



Your home - all you need to know

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## Welcome

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### *Welcome to your home*

This handbook has been produced to help you. We have included as much information as possible about living in a Jersey Homes Trust property.

- **If you require any further information please contact our Managers. Their contact details can be found on the Telephone Number List supplied with this handbook.**

### *The Jersey Homes Trust*

The Jersey Homes Trust is the largest of a number of independent housing associations in Jersey. It was set up in 1995 to provide social rented homes for Island residents. It is run by a Board of Trustees all of whom are active professional people.

The JHT does not employ any staff. Management of the properties and all maintenance and repairs associated with it are outsourced. This ensures that costs are kept to a minimum thus providing a value-for-money service to the Island.

### **The Jersey Homes Trust**

Telephone: 750270  
Email: jht@brunel.je

### **Managing Agents**

Brunel Management Limited  
Brunel Chambers  
Devonshire Place

## *Tenancy Agreement*

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At the beginning of your tenancy you will sign a Tenancy Agreement. This is a legal document which sets out your rights and responsibilities as a tenant and the responsibilities of the Jersey Homes Trust as your landlord. You are strongly advised to read the Tenancy Agreement carefully and contact our Managers if you have any questions. Their contact details can be found on the Telephone Number List supplied with this handbook.

- **Note: This handbook is for guidance only and does not form part of your Tenancy Agreement.**

### *Tenant's Pack*

When you join us as a tenant you will be provided with a Tenant's Pack in which to keep your Tenancy Agreement, Tenant's Handbook, Telephone Number List and any other correspondence that you receive from us from time to time.

- **Note: Please take care to keep correspondence and notices that you receive from the Jersey Homes Trust and our Managers as a charge may be made for any extra copies requested.**

## *Money Matters and Rent*

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### *Rent*

Your rent is due monthly and should be paid by Standing Order or by Internet Banking.

### *Other charges*

All tenants are responsible for paying their Parish Occupier Rates and telephone bills.

Most tenants are responsible for paying their own electricity, gas (where applicable), water bills and other household charges.

However, tenants living on some of our estates will pay these charges to our Managers. All new tenants will be notified about their responsibilities in this respect.

### *Rental assistance*

The Jersey Homes Trust is a private sector landlord.

As a tenant of the Jersey Homes Trust you may be eligible to apply for housing benefit as part of the Income Support Scheme operated by the States of Jersey. To find out more go to [www.gov.je](http://www.gov.je)

### *What happens if I cannot pay my rent*

If you find yourself unable to pay your rent please get in touch with our Managers immediately - do not wait until you have built up a debt. Our Managers will offer practical advice and can help you to work around any temporary problems.

If you need help with planning your financial affairs, you should consider contacting the Citizens' Advice Bureau. Their trained counsellors can offer free, independent and confidential advice and assistance. Their contact details are included on the Telephone Number List included with this booklet.

- **Note: If you fail to pay your rent, the Jersey Homes Trust may take legal action and you could lose your home.**

## *Living in your home*

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### *Utility companies*

Before you move into your Jersey Homes Trust property you must arrange to be connected to the mains services – water, electricity, gas (if appropriate) and telephone (if a landline is required). Our Managers will advise you which services you need and offer practical advice. Contact details for the utility companies are included on the Telephone Number List.

- **Note: It is YOUR responsibility to ensure that all connections are made and all connection charges are paid for.**

If you are unclear as to how your heating system works you should contact the appropriate utility company – either the Jersey Electricity Company or Jersey Gas – both of which have customer advisors who will visit you free of charge to explain how your system works. The utility companies will also be able to advise you as to the various payment schemes available.

### *Electricity budget meters*

To arrange the installation of an electricity budget meter you should first contact our Managers for consent. Once they have agreed, you should then contact the Jersey Electricity Company who will arrange to fit the meter (where this is possible). Please note that if access to the proposed budget meter is shared by other utility suppliers, then a budget meter cannot be installed.

### *Cable television and satellite services*

Cable television is available in some Jersey Homes Trust properties.

