



Tenants' Annual Report 2017/18



On 3 April 2018, New Charter Group merged with Adactus Housing Group to form Jigsaw Homes Group Ltd.

The performance information highlighted in this tenants' annual report is for the period 1/4/2017 to 31/1/2018 and relates solely to the New Charter Housing Trust Group.

To populate this report we surveyed tenants via Jigsaw Rewards to gauge what they wanted to know. We received 73 responses to the survey and have contained the information most required by residents.

Performance

Key performance indicator

	New Charter Homes	Aksa Homes	Gedling Homes
Rent collection (target 99.3%)	99.65%	100.45%	99.73%
Satisfaction with gas safety check visit (95%)	97%	96%	97%
Overall repairs satisfaction	91% (target 95%)	88% (target 95%)	84% (target 90%)
Rent loss from empty homes	0.84% (target less than 1.5%)	0.44% (target less than 1%)	1.79% (target less than 1.75%)

Neighbourhood plans

Our neighbourhood plans launched in December 2016 at New Charter Homes and Aksa Homes and included a star-rated MASTARPLAN to help improve issues such as crime, unemployment, health and the desirability of a neighbourhood. They also looked 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.

In 2017/18 we had 37 neighbourhoods and at year end we had:

4 Neighbourhoods ★★★★★
 18 Neighbourhoods ★★★★★★
 15 Neighbourhoods ★★★★★

The neighbourhood plans for Gedling Homes launched in spring 2018. These will include all the indicators used in the New Charter and Aksa Homes plans.

Jigsaw Homes will produce a uniformed approach across all plans. This will enable us to see the comparisons between neighbourhoods and subsidiaries and allow us to steer resources to those most in need. The new plans will start in April 2019.

Tenancy enforcement

Our dedicated anti-social behaviour (ASB) team for New Charter Homes and Aksa Homes continued to provide a responsive service to residents affected by the most serious instances of crime and ASB.

Between 1 April 2017 and 31 March 2018 the team has dealt with:

- 210 new ASB cases which is 27% of all ASB reported
- 24 injunction orders including four with a power of arrest attached
- 20 cases have resulted in suspended possession orders or tenancy terminations

- Nine committal applications for breaches of injunctions leading to two custodial sentences of two months and seven days
- 23 cases resolved by conducting our mediation conferences
- Four tenancy management cases were opened to investigate allegations of subletting and tenancy fraud

Gedling Homes

Reported ASB for Gedling Homes is dealt with by the neighbourhood team who continue to provide a responsive service to all ASB cases. During 2017/18, 53 new ASB cases were dealt with.

Overall ASB satisfaction rates

New Charter Homes				
Satisfaction with the service provided	14/15	15/16	16/17	17/18
Percentage of respondents very or fairly satisfied with the way their ASB complaint was dealt with	95%	94%	96%	95%
Percentage of respondents very or fairly satisfied with the outcome of their ASB complaint	92%	95%	93%	93%

Overall ASB satisfaction rates

Aksa Homes

Satisfaction with the service provided	14/15	15/16	16/17	17/18
Percentage of respondents very or fairly satisfied with the way their ASB complaint was dealt with	100%	100%	100%	100%
Percentage of respondents very or fairly satisfied with the outcome of their ASB complaint	93%	100%	94%	100%

Gedling Homes

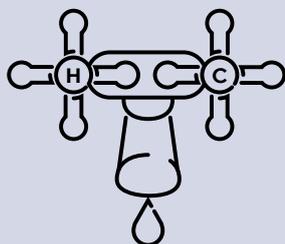
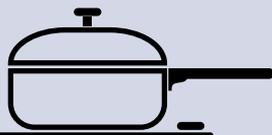
Satisfaction with the service provided	17/18
Percentage of respondents very or fairly satisfied with the way their ASB complaint was dealt with	87%
Percentage of respondents very or fairly satisfied with the outcome of their ASB complaint	82%

Property investment

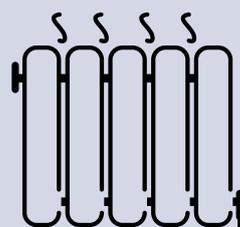
This year the New Charter Housing Trust Group continued to invest in improving your homes with £16.512m spent through our investment programme. In addition to this, £17.945m was spent on other repairs and planned maintenance.

