

JERSEY HOMES TRUST NEWSLETTER

'housing people'

Trust performs well in satisfaction survey

A huge “thank-you” to all those of you who completed our satisfaction survey during the summer. Just under one-third of tenants replied to the questionnaire, which is a good response for a survey of this kind.

It was the fifth time we have carried out this exercise and, once again, we were encouraged by your responses. Of the tenants who completed the questionnaire, 70% said they would recommend a friend or relative to live in a JHT property, and a further 19.6% “tended to agree”. In response to the statement “I enjoy living in my home”, 71% said they did and a further 15% “tended to agree” with the statement.

“The fact that a significant number of people enjoy living in one of our homes and are prepared to recommend us to friends and relatives, is an endorsement of everything that the Jersey Homes Trust stands for,” commented JHT chairman Michael Van Neste.

The Trust’s managers, Brunel, scored highly with 75% of respondents agreeing with the statement “Managers are polite and courteous” and a further 18.75% tending to agree. In answer to the statement “Managers dealt with my queries efficiently”, 68% of respondents agreed and a further 20.8% tended to agree.

“This is particularly encouraging given that for the past 18 months our managers have been operating within challenging parameters due to the Covid-19 pandemic,” said Mr Van Neste. Problems caused by vandalism have increased slightly with 58% of tenants agreeing with the statement “Vandalism is not a problem on my estate” compared with 65.5% in 2016. A further 17.5% of tenants “tended to agree” with the statement compared with 20% in 2016.

Inconvenience caused by anti-social behaviour has also increased with 56.6% of respondents agreeing with the statement “I am not inconvenienced by anti-social behaviour on my estate” compared with 65% in 2016. A further 37% “tended to agree” with the statement compared with 21% in 2016. However, fewer people reported anti-social behaviour to either the managers or the police compared to the previous surveys in 2011 and 2016.

Just over 100 tenants submitted general comments about aspects of their homes or estates. Our managers are working through these comments and will endeavour to respond individually where possible. Meanwhile, many of you who made suggestions will already have noticed that work has commenced to rectify some of the issues raised. Details of what has been achieved so far and work yet to be started can be found on Page 4.

Please be neighbourly

The survey highlighted some behaviours that upset neighbours and detracts from their enjoyment of their home.

We are sure that in most cases these actions are not done on purpose but nevertheless we would ask that you take care to respect your neighbours

and try not to allow your actions to upset them.

Remember, everyone has the right to live peacefully in their home and it is a condition of your Tenancy Agreement that you do not create nuisance or disturbance to your neighbours.

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These are some of the things that people highlighted in the survey:

- **Smoking:** Please do not smoke on stairwells, landings, balconies and in corridors and lifts. Whilst a balcony might seem like an obvious place to smoke, it’s not pleasant for your non-smoking neighbours.
- **Noise:** Your neighbours should not be able to hear any music, radios, TVs etc. from your property at any time, even during the day as many tenants are on shift work and sleep during the day.
- **Balconies:** If you have a balcony please ensure that nothing is allowed to fall from your balcony to the one below. Examples highlighted in the survey included soil, water from potted plants, cigarette butts and bird seed.
- **Parking:** This is a subject that crops up frequently and causes stress and aggravation. Visitor spaces are exactly that – for visitors. Our managers receive numerous complaints about tenants parking in visitor spaces. Please use only the number of spaces that you have been allocated and do not park on pavements or other non-designated parking areas. Inconsiderate parking could be dangerous and may prevent access by emergency vehicles.
- **Garages:** If you are lucky enough to have a garage with your property, use it for parking. Garages are not simply an extra storage area – they are there for a purpose and the incorrect use of your garage minimises the parking spaces available for others.
- **Bin stores:** Most JHT estates have designated bin stores which should be used ONLY for the disposal of household refuse – not large items (see the In Brief column on Page 3). Rubbish must be bagged and placed inside the appropriate bin. Rubbish left lying on the floor of the bin store attracts vermin and can cause accidents. The majority of our tenants are respectful of bin store rules but unfortunately some are not. As well as the health issue caused by unbagged rubbish, it is upsetting for those tenants who respect their environment to have to walk through other people’s rubbish.

JHT Chairman comments on housing crisis



Government-owned sites suitable for housing development must be released to social housing providers, says the Chairman of the Jersey Homes Trust, Michael Van Neste. In a recent interview with Bailiwick Express, Mr Van Neste said that if Jersey wants to address the homes crisis more ‘joined-up thinking’ was needed, and he urged Government to involve the Island’s housing associations in that process.

‘Their contribution to the supply of affordable housing in the past has not been insignificant,’ he said. ‘The Jersey Homes Trust has the track record, the experience, the ambition and the available finance to make a further useful contribution’.

Mr Van Neste set up the JHT 25 years ago. It is now the Island’s largest independent housing association owning and managing 835 homes spread over 24 estates.

He went on to say that the trusts should not be viewed as competitors to Andium Homes, but rather as a good, healthy co-provider, offering choice and alternatives. He believes that development can be done in the Green Zone without spoiling the countryside by redeveloping derelict buildings or hotels. ‘Housing should be a priority as important as education and health because the lack of housing is basically the only cause of poverty in the Island,’ he said.

