



CHRISTIANS TOGETHER IN JERSEY HOUSING TRUST

Helping provide homes to people in Jersey

NEWSLETTER | MARCH 2018

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. Voisin-Hunter Ltd's offices are situated at 31-33 New Street 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.

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.

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.



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.

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.ie 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:

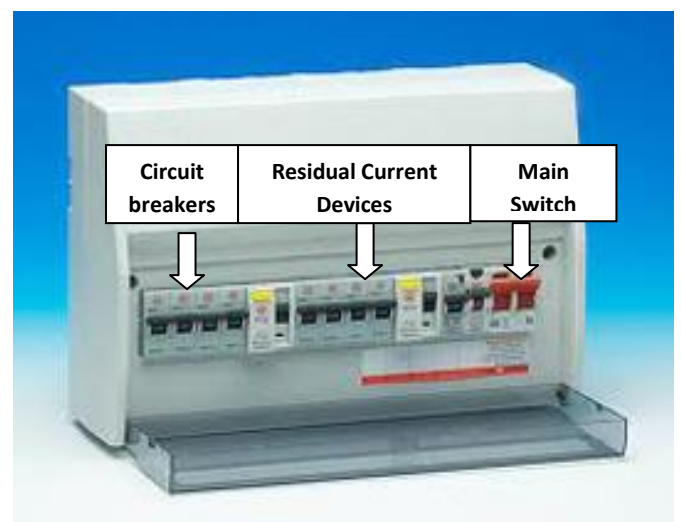
- Always lock the door and close the windows when you go out, even if you'll only be out for a short time.
- Use timers for lights and radios if you will be out of the house overnight. They create the impression that someone is at home. It is not recommended to use TVs for this purpose.
- Keep car and 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.

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

Faulty Homes Appliances

Calls from tenants reporting that the electrics 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.