

# Tenants' Annual Report 2018/19



# Jigsaw Homes Group Ltd has now celebrated its first birthday, following the merger of New Charter Group with Adactus Housing Group.

This Tenants' Annual Report highlights our performance for the period 01 April 2018 to 31 March 2019. To help shape the content of this annual report, we asked our tenants through Jigsaw Rewards to let us know what kind of information they would like to see included.

We received 100 responses and made sure that this report includes the information highlighted the most.

## Performance

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### Key performance indicators

Since the formation of the Group, it has been vital for us to develop a common set of data that would help us monitor performance for all our group members. The following key performance indicators show how well we did across the Group in the areas highlighted by tenants.

	Jigsaw Group
Rent Collection (target 99%)	100.2%
Satisfaction with gas safety check visit	96.4%
Overall repairs satisfaction (target 88%)	88.9%
Rent loss from empty homes (target 1%)	0.79%

# Neighbourhood plans



Our three-year Neighbourhood Plans, launched in April 2019 across the Group, include commitments to help improve issues such as poverty, unemployment, health and the desirability of a neighbourhood. They also look at the satisfaction of residents, anti-social behaviour and the amount of rent arrears.

The Neighbourhood Plans measure the themes of Household Money Management, Demand, Property Condition, Neighbourhood Experience and Community Insight.

We have 61 neighbourhoods across the Group. This enables us to see the comparisons between neighbourhoods and the different landlords within the Jigsaw Group which allows us to steer resources to those most in need.

The new plans and resulting projects started from April 2019. Progress on these plans will be available on our website and in the 2019/20 Tenants' Annual Report.