**Under NO circumstances may tenants living in flats install their own satellite dishes.**

Tenants living in houses MUST receive written permission from the Jersey Homes Trust before fitting a satellite dish.

### *Informing your Parish and the Post Office*

After moving into your home you must advise your Parish of your name and address and the date your tenancy commenced. To have your mail redirected from your previous address, contact Jersey Post. Contact details for all the Parish Halls and Jersey Post are on the Telephone Number List.

## *Door keys and parking access controls*

Every tenant is issued with a set of keys which must be returned at the end of the tenancy. **If you lose your key/s the locks may have to be changed and new keys issued and the cost of this will be charged to you.** Keys and/or remote controllers issued for car parking access must also be returned at the end of a tenancy. Should these be lost or damaged you will be charged for replacements.

### *Pets*

Pets of any sort are allowed **ONLY** with the written consent of our Managers. If consent is given, tenants are responsible for preventing noise or nuisance to other tenants and members of the public who have access to communal areas and for any damage or mess caused by their pet. Consent may be revoked without notice. To avoid disappointment you should discuss in advance with our Managers your intention to keep a pet.

### *Neighbours*

Everyone has the right to live peacefully in their home. It is a condition of your Tenancy Agreement that you do not create nuisance or disturbance to your neighbours so please show consideration and respect for others. Examples of behaviour that may upset other people and prevent them enjoying life in their home can include excessive noise from televisions, banging doors and raised voices. 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. Please do not smoke on stairwells, landings and balconies and in corridors and lifts. Please ensure that your children do not cause a nuisance to neighbours.

If you do have a dispute with another tenant please try and resolve it amicably. If that is not possible then contact our Managers. If they are unable to assist they may put you in touch with the Honorary Police. If the problem is unsociable behaviour you can contact the Community Policing Team of the States of Jersey Police. If noise is an issue, then get in touch with the States of Jersey Environmental Health Department.

## *Lodgers*

Lodgers, including overseas students, are not allowed under any circumstances. Permission is not required for non-paying guests (family and close friends) staying with you on a short-term basis. It is a condition of your Tenancy Agreement to inform us of anyone staying in your home on a long-term basis. If you want someone to stay with you who does not normally live with you, written permission is required from our Managers.

## *Parking*

The primary aim of the Jersey Homes Trust is to provide living accommodation, but car parking spaces will be offered where these are available. Please park only in designated areas and do not obstruct footpaths, grass areas or emergency exits. Access roads must be kept clear at all times so that emergency services can reach all premises. Tenants must not park in visitor spaces.

If your property includes a garage you must use it for parking rather than parking on the roads in your estate.

Our Managers may, from time to time, issue regulations and/or permits relating to parking on Jersey Homes Trust property. This is for the benefit of our residents as it helps to ensure that every tenant entitled to a parking space has one.

Any tenant found to be abusing car parking arrangements will be regarded as being in breach of their Tenancy Agreement.

## *Looking after your Home*

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### *Home insurance*

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.

### *Security*

Every effort is made to make our properties as secure as possible but there are things you can do to protect your home:

- Lock the doors and close all the windows when you go out.
- Lock all the doors at night.
- Do not leave external doors to communal areas unlocked or propped open as unauthorised people could gain entry.
- Report the loss of keys (including spare keys) to the Managers as soon as possible.
- Report any external damage to windows or doors to the Managers.
- Never let strangers into your home unless they can prove their identity. If you are suspicious at any time, call the police.
- If you go away on holiday make sure that regular deliveries such as newspapers are cancelled. Make arrangements for any expected parcels to be delivered to someone else or held by the courier until your return.
- If possible, ask a friend or neighbour to keep an eye on your home whilst you are away.
- If you are away for a long time please let our Managers and/or the Police know.

## *Gardens*

An untidy or neglected outside space can spoil the appearance of a property and could attract vermin. You are responsible for keeping your garden, yard, patio or similar area in a clean and tidy condition. However, you must ask permission from our Managers if you want to cut down any trees or bushes.

If you use products such as weedkillers or patio cleaners please ensure that for safety reasons you follow the manufacturers' instructions.

