



# Generic Neighbourhood plan

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## Welcome to your new neighbourhood plan

At Jigsaw Homes Group we take pride in our neighbourhoods and want to work with residents to achieve our mission of 'Creating homes. Building lives.'

Following on from our former Neighbourhood plan model we have now created a generic promise aimed primarily at residents who live outside a traditional neighbourhood

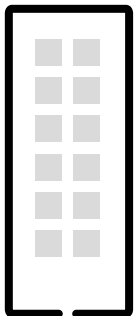
setting, those whose properties are geographically dispersed from other Jigsaw Homes properties.

This promise informs on our services to residents, our contact commitment, how you can get involved, energy and money advice tips and links to external support services.

## Neighbourhood Profile information

The areas which fall within our generic plan are:

- Cheshire East
- Cheshire West
- Baguley
- Longsight
- Levenshulme
- Rusholme
- Old Moat Preston
- Ribble Valley & Pendle
- Bury
- Stockport
- Sefton
- Wigan
- Trafford
- Withington
- Carlton Square
- Newstead Villages
- Mapperley
- The Parishes



# Our contact commitment

Our customer contact strategy sets out how customers can make contact with the organisation. The contact channels are extensive to enable everyone, regardless of individual circumstances, the easiest route possible to reach us.

## Customers have access to:

A multi-channel contact service, with a telephone contact centre at its core.

Customers can contact us by phone, face-to-face, on-line, webchat, email, social media and by letter.

Phone - 0300 111 1133  
(Jigsaw North)

0300 011 1144

(Jigsaw Midlands)  
Corporate enquiries:  
0300 11 11 212

## Face-to-face -

Jigsaw Homes Tameside  
Cavendish 249  
Cavendish Street  
Ashton-under-Lyne,  
Ashton-Under-Lyne  
OL6 7AT

## Jigsaw Homes Midlands

Civic Centre  
Arnot Hill Park  
Arnold  
Nottingham  
NG5 6LU

## Jigsaw Homes North

Turner House  
56 King Street  
Leigh  
WN7 4LJ

## On-line -

Social media - follow us at

Twitter @JigsawHG

Email: [info@jigsawhomes.org.uk](mailto:info@jigsawhomes.org.uk)

# Our Customer care standards

We pride ourselves on ensuring we respond to contact in a reasonable time and have set a number of standards to ensure this happens.

## Phone

80% of calls answered by an appropriately skilled Connect advisor in 90 seconds  
70% of enquiries resolved at first call (based on satisfied respondents)

## Website & email

80% of enquiries responded to by the close of the next working day (100% within two working days)

## Office visits

90% of un-appointed visitors to offices/hubs seen within 15 minutes of arrival

All public areas subject to periodic accessibility audits to ensure Disability Discrimination Act compliance

## Letter

100% of correspondence responded to in full within 5 working days, or to a timescale agreed with the customer if a complex enquiry requiring more time

## Out of hours service

Applies to : weekends, Bank Holidays, office closure days and 6pm-8pm Monday to Friday  
Repairs diagnosed as emergencies escalated to on-call operatives/technicians for completion within 24 hours.

Emergency incidents escalated to duty manager for timely response  
24 hour access for registered users of the customer web portal to: request repairs, select repair appointment, review rent account, request rent refund, raise other requests.

# Jigsaw Homes services

As your landlord, or potential landlord, we offer a range of services you can expect as part of your tenancy agreement.

## Repairs and maintenance

Jigsaw Homes is responsible for the main structure of your property and for repairing items that were part of the premises when your tenancy started. There are some repairs which are your responsibility.

A full list can be found by visiting the Jigsaw Homes website. ([Link to website](#))

All repairs and maintenance requests should be reported to our Jigsaw Connect team on 0300 111 1144 (Jigsaw North) or 0161 331 2000 (Jigsaw Tameside and Jigsaw Midlands) or by logging into your customer portal.

