



ANDIUM
HOMES

Community News
Spring 2016

WALTER BENEST COURT
COMPLETING SOON

See Inside

Find out about Capital Projects planned for 2016, get an update on the delivery of our new systems, find out about Client Engagement Events, Meet some Andium People.....and more



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Building new relationships

We have been working hard to forge new relationships with construction companies and recently hosted a Market Development Day which invited those in the industry to come along to find out about the services we provide and how they may be able to work in partnership with us to deliver those services. The event was a great success with over 170 attendees from companies across the Island. The day consisted of a number of presentations from Andium Homes colleagues on the wide range of services we provide for our clients from Client Engagement to Response Repairs. It was also an opportunity to talk about Andium Homes vision and values as well as highlighting issues such as safeguarding amongst a wide and diverse audience.

The overwhelming success of this event has inspired us to want to do more in the future. Keep up to date on our events by visiting www.andiumhomes.je.

KEEP UP TO DATE, FOLLOW US ONLINE
WE ARE ON FACEBOOK, TWITTER,
LINKEDIN, YOUTUBE AND VIMEO



A look forward

2015 was a very busy time for our Capital Projects Team, with the delivery of a number of large scale developments which included De Quetteville Court, BrookIn Court, Ernest Briard Crescent.

We are keeping that momentum going this year with work already starting at Caesaea Court, soon completing at Nicolle Close and phase 2 Lesquende which will be named Walter Benest Court (pictured on our cover).

We will also start work on Clos Des Sables as well as preparing plans for the Ann Court site.

This year we have carried out some really magnificent refurbishments and will continue to deliver our extensive programme of kitchen and bathroom replacements.

You will also start to see scaffolding going up as we start to roll out external decoration works on over 30 sites this year, which includes the following;

- Clos Du Fort
- Liberation Court
- Westley Court
- Old St Johns Court
- De Quetteville Court low-rise
- Oak Tree Gardens
- St Peters Arsenal
- Vincent Court

Our full list of Capital Projects and Planned Maintenance works can be found in the Your Home section of our website.



AN UPDATE FROM YOUR TENANTS FORUM



In October 2015 we decided to rebrand ourselves with a new name. After a lot of discussions we decided upon R.A.D.A.R which stands for Residents of Andium Discussion, Action, Results.

Five new members have joined us and these extra members have been a godsend, as we can now form sub-groups and working parties, ensuring that everyone can be involved in the areas of their own special interest.

The first sub-group consulted with Andium

Homes on the new repairs and voids contracts which came into effect in January 2016. Members were invited alongside Andium Homes staff to evaluate businesses tendering for the contracts.

This successful initiative resulted in our next sub-group being set up to look at new Tenancy Agreements and this was quickly followed up with the Cleaning and Landscaping contracts that are due for renewal in early 2017.

We were lucky enough to visit South London, with representatives from Andium Homes, where we met with three Housing Authorities and one contractor. Besides being very informative, it was heartening to see that we in Jersey do get a lot of things right.

RADAR is something that we can involve ourselves in, and listening to tenants and their requirements is crucial. If that isn't enough the new kitchen and bathroom contract is next on the agenda.

It is going to be a very busy time for all of us, but we have a very enthusiastic and hard working team. If you are interested in becoming involved, contact Sallyann at Andium Homes on 500743.

A look back

We have in recent months been taking a look back at the history of some of our estates before we start work to redevelop these areas.

So what inspired us to do this?

Over a year ago, we were shooting some video footage of the old properties at Le Squez being demolished to make way for new homes to be created. When we published our video on social media we were overwhelmed with the messages we received from past, previous and current members of the community who had such fond memories of growing up in the area. This led us to do some research of archive photos where we found some great old photos of the area which we posted on Facebook asking followers to share their stories of #LeSquezBackInTheDay.

Jersey's heritage and Island history has been of great importance to Andium Homes, having found reference to Andium (the name given by the Romans to the Island in the 1st century BC) on a visit to the Jersey Archive. The Jersey Archive is a great place to find out about the history of Jersey.

We are pleased that Jersey Heritage has asked to join us on some of our Client Engagement Events this year. We hope you will come and say hello and look at all of the great historical information they will have to offer.



Competition time

Jersey Heritage, in association with Andium Homes, would like to offer one lucky family a year's free membership. Benefits include unlimited access to six sites – the Jersey Museum and Art Gallery, Maritime Museum, La Hougue Bie, Hamptonne Country Life Museum and, of course, two amazing castles – Elizabeth Castle and Mont Orgueil.

