



# CHRISTIANS TOGETHER IN JERSEY HOUSING TRUST

*Helping provide homes to people in Jersey*

## NEWSLETTER | MARCH 2017

### 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 – 5.00pm. 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 (e.g. plumbing leak or flood). 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.

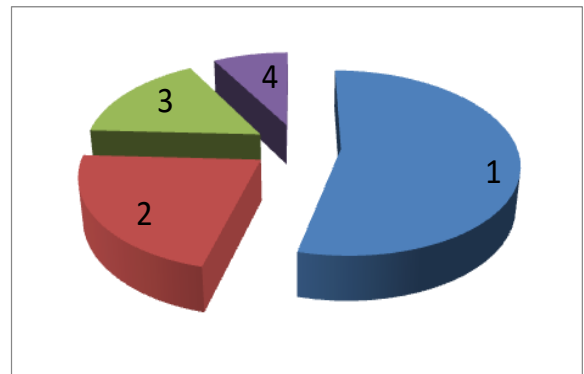
### Estate Inspections

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 other 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.

### Where does the rental income go?



1. Bank Loan Repayments
2. Maintenance & Repairs
3. Management Fees, Legal & Other Professional Fees
4. Services (Utilities, Cleaning, Insurance, Rates etc)

As you can see from the above graph, well over half of the rental income goes towards servicing the Trust's loan obligations to the bank.

### Smoke Alarms

For most of CTJ's properties the smoke alarms are mains connected and tenants are reminded that they are responsible for checking these are in working order every six months. If your smoke alarm does not work when tested please contact the office in order that we 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 to test these every six months to ensure they are in working order.

## 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](http://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.



**No fouling  
Clean it up**

## Contents Insurance

We wish to remind all tenants to please make sure they have sufficient contents insurance cover in place. We would also advise tenants to be mindful of any excess you might have to pay when selecting your insurance policy. Whilst CTJ, as your Landlord, insures the building, this does not cover your contents, including carpets.

## 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.

## Reporting Maintenance

There are a number of ways you can report any maintenance or repairs.

- 1) Call 507777
- 2) Email [maintenance@ctjhousingtrust.org.je](mailto:maintenance@ctjhousingtrust.org.je)
- 3) Submit a maintenance request online at [www.ctjhousingtrust.org.je](http://www.ctjhousingtrust.org.je)



We always welcome your feedback and if we can make reporting maintenance easier please don't hesitate to get in contact with Voisin-Hunter Ltd and let us know how we can improve our service.

---

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.