



# CHRISTIANS TOGETHER IN JERSEY HOUSING TRUST

*Helping provide homes to people in Jersey*

## NEW SLETTER | MARCH 2015

### Welcome to our new look Newsletter!

In this latest edition of our newsletter we are pleased to launch our new logo. We will also be launching a new look website in the coming months which we hope will be more user friendly for tenants. Watch this space!

We also hope you like our new look newsletter. If there is anything you would like to see feature in future newsletters or if you have any feedback on the design and layout, please do contact our managing agents Voisin-Hunter Ltd.

### Voisin-Hunter Ltd: Contact Details

Voisin-Hunter Ltd are our managing agents and are responsible for the day to day running of the Trust. Your Property Manager and primary point of contact at Voisin-Hunter Ltd is Nikita Hall. Their offices are situated at One Esplanade, just opposite the Pomme D'or Hotel and office opening hours are Monday – Friday 8am – 5.30pm. You can contact Voisin-Hunter Ltd on tel: 507777 or email [pm@voisinhunter.com](mailto: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 are not considered an emergency and therefore please call first thing the next morning or on the Monday if it is the weekend.

### CTJ Planned Maintenance

We are pleased to advise that the internal and external redecorations at Clos des Charmes were recently completed and below is a brief schedule of planned maintenance across our estates for 2015/16:

#### Lempriere Street

External Redecorations

#### Bas du Mont

External Redecorations

#### Le Benefice

Treating/staining of all garden fencing

### 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 Voisin-Hunter Ltd for a copy of our Pet Policy and an application form. Alternatively you can download both of these from our website: [www.ctjhousingtrust.org/j](http://www.ctjhousingtrust.org/j) 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.**



## Smoke Alarms

For most of CTJs properties smoke alarms are mains connected and tenants are reminded that they are responsible for checking that these are in working order every six months. If your smoke alarm does not work when tested, please contact Voisin-Hunter Ltd in order that they 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 testing them every six months to ensure they are in working order.

## Rent Arrears

 Whilst we understand that everyone's financial circumstances can change, paying your rent to ensure that your home is not at risk is the 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 contact Voisin-Hunter Ltd to seek assistance or guidance.

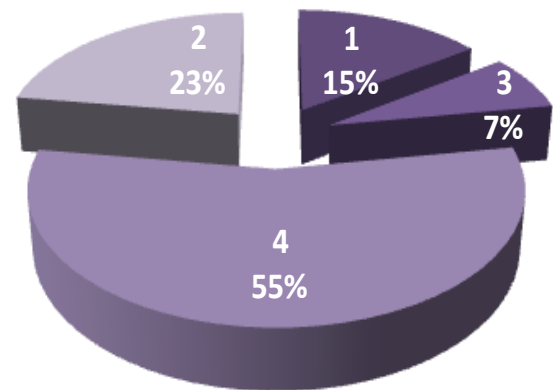
## Estate Representatives / Tenant Associations

CTJ Housing Trust feel very passionately that having feedback from a group of estate representatives or a Tenant's Association is invaluable to the smooth running of their estates. If you are interested in becoming a representative for your estate or would like advice on forming a Tenant's Association please contact Voisin-Hunter Ltd on 507777.

## Estate Inspections

Inspections of all CTJs estates are carried out on a regular basis by our managing agents. Tenants can contact Voisin-Hunter Ltd if they would like to meet on site to discuss any issues/suggestions or queries you may have.

## Where does the rental income go?



1. Management Fees & Other Professional Fees
2. Repairs and Maintenance
3. Insurance, Parish Rates & Services
4. Bank Loan Repayments

The above percentages are based on the figures presented in the Trust's audited annual accounts for year-end 30<sup>th</sup> June 2014. A copy of the annual accounts can be downloaded from CTJs website [www.ctjhousingtrust.org.je](http://www.ctjhousingtrust.org.je).

## Contents Insurance

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

---

This newsletter has been prepared and distributed by Voisin-Hunter Ltd on behalf of CTJ Housing Trust. If you have any items you wish to be included in the next newsletter, please telephone 507777.