There is a full programme of events and exhibitions running throughout the year and there's always something new to discover. Why not climb to the top of the castle to enjoy the view? Spend a wet afternoon having fun in the Maritime Museum? Or discover the incredible Celtic coin hoard at La Hougue Bie?

Visit www.jerseyheritage.org for more ideas about getting the most from your membership.

The winner will be asked to send us some photos of their family at one of the many Jersey Heritage sites across the island, which we would like to feature in the Autumn 2016 issue of Community News

Simply email competitions@andiumhomes.je with the answer to this question to be entered into a draw to win this great prize.

Where did Andium Homes first find reference to the name Andium?

Closing Date for entries is 1st June.

Client Engagement Events

One of our key strategic objectives as a Company is to deliver a renowned client experience. We can only do this by engaging with you and creating opportunities for you to meet with us in order to;

- Open a two way communication channel, encouraging feedback and proactively tackling client issues as soon as they arise
- Ensure service delivery is as smooth and efficient as possible as a result of acting on timely feedback
- Increase understanding and build trusted relationships between Andium Homes and its clients



We are already working on a number projects which will help us meet this objective such as the introduction of the Estate Standard Initiative and the development of more online services.

Following the success of our events in 2015 we have put together a plan for events for this year.

Event	Focus	Date
Community Day Grand Vaux area	Providing happy, safe, neighbourhoods by working in partnership. Supporting an open day at the Youth Club with different events organised across the estate.	30th April 2016
2016 Garden Competition	Launching our 2016 competition for our green fingered clients	April 2016
Victoria Cottage Homes Wonderful Welcome	Engaging with new clients from Andium Court by introducing them to the wider community in the area. We will be joined by colleagues from Jersey Heritage at this event to look at some archive footage of Royal visits to the island.	25th May 2016
Family Fun day Le Geyt	Capturing wider engagement opportunities by supporting a family day at the Bridge incorporating the whole community in the Le Geyt area. We will also be joined by Jersey Heritage at this family fun filled day.	8th June 2016 3pm - 5pm

If you would like to know more about any of these events follow our Facebook and Twitter pages to keep updated. Speak to your community contact if you would like to organise an event within your community or contact Sallyann on 500743. We are always looking at ways of working with external agency's so please contact us if you would like to attend our event as a third party or you would like to invite us to an event you are hosting.



Andium Academy

We are delighted to have started the year with the launch of the Andium Academy, it has been something that we have wanted to do since incorporation. We have already held 4 sessions for the 13 people who have enrolled, on the subject of Client Engagement, IT & Social Media and Finance & Asset Management & Sales.



We have received great feedback from the attendees so far;

"IT WAS VERY INFORMATIVE, I AM IMPRESSED BY EVERYTHING AND EVERYONE CONCERNED. THANK YOU"

"IT HAS BEEN VERY INTERESTING LOOKING INTO THE DIFFERENT WAYS ANDIUM HOMES WORKS AND PROVIDES IT'S SERVICES."

"I ENJOY LEARNING ABOUT THE VARIOUS DEPARTMENTS AND WHAT THEY DO IN MORE DETAIL"

I PARTICULARLY LIKED I.T. AND SOCIAL MEDIA AS I AM NOT VERY KNOWLEDGEABLE IN THAT AREA."

Once we have completed each session we will be uploading the module paperwork onto our website www.andiumhomes.je/get-involved/andiumacademy

If you would like to know more about what our academy has to offer or you would like to enrol for next years please email our Communications Team on comms@andiumhomes.je



Hosting an event?

We have a number of community rooms across our stock which we use to host community events, our residents groups and associations also use them to hold meetings and events of their own.

These rooms are a resource that we would like to see used to bring services into our communities and the residents that live there or you may wish to use one of our community rooms for a business related meeting or a staff away day.

We are inviting businesses and agencies to contact us if you would like to use one of our meeting rooms. Rooms can be rented at a nominal fee based on location and your usage requirements.

Please contact Sallyann in our Client Engagement Team on 500743 if you would like to know more about the use of our Community Rooms.



Delivering our new systems

You may remember in our last edition of Community News we told you about the successful appointment of Aareon UK as the provider of our new housing and financial management system.

We are now well underway on this project with our Technical team and Andium Homes Module Leaders working really hard to get the new system, called QL, in place to allow us to carry out training for colleagues who will be using the software.

The first stages of training has already started and will be focused on those leading the implementation, these module leaders will then organise training sessions for colleagues and ensure that processes are documented and signed off before the go live date.