If you fail to maintain your garden in a satisfactory condition you may be moved to a property without a garden and you may be charged for any work necessary to restore the garden to an acceptable condition.

## *Playground equipment*

Playground equipment is provided on some of our estates for the enjoyment of the children living there. The Jersey Homes Trust inspects and maintains all playground equipment on a regular basis. Children using the equipment must be supervised by an adult and do so at their own risk.

## *Rubbish*

It is your responsibility to ensure that your rubbish is bagged and binned neatly inside the refuse areas or bin stores. Ensure that the bins are closed otherwise insects, vermin and other animals may be attracted, creating a health hazard. Do not leave rubbish in corridors, on pathways or near doorways. Glass must be disposed of in accordance with the requirements of the parish in which you live. Contact details for all the Parish Halls are included on the Telephone Number List.

Tenants are responsible for the dumping of large items such as furniture, fridges, prams etc. On no account should these be left in the bin stores or other communal areas.

## *Repairs and maintenance*

The general upkeep of all Jersey Homes Trust properties is the responsibility of our Managers. However, an attractive, well cared-for property can be achieved only if tenants take some responsibility for the care of their home and the communal areas around it. Please respect any shared outside spaces and gardens and leave them in a condition that you would wish to find them. Any damage or faults should be reported to our Managers.

## *Tenants' responsibilities*

Your Tenancy Agreement lists your duties as a tenant, but as a general rule you are responsible for:

- Reporting any faults that you see in the communal and external areas which could be a safety hazard to other tenants or their families.
- Maintaining the interior of your home in a reasonable state of cleanliness and repair.
- Keeping gardens, hedges, patios or yards clean and tidy.
- Keeping communal areas clear of rubbish.
- Keeping corridors, landings, stairwells and other communal areas completely free of prams, bikes, furniture, shoes, plants, toys or other items. **This is particularly important as, in the case of fire or other incident, any clutter could prevent or hinder access by the emergency services.**
- Regular cleaning of windows and the replacement of any broken glass (check that your household insurance covers the cost of broken glass).
- Repairs which are necessary as a result of damage or neglect caused during the tenancy such as burn marks on worktops and chips to baths.

## *Around the house*

Inside the home it is the responsibility of the tenants to:

- Replace faulty light bulbs (including fluorescent tubes and starters). Where possible the replacement should be of an LED variety.
- Replace small items such as bath/sink plugs and toilet seats.
- Mend dripping taps.
- Clean and lubricate window fittings twice a year.
- Clean shower heads monthly to avoid blockages and maintain water hygiene.
- Keep shower traps clear of debris such as hair.
- **NEVER** put items such as sanitary products, wet wipes, nappies etc down the toilet.
- Test smoke alarms weekly and replace batteries when necessary.

## *Jersey Homes Trust's responsibilities*

The Jersey Homes Trust is responsible for:

- The structure and exterior of buildings, including drains and gutters.
- Fittings, pipes and connections supplying gas, water and electricity.
- All equipment that deals with sanitation such as basins, sinks and toilets.
- Equipment that provides heating and hot water supplies.
- Light fittings and lamps in communal areas.
- Stairs, corridors and lifts.
- Communal areas and gardens. Note: Communal areas and lifts in blocks of flats are cleaned on a regular basis. However, all tenants are responsible for keeping entrance halls, stairs and landings free of rubbish and other items.
- **Note: The Jersey Homes Trust is not responsible for damage or neglect caused by the tenant/s. For further clarification go to page 13 of this handbook.**

## *Improvements/alterations*

The Jersey Homes Trust has in place a rolling programme for the refurbishment of all its properties. However, if you wish to undertake any improvements or alterations yourself, you should first contact our Managers.

- **Note: You may be charged for any work needed to put right any unauthorised alterations which have been undertaken by you.**

## *Re-decoration*

Your Tenancy Agreement states that you are responsible for keeping your home in “good decorative repair and condition”. Any decorating work you undertake should be finished to a competent and acceptable standard.