## Out of hours repairs

Our Connect Out of Hours team is here to deal with emergency repairs outside of office hours. The team can only deal with genuine

emergencies where there is an immediate problem in your home that needs to be addressed. Our specialist staff will take the details of the emergency and decide on the best course of action.

Simply dial the main Connect number 0161 331 2000 to access our Out of Hours Service. This service only covers genuine emergency repairs

## Possible emergencies include:

- Burst pipe
- No water supply - please ring United Utilities on 0345 6723 723
- Blocked foul drain (possible recharge)
- Blocked WC (only one in house and possible recharge)
- Insecure door, windows or locks (normally ground floor)
- Water burst and some leaks
- External door/window insecure
- Broken window/external door (possible recharge)

- Roof leaking (water penetration where leak cannot be contained)
- Tiles slipped/loose or hanging, where likely to fall
- Dangerous structure/brickwork
- No heating and/or hot water (depending on time of year)
- No electrics - (If there is a power cut contact Electricity North West on 0800 195 4141)
- No lights or power  
We will aim to attend an emergency repair within four hours  
If you smell gas, please call the National Gas Emergency Service on Freephone 0800 111 999.
- Open Doors and Windows to ventilate the property
- Do not turn off or on and electrical switches
- Extinguish all naked flames, do not smoke, strike matches or do anything that could cause ignition



### Anti-social behaviour

We have a dedicated team who deal with all anti-social behaviour and safeguarding cases. Jigsaw Homes Group recognises the adverse impact anti-social behaviour and hate crime can have on its tenants, residents and the wider neighbourhoods in which we operate. Jigsaw Homes play a key role in preventing and tackling anti-social behaviour and hate crime in the areas where we own and manage homes.

If you wish to report an incident of ASB, hate crime or have concerns over the safety of a neighbour, please get in touch with us.

We expect our tenants to act reasonably and be considerate of the different values and lifestyles reflected in our neighbourhoods and where the anti-social behaviour is a criminal offence, we encourage those affected by it to report the matter to the police

### Lettings

Jigsaw Home let over 3,000 homes every year and own property across the North West of

England and the Midlands. We offer a large range of affordable property types available in urban and rural locations. These range from two and three bed or even larger homes for families, studio, one and two bed apartments for singles or couples and bungalows.

We also offer retirement living properties specifically designed to cater for the needs of older people.

To see if you are eligible for housing, the type and size of home you are eligible for, and to find a home that suits your need, you can visit the Jigsaw Homes group website.

Jigsaw Homes also allows you to exchange your home, we understand that your circumstances may change and you may therefore need to move to more suitable housing for your needs. If you need to move we'll try to help you as much as we can.

### Grounds maintenance

Across Estate Service Tameside and North the service is provided by our in-house teams who

are responsible for grass cutting, weeding and hedge/shrub trimming and shrub maintenance on our grounds.

The teams work to the following standards:

[\(link to GM service\)](#)

### Caretaking

Within Estate Services our in-house caretaking teams work to the following standards: [\(link to Cleaning Specification October 2020\)](#)

In Jigsaw Midlands grounds maintenance is provided on communal land, shared by residents that are not the responsibility of residents to maintain by Greenfingers.

### Development

Building new homes is a priority for Jigsaw Homes and helps address the significant increase in demand of affordable housing across all our Boroughs. Although we have been impacted by Covid in 2020, our ambition is still to deliver 800 new homes across the Jigsaw Group per year over the next few years. These homes will be a mix of tenures including affordable rent, shared ownership and market sale.

## Covid 19 support

We recognise that Covid 19 has affected everyone in some way and throughout 2020 we responded by contacting residents to offer support and to signpost individuals to local organisations who can help.

This work involved producing a directory of community help groups, including public, private and voluntary sources, which included available support for services such as; food provision, medical supplies, money advice, loneliness support, mental health support, home care, utility payments and voluntary community groups.

The main support required by residents has been access to food and we have been work-

ing with a number of food banks and food providers to support those in need.