QL is a tried and tested product that is currently being used by over 100 housing providers across the UK. It will bring many benefits for clients including a client portal where you can access and update your information, contact details and preferred methods

of communication online via a web portal. We will develop the online reporting tools for response repairs and anti-social behaviour so that these can also be accessed via the client portal as well as rent statement details and completing online surveys and questionnaires.

Our contractors will also see a benefit from the implementation of QL, as they will be able to log in to the system and see any requests that have been raised by clients through the online client portal or by our team in our office. They can then manage and assign those jobs based on priority of the works. This will mean that clients and contractors will have much more direct communication regarding maintenance issues.

The next few months will be an exciting and busy time for us as we work towards our go live date of 7th November. We will bring you further updates throughout the course of the project via our Facebook and Twitter pages as well as our online forum e-zine. To sign up to receive our Online Forum e-zine email comms@andiumhomes.je.



Parking permit renewals



If you wish to park a vehicle where you live, you may be required to apply for a parking permit.

Due to high demand we do not issue more than two permits per household. In some areas, we will only issue one. Permits are for use

in the area where you live only. Holding a permit is not a guarantee of a parking space and parking is on a first-come-first-served basis.

Need to renew your parking permit? Contact our Client Services Team on 500700. If you are applying for a parking permit for the first time or you are changing your vehicle visit our website to find out what you need to do.

When making an application, you should supply a copy of your registration documents and driving licence. We cannot issue a permit without seeing these documents. If your registration document is not in your name and address, a two week temporary permit may be issued whilst these details are being changed.

Before applying for a parking permit, please bear in mind that:

- your rent account must be up to date and well managed
- if there is only one driver in your household, you will only be issued with one permit
- if there are multiple drivers in your household, you will be issued a maximum of two permits
- to change the vehicle on your permit, you must return your current one and supply the registration document for your new vehicle
- permits must be renewed before their expiry date

Andium People

Alex's story

In 2015 we launched our first Bursary package, which was awarded to Alex Langlois. Having spent some time learning about the Company and the services we provide for our clients, Alex gave us the following account of his time with us so far.



"The idea of a bursary was presented to me in a spread-sheet produced by my school. Many of these were only applicable for students going to the UK for their studies and so not applicable to myself as I was studying for my degree at Jersey International Business School. However, Andium Homes offered a bursary opportunity for anyone studying a finance/business management degree and after some further research I thought it would be worth applying. The application process consisted of an application form followed by two interviews if you were successful. Being the first year that Andium was offering the bursary it was a new experience for both them and myself. Before the bursary, I did not have much of an insight into social housing, however, this has improved which was my main target and hope of achieving the bursary.

On my first three days in September, I was on the ground floor with Brid in the Income Recovery Team. This involved assisting with the sign ups and making the appointments as well as a few site visits to see recently renovated properties for new clients. This gave me knowledge of the Company's computer systems. Following this I spent two days on the front desk and with the Client Services Team, this gave me an idea of the types of regular and general needs and problems some clients face with their properties and estates. In the second week I started with Andy in the Tenancy Management Team, who deal with breaches of tenancy and anti-social behaviour cases.

On my second work experience placement I was with Capital Projects and the Maintenance teams. During this time I was able to see what goes on in order for the large scale projects to be implemented. This included looking through the plans whilst they were discussed and explained. I accompanied them to many site visits where they explained numerous features of the building projects and what they should be like upon completion which was interesting as some of these sites were almost completed so you could see the plans coming into place and the similarities between the two. I accompanied Lee to a house with a potential squatting issue as well as dealing with some of the calls from clients and seeing what needed to be fixed or fitted, giving me an idea of what issues the maintenance and voids team need to deal with. The next day was spent with Michael and Mark from the Planned Maintenance Team.

In December, I was back at Andium Homes and I spent some more time with Income Recovery Team and the Client Services Team. Having already spent time with these teams I was able to get involved in letter writing, making appointments and carrying out surveys with clients. I also spent some time with the Communications and Independent Living Teams. The Independent Living Team deal with vulnerable clients, I spent time carrying out visits with Nikki and Mark to ensure that clients were maintaining a good standard of living. Louise in the Communications Team told me how they deal with all aspects of the Company's website as well as their social media. I spent some time scheduling posts of the social media sites and editing areas of the website. This gave me a really interesting insight into the way Andium Homes present themselves on social media as well as developing a new section of the website to make it look more engaging, informative and giving clients more access to services online.

I look forward to my next placement with Andium Homes in April."

For more information about the Andium Homes bursary visit our website or contact Sally our Head of Human Resources on 500744 or email bursary@andiumhomes.je to request an information pack.

