

JHT increase portfolio by 72 new homes

With the completion of two new developments and an extension to one of our existing estates, the Jersey Homes Trust is delighted to announce that 72 new homes have been let to people on the Island's social rented housing waiting list.

In Grouville 29 families have moved in to three-bedroomed houses on the former de la Mare Nurseries site; 40 one and two-bedroomed apartments at Garrett Anderson House, which is part of the College Gardens development, are now occupied by tenants in the over-55 age group; and tenants are soon to move in to three new two-bedroomed houses at Parkinson Drive at Mont Felard. These developments bring the number of homes under management by the JHT to 835 homes spread over 24 estates.

Continued on Page 2



Housing Minister Senator Sam Mezec planted an oak tree to mark the completion of the Jardin de la Mare estate at Grouville. The estate has been named after the original landowner and one of his family was there to witness the event. Also present were the Constable of Grouville, John Le Maistre, representatives from the construction and design teams, JHT trustees and staff and residents from the estate. JHT Chairman Michael Van Neste welcomed the Senator who said that he was delighted see the completed estate and was pleased to be able to work with the JHT and other social housing providers.

New handbooks

Welcome to the latest edition of Home Front, the Jersey Homes Trust's newsletter. The publication, which is produced periodically, is designed to keep you up-to-date with matters of interest concerning your home and the work of the JHT. Enclosed with this edition is your new copy of the Tenant's Handbook which has been revised throughout

with some new sections added. The handbook has been produced to help you. We have included as much information as possible about living in a Jersey Homes Trust property. Also included is a list of useful telephone numbers. We advise tenants to keep a copy of all correspondence sent to you either from the Jersey Homes Trust or our

Managers in the folder provided as, if you lose them and need copies, they may be charged for.

- **If you have any ideas for items for inclusion in future editions of Home Front we would like to hear from you. Please email jht@brunel.je**

Continued from Page 1



Jardin de la Mare



Parkinson Drive



Garrett Anderson House

As well as the rental homes at Grouville, a further six houses were built as “affordable homes” and have been sold to families through the Housing Gateway as part of the States’ shared equity scheme. The development was many years in the planning stages and replaces a disused greenhouse complex.

At College Gardens, the JHT block is the only one let as social rented housing, the others having been sold by the Jersey Development Company, some to first-time buyers.

The development of three new houses on a piece of land within Parkinson Drive at Mont Felard included the demolition and rebuilding of an historic wall.

The stone for the wall is thought to have been quarried from the hills above Rio de Janeiro and used as ballast on Jersey’s cod trade ships.

Due to the increase in traffic since the original part of the estate was built, it was a requirement of the planning permission that the wall be partially demolished and rebuilt to make the area safer.

‘We are delighted with these three new developments which go some way to alleviating the Island’s housing shortage,’ said JHT Chairman Michael Van Neste. ‘Going forward, there are a number of potential sites currently under investigation and we hope to continue our work to add much-needed social rented accommodation for the people of Jersey.’

Website upgrade

Our website is currently undergoing an upgrade to bring it up-to-date in terms of functionality and content. It is over eight years since a similar exercise was carried out and technology has moved on in leaps and bounds since then.

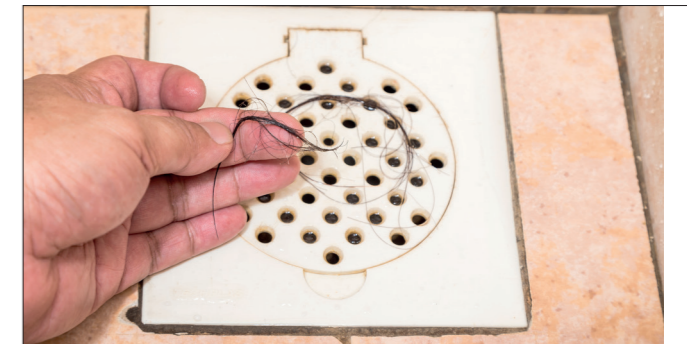
We will notify you when the work is complete but whilst the work is ongoing the existing site is still live at www.jerseyhomestrust.org.je

Meanwhile, we are moving towards extending electronic communications with our tenants. The aim for the future is to be able to conduct all or most of our business with you on-line. As well as improving efficiency, this will cut costs to the JHT, which is a non-profit organisation.

We already have email addresses for a good number of our 800+ tenants but we would like to

increase that number. We would be grateful, therefore, if you could notify our managers of your email address. You can email them at: jht@brunel.je

Something faulty? Who is responsible?



When something goes wrong in your home the first thing you should do is find the cause of the problem.

There are some things that are the responsibility of the Jersey Homes Trust as your landlord and there are some things that are your responsibility.

So when it comes to calling out a professional to fix something, you need to first ensure that the problem has not been caused by your own negligence.

Please note that charges for unnecessary call-outs or call-outs for faults that are YOUR responsibility will be recharged to you.

