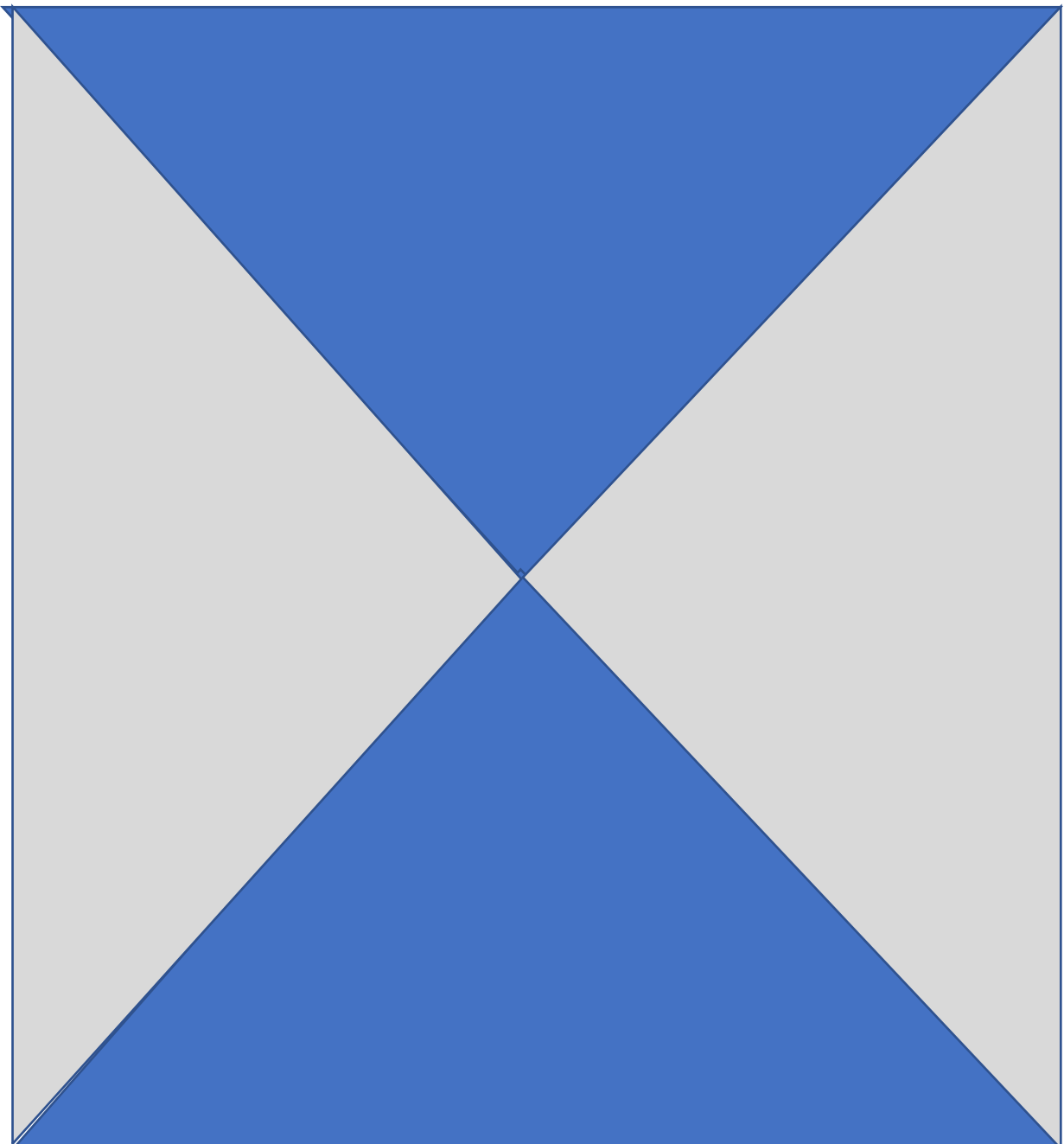




# Tenant Handbook



# CONTENTS

	<b>Page</b>
<b>Section One</b>	
Les Vaux Housing Trust	3
<b>Section Two</b>	
Contact Details	3
<b>Section Three</b>	
Tenancy Agreement	4
<b>Section Four</b>	
Rents	4
<b>Section Five</b>	
Living in your Home	4 – 8
<b>Section Six</b>	
Maintenance and Repairs	9
<b>Section Seven</b>	
Safety	10-11
<b>Section Eight</b>	
Anti-Social Behaviour	11
<b>Section Nine</b>	
Coming to the end of your Tenancy	11
<b>Section Ten</b>	
Useful Contacts	12

