



ANDIUM
HOMES

COMMUNITY NEWS

SPRING 2017



NEW SITES
ACQUIRED

MORE HOMES
REFURBISHED

NEW IT SYSTEM

NEW TENANCY
AGREEMENTS



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OUR NEW IT SYSTEM

On the 24th April we undertook the successful conversion of our housing and finance information system into our new Aareon QL system. We have been Live with the system for nearly a month now and successfully using it to manage the business of Andium Homes.

The project has seen the replacement of four existing IT systems with one integrated solution. This was a significant achievement for the IT Team and everyone who has been involved in the project.

Phase 2 of our project will enable us to deliver a number of enhanced services for our clients which will include;

- A Client Portal which will enable you to access your information and raise service requests through a secure login
- Clients can tell us how they would like to receive communications from us by post, email or text message
- Contractor access to QL
- Mobile working benefits for contractors and colleagues through the 1st Touch mobile app
- Customer feedback surveys that will feed directly into QL

Communication Preferences

If you would like to receive correspondence by email or text send an email to

info@andiumhomes.je

Including your name, address, mobile number & telling us your preferred method of communication.



QL Housing Management and Finance Software

Aareon UK Ltd, Building 500, Abbey Park, Stareton, Kenilworth CV8 2LY

Be Social



YOUR NEW RENT STATEMENT

With the introduction of a new IT system we have taken the opportunity to redesign the format of the rent statements you receive from us on a quarterly basis.

The new format will include a summary page which will show charges applied for the period, payments received and will also show your closing balance.



Client Name
Address Line 1
Address Line 2
Address Line 3
Address Line 4
Address Line 5

Summary rent statement for rent account number: 12354
For the period of: 1st April 2017 to 30th June 2017

Your account summary for the period

Opening balance	£0.00
Charges applied	£775.50
Payments received	£777.12
Closing balance	- £1.62

Your account is in Credit

If your account is in debit this means less money has been paid in than you have been charged. It may be that a payment is on its way or has been made after the statement was produced, in which case there is no need to worry. *If your account is in arrears* our Rents Team will have been touch with you to make arrangements to pay any amounts outstanding.

If your account is in credit you do not need to do anything. It means more money has been paid into the account than you have been charged. It may be that you pay some or all of your rent in advance by Direct Debit or from another source.

Your detailed statement for rent account number: 12354 For the period of: 1st April 2017 to 30th June 2017

1st April 2017 to 30th June 2017 charges for <Sample address>

Rent	£118.38
Heating	£5.91
Water	£4.44
GST	£0.52
Other	£0.00
Total charges	£129.25

Date	Description	Charges	Payments	Balance	Status
Statement for: <Sample address>					
		Balance brought forward		0.00	
09/01/2012	Rent - Sample address	129.25		129.25	In Debit
25/01/2012	BEN07034213 250112 210212		162.12	(32.87)	In Credit
16/01/2012	Rent - Sample address	129.25		96.38	In Debit
01/02/2012	Direct Debit Payment			96.38	In Debit
23/01/2012	Rent - Sample address	129.25		225.63	In Debit
08/02/2012	Direct Debit Payment		300.00	(74.37)	In Credit
30/01/2012	Rent - Sample address	129.25		54.88	In Debit
15/02/2012	Treasury Payments		200.00	(145.12)	In Credit
06/02/2012	Rent - Sample address	129.25		(15.87)	In Credit
22/02/2012	Standing Order Payment		25.00	(40.87)	In Credit
13/02/2012	Rent - Sample address	129.25		88.38	In Debit
29/02/2012	Post Office payments		90.00	(1.62)	In Credit
	Closing Balance			(1.62)	In Credit

Statement for: <Maintenance Recharge>					
		Balance brought forward		-	
09/01/2012	Maintenance Recharge - INV:1234	129.25		129.25	In Debit
13/01/2012	Direct Debit Payment		30.00	99.25	In Debit
20/01/2012	Treasury Payments		30.00	69.25	In Debit
27/01/2012	Standing Order Payment		30.00	39.25	In Debit

The detailed statement will show a break down of the charges applied to your property...



...list the weekly transactions against your property account, this includes rent charges, payments made and any adjustments



...it will also show a list of transactions for any other accounts you hold with us for example garages or rechargeable works



If you have any questions regarding the new format rent statements please contact the Income Recovery Team on 500700. Email info@andiumhomes.je to receive your statements by email.

