

TENANT HANDBOOK



CHRISTIANS TOGETHER IN JERSEY
HOUSING TRUST

Helping provide homes to people in Jersey

www.ctjhousingtrust.org.je

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I. CTJ HOUSING TRUST

Welcome to your new home.

We want to ensure that your stay in a CTJ Housing Trust property is as easy as possible. This booklet is intended as guidance to occupiers and we hope will answer some of the most common questions.

For more information please refer to our website:

www.ctjhousingtrust.org.je



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2. CONTACT DETAILS

Voisin-Hunter Ltd are the managing agents for CTJ Housing Trust.

Their offices are located at:

One Esplanade
St Helier
Jersey
JE2 3QA

Tel: 01 534 507777

Fax: 01 534 507788

E.mail: pm@voisinhunter.com

Opening Hours:

Monday to Friday - 8.00am to 5.30pm,

In the event of an EMERGENCY which is out of office hours, please call 507777 where you will be directed to an emergency mobile number.



3. TENANCY AGREEMENT

Your Tenancy Agreement sets out your legal responsibilities as a tenant of CTJ Housing Trust.

Please read your Agreement carefully. If you lose it, Voisin-Hunter Ltd are able to supply you with a copy, but at a charge.

4. RENTS

Rent is payable on the first day of each month. If you have any difficulty in meeting the rent, please contact Voisin-Hunter Ltd. Do not let arrears build up!

With regard to rental increases, you will be advised one month before any increase will take effect.

5. LIVING IN YOUR HOME

UTILITY COMPANIES

Tenants must contact the utility companies (electricity, water and telephone) to set up accounts in their own name. It is important that tenants close and settle accounts at the end of the tenancy as soon as possible.

If you are unsure how your heating system works you should contact the JEC (if electrical heating system) or Jersey Gas (if gas heating system) to arrange a courtesy call out free

of charge to explain how the system works.

FLOOR COVERINGS

Wooden and laminate floors are NOT permitted in flats as they cause undue noise disturbance to the person living underneath. However, consideration will be given to the installation of wooden floors if you live on the ground floor. Please ask Voisin-Hunter Ltd for more information.

5. LIVING IN YOUR HOME (CONTINUED)

LODGERS

You are not allowed to sublet rooms in your home or to take in lodgers.

PARKING

Parking is always a sensitive issue on most estates. The situation in each of CTJ Housing Trust properties is as follows:-

Le Benefice - Each house has two designated parking spaces. There is adequate parking for visitors.

Clos Des Charmes - Flats have one designated space and houses either have two designated parking spaces or one space and a garage. Visitor parking is designated.

Lempriere Street - There is NO designated parking.

Bas Du Mont Apartments - There is NO designated parking, however some of the flats have parking permits for Clos Du Fort car park.

Les Frères - Each bungalow has one designated parking space. There are five designated visitor parking spaces.

Cars left in the car park must be

roadworthy and have up-to-date insurance otherwise we may consider that they have been abandoned and act accordingly.

NEIGHBOURS

Please have consideration for your neighbours as everyone has the right to live peacefully in his or her home. It is also a condition of your Tenancy Agreement not to cause nuisance to other tenants.

Not all estates or flats have play areas for children and children are often allowed to play either on the roadways through the estate, outside people's houses or in the indoor and outdoor communal areas in the blocks of flats. Bearing this in mind, we must ask that parents remain vigilant of their children at all times and ensure they are not causing a nuisance to other neighbours.

Another issue that causes problems in blocks of flats is smoking in the common entrance halls, staircases and landings. Please do not smoke in the common areas or leave ashtrays in these areas.

5. LIVING IN YOUR HOME (CONTINUED)

PETS

Permission for any pet must be sought from Voisin-Hunter Ltd, prior to acquiring your pet. You can download a copy of our Pet Policy and Application Form on our website. Please ensure that if you walk dogs within the grounds or around the buildings that you pick up any excrement. The same applies to friends who walk their dogs in the gardens when visiting you.

KEYS

Please look after your keys as for most units we do not hold replacements. Tenants are welcome to leave a spare key at the office of Voisin-Hunter Ltd if it makes it easier for contractors to gain access for any necessary repairs.

RUBBISH DISPOSAL

Rubbish should be disposed of carefully. Please do not leave black bags outside your house or in the common areas in the blocks of flats (they smell, especially in the summer) and if bags leak on the way to the bins, please clear up the spillage. We often have problems with vermin (seagulls

and rats in particular) when bags are not placed in the wheelie bins and when the bin lids are left open.