All our neighbourhoods have local provisions to which we can direct and refer residents. For Greater Manchester residents information can be found at: [Link to GMPA food map](#)  
[www.gmpovertyaction.org/maps/](http://www.gmpovertyaction.org/maps/)

We continue to maintain our directory and can share details with anyone wanting support through our Neighbourhood Engagement team.

Email: [neighbourhoodengagement@jigsawhomes.org.uk](mailto:neighbourhoodengagement@jigsawhomes.org.uk) if you need any assistance.



## Our commitment

We will monitor how residents are managing to pay their rent and continue to offer advice and guidance to those that are struggling financially.

We will deliver a high quality repairs service, responding to emergencies and routine repairs, alongside our targeted investment and planned replacement programmes.

We will produce a sustainability strategy which will set out a plan of engaging tenants to reduce our impact on the environment. We will continue to invest in the energy

performance of our homes to reduce energy costs for residents.

We will target any properties that are more difficult to let within the neighbourhood and work to resolve any related appearance issues that may affect their popularity.

We will make the best possible use of our properties, ensuring we let responsibly.

We will encourage residents to recycle and will work with Local Authorities to improve refuse collection and advice for tenants.

We will continue to monitor those quality of life factors that have an affect on the community, such as the levels of employment and the health and well-being of residents.

We will work with partners to deliver interventions in the neighbourhood targeting those key issues and ensure residents have access to the services they need the most.

We will work closely in partnership with the Police & Local Authorities at a local level in tackling anti-social behaviour, nuisance and crime.

# What can you do?

Familiarise yourself with the money advice services that we and our other agencies provide and tell your neighbours, friends and family about them if you think they may be in financial difficulty. Get in touch with us as soon as possible if you feel you are getting behind on your rent and bills. You can also look on our website for advice on a range of money matters and links to other sources of help and support.

Link here →

Be observant around your neighbourhood and let us know when things do not look great. It may be that the standard of communal spaces can improve, the environment could be improved or when you see something that you don't think is safe. Let us know if you think a property has been abandoned as soon as possible so that we can take action to re-let the property and avoid possible damage.

Report repair issues quickly and keep an eye on any recurrent problems you notice in your home, or those of others in your community, and let us know. Always fill in the repairs

feedback surveys, this will really help us address any issues in your area and give you the best service.

Get in touch if you experience antisocial behaviour or, if you feel you are seeing a rise in crime in the area, so we can assist and give practical advice. Tell us if you believe properties are being used for illegal purposes. Take pride in your community and regularly maintain your own garden or clean the space outside your flat etc. We can offer low cost support if you need help with this.

## Be a great neighbour - top tips

- Introduce yourself to your neighbours and consider your neighbours' lifestyles
- Be aware of the noise you create in your own home, particularly in buildings with communal entrances.
- Be mindful of where you park and be considerate of others
- Let your neighbours know if you are having a celebration
- Maintain your garden and keep your communal areas free of items
- Put your bins out on the right night and bring them in again once collected
- Keep an eye on your neighbour's property



# Getting involved

We encourage residents to get involved in improving and shaping our performance and the standard of our services. We understand that not everyone wants the same level of involvement, so we offer a range of ways to get involved.



## Jigsaw Rewards

Jigsaw Rewards is an opportunity for you to give your feedback by completing surveys on our services, mainly from the comfort of your own home. In return you will receive points which can be exchanged for gift vouchers or credits on your rent account.

It is simple and quick to register for Jigsaw Rewards. Just visit [rewards.jigsawhomes.org.uk](https://rewards.jigsawhomes.org.uk) and enter your surname, payment reference number or tenancy reference number and tell us which areas of the business you

are interested in. We will only share with you the activities you have chosen, so you can do as much or little as you like. Activities include feedback surveys, photo tasks, mystery shopping and the opportunity to volunteer for our scrutiny panel.

In addition to Jigsaw Rewards you can also have informal involvement by attending community events or following us on social media, our websites and through our newsletters. If you want to be more involved you can be part of a scrutiny group to discuss different services and attend events and training. You can even become a tenant director on our Board, join/set up a residents' association or local group in your area.

