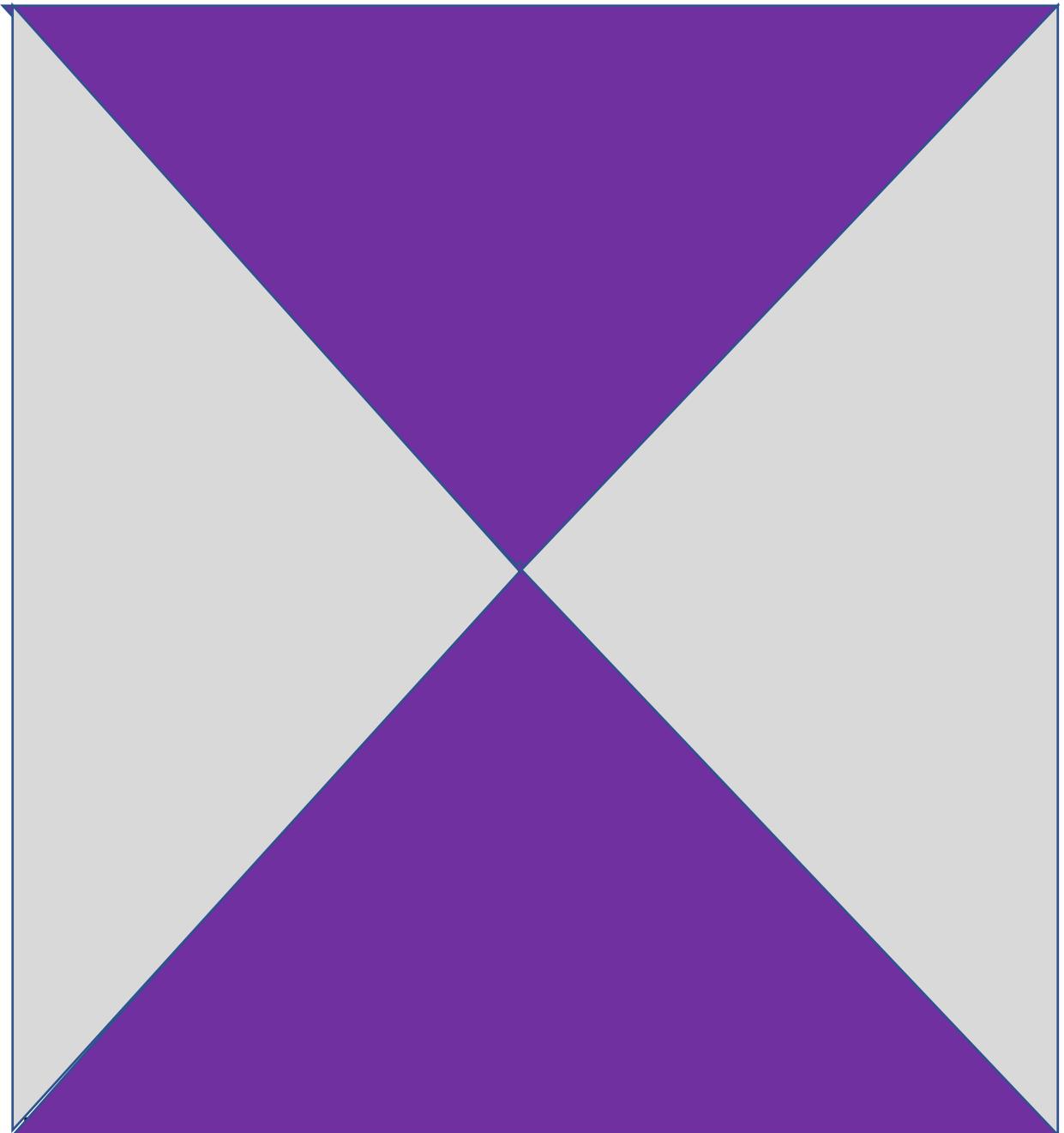




CHRISTIANS TOGETHER IN JERSEY
HOUSING TRUST

Helping provide homes to people in Jersey

Tenant Handbook



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1. 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 occupants and we hope will answer some of the most common questions.

2. CONTACT DETAILS

Maillard & Co are the Managing Agents for CTJ Housing Trust.

Their contact details are:-

31-33 New Street

St Helier

Jersey

JE2 3RA

Tel: 01534 880880

Email: pm@maillardandco.com

Website: www.ctjhousingtrust.org.je

Opening Hours:

Monday to Friday – 8.00 a.m. to 5.30 p.m.

