



## *Rent freeze to continue for the rest of 2021*

The freeze on rents for our tenants will continue for the remainder of 2021.

Commenting on the decision, Trust Chairman Michael Van Neste said: 'Although much of Island life is gradually returning to normal as we come out of lock-down, we are acutely aware of the financial hardship that some of our tenants have faced, and continue to face, due to the Covid pandemic.'

Rents were initially frozen by the Trustees in the spring of 2020. Later that year it was decided to extend the rent freeze until April 2021 and, at a recent board meeting, it was unanimously agreed

by JHT Trustees that the rent freeze would continue for the rest of this year.

Meanwhile, it has been decided that in future the JHT will review rents annually on the same date for all tenants. This will replace the previous system whereby rents were reviewed on the anniversary of the date each tenant signed their tenancy agreement.

This change will bring the JHT in line with other local social housing providers and will simplify administration. Tenants will be notified well in advance of the next rent increase and also of the date on which it will occur.

## *Help us to help you - 2021 Tenants' Survey*

As the Island's second largest provider of social rented housing, we work hard to provide homes that people can enjoy on well-maintained estates in a variety of different locations around the Island. We are dedicated to understanding the needs of our tenants and their families and to achieve that we carry out surveys from time to time to find out what you think about your homes and the services provided by our managers.

Included with this newsletter is a questionnaire which we hope you will complete and return. A pre-paid return envelope is provided.

The questionnaire covers everything from the cleanliness of public areas to the way we communicate with you. There is also space on the form for any extra comments you may wish to make.

'It is important that as many tenants as possible complete the questionnaire so that we can build up an accurate picture of different aspects of

life in a JHT home,' said JHT Chairman Michael Van Neste. 'When we carried out similar surveys in the past we were delighted that a high number of our tenants responded. We take your views very seriously and aim to follow up on any areas of concern.'

If you wish you can complete the form anonymously although there is space for your name if you want to include it. However, it is important that you include the name of the estate on which you live in order to validate the survey.

Once you have completed the questionnaire please return it in the envelope provided by Monday 26 July 2021. The results of the survey will be contained in a future issue of Home Front.



# HOME FRONT

## *Le Coie bin store to get a roof*

The bin store at Le Coie in Springfield Road is to be roofed over to mitigate the mess caused by seagulls ripping open bin bags and spreading the contents.

In the last issue of Home Front we reported on the problems caused by people failing to place their rubbish bags in the bins provided.

Despite highlighting the issue, which causes distress to those tenants who respect their environment as well as attracting vermin to the area, the problems have persisted.

Having to send outside contractors to the estate on a regular basis to clear rubbish which has been carelessly disposed of is expensive and unnecessary. The rules regarding refuse disposal are clearly outlined in your Tenants' Handbook and on the JHT website at [www.jerseyhomestrust.org](http://www.jerseyhomestrust.org). By not adhering to the rules you could be found to be in breach of your tenancy agreement.

## *Jobs around the house and garden*

As spring brings warmer weather we will be letting in the fresh air, so now is a good time to ensure that the mechanical parts of windows and doors are cleaned and in good working order.

We recommend that the following steps are undertaken twice a year - once in the spring and again in the autumn.

- Open the window or door and vacuum and brush around the edges to clear any accumulated debris.
- Wipe and clean all parts of the window or door. Use a silicone spray (not WD-40) on all moving parts such as hinges and mechanisms to ensure that the window or door functions properly.
- Finally wipe with a clean damp cloth.

The moving parts of garage doors should also be cleaned and lubricated annually to ensure they work smoothly.

## *In Brief*

### **Contact with JHT Managers**

As reported in the last issue of Home Front, our managers Brunel, took the decision to close their offices in Devonshire Place to the public due to the Covid-19 pandemic. Brunel staff are now split into two bubbles each taking it in turn to work one week in the office and one week from home. This way of working means that management cover is provided for all tenants at all times in a way that is safe and effective for everyone and a decision has been taken that this arrangement will continue. Should a tenant wish to arrange a face-to-face appointment with a member of the Brunel Management team, they should first either telephone 750270 or email [jht@brunel.je](mailto:jht@brunel.je).