Inside the home it is the responsibility of the tenants to:

- Replace faulty light bulbs (including fluorescent tubes and starters).
- Replace small items such as bath/sink plugs and toilet seats.
- Mend dripping taps.
- Clean and lubricate window fittings twice a year.
- Clean shower heads monthly to avoid blockages and maintain

water hygiene.

- Keep shower traps clear of debris such as hair.
- **NEVER** put items such as sanitary products, wet wipes, nappies etc down the toilet.
- Test smoke alarms weekly and replace batteries when necessary.

The Jersey Homes Trust is responsible for:

- The structure and exterior of buildings, including drains and gutters.
- Fittings, pipes and connections supplying gas, water and electricity.
- All equipment that deals with sanitation such as basins, sinks and toilets.
- Equipment that provides heating and hot water supplies.
- Light fittings and lamps in communal areas.
- Stairs, corridors and lifts.
- Communal areas and gardens. **Note:** Communal areas and lifts in blocks of flats are cleaned on a regular basis. However, all tenants are responsible for keeping entrance halls, stairs and landings free of rubbish and other items.

What to do if you experience a problem:

- If an electrical item fails to work, check the fuse in the appliance and check your fuse box.
- Check that any plumbing problems such as blocked sinks, showers and toilets have not been caused by a lack of cleaning (for example hair or grease in plug holes) or, in the case of toilets, by the inappropriate disposal of sanitary products, wet wipes, nappies etc.
- If your television is not working, check the satellite/aerial connections.

Reporting a fault

- To report a fault during office hours, first contact our Managers.

Their contact details can be found on the list at the bottom of this page and also on the Telephone Number List included with your new Tenant’s Handbook.

Telephone List:

Jersey Homes Trust Managers:
01534 750270

Jersey Water
01534 707300

Crimestoppers:
0800 555 111

Department of Employment and Social Security
01534 445505

Health and Social Services (all enquiries):
01534 442000

Jersey Gas (main switchboard):
01534 755500

Jersey Gas (emergency 24 hour service):
01534 755555

Citizen’s Advice Bureau:
0800 735 0249

Jersey Electricity (main switchboard):
01534 505460

Fire Service:
01534 445951

Jersey Electricity (emergency 24 hour service):
01534 505050

JT:
01534 882882

Fire Escape Plan



The Fire Service recommends that everyone should have an emergency escape plan in place should a fire break out in your home. Everyone living in the home, including children, should know what that plan is and what they should do.

How do you make an escape plan?

Having an escape plan in place is simple and can save your life:

- Plan an escape route and make sure everyone knows how to escape; the best escape route is the normal way in and out of your home.
- Choose a second escape route in case the first one

is blocked by fire.

- Keep both escape routes clear of obstructions.
- Make sure everyone knows where the door and window keys are kept and always keep them there.
- Make sure your children know what to do if the alarm goes off and how to call 999. Keep your address by the phone for them to read.
- Make sure your smoke alarm will go off if there is a fire, by testing it every week;
- Have at least two family fire drills every year, where every member of the household practices your escape plan. Hold one during the day and another at night and start the drill by pushing the test button on one of your smoke alarms.

What do you do if both planned escape routes are blocked and you cannot get out?

Things don't always go to plan so we always need a 'Plan B'.

Your escape plan is no different:

- Get everyone into one room - ideally one that has a window that opens and a phone.
- Put bedding or cushions around the bottom of the door to block the gap and stop the smoke coming in.
- Open the window to shout and attract help.
- Phone 999 and tell them your address and which room you are in.
- When the fire crews arrive, shout and wave clothing to let them know where you are.
- If you're on the ground or first floor, you may be able to escape through a window. Use bedding to cushion your fall and lower yourself - don't jump. Remember to lower children first.

- **For further information on this subject, go to the Fire Service web pages at www.gov.je**

In Brief

Data privacy

The Jersey Homes Trust is committed to protecting and respecting your privacy. Our Data Privacy Policy explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Any questions regarding our Policy should be emailed to jht@brunel.je or by writing to the Jersey Homes Trust, Brunel Chambers, Devonshire Place, St Helier, Jersey, JE2 3RD, or by telephone to 01534 750270.

You have the right at any time to make a complaint to the Data Protection Authority, the Jersey

supervisory authority for data protection issues.

Cash free

Our Managers are no longer able to accept cash for rent or any other payments. This is partly due to procedures imposed by our regulators under their money laundering rules but also due to the security aspects of our managers having to handle large amounts of money. Rent and other payments can be paid by cheque, standing order or through internet banking. If you need assistance with setting up your preferred payment option please contact our Managers.

Safety first

Whilst waiting for the official report following the devastating

Grenfell Tower fire in London in 2017, we have commenced some sensible upgrading or improvements to fire alarm systems and electrical inspection protocols in our properties.

'This is not to suggest that previous installations or procedures were at fault. However, there can be no concession to safety,' said JHT Chairman Michael Van Neste.

Decoration

All our properties are redecorated as part of a rolling programme. During 2019 the exteriors of St Saviour's Court and Brooklands will be re-painted.

Tenants will be advised of arrangements nearer the time.