In the event of an EMERGENCY which is out of office hours, please call 880880 where you will be directed to a Property Manager's mobile. Please do not call contractors directly or you may be held liable for the bill.

3. PREPARING TO MOVE IN

Tenancy Agreement

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

Please read it carefully and keep it in a safe place.

Paying Your Rent

Your rent is due monthly in advance (on 1st of each month) to our managing agents Maillard & Co. You can pay your rent by any of the following methods:

- Online www.maillardanco.com
- Bank transfer or standing order (please contact Maillard & Co for further details)
- Debit card – by telephoning 880880 or in person at the offices of Maillard & Co, 31-33 New Street, St Helier
- Cheque sent to the offices of Maillard & Co, 31-33 New Street, St Helier, JE2 3RA (please specify your name and property on the reverse of the cheque).

If paying by standing order, please ensure you specify your property reference for the payment (If you are unsure what your property reference is please contact Maillard & Co). Please note that standing order forms must be completed and **returned to your bank**.

If you are in receipt of Income Support we will request that the component for your rent be paid directly from Social Security to Maillard & Co.

It is important that you pay your rent in full and on time. We do understand that people can experience financial difficulties from time to time, if this happens you must contact Maillard & Co before missing any payments. They will work with you to offer advice and arrange a suitable repayment plan which will help you to manage your rent account. They may also liaise directly with the Income Support team, where appropriate.

If you do not keep up to date with your rental payments and fail to enter into an appropriate repayment plan, it may result in the withdrawal of non-essential maintenance to your home and referral of the outstanding debt to the Petty Debts Court. You will also be refused a transfer or home exchange.

Please note that if you fail to pay your rent when it is due and fail to enter into a repayment plan, you are putting your tenancy at risk which may lead to you being evicted from the property.

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.

Insuring the Contents of Your Home

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

The Tenancy Agreement makes you responsible for insuring the contents of your home, including all floor coverings. This is particularly important if damage happens to your possessions, perhaps caused by a leak from the property above.

Third Party Cover is also necessary to deal with losses arising from your property e.g. leaks into the property below.

Keys

Please look after your keys as the cost of replacing keys is the tenants' responsibility. You are welcome to leave a spare key at the offices of Maillard & Co if it makes it easier for contractors to gain access for any necessary repairs. If a locksmith is required to gain entry, the tenant must pay.

Forwarding Mail

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

If you know the forwarding address of the previous tenants, please re-address the mail and post it. If you do not know their address, mark the mail "moved away" or "unknown at this address" and post it. The Post Office will then return to sender.

Lodgers

You are not allowed to sub-let rooms in your home or take in lodgers.

4. ON MOVING IN

Parking

Parking is a sensitive issue on most estates.

All permits must be displayed on car windscreens. 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.

The situation in each of CTJ Housing Trust properties is as follows:-

Bas du Mont – Seven spaces only, at an extra cost

Clos des Charmes – One space per household and visitor parking

Ed Le Quesne House – No parking

Le Bénéfice – Two spaces per house and visitor parking

Lemprière Street - No parking

Les Frères - Two parking spaces per bungalow and visitor parking

Pet Policy

If you are thinking about getting a pet, please read the Pet Policy which can be downloaded on the CTJ Housing Trust website or obtained from Maillard & Co.

Rubbish Disposal

Rubbish should be disposed of carefully. Please do not leave black bags in the common area as they smell. If bags leak, please clean up the spillage.

We have problems with seagulls and rats when bags are not placed in the wheelie bins and when the bin lids are left open.

Fly tipping - Do not discard furniture, fittings, white goods or large items on your estate. You must arrange to take them to the dump or Maillard & Co can arrange this for you at a small fee. If these items are discarded, the cost of removing them will be charged to all tenants.

Glass bins are provided on most estates. Lids and corks from bottles and jars must not be put in the glass bins. Also, the glass must be washed clean. Do not leave plastic or other bags in the glass bins.

5. SAFETY

Home Security

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

Some helpful tips:-

- Always lock the door and close the windows when you go out, even if you will 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;
- Never let strangers into your home unless they can prove their identity;

Absence from Your Home

- 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.
- If you are going to be absent from your home for longer than one month you must notify Maillard & Co for insurance reasons. You must also make sure you provide Maillard & Co with a key so they can gain access to your property.

Your Safety At Home

Your safety is important to us, please read the information below to ensure you are adhering to our safety policies.

