

### ***St Paul's Gate Refurbishment***

The JHT are currently working on plans for a total refurbishment of St Paul's Gate, which is now nearly 30 years old.

This will renew, enhance and transform the buildings, internally and externally, subject to planning consent.

Greatly improved thermal elements will reduce the carbon footprint as well as reducing heating costs for tenants.

It is planned that each flat will benefit from a mechanical ventilation system that will keep the air fresh.

We would also like to introduce balconies to each of the flats, providing tenants with much needed amenity space.

Balconies will be accessed by new patio doors and all the windows will be replaced to match. The common areas will also have a makeover. New front doors will be fitted, with a modern door-entry system.

We hope to be able to include an area for the safe delivery of parcels too and most importantly of all, we will be looking into improving fire safety; this will include: fire-resistant front doors; smoke extraction, sprinkler and alarm systems.



### ***Investment in our Properties***

Many of our estates are 20 years or more old and our Trustees have recently approved major upgrades and refurbishments in a number of these estates.

We are also happy to report that more similar work is in the pipeline.

External decoration at Berkshire Court is nearing completion with the decoration at both La Roseraie and Cherry Grove completed.

The houses at Belle Vue, Clos du Ruisseau and Le Jardin Fleuri have had new front doors.

Internally, the last few kitchens at Belle Vue have been installed and kitchens at Le Jardin Fleuri

and La Roseraie have also been completed.

At Le Coie, re-decoration of corridors has been completed and new electrical boards have been fitted.

New electrical boards have also been fitted at Le Jardin Fleuri. Electrical installations are constantly reviewed and improvements are made to comply with latest safety advice.

The aforementioned involves a significant investment which is where we spend the bulk of the rent that you pay.

Whenever planning major works, improved safety is always a main concern.

## Future Plans

Tenants at our other estates can look forward to further major works.

This will maintain the “decent homes” standard in the Trust’s homes, which is the minimum standard that our Trustees always aim to exceed.

Le Jardin Fleuri will soon be re-decorated externally as will St Clement’s Road.

At La Roseraie new front doors and garage doors will soon be fitted.

We will continue our program of replacing older kitchens and we are happy to announce that this will include: Kent Lodge, St Clement’s Road, Berkshire Court and Victoria Place.

Warren Court will receive a much needed facelift. Over the next 18 months we plan to upgrade thermal insulation; this will make heating more efficient, helping to save tenants money as well pushing the Island towards its carbon net zero target.

Furthermore, windows will be replaced and, crucially, we plan to increase the fire safety.

This is all subject to planning and importantly although improved safety is always a main concern, green issues, such as thermal performance and efficiency are as important.

Regular maintenance is extremely important and we will be outlining those plans in the next article.

## Regular maintenance that you may not notice!

As part of our regular maintenance:

- 5-yearly electrical safety inspections are carried out in every home.
- Gas, other services, cold and hot water tanks, plumbing installations, all require regular inspection.
- Cold water tanks are cleaned periodically and checked for legionnaires’ disease.
- In communal areas, testing of emergency lighting and inspections and testing, as necessary, of electrics, alarms, sprinklers, lifts and dry risers are carried out.
- The communal stairways, corridors and lifts are cleaned regularly.
- The communal gardens are maintained.

More recently, on some of our estates, we were not happy with the standard of garden works.



We are happy to confirm that we are implementing improvements to garden maintenance with new contractors recently appointed.

We also respond to daily calls from tenants about maintenance issues in their homes. These can be plumbing or electrical faults, television aerial issues, front-door release systems etc.

## How to report a maintenance issue

We pride ourselves on a responsive service to tenants, who confirm their high level of satisfaction in our regular tenant surveys. You are also invited to record your satisfaction or comments whenever you are on the end of a call-out.

### But, before contacting us:

Please ensure the problem is the responsibility of the Jersey Homes Trust. In the case of electrical problems make sure all your appliances are working correctly. Are the leads in place and secure? Check fuses in the appliance and in your own fuse-box.

Toilets blocked by sanitary products, nappies and the like and sinks and showers blocked as the result of lack of cleaning or inappropriate use are the responsibility of tenants.

We happily respond and put right faults in our buildings and their fittings. We are responsible for the structure, including doors and windows, drains and gutters, mains fittings for all services, sanitation fittings, heating and hot-water fittings, communal lighting and all communal areas and lifts.

We have to charge for call-outs for faults which are the responsibility of tenants and we are unable to service these due to insurance regulations.

Tenants are responsible for minor replacements such as light-bulbs, fluorescents and starters, plugs, washers and toilet seats. Tenants should clean and lubricate, as necessary, door and window fittings, shower heads and shower trays, and mend dripping taps.