### **Household insurance**

The importance of having household contents insurance cannot be underestimated. As landlord, the Jersey Homes Trust insures the main structure of all its properties. However, it is not responsible for insuring the contents of your home – furniture, floor and window coverings, appliances and personal belongings. Nor is it responsible for replacing broken glass in windows or doors. You are strongly advised to take out your own household contents insurance which will protect your belongings against damage caused by events such as accidental fire or flooding. Please ensure that the policy covers damage to glass in windows and doors.

### **Electrical inspections completed ahead of time**

Safety inspections of electrical installations in all Jersey Homes Trust properties have now been completed well ahead of the 2023 deadline stipulated in the law. This is despite the work having been delayed last year due to the Covid-19 pandemic. Under the terms of the legislation, the next inspection will take place in five years. Meanwhile, the Trust is moving ahead with work to ensure that electrical installations in all its properties are up to the most modern

## *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 Community Services  
01534 442000

Jersey Gas (main)  
01534 755500

## ***Faults & emergencies - what to do***

If anything in your home breaks down outside of normal office hours or if you have an emergency, there are several options available for you where you can find help.

Information about reporting a fault can be found on the Jersey Homes Trust website at [www.jersey-homestrust.org.je](http://www.jersey-homestrust.org.je) under the 'Your Home' section. Advice about dealing with emergencies can be found by clicking on the 'Safety in the home' section of the website.

If you don't have access to the Internet, all the information can be found in your Tenants' Handbook, a copy of which is issued to all tenants at the start of their tenancy. In addition, emergency telephone numbers can be found in every issue of the Home Front newsletter.

It is important to bear a few things in mind before reporting a fault as the JHT cannot be held responsible for problems that may have been caused by the tenant. So make sure that the problem has not been caused by negligence or by something caused by you.

- For electrical faults 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 (i.e. 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.

To report a fault during normal office hours contact our Managers at [jht@brunel.je](mailto:jht@brunel.je) or by telephone on 01534 750270.

You will need to give the following information:

- Your name, address and telephone number.
- As much detail about the fault as possible.

**It is important that you know that unnecessary call-outs for faults that are the tenant's responsibility will be charged for.**

## ***Work in progress***



*Brooklands resident Carol Hamon pictured in her new kitchen*

The fitting of new kitchens at Brooklands on Old Trinity Hill is now complete and tenants there are delighted with the results. The work in each of the flats was able to be completed within a week with minimum disruption to tenants who were able to remain in their homes throughout.

The next two JHT estates to be given similar kitchen upgrades will be Cherry Grove in Roussel Street and St Saviour's Court in St Saviour's Road.

Other refurbishment work on Jersey Homes Trust properties planned during 2021 is as follows, however all the projects are subject to Covid-19 restrictions and the availability of labour.

- Cherry Grove - external decoration.
- Le Coie - court yard decoration and power-washing of the road side of the block.
- La Roseraie - all external decoration.

of Jersey Health &  
services:  
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Jersey Gas  
(emergency 24 hour service):  
01534 755555

Jersey Electricity  
(main switchboard):  
01534 505460

Jersey Electricity  
(emergency 24 hour service):  
01534 505050

main switchboard):  
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Citizen's Advice Bureau:  
0800 735 0249 (Freephone)

Fire Service:  
01534 445951

Crimestoppers (Freephone):  
0800 555 111



### ***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 every one 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](http://www.gov.je)**

### ***Summer living***

Now that the finer weather has finally arrived and we begin to spend more time outside, don't forget to consider your neighbours when enjoying life outdoors. Always be aware that your activities might impinge on others' enjoyment of their homes and outside spaces.

**Balconies:** It's fantastic to see colourful plants and home-grown veggies on balconies, but when watering spare a thought for those below you. Ensure that you trap any excess water from pots and growing bags so that it doesn't drip down onto your neighbour's balcony below.

**BBQs:** Eating al fresco is a great way to wind down at the end of a busy week. But please

remember your BBQ etiquette. Watch the way the wind is blowing so that bits and pieces don't fly into your neighbour's garden; remember to clear away all left-over food to avoid being plagued with seagulls; and don't stay outside too late in the evenings - your neighbours might be trying to get their children off to sleep or people on shift work might be trying to get to sleep. It is strictly forbidden to use BBQs (gas, electric or solid fuel) on balconies, on patios under balconies or on communal external areas.

**Children:** Many of our estates have play areas where children can play safely. Ensure that your children respect these areas by not causing a nuisance and by removing any litter when they leave.