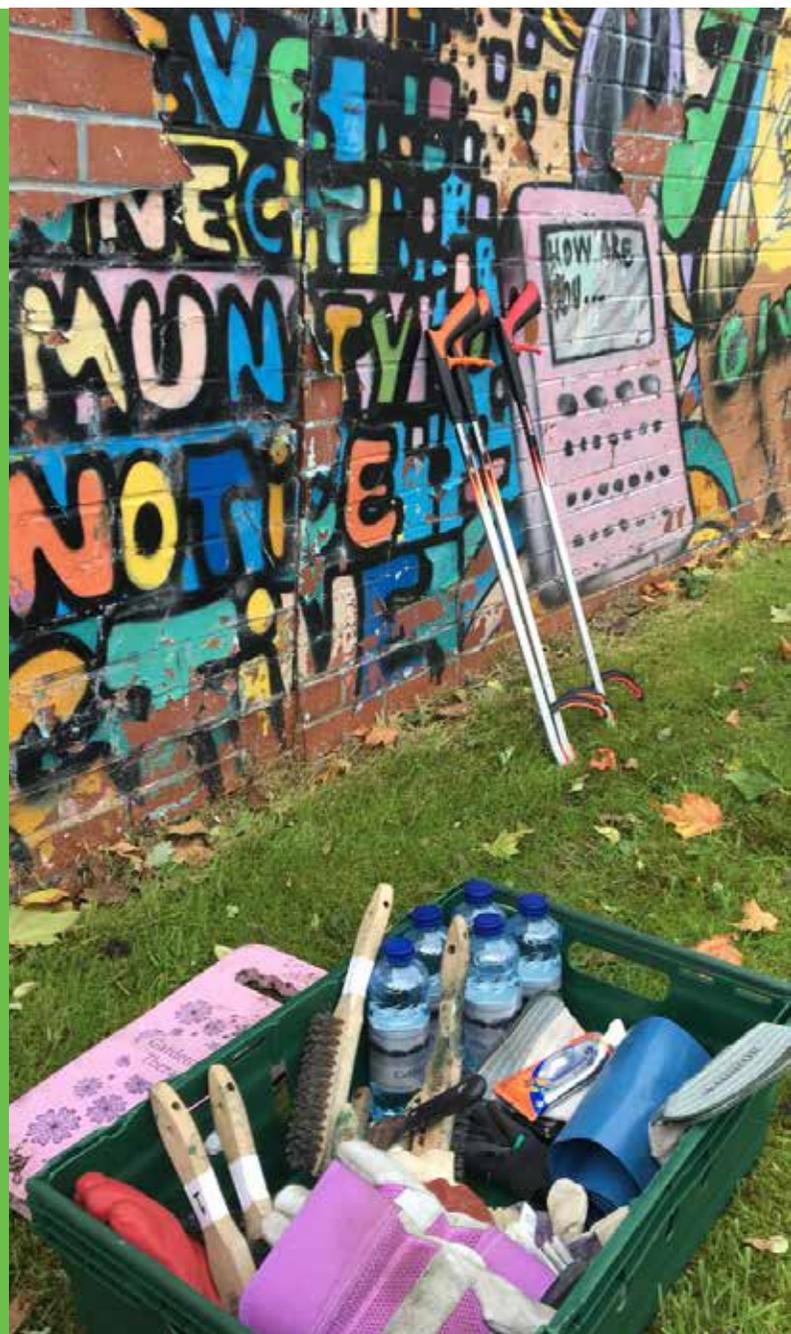
# Neighbourhood Safety Team

Our dedicated Neighbourhood Safety team continued to provide a responsive service to residents affected by crime and anti-social behaviour (ASB).

The team deals with all ASB and safeguarding cases. Neighbourhood Safety Officers handle cases all the way from the initial report of an issue through to, if necessary, taking legal action.

In 2018/19 the team:

- Opened 2,819 new ASB and safeguarding cases
- Dealt with 35 reports of tenancy fraud
- Received 132 concern cards
- Received 222 safeguarding/support cases
- Completed 50 injunctions
- Completed 13 undertakings
- Secured 5 suspended possession orders
- Obtained 8 outright possession orders
- Secured 3 section 21 notices (tenants left following unsuccessful appeals.)



Overall ASB satisfaction rate with handling of ASB cases in 2018/19:

Target: **70%**

Satisfaction rate: **82%**

# Jigsaw Foundation



## Breathe Investment Grants

Grants of up to £2,000 were available from the B.I.G Grants scheme. This pot was to support projects that improve the quality of life for residents and make a difference to the neighbourhoods within Greater Manchester, Manchester, Trafford and Wigan.

The total amount of grant awarded in 2018/19 was £225,000.

## Great Neighbourhoods

Organisations, charities, community groups and partner agencies were able to apply for funding from the Great Neighbourhoods grant. This grant helped fund community arts projects, Active Tameside, Oldham Coliseum, credit unions, Citizens Advice Bureaus and many more groups in the Tameside area.

Both Great Neighbourhoods and B.I.G have now come together to form the Jigsaw Foundation which launched in April 2019 and is the Group's approach to community investment.

The Jigsaw Foundation has a budget of £500,000 per year and offers funds for projects which make a difference to the lives of our residents and their communities. The fund is open to charities, resident and community groups, voluntary organisations, social enterprises and local partner agencies. We want the projects that we fund to complement our Neighbourhood Plans.

We are particularly interested in receiving applications which are resident-led and those which positively impact:

- Health and wellbeing and social inclusion
- Employment, individual capacity building, enterprise and training
- Environmental improvement
- Sustaining tenancies
- Financial and digital inclusion

For more information about Jigsaw Foundation, please visit: [foundation.jigsawhomes.org.uk/](http://foundation.jigsawhomes.org.uk/)

# Property Development

In 2018/19 the Group's members developed 556 new homes for affordable housing. While the majority of these homes were available for rent, there were also homes available for sale through shared ownership.

These were delivered across 13 local authorities and we estimate that by building these 556 homes, Jigsaw Group supported 1,178 jobs and added an overall value of £52.4m to the local economy.

The Group is committed to deliver a further 2,177 new affordable homes by 2022, using a combination of the Group's own resources, loans and grants received from Homes England.