## 1. LES VAUX HOUSING TRUST

Welcome to your new home

We want to ensure that your stay in a Les Vaux 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

Voisin-Hunter Ltd are the Managing Agents for Les Vaux Housing Trust.

Their contact details are:-

31-33 New Street

St Helier

Jersey

JE2 3RA

Tel: 01534 507777

Email: [pm@voisinhunter.je](mailto:pm@voisinhunter.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 50777 where you

Will be directed to a mobile.

Please do not call contractors

Directly or you may be held liable

For the bill.

### 3. TENANCY AGREEMENT

Your Tenancy Agreement sets out your legal responsibility as a tenant of Les Vaux 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, in advance. If you have any difficulty 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 – gas (Perquage Court and Landscape Grove only), electricity 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.

However, consideration will be given to the installation of wooden floors if you live on the ground floor. Please contact Voisin-Hunter Ltd for more information.

#### LODGERS

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

#### FLOOR COVERINGS

Wooden and laminate floors are NOT permitted in flats as they cause undue noise disturbance to the person living underneath.

## 5. LIVING IN YOUR HOME (continued)

### PARKING

Parking is always 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 an up to date insurance displayed otherwise it may be considered that the vehicle has been abandoned.

The situation is each of Lex Vaux Housing Properties is as follows:-

**Berry House** – One space per flat. Two visitor spaces for short stay only.

**Clos Lempriere** – Two allocated spaces, plus visitor parking.

**David Moon House** – Limited parking with only twelve spaces, which are rented out separately. No visitor parking.

**Grands Vaux Court** – One space per flat. Tenants must not park in visitor parking spaces, these are for visitor short stays only.

**Jardin du Haut** – Two spaces per house. Plenty of visitor parking.

**John Le Fondré Court** – Seven allocated spaces that are rented out with further permits for residents to park in Convent Court. One visitor space for short stay only.

**Landscape Grove** – One space per flat. Three visitor spaces for short stay only.

**Leonard Norman Close** – One space per flat. Visitor spaces for short stay only as marked.

**Maison Bryant** – East resident has one allocated space with use of a second space until further notice, not including flats 15 & 16.

**Perquage Court** – Limited spaces are rented out separately. Three visitor spaces for short stay only.

**6-7 St Saviour's Crescent** – One space per flat. No visitor parking.

**Vale Court** – No allocated parking or visitor parking. Three available spaces for the sole use of any of the tenants and their visitors for short stays only.

**Westview** – Two spaces per house and a single garage. One space per flat. Plenty of short stay visitor parking, not for tenant use.

## 5. LIVING IN YOUR HOME (continued)

### NEIGHBOURS

Please have consideration for your neighbours as everyone has the right to live peacefully in their 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.

### PETS

Pets can cause a problem and so permission must be sought from Voisin-Hunter Ltd **before** you bring pets into your home. You can download a copy of our Pet Policy and Application Form on our website. Please be advised that Les Vaux Housing Trust operates a **NO DOGS** policy in all its flats. Permission for dogs in houses with gardens is usually granted. However, Les Vaux Housing Trust may review this agreement if complaints are received from neighbouring properties regarding nuisance i.e. constant barking, damage to the property and/or mess in the communal areas. All pet owners must ensure that if you walk your dog on the grounds or around the buildings that your dog is kept on a lead and that any excrement is picked up and disposed of immediately. The same applies to friends who walk their dogs in the common areas when visiting you.

