



From all of us at Les Vaux Housing Trust and Voisin-Hunter Ltd, we would like to wish all our tenants a Merry Christmas and Happy New Year.

We hope that over the festive period all tenants have an enjoyable and relaxing holiday and whilst we appreciate that celebrations will be in order, we hope that tenants will still show consideration for their neighbours with regard to noise levels.

### **Voisin-Hunter Ltd – 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 and Vale Court.

**Luca Celiberti:** David Moon House, Landscape Grove, Leonard Norman Close, Perquage Court, 6/7 St Saviour's Crescent and 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.

Office opening hours are Monday–Friday 8 a.m.–5.00 p.m. Contact telephone number: 507777  
Email: [pm@voisinhunter.com](mailto: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.

### **Office Move**

In early January Voisin-Hunter Ltd will be moving from One Esplanade to 31-33 New Street. Contact details will remain the same.

### **Christmas Trees**

After Christmas please note that your unwanted Christmas trees should not be left in the bin stores as the refuse collectors will NOT remove them. The same applies to old television units and any household items. It is your responsibility to dispose of these items at La Collette. It is unfair to expect the Trust to carry the costs of disposing of these items.

### **Rental Payments**

Voisin-Hunter Ltd no longer accept cash. Payments can be made either by standing order, bank transfer, cheque or debit card. Please contact Voisin-Hunter Ltd on 507777 if you have any queries.

### **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 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.

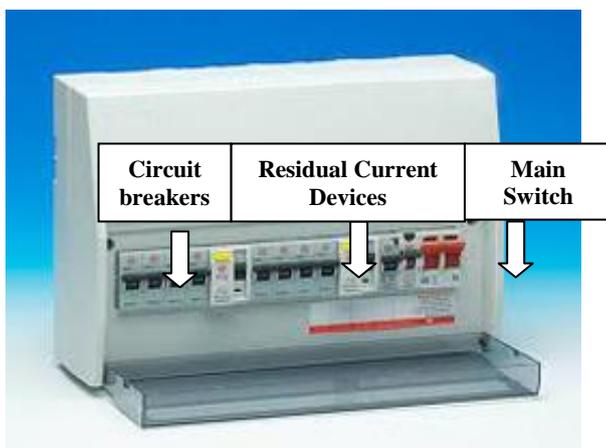
## Smoke Alarms

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.



## Faulty Homes Appliances

Calls from tenants reporting that the electrics keep tripping in their home are very common. 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 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 your appliance.**



## 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.

## 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. Turning your thermostat down by 1°C 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](http://www.gov.je) or telephone 441611.

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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.