At New Charter Homes our planned investment work programme created:

349 new
kitchens



34 new
bathrooms



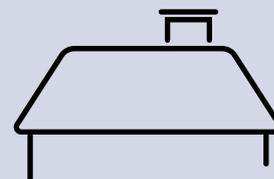
3 full heating
systems

1019 boiler
replacements



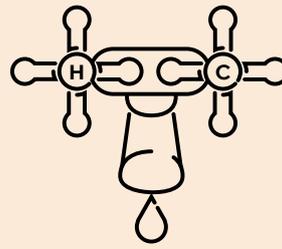
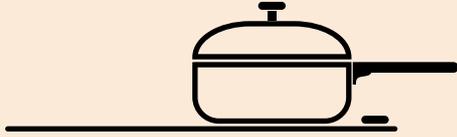
352 rewires

250 new
roofs



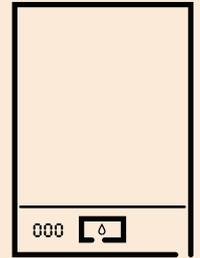
At Aksa Homes our planned investment work programme created:

**7 new
kitchens**



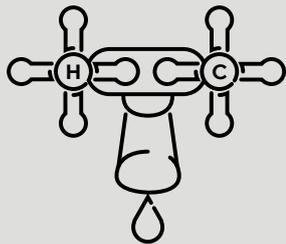
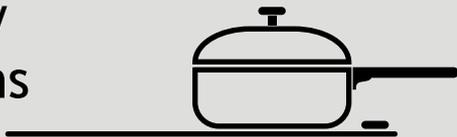
**3 new
bathrooms**

**28 boiler
replacements**



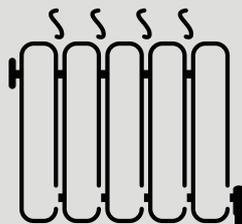
At Gedling Homes our planned investment work programme created:

**33 new
kitchens**



**27 new
bathrooms**

**93 heating
upgrades**



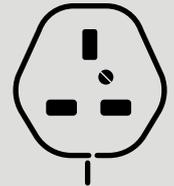
**4 communal
lighting upgrades**

**15 communal
fire alarm
upgrades**



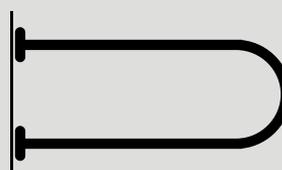
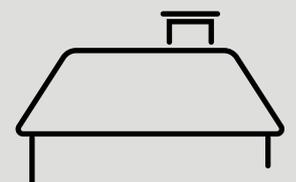
**529 smoke
and CO2 alarms**

**1610 electrical
tests**



3 fire doors

**76 external
improvements**



**46 major
adaptations**

Satisfaction with investment work

The overall satisfaction rating for investment work at **New Charter & Aksa Homes** tenants was **97%**.

We asked how satisfied people were with the whole job, to rate the quality of work, the attitude of workers, whether dirt and mess was kept to a minimum and whether workers cleaned up after themselves.

The overall satisfaction for investment work at **Gedling Homes** was **93%**.

New homes

During 2017/18, 93 new homes were built for New Charter Homes, with a further three properties acquired from other registered providers, mortgage rescue, Right to Buy backs and empty homes.

Aksa Homes started on one site totalling 65 homes, including 13 shared ownership properties.

Gedling Homes completed 32 new builds.

The merger with Adactus Housing Group has created a new Group with around 34,000 homes across the North West and East Midlands.

Jigsaw Homes has plans to build around 2,400 more homes by 2022 through a mix of tenures including affordable rent, shared ownership and market sale. This will be done through a combination of the Group's own resources, loans and grants received from Homes England.



Complaints performance

When customers first tell us they are unhappy with our service, our priority is to put things right as quickly as possible without the need for lengthy investigations. The majority of our complaints are resolved at this stage. We handled around 200 'put it right' cases during 2017/18.

New Charter Homes

In 2017/18 we received 125 complaints at New Charter Homes which we investigated as part of our complaints handling procedure.

The highest percentage, 45 (36%) of complaints related to failure in demand (slow or no response to service request and other), followed by 37 (30%) relating to staff issues.

40% of complaints were upheld and the findings used to improve service quality.

A smaller number of complaints related to:

- Customer care (24%)
- Poor communication (12.5%)
- Damage (2.5%)
- Equality issue (2.5%)
- Policy/procedure issue (4%)
- Other (5%)

Gedling Homes

In 2017/18 we received 28 complaints at Gedling Homes which we investigated as part of our complaints handling procedure.

The highest percentage, 11 (39%) of complaints related to staff issues, followed by 6 (21%) in failure in demand.

32% of complaints were upheld and the findings used to improve service quality.

A smaller number of complaints related to:

- Customer care (7%)
- Failure in demand (slow or no response to service request) (14%)
- Policy/procedure (4%)
- Poor communication (4%)
- Subcontractor issue (4%)
- Other (7%)

Aksa Homes

We received no complaints for investigation through our complaints handling procedure from Aksa Homes during 2017/18.

If you require this document in print please contact the neighbourhood team at Jigsaw Homes Group on the contact details provided on the back page.

[Link to New Charter Group financial statements 2017/18.](#)

[Link to 2015-2020 corporate plan](#)

Jigsaw Homes Group Ltd

(formerly New Charter Housing Trust Group)

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