### RUBBISH DISPOSAL

Rubbish should be disposed of carefully. Please do not leave black bags in the common areas (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 all you can to prevent rubbish becoming a health hazard on your estate.

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

Glass bins are provided on most estates. There are notices up in the bin areas reminding you how to dispose of the glass. The most important things to remember are to remove the lids and corks from bottles and jars, wash them and do not leave plastic or other carrier bags in the bins.

The glass collectors may refuse to take glass that has not been sorted correctly and cleaned and in that case, we will have to employ a private contractor at extra expense to the 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 hallways. 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 flat, why not re-address the letters and pop them into the nearest post box.

If they have left and you do not know where they have gone, it would be helpful if you wrote "moved away" or "unknown at this address" on the envelopes and posted them in a post-box. The Post Office will then return the correspondence to the sender and the staircases and hallways will be less cluttered.

### 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 Voisin-Hunter Ltd if it makes it easier for contractors to gain access for any necessary repairs.

### 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 your deposit.

### 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 will only be 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 TV's 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/blinds at night and make sure valuable items cannot be easily seen from outside.

## 5. LIVING IN YOUR HOME (continued)

### HOME SECURITY (continued)

- 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 identify.
- 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 it to the Police.



## 6. 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 for the property clean and clear of obstructions and to replace cracked and broken glass in the windows of the property immediately.

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 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 you will need prior written consent from Voisin-Hunter Ltd.

### TV / SATELLITE

There is terrestrial, cable or satellite television to all the Les Vaux 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 Voisin-Hunter Ltd 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 the dish and satellite equipment.

## 6. 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.

## 7. 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 Voisin-Hunter Ltd. You are responsible for replacing 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 on 755555.

## **7. SAFETY (continued)**

### **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.

## **8. 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 at Voisin-Hunter Ltd for their information.

Noise disturbances after 11.00 p.m. and before 7.00 a.m. are against the Law and should be reported to the Police.

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

## **9. COMING TO THE END OF YOUR TENANCY**

As a minimum, you are required to give Voisin-Hunter Ltd one month's notice in writing. Failure to do this will result in continuous rental charges.

Your Property Manager will arrange two inspections, one prior to your leaving and one after the property has been vacated. This is to provide you with guidance and support throughout your notice period.

You will be required to leave the property in the same condition as when you moved in.

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

## 10.. USEFUL TELEPHONE NUMBERS

CITIZENS' ADVICE BUREAU  
Freephone: 0800 7350249

CRIMESTOPPERS  
Freephone: 0800 555111

POLICE  
Tel: 01534 612612

JERSEY FIRE & RESCUE SERVICE  
Tel: 01534 445906

JERSEY ELECTRICITY COMPANY LIMITED  
Tel: 0800 0488042

JERSEY GAS COMPANY  
Tel: 01534 755500  
**Emergency** 24 hour service: 01534 755555

JERSEY WATER  
Tel: 01534 707300

ENVIRONMENTAL HEALTH JERSEY:  
Tel: 01534 443712

VOISIN-HUNTER LTD  
Tel: 01534 507777

CUSTOMER & LOCAL SERVICES (SOCIAL SECURITY)  
Tel: 01534 444444

AFFORDABLE HOUSING GATEWAY:  
Tel: 01534 448944

JERSEY POST  
Tel: 01534 616616

JERSEY TELECOM  
Tel: 882882

HOMENET:  
Tel: 01534 666660

PARISHES:

GROUVILLE  
Tel: 01534 852225

ST BRELADE  
Tel: 01534 741141

ST CLEMENT  
Tel: 01534 854724

ST HELIER  
Tel: 01534 811811

ST JOHN  
Tel: 01534 861999

ST LAWRENCE  
Tel: 01534 861672

ST MARTIN  
Tel: 01534 853951

ST MARY  
Tel: 01534 482700

ST OUEN  
Tel: 01534 481619

ST PETER  
Tel: 01534 481236

ST SAVIOUR  
Tel: 01534 735864

TRINITY  
Tel: 01534 865345