- **Note: The cost to the Jersey Homes Trust of reinstating/repairing a property as a result of incorrect, incomplete or incompetent re-decoration, the use of inappropriate materials, unconventional colour schemes or unauthorised alterations will be charged to you.**

## *Hard flooring*

Tenants living above accommodation occupied by other people (i.e. flats first floor and above) are not permitted to cover their floors with hard surfaces such as wood, laminate or lino (vinyl) as the noise generated can cause nuisance to people living below. If in doubt, consult our Managers before installing any type of hard flooring as it could be distressing and expensive for you if you are asked to remove it.

- **Note: Exceptions may be made for tenants on the ground floor.**

## *Medical adaptations*

We have a number of homes built to accommodate people with medical needs. If your circumstances change and you feel that you may qualify to be rehoused on medical grounds, please contact our Managers.

## *Reporting Faults*

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### *How do I report a fault?*

**BEFORE** reporting any fault 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, contact our Managers. Their contact details are contained on the Telephone Number list provided with this handbook.

You will need to give the following information:

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

**IMPORTANT NOTE: Unnecessary call-outs or call-outs for faults that are the tenant's responsibility will be charged for.**



## Emergencies

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**TO CALL THE EMERGENCY SERVICES (Police, Fire, Ambulance) DIAL 112 or 999**

### *Maintenance Emergencies*

**During office hours:** Telephone our Managers (their details are included on the Telephone Number List included with this handbook).

**Outside office hours:** Telephone a 24-hour plumber or electrician of your choice (from the Yellow Pages) or from the list on the Jersey Homes Trust website at [www.jerseyhomestrust.org.je](http://www.jerseyhomestrust.org.je)

- **Inform our Managers as soon as possible that you have called out a contractor in these circumstances.**

### *Lift breakdown*

The breakdown of a lift is a serious problem and should be reported immediately. Telephone the number displayed in the lift car or, in an emergency, telephone the Fire Service on 112 or 999.

### *What is an emergency?*

Please use judgment and common sense.

- Loss of heating or water for a whole weekend by a disabled or elderly tenant could be regarded as an emergency.
- Loss of hot water by teenagers and their parents is a nuisance but should wait until the next working day.
- **Note: The extra reasonable cost of unnecessary emergency call-outs will be charged to the tenant concerned.**

## Safety

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### *Gas*

**IF YOU SMELL GAS, IMMEDIATE ACTION IS NECESSARY**

1. Turn off the gas supply and extinguish all naked flame. (The on/off switch can be found next to the gas meter – if one is installed).
  2. **DO NOT** light any matches or switch any lights/sockets on or off.
  3. Open all windows and doors.
  4. Evacuate the building.
  5. Telephone Jersey Gas (24-hour emergency number is on the Telephone Number List provided with this handbook).
- **Note: Where carbon monoxide monitors are fitted, tenants should test these on a weekly basis by pushing the test button. Batteries should not be removed or electrical supplies disconnected from the detectors. It is the tenants' responsibility to change the battery when needed.**

### *Electricity*

Care should always be taken with electrical equipment and fittings. Problems such as flickering lights and overheating sockets should be reported without delay. However, most accidents can be avoided by taking simple precautions.

- Switch off appliances and remove plugs from sockets when not in use.
- **DO NOT** have too many items plugged into one socket.
- Make sure plugs are wired correctly and have the correct fuse.
- **DO NOT** join two pieces of flex or cable. Replace with a longer piece of flex instead.
- **NEVER** take mains electric appliances, such as hairdryers, into the bath room.
- **DO NOT** run cables under carpets.
- **NEVER** touch electrical sockets or appliances with wet hands.
- **DO NOT** store items in the same cupboard as either electric or gas meters.
- Chargers, such as for mobile phones and iPads, should be unplugged once the device is charged; they should not be left plugged in overnight; they should never be covered up when in use; they should not be used if they or their lead is damaged. Avoid cheap chargers, they can be dangerous.

