



JERSEY HOMES TRUST MANAGERS

750270

CITIZENS' ADVICE BUREAU
0800 735 0249

CRIMESTOPPERS
0800 555 111

DEPT OF EMPLOYMENT AND SOCIAL SECURITY
280000

EQUIPMENT MAINTENANCE (LIFTS)
888975

FIRE SERVICE
737444

HEALTH AND SOCIAL SERVICES (ALL ENQUIRIES)
622000

HOUSING DEPARTMENT
884422

JERSEY ELECTRICITY COMPANY MAIN SWITCHBOARD
505000

JERSEY ELECTRICITY COMPANY EMERGENCY 24HR SERVICE
505050

JERSEY GAS COMPANY MAIN SWITCHBOARD
633400

JERSEY GAS COMPANY EMERGENCY 24HR SERVICE
729999

JERSEY NEW WATERWORKS COMPANY
509999
JERSEY TELECOM
882882



Issue number 1, March 2003

HOME FRONT



JERSEY HOMES TRUST NEWSLETTER

Rent Rebate

What you need to know...

RENT rebate is a scheme intended to provide financial assistance to people on low incomes living in rental accommodation in the private sector.

Although the Jersey Homes Trust is a private sector landlord, the rents we charge are in line with those charged by the Housing Committee for its properties. However, as with Housing Committee properties, it is accepted that some tenants may not be able to pay the full amount.

Depending on your income you may be eligible to apply for Rent Rebate. Application forms and further details can be obtained from the Housing Department, Jubilee Wharf, 24 The Esplanade, St Helier. ■

Residents' Associations

What do YOU think?

RESIDENTS' associations are groups of people living on an estate who get together to discuss matters of interest concerning their homes and environment. The three basic aims of a residents' association are:

1. To protect the rights of the residents of the estate.
2. To improve communications between the tenants and the landlord.
3. To improve the community spirit and environment.

None of the Jersey Homes Trust developments has a residents' association, but the Trustees would be keen to support them should tenants wish to have them.

If you would like more information, speak to a few of your neighbours to see whether they would be interested, and then write to the Trustees c/o 48-50 New Street, St Helier, JE2 3TE. ■



Meet the Team



Kathleen Dinan, Patricia De Vai, Michaela Hayden and Stephen Van Neste

JERSEY Homes Trust properties are managed by Brunel Management Ltd. You can contact them by telephone on 750270, by writing to 48-50 New Street, St Helier, JE2 3TE or by email to jht@brunel.je. The offices are open Monday to Friday from 9 am till 4 pm. If you have an emergency outside of those hours see Page 13 of your Tenants' Handbook.

When you contact our Managers by telephone you will speak to one of two Estate Managers, Patricia De Vai or Michaela Hayden. If your query concerns rent you may be put through to the Office Manager, Kathleen Dinan.

Allocations Inquiry continued from page 3

Statistics show that of the 402 nominations that the Trust has received from Housing, only 13 have been refused. The majority of these (eight) were turned down because they had financial judgments against them. The figures also show that 132 people have declined to accept an offer of accommodation by the Trust.

'It is obviously apparent that the Trust is not exercising any unfair or improper discrimination in its selection of tenants,' says JHT Chairman Michael Van Neste.

The JHT will be participating fully in the Committee of Inquiry. ■

La Roseraie at Mont Millais was built on the site of the former Post Office headquarters

Survey shows that JHT tenants are happy tenants

THE results of the Tenants' Survey, carried out at the end of last year, were very positive. The exercise was undertaken to find out the general views of tenants to living in a Jersey Homes Trust property and to identify any problems that you may be facing. The Housing Committee was also keen for us to develop close links with our tenants. We also wanted to find out what you think we are doing right!

At the time the questionnaire was sent out, the Jersey Homes Trust had 248 tenants and nearly 60% of you replied, which is an extremely high response rate. We are very grateful to all those people who took the time to respond.

