

Voisin Hunter Limited – Your Contact Details

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

Caroline Fernandes; Berry House, Clos Lempriere, Grands Vaux Court, Jardin de Haut, John Le Fondre Court, Troy Court, Vale Court.

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

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 8 a.m.–5.00 p.m. Contact telephone number: 507777 / email: pm@voisinhunter.com.

Emergency Numbers

If you have a maintenance emergency out of office hours you should telephone 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.

Email Address

Voisin-Hunter Ltd are updating their records. If you have an email address please could you let them know by contacting: pm@voisinhunter.com

Smoke Alarms

Tenants are reminded that they are responsible for installing their own battery operated smoke alarms to the property and to test these every six months to ensure they are in working order. For some of Les Vaux Housing Trust's properties where the smoke alarms are mains connected, it still remains the tenant's responsibility to check these are in working order and if not to contact the office in order that we can arrange for an electrician to attend.



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 Housing Trust as your Landlord insures the building, this does not cover your contents, including carpets.

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.

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 disputes.

Helpful

- Keeping TV's and music noise to a reasonable level, especially when windows or doors are left open, or if it is late at night.
- Placing TV's 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 are having an infrequent party and maybe consider 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 TV's 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 is 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

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 having difficulties, please either contact Citizens Advice Bureau or call Voisin-Hunter Ltd to seek further assistance or guidance.

Planned Maintenance

Below is a brief summary of planned maintenance across our estates for 2017:-

David Moon House

Internal Redecorations

Jardin de Haut

External Redecorations

Landscape Grove

External Redecorations

Perquage Court

Powerwashing and painting of external areas

Vale Court

Professionally clean communal flooring

Estate Inspections

Inspections of all Les Vaux Housing Trust's 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.

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.