CHOICE BASED LETTINGS

Visit the Property Lettings page of our website for a list of available homes

Our 'Choice Based Lettings' system was introduced last year and enables applicants to view our available homes, either on the website or by attending open viewings in order to see whether or not they would meet their needs. The new system is significantly reducing our refusal rates, demonstrating that applicants are housed more quickly than before, and in the homes they want.

Over the past few months, we have been listening closely to the feedback provided on this new system in order to improve the overall client experience.

Two of the major points raised were:

- Difficulty attending open viewings with work/personal commitments;
- High volume of applicants at opening viewings, suggesting that a large number of attendees will be disappointed.

We understand that applicants may not be able to attend every open viewing due to personal commitments, so applicants can now register their interest without attending by calling our main line - 01534 500700 or emailing cbl@andiumhomes.je.

Applications will then be considered with all of the attendees, and be given an opportunity to view the property at a convenient time should they be identified as the highest priority. High attendance levels at open viewings is often a reflection of the level of need for that particular type of property.

However, we understand that attending busy open viewings can be stressful and disappointing if you are unsuccessful. We are addressing this issue by initially running 'invited viewings' on properties where we anticipate high demand. In these instances, we ask that applicants initially register their interest by telephone or email.

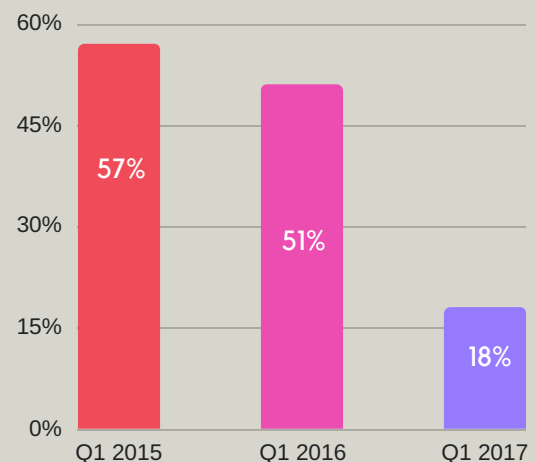
We will then contact the highest priority applicants (as determined by their Affordable Housing Gateway application), and invite them to a viewing. This will reduce the number of viewings that each applicant will have to attend before an offer is made. The feedback on the improved Choice Based Lettings system has been overwhelmingly positive so far.

As a result, we plan to roll out more invited viewings going forward in order to further reduce unnecessary attendance for applicants.

In addition, we will continue to accept property interest registered remotely, as we understand that this reduces pressure on applicants where important commitments clash with our viewing dates.

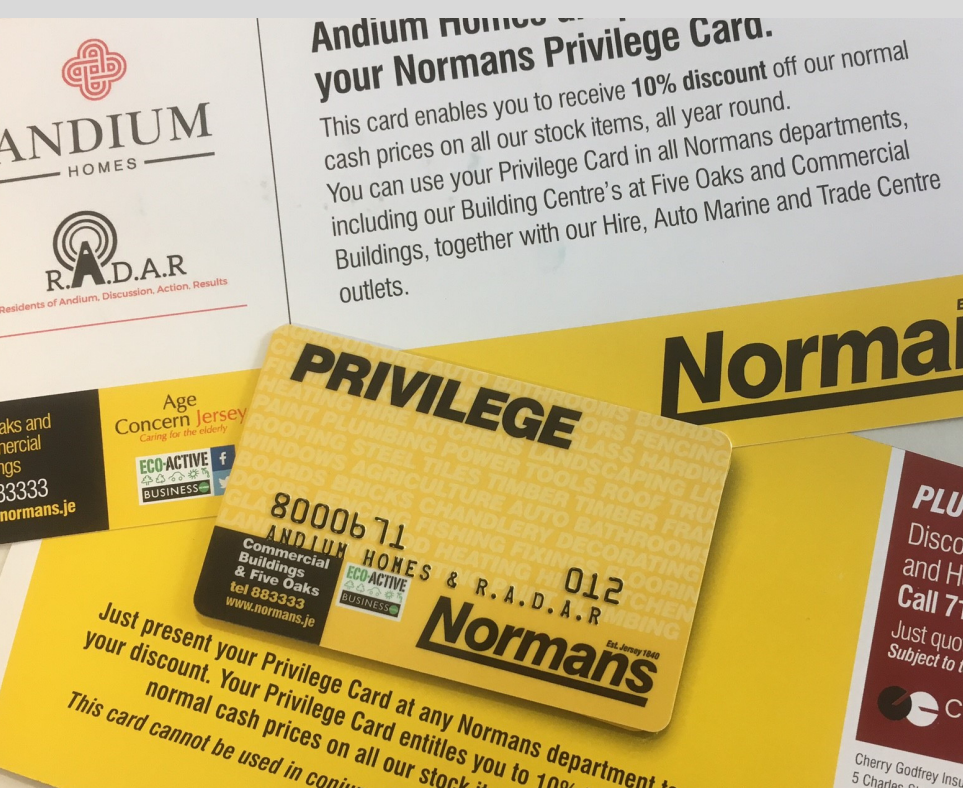
CBL's impact on refusal rates, demonstrating that applicants are housed in the right homes far more quickly.