Of those, 109 (or 75.7%) said they were happy living in their homes. Furthermore, 119 tenants agreed with the statement that they would 'recommend a friend to live in a JHT home', and a further 13 said they 'tended to agree' with the statement. This again was a very positive response (91.6%).

“ WE WERE DELIGHTED TO SEE THAT THERE APPEARS TO BE VERY LITTLE VANDALISM ON OUR ESTATES... ”

Several tenants (35) made individual comments in the space allocated on the forms, some concerning their own particular circumstances, and some relating to the estate on which they live. Our Managers have replied to all these individually.

We were delighted to see that there appears to be very little vandalism on our estates. Just a handful of tenants identified some minor problems and these will be looked into.



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JHT Trustees (left to right) Paul Labesse, Chris Clarke, Steven Meiklejohn, Martyn Scriven, Ian Moore, Michael Van Neste (sitting)

WELCOME..
Read all about it

WELCOME to the first newsletter of the Jersey Homes Trust. It has been published to keep all our tenants up-to-date about matters of interest concerning your homes and we hope you will find the contents interesting and informative. We plan to publish it every six months and we look forward to receiving your comments. You can let us know what you think by post to Jersey Homes Trust, 48-50 New Street, St Helier, JE2 3TE, or by email to jht@brunel.je

All about the Jersey Homes Trust

THE Jersey Homes Trust was set up eight years ago to provide social rented housing for the residents of the Island. From small beginnings, when it became landlord and manager of a few existing, small estates, the Trust is now a major developer of new homes.

The first estate to be purchased was Maison St Nicholas and the first site to be developed was Brooklands. We now have 12 estates under management comprising a total

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Survey shows continued from page 1

The replies to the questions relating to the service you receive from our Managers were also extremely positive as were those concerning maintenance.

Two matters of concern were raised by several tenants who responded to the survey - problems caused by pets and clutter in the communal areas. With regard to pets, we would like to remind tenants that pets are allowed only with the consent of our Managers. If consent is given, tenants must prevent their pet from causing noise or a nuisance to other tenants. This applies to dog mess, which must be picked up by the owner. Consent given for the keeping of a pet may be revoked without notice.

With regard to communal areas, tenants are responsible for keeping these free of rubbish and other clutter. Not only is it dangerous, but it also can be a fire hazard.

The survey was a valuable exercise and is one that we intend to repeat every few years. ■



Jardin Fleuri at Grouville is one of JHT's newest estates.

About the Trust continued from page 1

of 373 homes. That will rise to 500 by the spring as current construction work is completed.

Funding for projects comes from the private sector. The Trust is able to borrow money to purchase and build homes, which means that more homes can actually be provided. The money is borrowed over a period of 25 years and all the land is protected by covenants, so that it remains the property of the Island and will always be used for social rented housing. There is some subsidy from the States relating to the interest rates payable by the Trust and in some cases capital grants towards site acquisition or development costs where these are particularly high.

There is still a waiting list for rented property, but the existence of the Jersey Homes Trust has meant that this is reducing faster than it would have otherwise.

Tenants of JHT properties enjoy the same rent as those levied by the Housing Committee for equivalent properties. Eighty per cent of JHT tenants are drawn from the Housing Committee's waiting list and the other 20% are people who apply direct to the Trust.

The JHT is run by a board of six trustees, all of whom are active, professional people who give their time without charge. ■

JHT Properties

Brooklands: Old Trinity Hill, St Helier. 15 units of flats and houses.

La Folie Estate: St Lawrence. 14 units of houses and flats.

Maison de St Nicolas: St Peter. 6 flats.

St Paul's Gate: Dumaresq St, St Helier. 17 flats.

Cherry Grove: Roussel St, St Helier. 12 flats

Kent Lodge: Clarendon Rd, St Helier. 7 flats.

St Saviour's Court: St Saviour's Rd, St Helier. 28 flats.

Belle Vue: Route des Quennevais, St Brelade. 90 houses and flats.

La Roseaie: Mont Millais, St Helier. 35 units of houses and 10 flats.

