

Hello and welcome to the Autumn/Winter edition of Home Front

In this issue we're going to take a look at some work we've been doing behind the scenes in terms of keeping abreast of current policies and regulations, and how we finance the properties that you live in.

We'll take a look at what constitutes an 'emergency' - what to do and who to call, or when to take a step back and not make that call.

A year on from Storm Ciarán, there's a storm damage and refurbishment update.

The Jersey Development Company have asked the community for views on the proposed Waterfront Development plans.

We thank Victoria Place tenant Helen Birrell and friends on a Charity initiative.

And it's time for us to wish you all a Happy Christmas and a Healthy and Peaceful New Year.

Rose

Providing affordable social rented housing for Islanders today and securing it for the future - a message from the Chairman Phil Le Cornu



I'm pleased to announce new funding arrangements to support our long-term investment in affordable social housing for Islanders.

As Jersey's largest independent provider, we've been addressing housing needs in Jersey for nearly 30 years.

We've reorganised our funding to replace past borrowings, which have supported the development and regeneration of the 840 properties we now manage. This new £60 million loan will ensure a healthy cash flow for the Trust's reinvestment into Island housing over the next 25 years.

Importantly, these changes won't affect tenants. It's simply a choice by the Trust to reorganise how we finance the housing stock, to meet future housing demand and help provide affordable accommodation for families in Jersey.

Your Voice Matters!

Jersey Development Company (JDC) is the Government of Jersey's 'regeneration arm' that is responsible for bringing new life to areas in need of development. JDC handles big property projects and mixed-use spaces, all aimed at creating lasting benefits for everyone in Jersey.

Their latest project is redevelopment at Jersey's Waterfront - offering activities for locals and visitors, along with new homes for first-time buyers and right-sizers - to meet the needs of St Helier and the Island. More information available at:

www.jerseydevelopment.je/waterfront

Licencing and Legislation


We need to keep you up to date with some changes in legislation. They don't affect you; it's hard work that we've been doing in the background to meet all current regulations, ensure we follow best practice and are working within Government guidelines.

In May 2024, the Government of Jersey introduced a new law requiring landlords to have a 'Renting Dwellings Licence' for each unit of residential property they rent. We have spent some time putting these licences in place.

Tenants are entitled to see both the landlord's licence and a current Electrical Installation Condition Report (EICR), both of which are available for every home and can be seen on our website at <https://www.jerseyhomestrust.org.je/your-home>

Please note – importantly, names of properties are listed – there is no personal data about any occupant or tenant on any of these forms or licences.

Sample Licence



**Government of
JERSEY**

INFRASTRUCTURE & ENVIRONMENT

This is to certify that the dwelling known and described as
FLAT 1, ANOTHER STREET, ST HELIER, JE1 2BJ

Is licensed in pursuance of the Public Health and Safety (Rented Dwellings) (Licensing)(Jersey) Regulations 2023.

The person having control of the above-mentioned dwelling is
JERSEY HOMES TRUST JERSEY HOMES TRUST

This licence is subject to the conditions stated in the above regulation. The Standard conditions are listed below. A full copy of the regulation can be found on the Jersey Law Website www.jerseylaw.je Further conditions may be applied and will be listed below.

Standard Licence Conditions

1. Compliance with minimum safety standards

1. A person having control of a rented dwelling must ensure that the rented dwelling complies with the minimum safety standards whenever it is used as a rented dwelling.

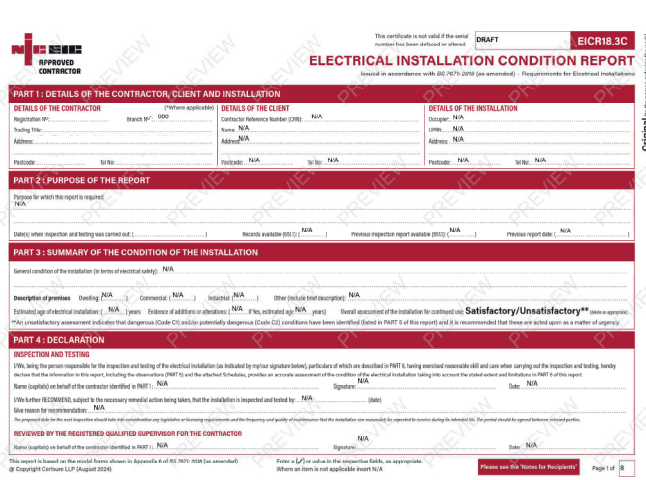
2. A failure to comply with a minimum safety standard is not a breach of sub-paragraph (1) if –

a) the licence for the dwelling was issued with a condition requiring that, by a specified date, specified action is to be taken to meet the minimum safety standard;

b) the failure is a continuation of the situation that gave rise to the requirement that the specified action was to be taken (as established by information provided on an application or by an inspection of the dwelling before the licence was issued) or arises as a result of taking that specified action; and

c) the failure occurs before the specified date.