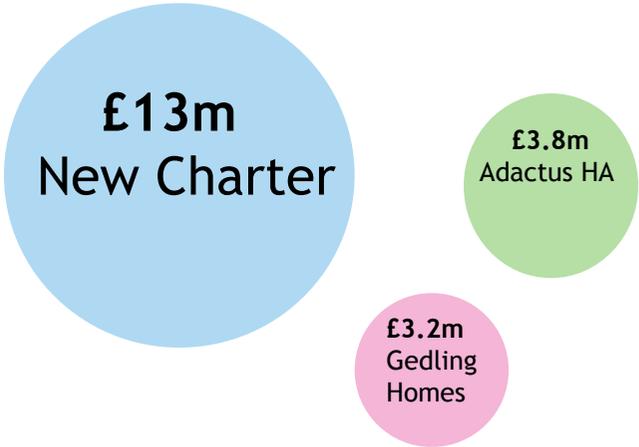
This is expected to inject an additional £205m into the North West and East Midlands, supporting in excess of 4,260 people a year.



# Property Investment and Repairs

This year, Jigsaw Homes continued to invest in improving your homes with £20 million spent through our investment programme at New Charter Homes, Gedling Homes and Adactus Housing Association.

£20m invested in improving our homes



The Jigsaw Group investment programme highlights:

**130,924 responsive repairs** were completed by the group, including emergencies, urgent, routine and 6 week jobs, in addition to the above.

**98.34%** of emergency repairs were completed on target in 2018/19. The average time taken to complete a non-emergency repair was 11.56 days.

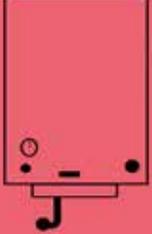
**£615** was the average repairs spend per property for 2018/19

**Target: £576**

The major causes of the overspend were sub-contractor spend (higher demand for specialist works) and the increased number of voids requiring major works.



**4,123** repaint improvements



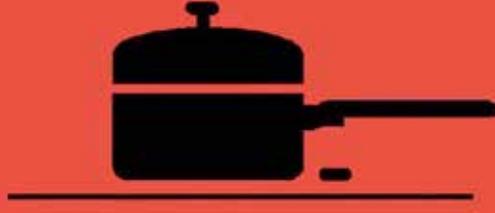
**1,143** boilers replaced



**683** windows and doors replaced



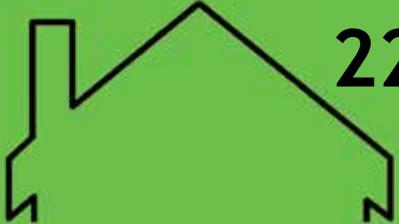
**257** bathrooms improved



**459** new kitchens installed



**31** properties rewired



**225** new roofs

# Complaints performance



When customers first tell us they are unhappy with us, our priority is to put things right as quickly as possible without the need for lengthy investigations.

This stage is called the ‘put it right’ stage and the majority of our complaints are resolved here. If we are unable to put your complaint right, we move onto the ‘investigate it’ stage.

In 2018/19 we handled a total of 154 complaints at the ‘investigate it’ stage. This was broken down to:

- Gedling homes 4
- New Charter and Aksa Homes 73
- Adactus Housing Group 77

The highest percentage of all complaints, 74 (48%), related to repairs and property-related services.

## Repairs and property-related services

- Planned and investment work - 12
- Wet trades and plumbing - 11
- Gas - 9
- Electrical - 1
- Joinery - 2
- Building Company - 13
- Green Charter - 8

- Damp and condensation - 9
- Estate services - 2
- Other - 26

## Neighbourhoods

- Anti-social behaviour - 17
- Allocations - 10

## Development

- Development - 7

## Finance and revenues

- Home ownership and leasehold - 6
- Service charges - 7

## Other

- Other (including housing support services, staff/customer services and tenancy maintenance) - 16

## Outcomes

**75 (49%)** of complaints were upheld or partially upheld and the findings used to improve service quality.

For a more comprehensive look at our activities during 2018/19, please view our Financial Statements available on the Group and Group member websites.

If you require this document in print, please contact our Neighbourhood team.

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