



CHRISTIANS TOGETHER IN JERSEY HOUSING TRUST

Helping provide homes to people in Jersey

NEWSLETTER | AUGUST 2015

Trust Members' Estate Visit Wednesday 19th August 2015

The CTJ Trust Members will be visiting the below estates on Wednesday 19th August 2015 and the anticipated timetable is as follows:-

Clos des Charmes	10:00am
Le Benefice	11:00am
Les Freres	11:45am
Bas du Mont	12:45pm

If you have any matters you would like to raise with the Trust Members or you would simply like to meet them, we would encourage tenants to let Voisin-Hunter Ltd know as soon as possible to confirm your attendance. 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.

Voisin-Hunter Ltd: Contact Details

Voisin-Hunter Ltd are our managing agents and are responsible for the day to day running of the Trust. For all general queries, your property manager is Nikita Hall. For all maintenance queries, assistant property manager Luca Celiberti is also available to help. Voisin-Hunter Ltd's 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.

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.

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 CTJ's 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.

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 Andium Homes 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.

Contents Insurance

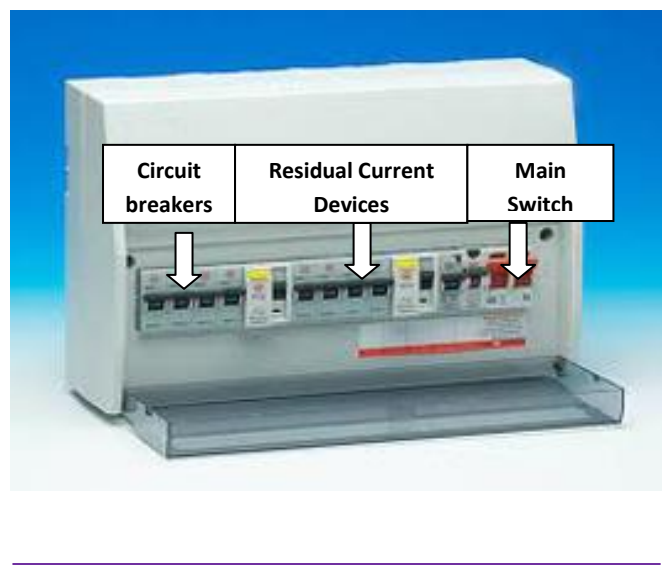
We would remind all tenants that whilst CTJ Housing Trust insures your building, you should obtain your own contents and third party insurance.

New Website

We are pleased to announce that our new website has now launched. You can browse through the new site at www.ctjhousingtrust.org.je. We hope you will find the new features more user friendly.

Faulty Homes Appliances

Calls from tenants reporting that the electricians keep tripping in their home are commonplace. 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 Voisin-Hunter Ltd who will be happy to assist and can 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.**



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.