We also recognise that everyone has skills, capability and drive to improve their neighbourhoods and this is happening with great success in a number of places. We're keen to promote this and whether it's a small project near to your home or something more ambitious, we want to hear your ideas and help

you to make this happen. Our neighbourhood team will support you to do this wherever possible so please get in touch if you have any ideas on how to improve your neighbourhood.



## Jigsaw Foundation

The Jigsaw Foundation offers funds for local 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. Entries will be able to bid for a share of £500,000 towards local projects that help to improve people's lives. For more information and an application form, visit [foundation.jigsawhomes.org.uk](https://foundation.jigsawhomes.org.uk). Grants of £24,999 and under will be voted on by tenants through Jigsaw Rewards. Anything above this will be voted on by Jigsaw's executive team.





## Your Money

### Welfare benefits

If you need to make a claim for welfare benefits, you need to do it as soon as possible. Don't delay as you could miss out on money you are entitled to. We have a benefits calculator and budgeting tool available to all tenants in the Jigsaw Homes Group.



We have a number of benefit calculators available as well as a household budget tool - why not try them out

Please visit

[jigsawhomes.entitledto.co.uk](https://jigsawhomes.entitledto.co.uk)

If you are concerned about debts or would like advice on benefits, contact us on: 0161 331 2000 or 0300 011 1144 [tameside@jigsawhomes.org.uk](mailto:tameside@jigsawhomes.org.uk)

### Getting ahead with your rent

It may not come as a surprise to you that a high level of the UK households have little or no savings. When there is a financial issue at home, this can have a real impact. By paying a little extra with your rent each week, you can build a buffer which will help when money is a bit tight. This can also help if you

are moving on to Universal Credit and you are waiting for your first payment. If you need extra cash, do not be tempted to use a loan shark - they are not your friend.

### Loan sharks

Loan sharks are illegal money lenders who use intimidation and often violence to recover loaned funds. If you can answer yes to one or more of these questions you might be borrowing from a loan shark:

- Did they offer you a cash loan?
- Did they not give you paperwork?
- Did they add huge amounts of interest or APR to your loan?
- Have they threatened you?
- Are you scared of people finding out?
- Have they taken your bank card, benefit card, passport, watch or other valuables from you?

**STOP LOAN SHARKS**  
Intervention . Support . Education

If you are affected by a loan shark, don't suffer in silence. The Illegal Money Lending Team can help. You can contact the team anonymously on 0300 555 2222 to report a loan shark and get the help you need.

### What is a Credit Union?

A credit union is a financial co-operative which provides savings, loans and a range

of services to its members. It is owned and controlled by the members so the emphasis is always on providing the best service to members - not maximising profits. You can use the link below to find your nearest credit union.

<https://www.findyourcreditunion.co.uk/>

### Payment facilities

**Direct debit** - these can be set up weekly, fortnightly, 4 weekly or monthly and can be on any date in the month

**Recurring card payment** - you can set a recurring card payment and can cancel or amend this with us at any time. If you did not have the funds when we attempt to take a payment you would not incur any bank charges.

**Allpay payment card** - Look for the PayPoint or e-pay sign and pay your rent with your allpay card at the till.

**Through our website** - You can pay on our website with your Debit card and allpay swipe card using our online services. This service is available 24 hours a day, 365 days a year.

**Standing order** - Payments can be made directly from your Bank or Building Society on a weekly, fortnightly or monthly basis. To use this payment method please contact us and we will send you a Standing Order form for you to complete and return to us.

Over the telephone - You can pay your rent over the phone using our 24 hour automated service. Please phone connect on 0300 111 1133 and select Option 3. If you are calling outside our normal working hours which are between 6:00pm - 8:00am, you will need to select option 2 instead. Please note that you will need your allpay card along with a valid debit or credit card to use this service.

If you pay your rent on a monthly basis please be aware that your rent is charged on a weekly basis and that you must meet all your weekly rental obligations within that current financial year (1 April to 31st March). Therefore we expect you to have one week credit balance on 31st March of each year. This is to reflect the 1st week in advance payment you will have been asked to make when you signed your tenancy.