Sample EICR



The certificate is not valid if the report is marked 'DRAFT' or 'EICR18.3C'.

ELECTRICAL INSTALLATION CONDITION REPORT

Issued in accordance with BS 7671 and BS 5838:2014

PART 1: DETAILS OF THE CONTRACTOR, CLIENT AND INSTALLATION

DETAILS OF THE CONTRACTOR

Registration no.: 123456789
Trading Name: JHT Ltd
Address: 100 Main Street, St Helier, Jersey, JE1 1AA

DETAILS OF THE CLIENT

Contract Reference Number (CRM): 12345
Name: Mr. J. Smith
Address: 100 Main Street, St Helier, Jersey, JE1 1AA

PART 2: PURPOSE OF THE REPORT

Report is made in pursuance of:

1. BS 7671:2018 (18th Edition) Part 1: Selection of the report type (18.1.1) – ☐ 18.1.2 – ☐ 18.1.3 – ☐ 18.1.4 – ☐ 18.1.5 – ☐ 18.1.6 – ☐ 18.1.7 – ☐ 18.1.8 – ☐ 18.1.9 – ☐ 18.1.10 – ☐ 18.1.11 – ☐ 18.1.12 – ☐ 18.1.13 – ☐ 18.1.14 – ☐ 18.1.15 – ☐ 18.1.16 – ☐ 18.1.17 – ☐ 18.1.18 – ☐ 18.1.19 – ☐ 18.1.20 – ☐ 18.1.21 – ☐ 18.1.22 – ☐ 18.1.23 – ☐ 18.1.24 – ☐ 18.1.25 – ☐ 18.1.26 – ☐ 18.1.27 – ☐ 18.1.28 – ☐ 18.1.29 – ☐ 18.1.30 – ☐ 18.1.31 – ☐ 18.1.32 – ☐ 18.1.33 – ☐ 18.1.34 – ☐ 18.1.35 – ☐ 18.1.36 – ☐ 18.1.37 – ☐ 18.1.38 – ☐ 18.1.39 – ☐ 18.1.40 – ☐ 18.1.41 – ☐ 18.1.42 – ☐ 18.1.43 – ☐ 18.1.44 – ☐ 18.1.45 – ☐ 18.1.46 – ☐ 18.1.47 – ☐ 18.1.48 – ☐ 18.1.49 – ☐ 18.1.50 – ☐ 18.1.51 – ☐ 18.1.52 – ☐ 18.1.53 – ☐ 18.1.54 – ☐ 18.1.55 – ☐ 18.1.56 – ☐ 18.1.57 – ☐ 18.1.58 – ☐ 18.1.59 – ☐ 18.1.60 – ☐ 18.1.61 – ☐ 18.1.62 – ☐ 18.1.63 – ☐ 18.1.64 – ☐ 18.1.65 – ☐ 18.1.66 – ☐ 18.1.67 – ☐ 18.1.68 – ☐ 18.1.69 – ☐ 18.1.70 – ☐ 18.1.71 – ☐ 18.1.72 – ☐ 18.1.73 – ☐ 18.1.74 – ☐ 18.1.75 – ☐ 18.1.76 – ☐ 18.1.77 – ☐ 18.1.78 – ☐ 18.1.79 – ☐ 18.1.80 – ☐ 18.1.81 – ☐ 18.1.82 – ☐ 18.1.83 – ☐ 18.1.84 – ☐ 18.1.85 – ☐ 18.1.86 – ☐ 18.1.87 – ☐ 18.1.88 – ☐ 18.1.89 – ☐ 18.1.90 – ☐ 18.1.91 – ☐ 18.1.92 – ☐ 18.1.93 – ☐ 18.1.94 – ☐ 18.1.95 – ☐ 18.1.96 – ☐ 18.1.97 – ☐ 18.1.98 – ☐ 18.1.99 – ☐ 18.1.100 – ☐ 18.1.101 – ☐ 18.1.102 – ☐ 18.1.103 – ☐ 18.1.104 – ☐ 18.1.105 – ☐ 18.1.106 – ☐ 18.1.107 – ☐ 18.1.108 – ☐ 18.1.109 – ☐ 18.1.110 – ☐ 18.1.111 – ☐ 18.1.112 – ☐ 18.1.113 – ☐ 18.1.114 – ☐ 18.1.115 – ☐ 18.1.116 – ☐ 18.1.117 – ☐ 18.1.118 – ☐ 18.1.119 – ☐ 18.1.120 – ☐ 18.1.121 – ☐ 18.1.122 – ☐ 18.1.123 – ☐ 18.1.124 – ☐ 18.1.125 – ☐ 18.1.126 – ☐ 18.1.127 – ☐ 18.1.128 – ☐ 18.1.129 – ☐ 