

CTJ HOUSING TRUST NEWSLETTER

AUGUST 2014

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

Trust Members' Estate Visit Wednesday 20th August 2014

The Trust Members will be visiting the below estates on Wednesday 20th August 2014 and the anticipated timetable is as follows:-

Clos des Charmes	10:00am
Le Benefice	11:00am
Les Freres	11:45am
Bas du Mont	1:00pm

If you have any matters you would like to raise with the Trust Members or you would like to meet them, we would encourage tenants to get together and form a small committee and to contact the office to confirm that you wish to meet with the Trustees on this day. Please note the times listed above are only an estimated timetable, it is possible that we may arrive slightly before or slightly after the times that are listed.

Home Security

We would encourage tenants to keep their homes as secure as possible at all times. Listed below are some tips and advice from Crimestoppers for practising good home security:

- Always lock the door and close the windows when you go out, even if you'll only be out for a short time.
- Use timers for lights and radios if you will be out of the house overnight. They create the impression that someone is at home. It is not recommended to use TVs for this purpose.
- Keep car and garage keys out of sight in the house.
- Don't leave window and door keys in their locks.
- Always draw your curtains at night and make sure valuable items cannot be easily seen from outside

- Make sure that garden tools or ladders that could be used to force entry into your home are not left lying around.
- Neighbourhood Watch and other 'watch' schemes are excellent ways for communities to fight burglary.

If you notice any suspicious behaviour on your estate please report this straight to the Police.

Neighbour Disputes

Naturally we hope that all tenants want to live in peace alongside their neighbours, however we know that disputes between neighbours do happen from time to time. We have included some tips below on being a good neighbour. Some of the tips may sound obvious, but, if followed, can result in significant reduction in incidences of neighbour dispute.

Helpful

- Keeping TVs and music noise to a reasonable level, especially when windows or doors are left open, or if it is late at night.
- Placing TVs and music systems away from shared walls and avoiding direct contact with the floor by placing equipment on a table or shelf.
- Warning neighbours if you're having an infrequent party, and maybe inviting them too.
- Asking your children not to play in other people's gardens or play ball games near cars and windows.
- Putting rubbish out on the morning of collection to avoid damage by seagulls, etc.

Not helpful

- Playing TVs and music systems too loudly or late at night.
- Doing vacuuming, using washing machines or doing DIY late at night.
- Letting dogs bark continuously or leaving them alone in the house all day.

- Letting dogs mess in gardens and on the pavements.
- Parking your car in someone else's space or gateway.
- Banging car doors, revving up or playing car radios in the street late at night.
- Leaving rubbish outside the house on days when it's not bin day.
- Shouting at other people's children or at your neighbours.

If you are having problems with a neighbour and/or wish to resolve a dispute please feel free to contact us for further advice, alternatively you can download our 'Managing Disputes with Neighbours' leaflet from www.ctjhousingtrust.org.je under the downloads section.

Permission for Pets

We wish to remind tenants that if you would like to keep a pet(s) in your home then you need to apply for permission prior to acquiring your new pet(s). If you are thinking about getting a new pet please contact us for a copy of CTJ Housing Trust's Pet Policy and an application form. Alternatively you can download both of these from our website: www.ctjhousingtrust.org.je under the downloads section. **Please note that it is a breach of your Tenancy Agreement to acquire any pet(s) without seeking prior permission from the Landlord.**

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.

BBQs Policy

A copy of CTJ Housing Trust's Policy on the use of BBQs is available for tenants to download from our website www.ctjhousingtrust.org.je under the downloads section.

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.

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/cablings 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 email is pm@voisinhunter.com.

Emergency Numbers

If you have an emergency out of office hours you should call 507777 where you will be directed to 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.