Please do not discard furniture or fittings or white goods or any large items on your estate. Kindly arrange to take these to the dump.

With regard to glass disposal, please ensure that you dispose of this correctly i.e. clean glass only in glass bins as most of the time the bin men will refuse to empty the bins if the glass has been placed in the bin in plastic bags or cardboard boxes.

Please do all you can to prevent rubbish becoming a health hazard on your estate.

WASHING LINE ETIQUETTE

If you are in a flat that has washing lines, please respect other people's washing and do not remove it to hang up yours. Please also leave these areas clean and tidy.

5. LIVING IN YOUR HOME (CONTINUED)

FORWARDING MAIL

Mail addressed to previous occupants is often allowed to pile up in the corridors and halls. The postmen are not allowed to take unwanted post back to the Post Office.

If you know the forwarding address for the person who used to live in your property, why not re-address the

letters and pop them into the nearest postbox? If they have left and you do not know where they have gone to, it would be helpful if you wrote “moved away” or “unknown at this address” on the envelopes and posted them in a postbox. The Post Office will then return the correspondence to the sender and the staircases and halls will be less cluttered.

6. LOOKING AFTER YOUR HOME

GENERAL CARE & MAINTENANCE

Care must be taken not to damage the fittings in the bathroom and kitchen. Examples we have found include staining, dents and chips to the bath, WC and basin and burn marks to kitchen worktops. If we have to replace items, which were in good order at the start of the tenancy, then the cost will be taken from your deposit.

Window fittings need cleaning and lubricating with oil every six months.

Please ensure that you do this otherwise the windows will not open and secure properly and will eventually seize up.

It is your responsibility to maintain your property and to return it to your landlord in its original condition (fair wear and tear excepted). If we have to replace items, repair, redecorate or clean the property then these costs will come out of the deposit.

6. LOOKING AFTER YOUR HOME (CONTINUED)

HOME SECURITY

Tenants are encouraged to keep their homes as secure as possible at all times.

The following offers some helpful tips:

- 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 your home.
- Do not 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.

- Never let strangers into your home unless they can prove their identity.

- If possible ask a friend or neighbour to keep an eye on your home whilst you are away.

If you notice any suspicious behaviour on your estate please report this to the Police.

7. MAINTENANCE AND REPAIRS

You are responsible for the renewal and replacement of tap washers, sinks, basins, baths, plugs, electric switches, WC seats, pans, windows, door locks and keys. You are also responsible for keeping the drains of the property clean and clear of obstructions and to replace cracked and broken glass in the windows of the property immediately.

Other maintenance issues or problems must be reported to Voisin-Hunter Ltd immediately. Contact details are at the front of this booklet.

Please do not carry out any additional or major plumbing works or alter or tamper with the existing light fittings and sockets. Dodgy workmanship can cause leaks and fires. If you want to make any changes or alterations to the property, including redecoration, fixings to walls, shelving, changes to light fittings etc. these should only proceed with prior written consent from Voisin-Hunter Ltd.

Unauthorised work may be taken into account when the Tenancy ends and you want your deposit returned.

We will carry out any necessary repairs should there be a problem with any communal satellite system. Please note, however, that you are responsible for any faults which are not to do with the communal system e.g. a fault with your sky box etc.

If you are a resident of Le Benefice, please note that you are required to use SR Mead Aerial & Satellite Systems for any maintenance issues as they are familiar with the complicated satellite system on the estate (other companies will not know where to locate certain things).

Tenants living in flats should under no circumstances install their own satellite dishes.

Tenants living in houses must receive written permission from Voisin-Hunter Ltd before fitting a satellite dish to the property.

7. MAINTENANCE AND REPAIRS (CONTINUED)

CONDENSATION / DAMP

Condensation which often appears in the form of mould spores on the walls is down to built up moisture in the air inside the property due to poor ventilation. This often occurs in winter when the building is cold and windows are opened less meaning that the moist air cannot escape. Below are a few simple ways to help in reducing the build-up, it should be remembered that it is easier to treat the cause rather than the effects:

- Install a dehumidifier.
- Keep your home warm – this will cut down condensation as moisture does not condense in warm air.
- Leaving trickle vents / windows open.
- After cooking or showering close

adjoining doors and open the window to stop the air circulating to other rooms.

