tell us what you think about our proposed site developments, community initiatives and be involved in our policy setting.



GIVE FEEDBACK

Give us your feedback, tell us your experiences good or bad so that we can efficiently manage our services.



HAVE CONVERSATIONS

Help us build trusted relationships with our clients by speaking to us and telling us your concerns.

TO REGISTER YOUR INTEREST EMAIL US ON COMMS@ANDIUMHOMES.JE