Garden Competition

We are pleased to be launching our 2016 Garden Competition. This year the format of the competition will include winners for the best entries, a Judges Choice and online vote for the People's Choice winner.

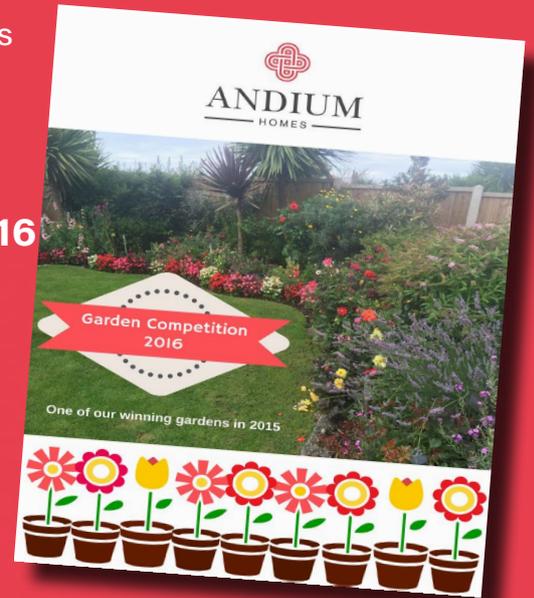
Clients can enter their own garden or nominate a neighbour, family member or friend. Winners of each category will be presented with their prizes at an Awards Ceremony later in the year.

Whether you are entering a garden, balcony, patio or communal garden, simply visit our website, download an application form and return it to our Client Engagement Team.

We also accept nominations from neighbours, family, friends so if you know of a neighbour or a friend who has a garden which you think deserves recognition, why not nominate them?

Andium Homes colleagues will also be looking out for residents who have made an effort with their outside space when out on estate visits and we will also be nominating those we think are worthy of an award.

Closing date for entries is 30th June 2016



Improving green spaces

We are always looking at ways to improve our green spaces and have recently seen some great achievements from our Estate Standards Initiative. Most recently some benches were delivered to the residents of Les Cloches Court by the team from Elite Garden Services and their Community Contact Alan.

We are interested in hearing from any clients who would like to be involved in Community Garden projects across our stock. If you are interested in getting involved please contact Sallyann Lennane on 500743.





Andium People Meet AFM

In January this year started working with local facilities management company AFM. The business, which employs over 120 staff in Jersey, was hired to support our 4,500 household tenants and charity partners with all electrical and plumbing responsive repairs. You may have already noticed their blue and yellow vans around the premises or welcomed their friendly faces into your home.

AFM is the Channel Islands' largest facilities management company. They provide clients with the ability to concentrate on their core business activities in the knowledge that their support services are being professionally managed. AFM's staff are all fully trained and committed to providing exceptional customer service across the business' hard and soft service divisions. AFM embraces a strong 'family' ethos, which is evident in the number of employees that have been with the business for 20 years or more!

AFM general manager Philip Le Claire, manages their contract with us. Experienced administrator and customer service assistants Warren Mallet-Osborne and Mandy Paton, and scheduler Ollie Lancaster, support Phillip to ensure that clients receive a quick and efficient service. AFM also employs qualified technicians and tradesman, who are on hand to provide an immediate response to plumbing or electrical problems. Up to 10 engineers and a mixture of electricians, plumbers, carpenters and decorators have been working on the contract to date.

Philip has been delighted with the way the first few months of the contract have gone, and believes that his team is the perfect fit for our clients. Phillip said "We have been able to respond to tenants' needs and provide a fast, efficient and professional service."

"Our engineers are all highly trained individuals who have been selected for their customer care skills and have received safeguarding and disability awareness training to help us meet the needs of all tenants, regardless of their needs. I'm delighted with the team's efforts so far and we hope the Andium tenants are enjoying the benefits of our service."

AFM is interested in hearing from you about the service you have received from them. If you have received plumbing or repair services from them this year, then please send your feedback to repairs@andiumhomes.je or call 01534 500799. Good or bad, AFM would love to hear from you so they can continue to develop their services and improve the experience you receive as valued AFM customers.



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Safeguarding adults and children

Trust your instincts, don't ignore a gut feeling



Where does it happen?

Abuse can happen in any of the following places

- In your own home or someone else's home
- In a carer's home
- At a care home
- At a day care centre
- In hospital
- At work
- At school
- At college
- In a public place

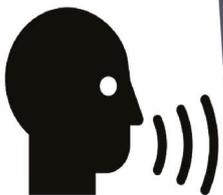
Who might be an abuser?

- A partner, relative or family member
- A volunteer
- A member of staff
- Another service user
- A neighbour
- A carer
- A friend
- A friend of the family
- A stranger

What should you do?