Offer refusal rate



A GREAT DEAL FOR OUR CLIENTS 10% NORMANS DISCOUNT CARD

Throughout 2016 Andium Homes worked in collaboration with our residents group RADAR (Residents of Andium, Discussion, Action, Results) to procure new contracts for the supply and installation of quality kitchens and bathrooms. One of the obvious benefits is an increased choice to empower our clients to personalise their new kitchen or bathroom and really make it their own.



Residents of Andium, Discussion, Action, Results

RADAR successfully negotiated with the new kitchen supplier, Normans, a 10% discount card for all Andium Homes households. The discount card can be used in any Normans stores including Five Oaks, Commercial Buildings and the Marine Store. You should have already received your discount card and we would love to know how you have been taking advantage of this great deal.

Share your photos to win

Whether it be for gardening items, kitchen appliances, lighting, decoration or other equipment post a photo of your purchase on our Facebook page using the hashtag #NormansPrivilege and your name will be put in to a monthly draw to win a £25 M&S voucher.

New contracts for general cleaning & grounds maintenance

A further part of our commitment to streamline our services has been to secure new contracts for the delivery of our general, window and gutter cleaning and grounds maintenance. With the help of 'Rand Associates' (a UK based consultancy firm) and again RADAR representatives, we now have joint contracts to deliver all these services. The tendering process for these contracts took 18 months to complete and involved many meetings with RADAR including a visit to the UK to understand how contractors, clients and residents worked together to achieve value for money in delivering these important services. The new contracts will start on July 1st 2017 and have been awarded to Complete Facilities Jersey Limited who are using Elite Gardening Services to carry out the Grounds Maintenance element. These new contracts will empower our clients in the management of the works where they can be involved and inform service improvements through surveys, similar to our Response Repair and Void contracts.

NEW TENANCY AGREEMENTS

From the 1st January this year, we have been using a new collection of Fixed Term Tenancy Agreements.

There are 3 types of tenancy agreement that we now use: -

- Introductory (for 1 year);
- Supported Housing (up to 2 years);
- Standard (for up to 5 years).

How will this affect me?

If you hold an existing periodic tenancy for your home, you will not be affected at all. The new Fixed Term Tenancy Agreements will only be offered to new tenants or to existing tenants when they move home.

Why the change?

Well previously, our Tenancy Agreements were all 'Periodic'; this meant that they had no minimum or maximum term and simply rolled from week to week or month to month. These periodic tenancies offered no security of tenure, although since the introduction of the Residential Tenancy (Jersey) Law in May 2013, all of these periodic tenancies have been terminable with relatively short periods of notice: -

- 1 months' notice from the tenant;
- 3 months' notice from the landlord.

We wanted to modernise our Tenancy Agreements to bring them up to date with the new Law and simultaneously offer tenants a greater degree of security of tenure. We also wanted to give you greater freedom to make decisions for yourself about how you live in your home, whilst ensuring that it is clear what we expect from you, and what we are responsible for.

If I move, which sort of Tenancy Agreement will I be offered?

If you are an existing Andium Homes tenant transferring to another home then in most cases you will be offered one of our Standard Fixed Term Tenancy Agreements. This will normally be for a period of between 3 and 5 years, however, the term of the agreement could be shorter if circumstances dictate.



What is an Introductory Tenancy Agreement for?

This is used for all new tenants who have not held a recent tenancy with Andium Homes (within 2 years).

What is Supported Housing Tenancy?

We sometimes provide homes to people who require assistance from us or other agencies in order to live independently, many of these tenants come to us through our Multi-Agency work with the Supported Housing Group. In these cases we provide a slightly different form of tenancy which will detail the type of support being provided and who will be responsible for it.

What happens at the end of my Fixed Term Tenancy?

