

CTJ HOUSING TRUST NEWSLETTER

MARCH 2014

This is the tenth of an occasional newsletter prepared and distributed by Voisin-Hunter Limited on behalf of CTJ Housing Trust.

Estate Inspections

Inspections of the estates are carried out on a regular basis and we encourage tenants to contact us if they would like to meet on site to discuss any issues/suggestions they may have. Days and times of our visits may vary depending on other factors but most weeks our visits are as follows:

Bas du Mont – Every other Thursday
Clos des Charmes – Every other Friday
Le Benefice – Every Wednesday
Lempriere Street - Every other Tuesday

If you would like to meet on site on one of these days to discuss matters concerning your estate please contact the office the day before to arrange a time to meet with your property manager.

Smoke Alarms

For most of CTJ's properties the smoke alarms are mains connected and tenants are reminded that they are responsible for checking these are in working order every six months. If your smoke alarm does not work when tested please contact the office in order that we can arrange for an electrician to attend. For those tenants who stay in a property where the smoke alarms are not mains connected, tenants are responsible for installing their own battery operated smoke alarms to the property and to test these every six months to ensure they are in working order.

Arrears

Whilst we understand that everyone's financial circumstances can change, paying your rent to ensure that your home is not at risk is most important and the first thing that should be paid. Please do not just stop paying your rent, if you are in difficulties please do either contact the Citizens Advice Bureau or come into this office to seek assistance or guidance.

Requests for Letters

We receive requests for letters on a daily basis in the office. Whether it be a letter for confirmation of your tenancy, confirmation of rent, or permission for keys etc, we would urge tenants to please phone the office to request a letter beforehand. Due to numerous daily requests and other commitments to our role we are often not able to produce these letters on demand when tenants drop into the office. We will, however, endeavour to provide you with a letter as soon as possible within 48 hours of the request being made.

Energy Saving Advice

The States of Jersey Energy Efficiency Service offer free and impartial advice on ways in which to stop wasting energy and save money on your energy bills. Below are some useful tips that they give:

1. Washing your clothes at 30°C will save you over 1/3 on your electricity bills.
2. Switching to energy saving light bulbs will save you up to £45 over the lifetime of the bulb as they last up to 10 x longer than ordinary bulbs.
3. Closing your curtains at dusk to stop heat escaping through windows and by checking for draughts around windows and doors will save you around £30 a year.
4. By turning your thermostat down by 1°C you could cut your heating bills by up to 10% and will save you around £80 per year.
5. Avoid leaving electrical appliances on standby, switching them off at the plug will save you around £40 per year.
6. If possible fill up the washing machine, tumble dryer or dishwasher as one full load uses less energy than two half loads.

These are just a few ways, for more information on how you can save energy or to find out if you are eligible for free energy efficiency grant assistance you can visit the Energy Efficiency website at www.gov.je/energyefficiency or telephone 441611.

Dog & Cat Mess

We still continue to receive complaints of dog and cat mess on some of CTJ's larger estates and once again we would like to remind tenants that if they wish to keep pets on the estate they must show consideration for their neighbours and be responsible for cleaning up after them.

Contents Insurance

We would remind all tenants that CTJ Housing Trust insures your building, but you should obtain your own contents and third party insurance.

Affordable Housing Gateway

As you may already be aware CTJ Housing Trust no longer hold their own waiting list. Instead there is now one central waiting list that applicants apply through and this is called the Affordable Housing Gateway. Whilst this won't have a direct impact on already existing tenants it will mean that if you wish to be considered for a transfer you will need to apply through the Gateway instead of coming through our office. The main advantage of this is that by being on one central waiting list you will not only be considered for alternative units of accommodation with CTJ Housing Trust but also that of States Housing and the other Housing Trusts. To apply for a transfer you will need to fill in an Affordable Housing Gateway form and return this to the Gateway team. **Please do not return to our offices as we do not assess the applications.** The Gateway Team will then contact us to confirm whether your Landlord (CTJ Housing Trust) is happy to sponsor your application for a transfer. Please note however that your Landlord may wish not sponsor the transfer application if there is not a valid reason for your wish to transfer. Please note your Landlord will not sponsor any transfer application if you have any existing outstanding arrears.

For information and how to apply you can visit <http://www.gov.je/Home/RentingBuying/StatesHousing/ApplicationAllocation/Pages/HousingWaitingList.aspx> or alternatively call the Gateway team on 445510 or email hsggateway@gov.je.

Home Alterations

Please note that tenants are not permitted to carry out alterations to their home without seeking prior permission from Voisin Hunter. Tenants are strictly not permitted to tamper with any electrical wiring/cabling or carry out any works that may affect the structural integrity of the property. If you have decorated your home since you moved in or plan to

decorate, please be aware that should you wish to end your tenancy you may be asked to return the property to neutral décor.

Fibre Optic Broadband

As you may be aware, Jersey Telecoms have been contracted by the States of Jersey to carry out the fibre optic installation for the whole island. You may have already received an information leaflet from JT in the post explaining how this will work. The installation is free of charge as the States have issued a grant to cover the costs of the installation. However please note that in some properties it may only be possible to install surface cabling. If you do not wish to have surface cabling in your home there is an extra cost to have an additional socket installed in the property. These works must be carried out by a competent electrician and the cost met by yourselves. **The Trust will not be liable for any extra costs that may be incurred if you opt not to have surface cabling.**

Voisin Hunter Limited – How to contact us

Your Property Manager and primary point of contact is Nikita Hall.

Our offices are situated at One Esplanade, just opposite the Pomme D'or Hotel. Our office opening hours are Monday – Friday 8am – 5.30pm. Our Telephone number is 507777 and e-mail is pm@voisinhunter.com.

Emergency Numbers

If you have an emergency out of office hours you should call 507777 where you will be given a mobile number to call. Please do not contact contractors direct and please respect that this number is only to be used in an emergency (i.e. plumbing leak or fire etc). Issues such as no hot water, disruptive, noisy neighbours, no satellite signal etc are not considered an emergency and therefore please call first thing the next morning or on the Monday if it is the weekend.