18.1.130 – ☐ 18.1.131 – ☐ 18.1.132 – ☐ 18.1.133 – ☐ 18.1.134 – ☐ 18.1.135 – ☐ 18.1.136 – ☐ 18.1.137 – ☐ 18.1.138 – ☐ 18.1.139 – ☐ 18.1.140 – ☐ 18.1.141 – ☐ 18.1.142 – ☐ 18.1.143 – ☐ 18.1.144 – ☐ 18.1.145 – ☐ 18.1.146 – ☐ 18.1.147 – ☐ 18.1.148 – ☐ 18.1.149 – ☐ 18.1.150 – ☐ 18.1.151 – ☐ 18.1.152 – ☐ 18.1.153 – ☐ 18.1.154 – ☐ 18.1.155 – ☐ 18.1.156 – ☐ 18.1.157 – ☐ 18.1.158 – ☐ 18.1.159 – ☐ 18.1.160 – ☐ 18.1.161 – ☐ 18.1.162 – ☐ 18.1.163 – ☐ 18.1.164 – ☐ 18.1.165 – ☐ 18.1.166 – ☐ 18.1.167 – ☐ 18.1.168 – ☐ 18.1.169 – ☐ 18.1.170 – ☐ 18.1.171 – ☐ 18.1.172 – ☐ 18.1.173 – ☐ 18.1.174 – ☐ 18.1.175 – ☐ 18.1.176 – ☐ 18.1.177 – ☐ 18.1.178 – ☐ 18.1.179 – ☐ 18.1.180 – ☐ 18.1.181 – ☐ 18.1.182 – ☐ 18.1.183 – ☐ 18.1.184 – ☐ 18.1.185 – ☐ 18.1.186 – ☐ 18.1.187 – ☐ 18.1.188 – ☐ 18.1.189 – ☐ 18.1.190 – ☐ 18.1.191 – ☐ 18.1.192 – ☐ 18.1.193 – ☐ 18.1.194 – ☐ 18.1.195 – ☐ 18.1.196 – ☐ 18.1.197 – ☐ 18.1.198 – ☐ 18.1.199 – ☐ 18.1.200 – ☐ 18.1.201 – ☐ 18.1.202 – ☐ 18.1.203 – ☐ 18.1.204 – ☐ 18.1.205 – ☐ 18.1.206 – ☐ 18.1.207 – ☐ 18.1.208 – ☐ 18.1.209 – ☐ 18.1.210 – ☐ 18.1.211 – ☐ 18.1.212 – ☐ 18.1.213 – ☐ 18.1.214 – ☐ 18.1.215 – ☐ 18.1.216 – ☐ 18.1.217 – ☐ 18.1.218 – ☐ 18.1.219 – ☐ 18.1.220 – ☐ 18.1.221 – ☐ 18.1.222 – ☐ 18.1.223 – ☐ 18.1.224 – ☐ 18.1.225 – ☐ 18.1.226 – ☐ 18.1.227 – ☐ 18.1.228 – ☐ 18.1.229 – ☐ 18.1.230 – ☐ 18.1.231 – ☐ 18.1.232 – ☐ 18.1.233 – ☐ 18.1.234 – ☐ 18.1.235 – ☐ 18.1.236 – ☐ 18.1.237 – ☐ 18.1.238 – ☐ 18.1.239 – ☐ 18.1.240 – ☐ 18.1.241 – ☐ 18.1.242 – ☐ 18.1.243 – ☐ 18.1.244 – ☐ 18.1.245 – ☐ 18.1.246 – ☐ 18.1.247 – ☐ 18.1.248 – ☐ 18.1.249 – ☐ 18.1.250 – ☐ 18.1.251 – ☐ 18.1.252 – ☐ 18.1.253 – ☐ 18.1.254 – ☐ 18.1.255 – ☐ 18.1.256 – ☐ 18.1.257 – ☐ 18.1.258 – ☐ 18.1.259 – ☐ 18.1.260 – ☐ 18.1.261 – ☐ 18.1.262 – ☐ 18.1.263 – ☐ 18.1.264 – ☐ 18.1.265 – ☐ 18.1.266 – ☐ 18.1.267 – ☐ 18.1.268 – ☐ 18.1.269 – ☐ 18.1.270 – ☐ 18.1.271 – ☐ 18.1.272 – ☐ 18.1.273 – ☐ 18.1.274 – ☐ 18.1.275 – ☐ 18.1.276 – ☐ 18.1.277 – ☐ 18.1.278 – ☐ 18.1.279 – ☐ 18.1.280 – ☐ 18.1.281 – ☐ 18.1.282 – ☐ 18.1.283 – ☐ 18.1.284 – ☐ 18.1.285 – ☐ 18.1.286 – ☐ 18.1.287 – ☐ 18.1.288 – ☐ 18.1.289 – ☐ 18.1.290 – ☐ 18.1.291 – ☐ 18.1.292 – ☐ 18.1.293 – ☐ 18.1.294 – ☐ 18.1.295 – ☐ 18.1.296 – ☐ 18.1.297 – ☐ 18.1.298 – ☐ 18.1.299 – ☐ 18.1.300 – ☐ 