Speak up

By raising awareness of safeguarding issues amongst the general public we can become the eyes and ears of the people who are unable to protect themselves



What is safeguarding?

Safeguarding is about protecting those at risk of harm (children and vulnerable adults) from suffering abuse, harm or neglect.

Be aware of how a situation makes you feel and look out for some of these behaviours



Over talkative

Withdrawn Shouting or swearing

Racist language

HITTING OR SLAPPING

THREATS

Holes in walls or doors

Cluttered or stark living conditions

Feeling like something is not quite right

Unkempt appearance

OVER FRIENDLY

LOTS OF PETS

Gut feeling

Request for money

Malnourished

BROKEN WINDOWS

A situation that makes you feel uncomfortable

Dirty living conditions

Sad

Tell us



If you would like to report a concern or talk about something you have seen and don't feel comfortable with please call Nicola 500738 or Mark 500748 in our Independent Living Team.

.....or contact the following agencies

Worried about a child?

If you have any concerns about the safety and/or welfare of a child or young person telephone the Multi-Agency Safeguarding Hub (MASH) on 519000 or e-mail MASH@health.gov.je

Outside of normal office hours please call 442000 and bleep duty for the Emergency Duty Team



Worried about an adult?

If you have any concerns about the safety and/or welfare of an adult telephone the Single Point of Referral (SPOR) 444440 or by email SPOR@health.gov.je

Outside of normal office hours please call the Police on 612612



If you think someone is in immediate danger call the Police on 999

Brighter Futures

Brighter Futures is a charity based at The Bridge, that supports approximately 150 families, parents, carers, children and young people in Jersey. They provide a number of free programmes and services to help support the parents and carers.



Parents and carers access their services for a variety of reasons and from across the social system. All have different backgrounds, experiences, family and financial situations and may be feeling socially isolated, have health difficulties, low self-esteem or a lack of self-confidence.

Staff work alongside the main carer to support child development, parent/carer-child relationships and family health and wellbeing to improve family and home environments and increase life chances and opportunities.

Brighter Futures offer a range of personal development, educational and second chance learning programmes, group sessions, parenting support, one-to-one emotional support, information, advice and practical help in order to help parents and carers with self-esteem, confidence and communication skills.

Clients are referred from various sources including schools, GPs, health visitors, social workers, CAMHS, housing providers or people can self-refer. Brighter Futures work in partnership with a wide range of agencies and in partnership with Parenting Support Services to encourage people to make a difference to their future through the choices they make for themselves and their families.

To find out more about their services;
Contact the team
Brighter Futures,
The Bridge, Le Geyt Road,
St Saviour, Jersey JE2 7NT

Tel: 01534 449 152
Fax: 01534 449 155
Email: info@brighterfutures.org.je



Choice based lettings



All of our available properties are now listed online in the Find a Home section of our website www.andiumhomes.je. These are available to view by applicants who are registered with the Affordable Housing Gateway, who will then have the opportunity to express an interest in available properties at an open viewing. Once applicants have registered interest at the open viewing, properties are then allocated to the person who is in the highest priority band on the Affordable Gateway list.

Over time it will enable clients and Affordable Housing Gateway applicants to make more informed decisions about the type and location of properties that become available resulting in an improved choice.

Before you consider accepting a property, you do need to consider your current lease. Some leases do not have a break clause, or may require you to give one month or more notice. If you are allocated a property, you will be required to move within a one week period.

For more information about Choice Based Lettings visit our website or email cbl@andiumhomes.je.

All re-housing applications are assessed and managed by the Affordable Housing Gateway Team who are based at Social Security Department, they can be contacted on 448944 or email hsggateway@gov.je.

2016 Bursary



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A career in affordable housing has many avenues

2015 bursary recipient Alex
Langlois said

"Before the bursary, I did not have much of an insight into housing. Overall I was quite surprised as to the amount of work that goes into an organization such as Andum Homes, for example the range of operational areas. Each client has their own individual needs which are dealt with by the different teams within the Company."

What's on offer

Start a career that embraces many roles which include:

- Surveying
- Construction
- Customer Services
- Finance
- Response Repairs
- Asset Management
- Independent Living
- Community Development
- Marketing

Our bursary scheme may provide up to £5000 per academic year, towards a first degree which is seen as relevant to this sector.

Find out more

To find out more about the scheme or to make an application visit our website www.andiumhomes.je

Contact us

Speak to Sally our Head of Human Resources

Phone us

01534 500744

Email us

bursary@andiumhomes.je

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