

# **CTJ HOUSING TRUST NEWSLETTER**

**OCTOBER 2013**

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

## **Trust Members' Estate Visit** **Wednesday 6<sup>th</sup> November 2013**

The Trust Members will be visiting the below estates on Wednesday 6<sup>th</sup> November 2013 and the anticipated timetable is as follows:-

Clos des Charmes	10.00am
Le Benefice	11.15am
Bas du Mont	12.00pm

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 to meet with Trustees 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.

## **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.

## **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.

## **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.

## **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.

### **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**

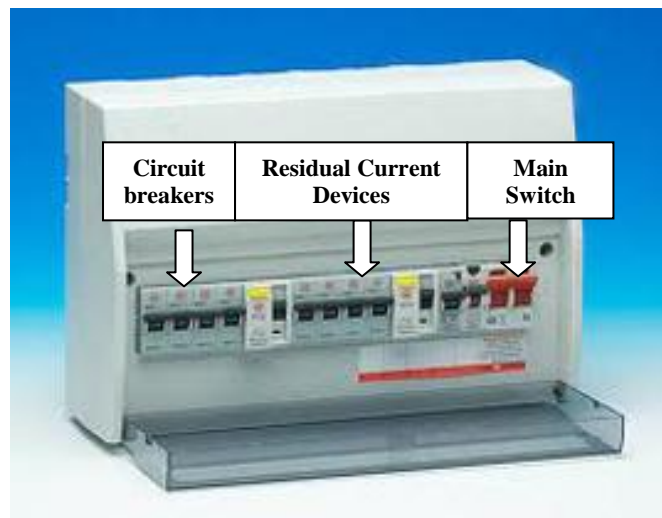
- approach the person causing the nuisance and explain the problem politely
- write to the person explaining the effect the nuisance is having on you and make reference to any past conversations or agreements. Keep copies of all correspondence. Keep a diary of dates and times of any nuisance
- if the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

### **Faulty Homes Appliances**

We regularly receive calls from tenants reporting that the electrics keep tripping in their home. The culprit is often an appliance which has a fault. In these instances it is possible to reset the circuit by first unplugging all of the appliances and then flicking the switch (residential current device and/or circuit breaker) back up. You will then have to plug each appliance in individually to find out which one is faulty. Once you have identified the appliance we would strongly recommend that you replace or have the appliance repaired by a competent person. If you are not sure please call our office where we are happy to assist and send an electrician. **However, please be aware that you will be recharged**

**for the electrician's call out should they determine that the fault was caused by an appliance.**



### **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](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 etc are not considered an emergency and therefore please call first thing the next morning or on the Monday if it is the weekend.