18.1.301 – ☐ 18.1.302 – ☐ 18.1.303 – ☐ 18.1.304 – ☐ 18.1.305 – ☐ 18.1.306 – ☐ 18.1.307 – ☐ 18.1.308 – ☐ 18.1.309 – ☐ 18.1.310 – ☐ 18.1.311 – ☐ 18.1.312 – ☐ 18.1.313 – ☐ 18.1.314 – ☐ 18.1.315 – ☐ 18.1.316 – ☐ 18.1.317 – ☐ 18.1.318 – ☐ 18.1.319 – ☐ 18.1.320 – ☐ 18.1.321 – ☐ 18.1.322 – ☐ 18.1.323 – ☐ 18.1.324 – ☐ 18.1.325 – ☐ 18.1.326 – ☐ 18.1.327 – ☐ 18.1.328 – ☐ 18.1.329 – ☐ 18.1.330 – ☐ 18.1.331 – ☐ 18.1.332 – ☐ 18.1.333 – ☐ 18.1.334 – ☐ 18.1.335 – ☐ 18.1.336 – ☐ 18.1.337 – ☐ 18.1.338 – ☐ 18.1.339 – ☐ 18.1.340 – ☐ 18.1.341 – ☐ 18.1.342 – ☐ 18.1.343 – ☐ 18.1.344 – ☐ 18.1.345 – ☐ 18.1.346 – ☐ 18.1.347 – ☐ 18.1.348 – ☐ 18.1.349 – ☐ 18.1.350 – ☐ 18.1.351 – ☐ 18.1.352 – ☐ 18.1.353 – ☐ 18.1.354 – ☐ 18.1.355 – ☐ 18.1.356 – ☐ 18.1.357 – ☐ 18.1.358 – ☐ 18.1.359 – ☐ 18.1.360 – ☐ 18.1.361 – ☐ 18.1.362 – ☐ 18.1.363 – ☐ 18.1.364 – ☐ 18.1.365 – ☐ 18.1.366 – ☐ 18.1.367 – ☐ 18.1.368 – ☐ 18.1.369 – ☐ 18.1.370 – ☐ 18.1.371 – ☐ 18.1.372 – ☐ 18.1.373 – ☐ 18.1.374 – ☐ 18.1.375 – ☐ 18.1.376 – ☐ 18.1.377 – ☐ 18.1.378 – ☐ 18.1.379 – ☐ 18.1.380 – ☐ 18.1.381 – ☐ 18.1.382 – ☐ 18.1.383 – ☐ 18.1.384 – ☐ 18.1.385 – ☐ 18.1.386 – ☐ 18.1.387 – ☐ 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18.1.542 – ☐ 18.1.543 – ☐ 18.1.544 – ☐ 18.1.545 – ☐ 18.1.546 – ☐ 18.1.547 – ☐ 18.1.548 – ☐ 18.1.549 – ☐ 18.1.550 – ☐ 18.1.551 – ☐ 18.1.552 – ☐ 18.1.553 – ☐ 18.1.554 – ☐ 18.1.555 – ☐ 18.1.556 – ☐ 18.1.557 – ☐ 18.1.558 – ☐ 18.1.559 – ☐ 18.1.560 – ☐ 18.1.561 – ☐ 18.1.562 – ☐ 18.1.563 – ☐ 18.1.564 – ☐ 18.1.565 – ☐ 18.1.566 – ☐ 18.1.567 – ☐ 18.1.568 – ☐ 18.1.569 – ☐ 18.1.570 – ☐ 18.1.571 – ☐ 18.1.572 – ☐ 18.1.573 – ☐ 18.1.574 – ☐ 18.1.575 – ☐ 18.1.576 – ☐ 18.1.577 – ☐ 18.1.578 – ☐ 18.1.579 – ☐ 18.1.580 – ☐ 18.1.581 – ☐ 18.1.582 – ☐ 18.1.583 – ☐ 18.1.584 – ☐ 18.1.585 – ☐ 18.1.586 – ☐ 18.1.587 – ☐ 18.1.588 – ☐ 18.1.589 – ☐ 18.1.590 – ☐ 18.1.591 – ☐ 18.1.592 – ☐ 18.1.593 – ☐ 18.1.594 – ☐ 18.1.595 – ☐ 18.1.596 – ☐ 18.1.597 – ☐ 18.1.598 – ☐ 18.1.599 – ☐ 18.1.600 – ☐ 18.1.601 – ☐ 18.1.602 – ☐ 18.1.603 – ☐ 18.1.604 – ☐ 18.1.605 – ☐ 18.1.606 – ☐ 18.1.607 – ☐ 18.1.608 – ☐ 18.1.609 – ☐ 18.1.610 – ☐ 18.1.611 – ☐ 18.1.612 – ☐ 18.1.613 – ☐ 18.1.614 – ☐ 18.1.615 – ☐ 18.1.616 – ☐ 18.1.617 – ☐ 18.1.618 – ☐ 18.1.619 – ☐ 18.1.620 – ☐ 18.1.