- Leave windows open when drying your clothes as the moisture from the wet clothes has to go somewhere.
- Try to make sure that all rooms are at least partially heated. Condensation most often occurs in unheated bedrooms. It is better to have a small amount of heat for a long period than a lot of heat for a short time.

If you do find mould forming, clean the affected areas immediately with a solution of household bleach. Further information and guidance can be sought from Voisin-Hunter Ltd or Environmental Health.

8. SAFETY

SMOKE ALARMS

We would recommend that you install your own smoke alarms in your home. These are not expensive and can save lives. The Fire and Rescue Service have a very useful free booklet about smoke alarms.

If you have a mains powered smoke alarm already fitted in your property it is your responsibility to test this is working from time to time. You should report any that are faulty or not working to our managing agents. You are responsible for replacing the batteries in smoke alarms.

GAS

IF YOU SMELL GAS, TAKE THE FOLLOWING IMMEDIATE ACTION:

- Turn off the gas supply and extinguish all naked flames.
- Do not light any matches or use any lights or electrical switches.
- Open all windows and doors.
- Evacuate the building.
- Telephone Jersey Gas (755555).

CONTENTS INSURANCE

Although we insure the main structure of the building, there is no insurance for the contents of your home.

This is particularly important if damage happens to your possessions, perhaps caused by a leak from the property above or if your property leaks into the one below. The Tenancy Agreement makes you responsible for insuring the contents of your property including all floor coverings, with Third Party cover to deal with losses arising from your property e.g. leaks into the property below. Please ensure that you have contents insurance cover in place.

COMMUNAL AREAS

All entrance halls, alcoves, stairways and landings **MUST** be kept clear at all times. Not only can items like furniture be a fire hazard, but piles of shoes, empty boxes etc. are unsightly and detract from the appearance of the flats. Most flats have a storage shed and therefore we must ask that people use these for their personal belongings, not the communal hallways and outdoor areas.

9. ANTI-SOCIAL BEHAVIOUR

We get more telephone calls about noise than anything else. Please be aware that your neighbours should not be able to hear any music, radios, TV's etc. from your property at any time, even during the day as many tenants are on shift work and sleep during the day. If you have a dispute with another tenant please try and resolve it between you in the first instance.

We hope that everyone wants to live in a clean and pleasant environment. Unfortunately, this is not always the case. If you notice anti-social behaviour or vandalism on your estate, please contact Voisin-Hunter Ltd. These matters are always dealt with in strict confidence.

10. ENDING YOUR TENANCY

Please give Voisin-Hunter Ltd as much notice as possible. As a minimum, one month's notice, in writing is required. If you leave without giving proper notice, then you will continue to be responsible for paying rent until the notice period has come to a proper end.

When you move out, please make sure that your property is clean, especially if you are a smoker and/or have pets.

The most common charge when tenants leave is due to furniture being left behind. Please note that the properties are NOT let furnished and, unless you have an agreement with the in-going tenant, all carpets, flooring and items of furniture including cookers, washing machines etc. must be removed. The cost of removing any items you leave behind will be taken from the deposit.

We hope you find this booklet useful and that you enjoy living in your new home.

11. USEFUL TELEPHONE NUMBERS

PARISHES

Grouville

Telephone: 852225

St Lawrence

Telephone: 861672

Trinity

Telephone: 865345

St Martin

Telephone: 853951

St Brelade

Telephone: 741141

St Mary

Telephone: 482700

St Clement

Telephone: 854724

St Ouen

Telephone: 481619

St Helier

Telephone: 811811

St Peter

Telephone: 481236

St John

Telephone: 861999

St Saviour

Telephone: 735864

Citizens' Advice Bureau

Freephone: 0800 7350249

Crimestoppers

Freephone: 0800 555111

Social Security Department

Telephone: 445505

Fire Service - Enquiries

Telephone: 445967

Jersey Electricity Company

Main switchboard

Telephone: 505000

EMERGENCY 24 hour service

Telephone: 505050

Jersey Gas Company

Main switchboard

Telephone: 755500

EMERGENCY 24 hour service

Telephone: 755555

Jersey Water

Telephone: 707300

Jersey Post

Telephone: 616616

Jersey Telecom

Telephone: 882882

Newtel / Homenet

Telephone: 506400

Police

Telephone: 612612

Affordable Housing Gateway

Telephone: 448944



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