



CHRISTIANS TOGETHER IN JERSEY HOUSING TRUST

Helping provide homes to people in Jersey

NEW SLETTER | AUGUST 2017

Trust Members' Estate Visit Wednesday 16th August 2017

The CTJ Trust Members will be visiting the below estates on Wednesday 16th August and the anticipated timetable is as follows:-

Clos des Charmes	10.00am
Le Benefice	10.45am
Les Freres	11.30am
Bas du Mont	12.10pm

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 they may arrive slightly before or 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 Luca Celiberti. For all maintenance queries, Lisa Bizouarn 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.

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.

Rental Payments

Please note that as of 31st August, 2017 Voisin-Hunter Ltd will no longer accept cash. After that date payments can be made either by standing order, bank transfer, cheque or debit card. Please contact Voisin-Hunter Ltd on 507777 if you have any queries.

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 first thing that should be paid. Please do not just stop paying your rent. If you are having difficulties, please either contact the Citizens Advice Bureau or call Voisin-Hunter Ltd to seek assistance or guidance.

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 Voisin-Hunter Ltd in order that they can arrange for an electrician to attend. For 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 for testing these regularly to ensure they are in working order.

BBQ Policy

A copy of CTJ Housing Trust's Policy on the use of BBQ's is available for tenants to download from our website www.ctjhousingtrust.org.je under the "downloads" section.

Energy Saving Advice

The States of Jersey Energy Efficiency Service offer free and impartial advice on ways in which to stop wasting energy and save money on your energy bills.

Below are some useful tips that they give:

1. Washing your clothes at 30°C will save you over 1/3 on your electricity bills.
2. Switching to energy saving light bulbs will save you up to £45 over the lifetime of the bulb as they last up to 10 x longer than ordinary bulbs.
3. Closing your curtains at dusk to stop heat escaping through windows and by checking for draughts around windows and doors will save you around £30 a year.
4. By turning your thermostat down by 1°C you could cut your heating bills by up to 10% and will save you around £80 per year.
5. Avoid leaving electrical appliances on standby; switching them off at the plug will save you around £40 per year.
6. If possible fill up the washing machine, tumble dryer or dishwasher as one full load uses less energy than two half loads.

These are just a few ways on how you can save energy. For more information you can telephone Energy Efficiency on 441611 or visit their website: www.gov.je/energyefficiency

Neighbour Disputes

Naturally we hope that all tenants want to live in peace alongside their neighbours, however we know that disputes between neighbours do happen from time to time. We have included some tips below on being a good neighbour. Some of the tips may sound obvious, but, if followed, can result in significant reduction in incidences of neighbour dispute.

Helpful:

- Keeping TVs and music noise to a reasonable level, especially when windows or doors are left open, or if it is late at night.
- Placing TVs and music systems away from shared walls and avoiding direct contact with the floor by placing equipment on a table or shelf.
- Warning neighbours if you're having an infrequent party, and maybe inviting them too.
- Asking your children not to play in other people's gardens or play ball games near cars and windows.
- Putting rubbish out on the morning of collection to avoid damage by seagulls, etc.

Not helpful:

- Playing TVs and music systems too loudly or late at night.
- Doing vacuuming, using washing machines or doing DIY late at night.
- Letting dogs bark continuously or leaving them alone in the house all day.
- Letting dogs mess in gardens and on the pavements.
- Parking your car in someone else's space.
- Banging car doors, revving up or playing car radios in the street late at night.
- Leaving rubbish outside the house on days when it's not bin day.
- Shouting at other people's children or at your neighbours.

If you are having problems with a neighbour and/or wish to resolve a dispute please feel free to contact Voisin-Hunter Ltd for further advice, alternatively you can download our 'Managing Disputes with Neighbours' leaflet from www.ctjhousingtrust.org.je under the downloads section.

We always welcome your feedback and if we can do anything to improve our service, please contact Voisin-Hunter Ltd.

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.