

Voisin Hunter Limited – Your Contact Details

Caroline Fernandes & Luca Celiberti are your primary contacts. Please see who manages your estate below:

Caroline Fernandes: Troy Court, Vale Court, Valley Court, Berry House, John Le Fondre Court, Clos Lempriere.

Luca Celiberti: Leonard Norman Close, 6/7 St. Saviours Crescent, Westview, Perquage Court, David Moon House, Landscape Grove.

If they are not around please feel free to leave a message with another colleague. If you wish to speak with your property manager regarding a specific matter please do make an appointment before calling into the office as we cannot guarantee that your property manager will be available.

Voisin-Hunter Ltd's offices are situated at One Esplanade opposite the Pomme D'or Hotel. Office opening hours are Monday – Friday 8am – 5.00pm. Contact telephone number: 507777 and e-mail is pm@voisinhunter.com.

Emergency Numbers

If you have a maintenance emergency out of office hours you should call 507777 where you will be given a mobile number to call. Please do not contact contractors direct as you may be liable for the invoice.

Neighbour Disputes

Naturally we hope that all tenants want to live in peace alongside their neighbours, however we

know that disputes between neighbours do happen from time to time. We have included some tips below on being a good neighbour. Some of the tips may sound obvious, but, if followed, can result in significant reduction in incidences of neighbour dispute.

Helpful

- Keeping TVs and music noise to a reasonable level, especially when windows or doors are left open, or if it is late at night.
- Placing TVs and music systems away from shared walls and avoiding direct contact with the floor by placing equipment on a table or shelf.
- Warning neighbours if you're having an infrequent party, and maybe inviting them too.
- Asking your children not to play in other people's gardens or play ball games near cars and windows.
- Putting rubbish out on the morning of collection to avoid damage by seagulls, etc.

Not helpful

- Playing TVs and music systems too loudly or late at night.
- Doing vacuuming, using washing machines or doing DIY late at night.
- Letting dogs bark continuously or leaving them alone in the house all day.
- Letting dogs mess in gardens and on the pavements.
- Parking your car in someone else's space or gateway.
- Banging car doors, revving up or playing car radios in the street late at night.
- Leaving rubbish outside the house on days when it's not bin day.

- Shouting at other people's children or at your neighbours.

If you are having problems with a neighbour and/or wish to resolve a dispute please feel free to contact us for further advice, alternatively you can download our 'Managing Disputes with Neighbours' leaflet from the download section at: www.lesvauxhousingtrust.org.je.

Energy Saving Advice

The States of Jersey Energy Efficiency Service offer free and impartial advice on ways in which to stop wasting energy and save money on your energy bills.



Below are some useful tips that they give:

1. Washing your clothes at 30°C will save you over 1/3 on your electricity bills.
2. Switching to energy saving light bulbs will save you up to £45 over the lifetime of the bulb as they last up to 10 x longer than ordinary bulbs.
3. Closing your curtains at dusk to stop heat escaping through windows and by checking for draughts around windows and doors will save you around £30 a year.
4. By turning your thermostat down by 1°C you could cut your heating bills by up to 10% and will save you around £80 per year.
5. Avoid leaving electrical appliances on standby, switching them off at the plug will save you around £40 per year.
6. If possible fill up the washing machine, tumble dryer or dishwasher as one full load uses less energy than two half loads.

These are just a few ways, for more information on how you can save energy you can visit the Energy Efficiency website at www.gov.je or telephone 441611.

Rent 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 call Voisin-Hunter Ltd to seek further assistance or guidance.

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 Les Vaux, as your Landlord, insures the building, this does not cover your contents, including carpets.

New website

Les Vaux Housing Trust's new website is now live and we hope we will be a valuable resource for tenants. Please do feel free to visit the new site at www.lesvauxhousingtrust.org.je

Lubricating Windows

Please be reminded that you must lubricate with oil all moving parts in the windows every six months to ensure that the windows continue to open and close properly and do not seize up.

This newsletter has been prepared and distributed by Voisin-Hunter Ltd on behalf of Les Vaux Housing Trust. If you have any items you wish to be included in the next newsletter, please telephone 507777.