In most cases, we will offer to renew the tenancy for a further fixed term period. We will carry out a review of the conduct of your existing tenancy and in cases where there have been issues with the agreement being breached, for instance there have been rent arrears or proven cases of anti-social behaviour, we may not offer a renewal and you will be required to vacate the property at the end of the fixed term.

Can I cancel a Fixed Term Tenancy?

Yes. If you have an Introductory Tenancy Agreement, you can cancel this by giving us 1 months' notice in writing and if you hold a Supported or Standard Fixed Term Tenancy Agreement the minimum notice period is 3 months.

Further information and a guide to our Tenancy Agreements found on our website www.andiumhomes.je.

ANDIUM PEOPLE

We have welcomed a number of new faces, who have filled existing posts at Andium Homes since our last Community News, each bringing new skills and talent to many of our key service areas.

We welcome Frankie Larose into our Tenancy Services Team. Frankie is responsible for ensuring rent is received on time and can offer support and advice on how best to manage your rent account.

Jonny Gough has joined our Finance Team and will manage our financial resources to ensure we can deliver our services, including our extensive maintenance and capital programme.

Shane Maloret has joined our Information Services Team – just in time to help us with our new system,

Joel Le Boustouller and Daniel Moya Vidal have joined our Client Services Team, ensuring a positive experience every time you visit or call us.

And finally, we have welcomed Dean De Mouilpied to our Planned Maintenance Team, to assist with our very busy programme of planned works.

We are currently in the process of recruiting a Property Sales Co-Ordinator and a Finance Assistant, you will meet them both in our next edition of Community News.



Left to Right Daniel, Joel, Jonny, Frankie, Dean & Shane



ANDIUM CHALLENGES

Swimarathon

Well done to our Andium Aquatics Team, who entered into the Swimarathon and managed to complete a phenomenal 63 laps and raised £256 for charity in doing so.



Prosperity Day

On Friday 16th June 2017, by the obelisk at Broad Street, the Andium Revolutions will compete in the 2017 Prosperity Day cycle challenge.

We are really looking forward to taking part and pleased to be supporting two great local charities. Please stop to offer your support if you are passing by!

NEW SITES ACQUIRED

SUMMERLAND SITE

The Summerland site was recently acquired by Andium Homes and the work to demolish the old buildings is scheduled to begin in June.

Once completed the project will deliver 68 underground car parking spaces, tenant storage and a planned landscape design package.

The scheme will provide 86 mixed residential units of accommodation comprising:

- 7 three bedroom town houses
- 51 one bedroom flats
- 28 two bedroom flats
- 7 three bedroom flats

The benefits of our new scheme will not stop abruptly at the boundary but will be enhanced by a beautifully landscaped front courtyard providing defensible access and egress for all residents. The perimeter wall will be revitalised and planted trees will act to screen the whole site from the roadway.

Our aspiration is to deliver 86 mixed units of accommodation and, as a result, improve the living experience for every resident in the area. This will be achieved by enhancing the kerbside appeal of this former commercial estate and increasing the value of this run down central urban location overall.

ROBIN HOOD SITE

We are pleased to announce that on Friday 31st March 2017, we purchased the vacant site at Robin Hood Corner. The site is close to many of our existing homes and suitable for the development of new homes. We will be working with the Planning Department to design an appropriate scheme in the coming months.

ANN COURT

The re-development of Ann Court is now nearing the planning stage. This development will provide up to 165 new homes with semi-basement car parking spaces for shoppers and parking for our clients. It will also deliver some great improvements to the public realm, which will benefit all of its neighbours.



MORE NEW HOMES & REFURBISHMENTS

LE CLOS MOURANT

Having demolished the last remnants of the Le Squez estate, Andium Homes Ltd has finally been given the go-ahead to construct 151 mixed units of accommodation, to be known as Le Clos Mourant.

Work is now underway to deliver this exciting new project which includes community facilities, semi-basement car-parking, tenant stores and an innovative landscape design that will complement the delivery of:

- 17 one bedroom flats;
- 42 two bedroom flats; and
- 92 three bedroom flats.

Andium Homes is renaming this final phase of the Le Squez development project after Constable Edward Mourant who served in Public office during the period 1906 to 1916.

