

HOME FRONT



This is what we're all about

The Board of Trustees of the Jersey Homes Trust regularly reviews its strategy to ensure that it is continuing to provide the service to the Island for which it was originally set up over 20 years ago.

MISSION:

Our Mission is to provide decent affordable social rented housing for the people of Jersey.

VALUES:

Our Values are encapsulated in the word "Trust":

- Transforming – setting new standards for social rented housing provision;
- Respect for our community and environment;
- Understanding the needs of our tenants and their families;
- Strength of purpose and determination;
- Teamwork – working together to make a difference.

VISION:

Our vision is to be a major force in procuring, developing and acquiring affordable homes of quality. We are, and intent to remain, the largest independent provider of social rented housing in Jersey. We aim to be a model landlord and efficient manager of our properties.

STRATEGY:

We shall regularly update the policies and the means by which we achieve our

vision, working with the Minister of Housing to define and share objectives.

Our current objectives:

- To procure and develop schemes of merit to help meet the housing need in Jersey, in accordance with the policies of the Strategic Housing Unit and the objectives of its Housing Strategy, in such endeavour.
- Having successfully constructed a portfolio of over 750 homes since our inception, to aspire to repeat this level of development over the next 15 to 20 years. (Developments must meet prudent financial requirements of viability and the financial commitments arising from funding solutions.)
- To protect the value of our properties and the integrity of our financial reporting through excellent management and maintenance procedures whilst obtaining best value.
- To manage our tenancies with high regard to the interests and welfare of our tenants and to achieve the highest possible adherence to regulatory standards.
- To engage with other social rented housing providers and the Strategic Housing Unit in developing policies, standards, transparency and regulatory procedures for the continued growth, reputation and success of the social housing sector.

JT Fibre – what to expect and what NOT to do

JT are busy rolling out their Fibre programme across the Island and are promising us 'exciting new broadband speeds that will revolutionise your entire Internet experience, making it much better and loads faster'.

Connecting to JT Fibre involves some work inside your property but plenty of notice is given and everything will be fully explained.

As a landlord, the Jersey Homes Trust is mindful of its duty of care to both its tenants and our properties. Therefore, we have an agreement with JT that their engineers are NOT to run cables along skirting boards or within cable trunking.

This issue has been fully discussed with JT. There is always an alternative to unsightly and unnecessary wires and trunking. If, when the engineers call at your home to install JT Fibre, there is any problem concerning this issue you MUST contact our Managers immediately.

If it is your choice to opt for surface or trunked cabling you will be in breach of the terms of your lease and, moreover, you will be charged.

- If you have any queries about this issue please contact our Managers by email at: jht@brunel.je or by telephone to: 750270

Ongoing maintenance

The Jersey Homes Trust aims to keep all its properties in tip-top condition so maintains a rolling programme of decoration and refurbishment. The latest programme of works includes:

- Power washing the exterior of Le Coie.
- Subject to planning consent, the bin store at Le Coie will be covered.
- Redecoration at Belle Vue.
- Planning approval has been granted to replace some of the single glazing at Parkside with double-glazing. Planning permission is being sought to double-glaze the rest of the property.

Issue number 19, Summer 2017

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JERSEY HOMES TRUST NEWSLETTER

