

CTJ HOUSING TRUST NEWSLETTER

MARCH 2013

This is the eighth 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 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.

New Tenant Handbook

We have compiled a new tenant handbook for all of CTJ's new and existing tenants. We hope this will be a useful aid for tenants and should address many frequently asked questions. Please find your copy enclosed along with this newsletter. The handbook will also be available for download on CTJ's website: www.ctjhousingtrust.org.je should you misplace your copy. Please note that replacement hard copies are available at a charge.

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.

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.

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.

Lubricating Windows

Please be reminded that you must lubricate with oil all moving parts in the windows every six months to ensure that the windows continue to open and close properly and do not eventually seize up.

Unwanted Household Items

Tenants must take responsibility for the disposal of their unwanted household items/furniture etc and ensure that all their general rubbish/waste is disposed of in the appropriate manner. Items must not be left in the communal areas of the estate. Tenants who are found to be dumping items in the communal areas of their estate will be recharged the cost of removal.

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 decor.

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.

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 Nikita on 507777.

Noise Complaints

We receive complaints on a regular basis concerning noisy neighbours. The States of Jersey Environmental Health website gives the following advice:

What to do if you are being affected by a nuisance

- approach the person causing the nuisance and explain the problem politely
- write to the person explaining the effect the nuisance is having on you and make reference to any past conversations or agreements. Keep copies of all correspondence. Keep a diary of dates and times of any nuisance
- if the nuisance continues contact the Environmental Health Department on 443712 or via email on publichealth@health.gov.je

It is important that you follow these steps in order for your Landlord to be able to take action against noisy neighbours – without proof of a nuisance it makes it difficult for your Landlord to take any action. We would advise that if you are unable to resolve the situation with your neighbour and you have to resort to contacting the Environmental Health Department that you also contact our office to advise of the situation and that we are kept aware of any further disturbances. If the noise disturbance is that of suspected domestic violence or is of a violent nature directed towards yourself or other tenants we would urge you to call the Police and then call our office with the Police Incident Number.

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.

Voisin Hunter Limited – How to contact us

Your Property Manager and primary point of contact is Nikita Hall. Should she not be available please feel free to pass your message onto one of her colleagues.

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 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.