Le Jardin Fleuri: Grouville. 16 houses.

Berkshire Court: La Motte Street, St Helier. 113 flats.

5 St Clement's Road: St Helier. 10 flats.

Bright future for Berkshire Court

BERKSHIRE Court in La Motte Street is the latest JHT development to be completed. All of the 113 one-bedroom flats have now been let, predominantly to people in the over-50s age bracket.

Eight of the new flats have been specifically designed for occupation by disabled people and all the units have been planned so that they are fully accessible by wheelchair users. Most have balconies and there is limited underground car parking.

The first person to move in, last October, was Barbara Joyner. Mrs Joyner was living in the private sector but jumped at the chance of a JHT property and is delighted with her new home.

'I am extremely pleased to be here,' she said. 'It's very cosy and the heating is very efficient.' Mrs Joyner added that she was looking forward to the summer when the tenants would be able to make full use of the courtyard area in the centre of the development.

Moving to Berkshire Court was almost like coming home for Hazel and Stanley Sangan because their first home when they got married nearly 50 years ago was nearby at Snow Hill. In fact they have lived in St Helier all of their



Barbara Joyner



Berkshire Court exterior

They were given the option of moving and chose the top floor because of the views out over town.

'We'll have the sun on our balcony in the summer,' said Mr Sangan. 'Our neighbours are lovely and the bedroom and hallway are much bigger than we were used to. Also, we are much closer to town here.'

The Berkshire Court development has a communal facility incorporated within it. Plans have now been submitted by a local hairdresser to run her business from there. ■



Berkshire Courtyard



Hazel and Stanley Sangan

Allocations Inquiry

FOLLOWING concern expressed by some States Members that the allocations procedures adopted by housing associations in the Island (including the JHT) were unfair, a Committee of Inquiry has been set up to look into the matter. Meanwhile, we have conducted a study of our own allocations procedures and are confident that we are not discriminating in any way.

The way the JHT's allocations work is that the Housing Committee has the right to nominate up to eighty per cent of our tenants and the Trust has the right to nominate twenty per cent. The Trust, by agreement with the Housing Committee, does have the right to decline to accommodate people nominated by the Committee. A maximum of two declinations in respect of any one unit of accommodation is permitted.

According to our figures, which have been verified by the Housing Committee, only 3% of people nominated by the Housing Committee for a JHT property have been turned down.

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In Brief

Tenants' Handbook
ALL new tenants receive a pack in which all documents pertaining to their tenancy can be kept. Included in the pack is a Tenants' Handbook, which has information about living in a Jersey Homes Trust property. If you require further copies of the handbook please contact our managers on 750270.

Satellite Television
TENANTS at Belle Vue have been experiencing problems with their reception of satellite television. Work to rewire the estate will be starting soon.

Le Jardin Fleuri gardens
NOW that tenants have moved in to Le Jardin Fleuri at Grouville, it has become apparent that the gardens are not 'child friendly'. Work will be carried out soon to slightly alter the layout to enable children to have more space to play.

News from La Folie
THE redevelopment of La Folie House is to start in the next few months. Meanwhile, work to repair drainage systems at Parkinson Drive at La Folie is well underway.

Rubbish chutes
PLEASE be considerate when using rubbish chutes at Berkshire Court. Our Managers have received a number of complaints from tenants about chutes being clogged up with items that are obviously far too large to go down. Bigger items must be placed in the bin stores.

Chartered Institute of Housing

The Chairman of the JHT, Michael Van Neste, has applied to become an Affiliate Member of the Chartered Institute of Housing. This is a professional organisation that sets standards for everything associated with housing. Its objectives, as set down by Royal Charter, are to promote the science and art of housing, its standards and ideals, and the training and education of those engaged in the profession of housing practice.

We name that estate...
A COMPETITION was organised in conjunction with the Jersey Evening Post to find a name for the new JHT development in Cannon Street. A total of 26 people entered, some of whom put forward more than one idea. The winner was Chris White with his entry 'John Wesley Apartments'.