One size fits all? No... it’s all about the ‘right’ size

There seems to be a lot of talk about ‘right-sizing’, which has gained prominence in recent years alongside political debate over Jersey’s ‘housing crisis’. The concept of right-sizing means that someone moves into a new home that can better meet the requirements of their household; i.e. one that is the ‘right-size’ for their needs.

The Housing Minister, Deputy Sam Mézec launched a Right-Sizing Policy in May 2024, as an amendment to the latest Government Plan (which is broadly its budget and spending plan) for the next three years till 2027. The Policy applies to homes and families across the Island, as well as to social housing initiatives.

Like other Housing Associations, we have developed our own right-sizing policy, which we’d like to share with you here.

Jersey Homes Trust - Right-Sizing Policy Overview

Context:

The Jersey Homes Trust (JHT) is developing a right-sizing policy to help tenants move to homes that better match their needs. This includes reviewing rent arrangements to ensure fairness and affordability in smaller properties.

Current Policy:

- Rent Adjustment: When tenants move to a smaller home, they continue paying the same percentage of market rent as they did in their previous home. For example, if you are paying 70% of market rent, this rate carries over to the new property – you won’t suddenly be charged 80% of market rent.
- Supporting Moves: The JHT collaborates with the Housing Advice Service to match tenants with homes that suit their needs, considering layout, location, and community dynamics.

Future Policy Plans:

- Improved Communication: Information on right-sizing benefits and processes will be shared in tenant updates, including this newsletter and JHT’s website.
- Ongoing Collaboration: The JHT will continue working with the Minister for Housing to enhance support for right-sizing moves.

‘Policy R4’ Note:

- The JHT acknowledges Policy R4 - which is part of the Minister’s Policy.
- This allows for ending a tenancy due to under-occupancy as per the Residential Tenancy Law.
- However, the JHT remains committed to tenant care and will only apply this in exceptional cases where a household in greater need requires the home.