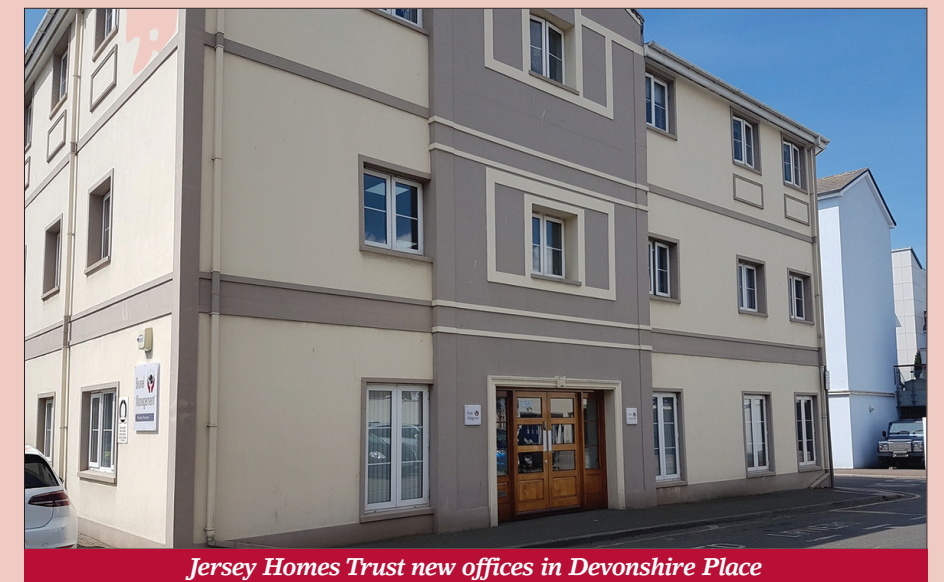
New premises for Trust managers

Jersey Homes Trust managers Brunel have moved to new premises in Devonshire Place having outgrown their former offices in New Street.

The new offices, Brunel Chambers, are situated on the corner opposite the Royal British Legion and are on the ground floor offering easy access to people with mobility problems and parents with prams and buggies.

The premises comprise a bright, welcoming reception area, an open plan office for the estate managers, directors' offices and ancillary spaces.

'As the number of homes under management has grown over the years so



Jersey Homes Trust new offices in Devonshire Place

has the need for more staff and we outgrew our New Street offices many years ago,' said Jersey Homes Trust Chairman Michael Van Neste. 'The new offices are bright and airy, centrally situated and, most importantly, on the ground floor.'

The postal address for the new offices is Brunel Chambers,

Devonshire Place, St Helier, JE2 3RD. The telephone numbers and email address remain the same.



Service charge to cover dumping?

A service charge may be introduced on some JHT estates to cover the cost of employing private contractors to clear items of rubbish which parish refuse collectors are unable to cope with.

Despite repeated requests from our Managers and through this newsletter, some tenants persist in dumping furniture, fridges, large cardboard boxes and electrical

items in or around the bin stores. When this happens our managers have to call out private removal firms to clear it, diverting much-needed funding from other projects.

Commenting on the ongoing problems, JHT Chairman Michael Van Neste said: 'The introduction of a service charge is a last resort but we will consider it if these problems continue. If we do have to take this action

everyone on the estate will have to pay the charge regardless of whether they are guilty of dumping prohibited items or not.'

He added that anyone with information about prohibited dumping should contact their estate manager in confidence.

- There is now a purpose-built centre area at La Collette where items

which cannot be collected by parish refuse collectors can be taken. It opens seven days a week – 07.30 to 4.15 Monday to Saturday and 08.00-12.45 on Sunday. If you are purchasing new white goods such as fridges, freezers and cookers, the supplier will usually remove your old ones free of charge.

Insurance reminder

Are the contents of your home insured? While your landlord, the Jersey Homes Trust, insures the actual building in which you live, it is not responsible for damage to the things that belong to you, however that damage may be caused. If, for instance, a pipe bursts and your home is flooded, the Trust (or its insurers) will pay for the repairs to the pipe and any damage caused to the structure of the property, but it is not responsible for damage to your carpets, furniture, belongings or decorations – that's down to you.

The cost of insurance need not be a burden as many companies have policies that can be paid for monthly or even fortnightly in some cases, spreading the load. Home contents insurance will usually protect you against fire, theft, vandalism, water damage and other household risks. Some policies include cover for deep freeze contents and emergency accommodation.

www.jerseyhomestrust.org.je

Issue number 19, Summer 2017

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Trust joins Les Amis to provide new facility

The Jersey Homes Trust is joining Les Amis to open the Island's first elderly and complex needs nursing care unit for Islanders with learning disabilities.

The unit will be built at Evelina Court, a new JHT development in St Clement and is expected to open at the end of 2018 if planning approval is achieved this year.

Jersey dementia nursing facilities are currently full and the Island faces an increasing older population, with a projected rise of 35% between 2010 and 2020. Approximately 7% of older adults will have dementia.

Jersey has very limited capacity in long-term care for adults with complex needs; these individuals are often delayed in hospital because there is no appropriate long-term care for them in the Island.