## Fire

### IF THERE IS A FIRE IN YOUR HOME YOU MUST:

1. Leave the room immediately. DO NOT try to put out the fire unless you are sure you can do so quickly and safely.
2. Evacuate everyone in the building, closing all doors behind you. **DO NOT USE THE LIFTS.**
3. Once out of the building call the Fire Service on 112 or 999. Use your mobile phone or a neighbour's phone.
4. **NEVER** go back into your home until a Fire Officer tells you that it is safe to do so.

## Fire precautions

The following precautions will help reduce the risk of fire:

- **NEVER** leave a chip pan, frying pan or saucepan unattended on the cooker. If a pan or its contents should catch fire, turn off the heat and cover with a damp (not wet) cloth. Leave to cool for at least half an hour. **NEVER** throw water on burning fat or oil.
- **DO NOT** hang washing or clothes over or close to fires, heaters or cookers.
- **ALWAYS** use a fireguard.
- Keep matches and lighters away from children.
- **NEVER** smoke in bed and empty ashtrays last thing at night checking first that all smoking materials are fully extinguished.
- **DO NOT** store flammable liquids in your home.
- Clean dust and fluff from heaters/ventilation grills regularly using a brush or vacuum cleaner.
- Test smoke detectors weekly and replace batteries where necessary.
- The area around the hot water cylinder should be kept clear. Store linen and other items only on the shelves.

It is strictly forbidden to do the following in Jersey Homes Trust properties:

- Use BBQs (gas, electric or solid fuel) on balconies, on patios under balconies or communal external areas.
- Block fire exits with any items.
- **Note: "Have a Plan" - Everyone living in your home (including children) should be familiar with all the escape routes from the premises should a fire break out.**

## Storage

Do not store any hazardous substances or items in the storerooms.



- **Note: If you are unsure whether an item can be safely stored please contact our Managers.**

## Smoke detectors

All Jersey Homes Trust properties are fitted with a smoke detector which can give an extra few minutes of warning should a fire occur. If there is a false alarm, ventilate the room until the alarm stops. Test the detector regularly (once a week is recommended) by pressing the test button until the alarm sounds. If the alarm does not sound, replace the battery (if it is a battery-powered type). If the alarm ever starts to 'beep' regularly, replace the battery as soon as possible.

- **Note: Tenants are responsible for replacing the battery in smoke alarms.**

If the smoke detector fitted in your home is powered by mains electricity and it malfunctions, contact our Managers.

## Door closers

Many interior doors are fitted with automatic door closers. These are usually found inside the door and door frame linked by a small chain by which an open door is drawn back to close. These door closers help to prevent the spread of fire and smoke in the event of a fire. The removal of these devices could pose a serious risk to life and may affect your insurance cover. **If you remove them you will be charged for their replacement.**

## Water

It is useful to know where your stopcock is situated. If you don't know, locate it now in case of future emergency.

To stop pipes freezing in cold weather, maintain a low heat throughout your home. If you should have a burst pipe, do the following:

1. Turn off the water at the stopcock (usually under the kitchen sink).
2. Turn on all the taps to drain the water system.
3. Contact our Managers or a 24-hour plumber if out of hours.

## Condensation

Condensation is NOT damp! Condensation is typically a winter problem. Better insulation, new forms of double-glazing and draught proofing on doors all minimise draughts and stop heat escaping from your home. But they also reduce water vapour escaping, which can increase the risk of condensation. It is usually worse in winter when the building is cold and windows are opened less meaning that moist air cannot escape.

If it is allowed to continue to build up over a period of time in your home you will begin to see examples of damage caused to walls, fabrics, floors and ceilings. Unless checked, an unsightly black mould will form and the smell of damp will also be present making a property an unhealthy place to live in.

You can do a lot to prevent condensation from building up in the first place.

### Produce less moisture

- Put lids on saucepans while you are cooking to reduce steam.
- Avoid drying laundry on a clothes airer or radiator. If you need to dry clothes indoors, open the window and close the door of the room where the clothes are drying, so that moisture can escape outside rather than circulate around your home.
- If you use a tumble drier, make sure it is properly vented to an open window or through an outside wall.

