



# CHRISTIANS TOGETHER IN JERSEY HOUSING TRUST

*Helping provide homes to people in Jersey*

## NEW SLETTER | MARCH 2016

### 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, 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](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. 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.

### 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 Voisin-Hunter Ltd to seek assistance or guidance.

### 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.

### Estate Inspections

Inspections of all CTJs 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.

### 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.

### 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 445808 or via email on [eh@health.gov.je](mailto:eh@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 Voisin-Hunter Ltd 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 report the Police Incident Number to Voisin-Hunter Ltd.

## 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 Voisin-Hunter Ltd 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.**

## 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.

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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.