• *With thanks to Bailiwick Express.*

Corridor clearance: Keeping you safe

As we reported in the last issue of Home Front, our managers have had to implement a clearance exercise due to the amount of clutter that has built up in corridors and other communal areas on some of our estates.

Any items removed by our agents are photographed, labelled and transported to a secure, dry facility where they are stored for 14 days after which they will be disposed of. They can be recovered during the 14 days by their owners for a fee which is currently £50 (£25 for removal and £25 for recovery). This charge covers only part of the cost of renting the storage and employing people to do the work. It does not cover the full cost of the exercise to the Jersey Homes Trust.

We would like to emphasise, once again, that items, however small, left in communal areas pose a serious risk of injury and could have fatal consequences should a fire break out.

It is clearly stated on Page 11 of the JHT Tenants’ Handbook that: “Corridors and communal areas must not be used to store prams, bicycles, cupboards, furniture, shoes and the like. In the event of fire this is potentially dangerous, hindering escape and also access by emergency services in conditions of smoke-filled corridors and general confusion.”

Since starting the clearance work our managers and agents have, sadly, been subjected to verbal abuse by some tenants. The JHT would like to reiterate that this work is being undertaken to ensure the safety of our tenants. We are acting in accordance with guidelines from both the Fire Service and our insurers.

• Removing corridor clutter is not a decision that was taken lightly. All tenants should know the rules as they are clearly stated in the handbook, in your tenant’s agreement and on our website as well as in regular reminders in this newsletter. We would urge you all to read through these documents from time to time to update yourselves with your own responsibilities as tenants.

In Brief

Safety first

Fire risk assessments are currently being undertaken in all communal areas across all JHT properties. The work is being carried out by independent fire safety consultants who will carry identification at all times.

Smoke alarms

Whilst we have a rolling programme of updating fire alarms in our properties, it is your responsibility to check that yours are functioning correctly. Instructions for checking whether an alarm is working properly can be found in your Tenant’s Handbook. If in doubt please contact our managers.

Dump the big stuff

Do not, under any circumstances, dump items of furniture, bikes, buggies and suchlike in your estate’s bin store or on any outside areas around your estate. It is your responsibility to dispose of these either by taking them to the dump at La Collette or by arranging for someone to take them for you. La Collette is currently open from 7.30 am to 4.30 pm Wednesday to Sunday (closed Mondays and Tuesdays). However, this may be subject to change so for further information and advice go to the gov.je website. When replacing white goods such as fridges, many stores will arrange free disposal of your old appliance.

Telephone List:

Jersey Homes
Trust Managers:
01534 750270

Jersey Water
01534 707300

Jersey Water (24 hour emergency):
707302

Government of Jersey Customer
& Local Services + Income Support
01534 444444

Government of Jersey Health &
Community Services:
01534 442000

Jersey Gas (main switchboard):
01534 755500

Jersey Gas
(emergency 24 hour service):
01534 755555

Citizen’s Advice Bureau:
0800 735 0249 (Freephone)

Jersey Electricity
(main switchboard):
01534 505460

Fire Service:
01534 445951

Jersey Electricity
(emergency 24 hour service):
01534 505050

Crimestoppers (Freephone):
0800 555 111

You speak we listen!

Having taken on board comments made in the recent survey, our managers have already begun working through the list of things that were highlighted. As you will appreciate, not everything can be achieved immediately but we value your input and are aiming to fulfil as many of your suggestions as possible along with our rolling programme of interior upgrading and exterior decorating.



New pergola over the bin store at Le Coie

Berkshire Court

- Deep-cleaning of the floors around both entrances to the estate is now taking place monthly.
- Trimming back of the trees and shrubs in the exterior borders will take place in the spring.
- Painting of each apartment's front door, which was held up due to Covid, will begin soon as will re-decoration of the interior walls in the communal areas. The exterior of the estate is due to be painted in 2022.
- The provision of more recycling bins was looked at but cannot be achieved due to the space available.
- We welcome the idea of improving the communal courtyard area with the addition of trees and plants and would like to invite tenants interested in discussing this further to please contact the estate manager. Costs will be covered by the JHT.



Le Coie roof garden

Brooklands

- An extra refuse bin has been provided.

Clement Court

- The lighting in the garage has been upgraded.

Garett Anderson House

- The refuse bins are being cleaned.

Kent Lodge

- A new sign in the visitor parking area is being organised.

Le Coie

- The outside intercom has been repaired.
- A pergola has been erected over the bin store to stop the nuisance caused by seagulls.
- The work on the roof garden is finally completed.

Millbrook Gardens

- A "Slow - Children" sign is being erected at the entrance to the estate.

Meanwhile, the installation of new kitchens at Brooklands and Cherry Grove is complete and our managers have received fantastic feedback from tenants on both those estates. Next on the list for new kitchens are St Saviour's Court and St Paul's Gate.

Further updates on work in progress and plans for the future will be included in forthcoming issues of Home Front.