What to do when things go wrong

We’re pleased to advise that we’ve set up an out of hours answerphone number

During Office Hours (9am-5pm Monday to Friday) - Ring the following number
Out of Office Hours - Ring the following number

Tel: **750200**
Tel: **750299**

Follow the simple instructions to either leave a message, or be put through to our Incident Response Team (IRT). Please be aware that call out charges will apply if the issue is **NOT** deemed an emergency.

Jersey Water
Jersey Gas
Jersey Gas Emergency 24 hour Service
Jersey Electricity
Jersey Electricity Emergency 24 hour Service
Fire or Flood or Tenant Welfare

Tel: **707300**
Tel: **755500**
Tel: **755555**
Tel: **505460**
Tel: **505050**
Tel: **999**

ISSUE	YOUR OPTIONS	WHAT WE DO
Fire or Flood Cause for concern for tenant welfare	Tenant to CALL 999	Emergency Services will attend and they may contact our IRT who may engage out of hours contractors
Escape of Water / Dishwasher or washing machine flooding	Tenant to turn off the main stop valve in your accommodation. Tenant to contact plumber; electrician; neighbour below (as necessary). You may be liable for ‘out of hours’ element of the call out and cost of repair depending on the cause of the Escape of Water. Inform Brunel Management	Brunel Management will instruct contractors asap
No hot or cold water / No heating / No electricity / No access to main riser cupboard	Call Brunel Management during Office Hours or leave a message on 750200. You will be liable for the cost of contacting the IRT if the issue is not urgent	Brunel Management will instruct contractors asap
Elderly / disabled / young family (baby under 6 months) with no water / heating / electricity / no access to main riser cupboard for a period in excess of 24hrs	Tenant may contact plumber or electrician AND Inform Brunel Management. You may be liable for the cost of contacting the IRT if the issue is not an emergency	Brunel Management will instruct contractors asap
Party / noise issues	Contact Police on 612612 OR Inform Brunel Management during Office Hours	Brunel Management will take appropriate action as necessary
Unable to lock / unlock flat entrance door (inside / outside)	Tenant to contact locksmith AND/ OR inform Brunel Managment	Brunel Management will instruct contractor if required

ISSUE	YOUR OPTIONS	WHAT WE DO
Trapped in lift	Tenant to contact Fire Dept (999) OR call telephone number displayed in lift. Inform Brunel Management	Brunel Management will instruct contractor if required
Vehicle believed stolen / towed away	Tenant to contact Police / G4S	Brunel Management will take appropriate action as necessary
Keys down lift shaft	Tenant to contact Brunel Management. Charges will apply	Brunel Management will instruct contractor if required
Lost front door key	Tenant to contact locksmith and inform Brunel Management	Brunel Management will take appropriate action as necessary
Dogs barking / in distress	Tenant to contact JSPCA or Police and inform Brunel Management	Brunel Management will take appropriate action as necessary
No TV Lift out of order Someone parking in wrong space Rats, mice, silver fish etc Fire alarm beeping in flat Window won’t close No communal lighting Garage fob not working Toilet will not flush	Inform Brunel Management during Office Hours or leave a message on 750200 for all non emergency faults / issues	Brunel Management will take appropriate action as necessary

You will be held responsible for the cost of contacting the Incident Response Team (IRT) if the issue is not an emergency (£10 per call as @ 1st November 2024). If a tenant engages an out of hours contractor for an issue that could have safely waited for Brunel Management to address during Office Hours, the tenant will be responsible for the out of hours charges of any related invoice.

Get Your Home Winter-Ready: Essential Tips

As winter approaches, take steps to ensure your home is safe, warm, and comfortable.

1. Check Smoke Alarms

Test weekly: Press the test button to confirm they’re working.
Replace batteries: Faulty alarms are as dangerous as none at all.
Did you know? In 1 in 8 house fires, smoke alarms fail due to missing or flat batteries.

2. Maintain Windows and Doors

Clean runners and moving parts, then lubricate with silicone spray to keep them operating smoothly.

3. Secure Outdoor Areas

Anchor or store loose items like chairs and plant pots to prevent damage in strong winds.

4. Find out where your Water Stop Valve is located

For leaks, cold pipes, or general maintenance - being aware of its location ensures you’re prepared for any water-related situation.

5. Check Heating Timers

Set your heating to turn on when you need it most.

By following these tips, you can enjoy a cozy and well-prepared winter season.