To make a maintenance request you can either telephone the office or email your property manager:

**Sue Farrar** email: s.farrar@brunel.je  
 Brooklands  
 Le Jardin Fleuri  
 Le Coie  
 Jardin de la Mare

John Wesley Apts  
 Clos du Ruisseau  
 St Saviours Court  
 Clement Court

**Claudia Livramento** email: c.livramento@brunel.je  
 Berkshire Court  
 Garrett Anderson House  
 La Folie Estate  
 Milbrook Gardens

Cherry Grove  
 La Roseraie  
 Clos Le Gallais  
 Parkside

**Lorae Clark** email: l.clark@brunel.je  
 Belle Vue  
 Hameau de la Mare  
 Kent Lodge  
 St Clements Road

Le Grand Clos  
 Maison de St Nicolas  
 St Pauls Gate  
 Victoria Place

By emailing us, your request is in writing and it is easier for us to track your issue and avoid incorrect telephone numbers, you can also briefly describe the nature of the problem (it may be appropriate to include a photograph of the issue).

Once received we will record the problem on our system and instruct the relevant contractor.

Normally, we will ask the contractor to telephone you or email you directly to let you know when they are able to come around. As well as the contractor receiving a notification, you too should receive a similar notification, either by post or email (if we hold your email address that has been verified). Your notification will also have a short questionnaire which you are invited to complete and return. We are always grateful to receive this, as it helps us to monitor the performance of the team.

Sometimes things go wrong. A tenant may be stressed over a domestic situation or annoyed about something.

Brunel managers are human too. Sometimes mistakes happen. A telephone call may fail to be properly logged, due to a spate of calls at the same time, and a tenant’s request overlooked as a result. In the rare cases this may happen, be sure to contact Brunel again. They will be keen to correct the mistake.

### Your Safety

We believe strongly that a partnership between tenants and home providers is the best way to ensure the safety of tenants.

For optimum safety, which we all desire, all must play their part. We have listed above some of the safety measures we provide and plan to improve still further.

### What can you do?

The Fire Service and our insurers insist that corridors and stairways remain clear of items of all types, whether rubbish or not; this includes bicycles, prams, skateboards, plant pots, furniture and door-mats.

Tenants sometimes get upset about this, but it is a necessary safety rule. A clear corridor can make a significant difference during an emergency, to responders, to disabled residents and to you.

We recommend that you occasionally read through your **Tenant’s Handbook**, which contains useful information, including safety advice.

## *Insurance and understanding Third Party Insurance*

As tenants, it's crucial to safeguard your belongings and secure your peace of mind. One often overlooked but vital aspect of this protection is having your own contents insurance, including third-party liability coverage.

Let's start by demystifying the term "third-party liability." Simply put, it means being responsible for any damage or injury caused to someone else's property or person, by anyone living in your home.

Without good insurance, you could find yourself facing significant financial costs. These could include not only the cost of repairs or medical expenses but legal fees and settlements as well.

### **The Benefits of Contents Insurance**

Now, let's delve into the benefits of having contents insurance, which includes third-party liability coverage.

- **Protection for Your Possessions:**

Contents insurance safeguards your personal belongings, such as furniture, electronics, clothing, and other valuable items, against unforeseen events like fire, theft, vandalism, and even natural disasters. It's important to note that your landlord's insurance typically does not cover your personal belongings, so having your own policy is essential.

- **Liability Coverage:**

As mentioned earlier, having third-party liability coverage ensures that you're protected in case you accidentally cause damage to someone else's property or if a visitor is injured within your residence. This coverage can be a financial lifesaver, potentially saving you from devastating expenses.

- **Peace of Mind:**

Knowing that your possessions are covered and that you have protection against potential liabilities can provide invaluable peace of mind. You can go about your daily life without the constant worry of what might happen in unforeseen circumstances.

- **Affordable Premiums:**

Contents insurance policies, including third-party liability coverage, are often quite affordable, especially when compared to the potential costs of a major incident.

This makes it a cost-effective way to secure your belongings and protect yourself from financial risks.

- **Customizable Coverage:**

Many insurance providers offer customizable policies, allowing you to tailor your coverage to suit your specific needs. You can choose the level of protection that aligns with your circumstances and the value of your belongings.

### **Taking Action**

To ensure you have the right protection in place, it's advisable to consult with a reputable insurance provider. They can guide you through the process of selecting a policy that meets your unique needs and budget.

In conclusion, having your own contents insurance, complete with third-party liability coverage, is an essential aspect of being a responsible tenant. It not only shields your possessions from unforeseen events but also provides crucial protection against potential financial liabilities. Don't wait - take the proactive step of securing your peace of mind today.

### ***In Brief - Important***

As part of our fire strategy, we have to ensure that cupboards in communal areas are kept locked and free from any clutter. Some tenants require access to electrical meter cupboards to charge key meters.

We would therefore be grateful if you could contact us if you are using a key meter so that we can ensure you have the necessary access. If we are not contacted, these cupboards will be locked.

In the interests of fire safety, a fire audit of all communal corridors has been carried out by experts. All recommended works have been, or shortly will be, completed.

A major upgrading and replacement of fire-alarms in homes is to be carried out. Our tenants will then have fire-alarm protection that well exceeds minimum standards.

In fact, the systems being installed are far superior to present systems in many owner-occupied blocks of apartments.