### Stop moisture spreading through your home

- While cooking, showering, bathing or washing, use an extractor fan and/or open a window, and keep the door closed. Keep the extractor fan on and/or the window open for about 20 minutes after you have finished (with the door closed).
- Clean all extractor fans regularly to prevent a build-up of dust, oil and grease.
- Wipe baths and showers after use.

### Provide even heating

- Keep your home warm to avoid cold surfaces, and remember that it can take a long time for a building to warm up.
- If your home is unoccupied during the day, make sure the heating timer is set so that your home is warm by the time you return home. During very cold weather it is better to leave the heating on during the day to maintain an even temperature. The temperature can be set a few degrees lower while you are out and turned up when you return.
- If you don't usually use all of the rooms in your home, you should still keep them heated to avoid cold areas. It is better to keep all rooms heated to a low temperature than to have some rooms heated to a high temperature while others have the heating turned off.

Finally, if any mould does appear wipe it away immediately with a bleach solution.

## Changing the Tenancy

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A tenancy can be held in either joint names or in a single name. It is the normal practice of the Jersey Homes Trust to grant joint tenancies to couples provided both have "Entitled Status" as defined by Jersey's Population Office.

### Separation of partners

If you and your partner are planning to separate you should inform our Managers as soon as possible.

- If the partner who signed the Tenancy Agreement in his/her sole name is planning to leave, he/she must surrender his/her tenancy. The other partner may apply to our Managers for a new Tenancy Agreement and the Trust will consider any such application providing that the person has "Entitled Status" as defined by Jersey's Population Office.
- If you and your partner are joint tenants and plan to separate, the partner leaving the property must give up his/her tenancy. If he/she does not do this you will both remain liable for the rent.
- To give up your tenancy you will need to complete a form which is available from our Managers. The form will state the date from which you will no longer be responsible for any further rent. However, you will continue to be responsible for any arrears or damages that may be outstanding.

### Death

In the event of the death of a tenant of a joint tenancy the surviving partner may continue the tenancy if he/she is willing to assume the responsibilities of the Tenancy Agreement. Our Managers must be informed in writing of the situation.

If the surviving partner is not party to the Tenancy Agreement he/she may apply to our Managers for a new Tenancy Agreement in the same way as a separated partner, described above.

Where a tenant dies as a sole occupier, it is normally the responsibility of the family or other representative to inform the Jersey Homes Trust. The tenancy will continue and rent will be due until the property is cleared and the keys have been returned. Any arrears or outstanding payments will be referred to the executors or administrators of the deceased tenant's estate.

## *Moving*

If your circumstances change, you may decide that you wish to live elsewhere in which case you should contact our Managers.

## *Transfers*

If your housing needs change you can apply for a transfer to another home with the Affordable Housing Gateway. However, you will have to wait until a suitable property becomes available. The waiting time will depend on your category of need and the type of property required.

You can register to move for one of the following reasons:

- There is a medical reason for wishing to move.
- Your current property is too small for your needs.
- Your current property is too large for your needs.
- **To apply for a move you must contact the Affordable Housing Gateway. Their contact details are included on the Telephone Number list supplied with this handbook.**

## *Ending your Tenancy*

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If you want to end your Tenancy you must do the following:

1. Inform our Managers, in writing, that you intend to end your Tenancy which will take effect one month following the first day of the next calendar month.  
**Note: If you leave your property without informing us you will continue to be responsible for rent and all other charges connected with the Tenancy.**
2. Ensure that you remove all your belongings and leave your home clean and tidy. No compensation will be paid or responsibility accepted for any items left behind including built-in furniture, carpets or curtains. These may be disposed of at our discretion and you may be charged. You must contact our Managers for written permission before you remove built-in furniture, cupboards etc.
3. Your Tenancy Agreement states that your property should be left in a “reasonable state of repair, fair wear and tear excepted”. Tenants will have to repair or replace any fixtures or fittings which are damaged or destroyed through neglect or carelessness during the tenancy. The property should be left cleaned and in good decorative order. If the Trust has to carry out any repairs or replace damaged fixtures or fittings you will be charged and failure to pay may result in legal action being taken against you.
4. Any rent arrears must be cleared and the keys to the property returned to our Managers. Rent will continue to be charged until all keys are returned and the notice period has ended.
5. Parking permits, barrier controls and remote controls must be returned.
6. You must provide the Jersey Homes Trust with a forwarding address.
7. Any deposit will be returned within a reasonable period less any deductions for rent arrears and other charges that may be due.