WINDSOR COURT (FORMALLY CAESAREA COURT)

Windsor Court is nearing completion - due for the end of Spring 2017. The 9-story building has had an extensive refurbishment that involved stripping the building back to its concrete frame. This allowed the building to be repaired and fitted out so it will perform highly for the next 50 years

The 52 flats have been fully refitted to include rewiring, plumbing, new kitchens and bathrooms, new doors and windows. The building has been substantially upgraded thermally to ensure the new homes are very efficient for the new residents. The building has been finished with a stunning rain screen and brick slip facade. This along with a careful choice of materials and fixtures will ensure a low maintenance building for the future.

The project programme allowed the top half of the building to be occupied 4 months before the project completion date. This allowed Andium Homes to offer 24 units of accommodation early to awaiting clients.

Work at Convent Court the neighbouring 13 storey building, has now commenced. This will be refurbished to match Windsor Court and is due to be completed end of 2018.



CLOS DES SABLES

After

REFURBISHED

Before



The refurbishment of 8 two bed maisonettes at 163-170 Clos Des Sables was completed in February 2017.

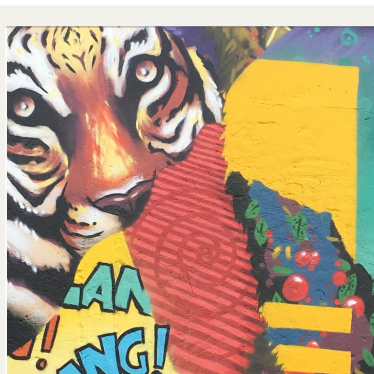
The work regenerated the old 1960's building by enhancing and significantly improving it both internally and externally.

The new windows and cladding system considerably improves the thermal efficiency of the building to help our clients retain heat within the property and enjoy a more affordable environment.

Andium Homes designed and managed this entire project, which was undertaken by AC Mauger and JMEC. The scheme provides a bright, clean, crisp finish using contrasting shades of white and grey to provide a modern feel and aesthetic. Using this colour scheme allows the surrounding green landscape to stand out and compliment the surrounding buildings, such as the school and other privately owned blocks of flats.

The JSPCA Animals Shelter would like to remind all recipients of income support from Social Security, who have no more than three companion animals, that they are eligible to join the JSPCA Welfare clinic were a full range of veterinary procedures are available at a subsidised rate.

Phone: 01534 724331
Email: info@jspca.org.je





Is your parking permit due for renewal?



It is no longer necessary to come into the office to renew you parking permit. Simply call on 500700 or email clientservices@andiumhomes.je.

What to do if my car receives a polite warning?

Not in regular use

Ensure car is used on a regular basis or permit will be revoked

Why have I received a polite warning?

No insurance

Renew car insurance and display valid disc

Out of date permit

Non resident or no permit

Dangerous or derelict condition. Causing an obstruction

Call our office on 500700 to renew your parking permit. If you wish to get a permit for a new vehicle, we will need a copy of the logbook.

Not authorised to park on the estate

Remove vehicle and repair. Contact G4S if it has been towed

64% of parking warnings issued at the end of 2016 were due to out of date permits or no permits at all, please renew your parking permit.

Did you know we are open Saturday mornings from 9am to 1pm? This is just one of the ways we are extending our services.

If your car has been towed, please contact G4S on 500795



ANDIUM Homebuy

Do you think home ownership is out of your reach?

Whether you are looking for a house or flat, our Andium Homebuy scheme could help you to buy your first home. All our homes are sold at the appropriate first-time buyer value. However, we offer the opportunity to apply to defer part of the sale price.

The maximum deferred payment level is 25% of the sale price and will be determined based upon overall affordability of the proposed purchaser. We plan to provide opportunities for over 300 new homeowners over the next five years, selling some of our existing homes but also developing new sites for affordable purchase. In order to qualify for the scheme, you must be registered with the Affordable Housing Gateway.



Type; One bedroom flat with parking
FTB price £205,000
With full 25% deferred payment you could own a home like this for £153,750



Type; Two bedroom flat with parking
FTB price £260,000
With full 25% deferred payment you could own a home like this for £195,000



Type; Two bedroom house with garden and parking
FTB price £365,000
With full 25% deferred payment you could own a home like this for £273,750



Type; Three bedroom house with garden and parking
FTB price £370,000
With full 25% deferred payment you could own a home like this for £277,500

We have an ambitious plan to deliver **1000** new affordable homes over the next 5 years, with **300** for sale.

Sales will be on existing sites as well as **40** homes at Samares and up to **65** new homes at St Peter.

Contact our Property Marketing & Sales Team from more information
Phone Glyn Moignard on 500719 or email sales@andiumhomes.je

Register with the Affordable Housing Gateway today!