

CHORLEY BOROUGH COUNCIL NEW MEMBER BRIEFING AUGUST 2019



Chorley Community Housing (CCH) is a member of the Jigsaw Homes Group, one of the largest housing association groups in the country, with stock across the North West of England and in Gedling in Nottinghamshire.

CCH was set up to receive the council's housing stock of approximately 3,000 homes. The transfer aimed to increase investment in homes for rent, both in the existing stock but also in building new homes. The stock was transferred in March 2007, enabling investment of c£35m in new kitchens, bathrooms, central heating boilers and other works to bring the properties up to the Government's Decent Homes Standard along with fencing, off street parking and other environmental enhancements between 2007 and 2012. CCH also committed to a number of service delivery promises which were written into the transfer agreement and which have since been fulfilled or amended by agreement with the Council.

Service delivery is provided by Jigsaw Homes Group largely through its customer contact centre, Connect, based in Leigh and to which tenants and applicants should be directed:

0300 111 1133

<https://www.jigsawhomes.org.uk/>

A free to use telephone is also provided at the Council's Union Street offices for customers to contact Connect.

A small staff team dealing with anti-social behaviour is co-located with the Council at Union Street but is unable to deal with customer enquiries unless by prior appointment. Appointments should be made via Connect.

As well as bringing the former council housing up to the Decent Homes Standard, CCH and Adactus Housing Association (another Jigsaw Group member) have built 750 homes for rent or shared ownership in the borough in partnership with the Council. Another 37 are presently under construction.

Our Jigsaw Foundation launched in April 2019 and is the Group's approach to community investment. It has a budget of £450,000 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. If you would like to apply to the fund please visit our website <https://foundation.jigsawhomes.org.uk/>

Member enquiries regarding constituents should be directed to MPsandCouncillors@jigsawhomes.org.uk This mailbox is managed by the Internal Affairs team and ensures that email queries from members are dealt with promptly and directed to the appropriate department. We aim to respond fully to member enquiries within five days.

CCH is managed by a board of 12 members and the rules of CCH permit the Council to nominate one person to sit on the board. The Council's current nominee is Councillor Roy Lees.

The Group has recently (July 2019) received a V1G1 rating from the Regulator of Social Housing, the highest rating for viability and governance that the regulator bestows.

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For any more information about CCH or Jigsaw Homes, or about housing associations more generally, please contact Richard Houghton, Director of Operations, on richard.houghton@jigsawhomes.org.uk