## Leaving your Property

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Inform the utility companies – Jersey Electricity, Jersey Water, Jersey Gas (where applicable) and arrange for a final reading of metered supplies. The utility companies will need your forwarding address in order to send their final account. You will be responsible for paying the bill for the period up to and including the termination date of your Tenancy Agreement.

You must also:

- Inform the Parish that you have moved.
- Inform your insurance company.
- Contact Jersey Post and arrange for your mail to be re-directed. Neither the Jersey Homes Trust nor the new tenant are responsible for forwarding any mail that may come to the property after you have left.
- Cancel satellite TV contracts if applicable.
- Cancel your Standing Order for the payment of rent to the Jersey Homes Trust after the payment of all rent that is due.
- If you have a driving licence you must change your address with the appropriate authorities.

So that we can return your deposit (if applicable) to you as soon as possible after you have left the property, please follow the following guidelines.

### ALL ROOMS

- Remove all picture hooks, nails etc from walls and ceilings, fill holes and paint.
- Marks, stickers etc must be removed from walls, ceilings, doors and paintwork. Make good if necessary.
- Unless the new tenant has agreed to take them over:
  - i) Remove all curtains and blinds
  - ii) Remove any extra light fittings, make good any holes, replace the original light fittings
  - iii) Remove floor coverings except where these have been fitted by the Jersey Homes Trust.
- **Note: If the new tenant has arranged to take over any furnishings from you, they must confirm this in writing to our Managers.**
- Clean all woodwork, window frames, windows, doors and fittings.
- All damage must be repaired.
- **Note: Avoidable damage and damage resulting from neglect, accident or mis-use is not “fair wear and tear” and will be charged for if not repaired by you.**

### KITCHENS

- Extractor fan and hood must be thoroughly cleaned and the filter changed.
- Ensure cooker connections are made safe after the cooker has been removed (wall plate fitted).
- Washing machine and dishwasher pipework must be capped after disconnection to prevent flooding.
- All units must be cleaned inside and out.
- The floor must be cleaned.

### BATHROOMS

- Clean all fittings.
- Clean tiling including grout.
- Black or loose sealant must be renewed.
- The floor must be cleaned.

### OTHER AREAS

- Store rooms, sheds, garages, gardens and bin stores (where relevant) must be left clean and tidy.

## Consultations

We have tried to include all important information about living in a Jersey Homes Trust property in this handbook. In addition, newsletters will be sent to you from time to time concerning changes and details regarding your own property and estate. Whenever major works are proposed, tenants may be invited to discuss plans with a member of the Jersey Homes Trust and/or our Managers.

## Good communications

The Jersey Homes Trust wishes to provide the best possible service and aims to ensure that everyone is treated fairly. A high priority is placed on good communication with our tenants and we aim to deal promptly with any complaints. If you have any queries or concerns please contact our Managers.

- **Note: Contact details for our Managers can be found on the Telephone Number List supplied with this handbook.**

## Data privacy

The Jersey Homes Trust is committed to protecting and respecting your privacy. Our Data Privacy Policy, which can be found on the Jersey Homes Trust website at [www.jerseyhomestrust.org.je](http://www.jerseyhomestrust.org.je), explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure. Any questions regarding our Policy should be emailed to [jht@brunel.je](mailto:jht@brunel.je) or by writing to the Jersey Homes Trust c/o Brunel Management Ltd, Brunel Chambers, Devonshire Place, St Helier, Jersey, JE2 3RD, or by telephone to 01534 750270. You have the right at any time to make a complaint to the Data Protection Authority, the Jersey supervisory authority for data protection issues.



**Jersey Homes Trust  
Managing Agents**

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