



Providing an emergency housing solution for a leading Housing Association's catastrophe response (CAT) teams.

### **Situation**

When a recent disaster occurred, a leading Housing Association deployed an on-the-ground catastrophe response (CATS) teams could support the large number of displaced tenants in the impacted area. The Housing Association required an emergency housing solution for the team that could provide:

- 24/7/365 access to comfortable, long term accommodations
- Flexible leasing terms and length of stay options
- Convenient locations in the impacted areas

additionally, to ensure costs were managed effectively, the company required a solution that included consolidated, centralised billing. Previously, team members were negotiating lease terms and signing agreements without company authorisation. This resulted in higher lodging costs, increased incidental charges and greater financial risks and exposure for both the employee and the client.

### **Challenge**

The Housing Association needed to secure a comprehensive emergency housing solution that would reduce costs and streamline the billing process so the CATS team could focus on meeting their tenant's needs. Jigsaw, with its broad inventory of hotels, apartments, homes and more, was able to provide the Housing Association CATS teams with furnished apartments for an extended stay over 30 days. This solution offered several benefits, including:

- **Major cost savings.** By consolidating all disaster-related employee costs, using furnished apartments instead of hotel rooms, and identifying convenient options in a specific location, the client was able to reduce staff overtime previously spent on invoicing and processing, eliminate short term stay hotel taxes and worked with Jigsaw to negotiate exceptional leasing terms for longer (60 day) stays.
- **Improved operating efficiencies through centralization.** Centralisation of the temporary housing process through Jigsaw allowed the client to improve operating efficiencies by providing a single source for all housing needs, streamlining CATS team location tracking, eliminating unproductive lease term negotiations including departure penalty issues and increasing critical management time needed for repairs or relocation. Providing an emergency housing solution for a leading Housing Association catastrophe response (CATS) teams.
- **Improved associate productivity.** Furnished apartments offered a more comfortable, home-like environment with larger living spaces, full-size kitchens and separate living rooms. This solution allowed the client's employees to focus less on the stress and inconveniences related to being away from home for long periods of time and more on fulfilling the displaced tenant's needs.
- **Enhanced access to critical information.** Centralised event data allowed for simplified and consolidated catastrophe reporting. In addition, this functionality provided enhanced reporting features important for successfully managing expenses, sharing information and improving service. Results By offering a forward-thinking emergency housing solution that included simplified invoicing, a consolidated leasing process and more suitable housing accommodations, Jigsaw was able to help the client save a significant amount of time, money and resources. As a result, the Housing Association experienced a savings of more than 20,000 GBP annually in taxes and reduced daily accommodation rates by approximately 12/day GBP for each apartment. To learn more about this case study or how Jigsaw can work with you to provide a temporary housing solution for your catastrophe response teams, please call 0845 0000 792 or visit this [webpage](#)



Some of Our Clients