Smoke Alarms

All CTJ properties are fitted with smoke alarms.

For battery operated alarms, it is the tenants' responsibility to ensure the battery is in full working order. You are responsible for replacing the batteries in 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 Maillard & Co.

Gas

If you smell gas, please 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 (Emergency tel no: 755555).

Communal Areas

The 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 property. There are storage areas in most of the blocks and if there is insufficient space in your storage areas/shed, please talk to Maillard & Co about what is required. It may just need a spring-clean by the residents to clear out the junk, old bicycles etc.

6. LIVING IN YOUR HOME

Alterations

If you want to make any changes or alterations to the property you will need **prior** written consent from Maillard & Co.

Floor Coverings

Wooden and laminate floors are **NOT** permitted in flats unless the property is fitted with suitable soundproofing 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 Maillard & Co for more information.

TV / Satellite

There is terrestrial, cable or satellite television in all the CTJ Housing Trust properties. Tenants in flats must not fit their own satellite dishes.

If your satellite is run off a communal satellite system and there is a problem with the communal system, please report this to Maillard & Co who will arrange for an engineer to attend.

If you live in a house with your own separate satellite dish you are responsible for the maintenance and repair of your dish and satellite equipment.

Maintenance and Repairs

Your landlord is responsible for keeping the property wind and water tight and therefore any maintenance issues such as plumbing leaks or water ingress must be reported to Maillard & Co immediately.

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, re-decorate or clean the property, these costs will be deducted from your deposit.

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.

Window fittings need cleaning and oiling every six months. Please ensure you do this, otherwise the windows will not open or close properly and will eventually seize up.

You are also responsible for keeping the drains of the property clean and clear of obstructions and for replacing cracked or broken glass in the windows immediately.

Please do not carry out any additional or major plumbing works or alter or tamper with the existing light fittings and sockets. Poor workmanship can cause leaks and fires.

Condensation / Damp

Condensation which often appears in the form of mould spores on the walls is caused by 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.

It is easier to treat the cause than the effects. Here are a few simple ways to help in reducing the build-up:-

- Keep your home warm – this will cut down condensation as moisture does not condense in warm air;
- Leave trickle vents/windows open;
- After cooking or showering, close adjoining doors and open the windows to stop the air circulating to other rooms;
- Leave windows open when drying your clothes to allow the moisture to escape;
- 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 Maillard & Co or Environmental Health;

7. NEIGHBOURS

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

Children's Play Areas

Not all properties have play areas 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.

Washing Lines

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

Anti-Social Behaviour

If you have a dispute with another tenant, please try to resolve it between yourselves in the first instance. However, should the situation escalate, please contact the Police in the first instance and provide the case number to your property manager for their information.

At all times you must avoid making noise which disturbs your neighbours. Between the hours of 11 p.m. and 7 a.m. noise disturbances are a criminal offence.

8. END OF YOUR TENANCY

Coming to the end of your Tenancy

As a minimum, you are required to give Maillard & Co one month's notice in writing. Failure to do this will result in you still having to pay rent.

You must be required to leave the property in the same condition as you found it.

If we have to replace items, repair, re-decorate or clean the property when you leave, these costs will be deducted from your deposit.

In order to provide you with guidance and support throughout your notice period, your Property Manager will arrange two inspections: one prior to your leaving to advise you on what needs to be done and one after the property has been vacated, to inspect its condition, prior to the return of your deposit, based on the condition of your property.

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

9. USEFUL CONTACTS

Maillard & Co

Tel: (01534) 880880 (In the event of an **Emergency** out of office hours, please call (01534) 880880 and you will be directed to a Property Manager's mobile).

Emergency

Police

Tel: (01534) 612612

Jersey Fire & Rescue Service

Tel: (01534) 445906

Utility Companies

Jersey Electricity Company Limited

Tel: 0800 0488042

Jersey Gas Company

Tel: (01534) 755500

Emergency 24 hour service: (01534) 755555

Jersey Water

Tel: (01534) 707300

Government of Jersey Departments

Affordable Housing Gateway:

Tel: (01534) 448944

Customer & Local Services (Social Security)

Tel: (01534) 444444

Other

Jersey Telecom

Tel: (01534) 882882

Jersey Post

Tel: (01534) 616616

Environmental Health Jersey:

Tel: (01534) 443712

Citizens' Advice Bureau

Freephone: 0800 7350249

Crimestoppers

Freephone: 0800 555111