## Home contents insurance

It is recommended that all tenants purchase home contents insurance. Contents insurance protects your personal belongings from scenarios such as, damage caused by fire, break-ins, natural disasters or accidental. If something happens to destroy or damage your possessions, it can cost a lot of money to replace them items, some of which may be essential. There are a number of options and suppliers for contents insurance which can be found on-line.

## Energy advice

There are a number of ways in which you can run your home for less, as well as producing fewer harmful CO2 emissions.

Turning your room thermostat down by just 1°C, this could cut your heating bill by 10%, which is an average saving of £75 per year.

Drying clothes on radiators blocks heat from warming the room and causes condensation. Dry on a clothes horse instead. 15% of heat loss occurs through draughts. Draught proof your window frames, doors, keyholes and letterboxes.

Our homes contain an increasing number of appliances and gadgets, all of which consume electricity - increasing our bills and

emissions. Much of this usage is unnecessary and with efficient purchase, use and maintenance we can reduce our bills with minimal effort.

Check you are with the cheapest energy supplier. Visit the Uswitch website <https://www.uswitch.com/>

Switching from a 60W bulb will save you £5-£10 a year on your electricity energy bill.

In the UK we waste £140 million a year by leaving lights on unnecessarily. Remember to turn the lights off when you leave a room, no matter what kind of bulb you have, this can save you £7.50 per year.

Don't leave appliances on standby, turn things off at the mains when not in use or fully charged, especially overnight.

The average person uses 150 litres of water of water per day for hygiene, drinking, washing and flushing. The energy used in transporting and treating water is energy intensive and generates significant carbon emissions. It is important that we are not wasteful with this vital resource.

Don't overfill the kettle, boiling the right amount of water is one of the easiest ways to cut your energy usage and you could save as much as £25 per year.

Save water by avoiding letting taps run when brushing your teeth or shaving. 10 minutes of running water a day would waste 22,000 litres per year at a cost of £30.

A dripping tap can waste 140 litres a week, almost enough to fill two baths. Get leaks fixed, report them to our Jigsaw Connect team on 0300 111 1144 or 0161 331 2000.

We can save money on our food budget by reducing waste. You might be surprised at the level of emissions generated by the food you eat.

If you cook too much, make sure you use the leftovers and store them in airtight containers.

See recipe ideas at

[www.lovefoodhatewaste.com/recipes](http://www.lovefoodhatewaste.com/recipes).

If you have garden space you could try growing your own. Put your garden to work and save money. Even if you don't have a garden you could still grow foods such as beetroot, radish and lettuce on your windowsill.

Transport is the biggest source of personal emissions for many people, especially if you drive, or fly regularly. Your driving style can have a big impact on fuel consumption and therefore what you spend on fuel.

You can save money on driving through monitoring your speed. Driving at 50mph uses 30% less fuel than at 70mph.

Removing excess weight if not needed e.g. a roof rack will reduce your fuel consumption.

Recycling reduces the Carbon footprint of your waste and promotes wider environmental benefits. Every year in the UK, we send around 23 million tonnes of household waste to landfill, 60% of which could be recycled. Landfills are particularly bad sources of greenhouse emissions because waste is buried, which causes it to break down and release methane, which is 33 times more potent than carbon dioxide.

The average person receives 19kg of junk mail a year. To opt out of unsolicited direct mailing lists, register with the Mailing Preference Service at [www.mpsonline.org.uk](http://www.mpsonline.org.uk) or by phone on 0845 703 4599 or write to them at MPS, Freepost, London, W1E 0ZT.

Recycling has never been easier. Recycle at home using your recycling bins or communal facilities.

For a full list of energy advice saving tips read our leaflet [click here](#).

Water Bill reduction schemes  
You may qualify for one of United Utilities water bill reduction schemes. Simply call them on 0800 072 6765

Last year tenants taking part each saved on average £164.59.