The new unit will provide long-term residential accommodation to adults with learning disabilities who have nursing needs and may have also developed complex needs or dementia. Les Amis staff and registered nurses will provide 24-hour care.

The unit's construction will be funded by JHT but Les Amis will be fundraising to furnish and equip it. It will include en suite bedrooms, a sensory room, an atrium and garden, and will be suitable for high-dependency, end-of-life care.

The Trust is proud of its commitment to supporting vulnerable people in our society and is already landlord to several homes on its estates for people with a range of disabilities.

Michael Van Neste, Chairman of JHT

trustees, said: 'As a not-for-profit organisation with a mission to provide social rented accommodation, co-operating with charities and voluntary bodies is enshrined in the JHT constitution, and the Trust is proud to be building this unit for some of the Island's most vulnerable individuals.'

'I would like to thank both the Housing Minister and the Health and Social Services Minister for their encouragement with this project. Working together in this way is the way to achieve results.'

Shaun Findlay, Managing Director of Les Amis, said: 'Often people with learning disabilities have poorer health than their non-disabled peers; they have a shorter life expectancy and increased risk of early death when matched with the general population.'

We know that around 1,400 people are currently living with a form of dementia in Jersey, but probably only half of them have received a diagnosis. We also know

that the number of people with dementia is likely to double in the next 20 years.

If we consider that people with learning disabilities are more likely to suffer illnesses and conditions much earlier in their lives than the general population, the above statistics are very worrying for Les Amis, and the Island in general. It is why this new unit is not just desirable but essential.'

The project has the full support of the States of Jersey Health and Social Services Department.

Senator Andrew Green MBE, Minister for Health and Social Services, said: 'If Jersey is to continue providing safe, sustainable services which offer choice and quality care for Islanders' long-term needs, we need to increase the number of nursing bed homes and respite facilities for individuals with complex needs and/or dementia.'

'This demand is highly likely to continue into the future and is becoming increasingly urgent. I am, therefore, fully behind this project and wish Les Amis and Jersey Homes Trust every success with this essential and exciting development.'



Artist's impression of Les Amis New facility

New homes – latest update



Garrett Anderson House site at College Gardens

Work is progressing well on the Trust's latest developments – 29 homes on the former De La Mare Nurseries' site in Grouville, and 40 homes on the Garrett Anderson House site at College Gardens.

The Grouville development will provide 29 three-bedroom houses, whilst College Gardens will provide 37 one-bedroom and 3 two-bedroom units. Both are due to be completed in the autumn of 2018.

Meanwhile, planning permission has been

granted for 3 three-bedroom houses within Parkinson Drive at Mont Felard in St Lawrence. The La Folie Estate, is one of the Trust's earliest acquisitions and currently comprises 30 homes – a mixture of flats and houses.

Commenting on the plans, Trust Chairman Michael Van Neste said:

'Land for the provision of homes is at a premium in Jersey so we are delighted to have been able to secure planning permission to develop this space thus providing much-needed three-bedroom accommodation for Jersey families.'



De La Mare Nurseries' site in Grouville

Fire – be prepared

The recent tragic fire in a high-rise apartment block in London serves as a timely reminder that we should all be prepared for emergencies in the home.

Although the Jersey Homes Trust has no properties of this type in its portfolio we would urge all our tenants to be aware of potential fire hazards and for all members of the family to have a plan in case of a fire breaking out either in your own home or in that of a neighbour.

The best place to find out the latest information is the Fire and Rescue Service web pages which can be found at www.gov.je/StayingSafe/FireSafety/Home. Alternatively, you can ring the fire safety team at Fire Service Headquarters on 445967.

Meanwhile, we would like to remind all our tenants that every JHT home is fitted with a smoke alarm and, when these have reached ten years old, we have a policy of replacing them. Meanwhile, we would advise you to test the alarms monthly and, if necessary, replace the batteries. If you need advice on this, please contact your manager.

We would like to repeat advice about keeping all corridors and stairwells completely free of clutter. Not only is it a fire hazard but these areas are "escape routes" in case of fire and items left in them could prevent people getting out and could delay the emergency services getting in.

Remember, when you share a building with other families, your safety and theirs depends on everyone co-operating.

- Please contact your manager if you have any concerns.

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

Citizens' 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