



# Tenant Handbook



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# 1. LES VAUX HOUSING TRUST

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Welcome to your new home.

We want to ensure that your stay in a Les Vaux Housing Trust property is as easy as possible. This booklet is intended as guidance to occupiers and we hope will answer some of the most common questions.

For more information please refer to our website:

[www.lesvauxhousingtrust.org.je](http://www.lesvauxhousingtrust.org.je)



## 2. CONTACT DETAILS

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Voisin-Hunter Ltd are the managing agents for Les Vaux Housing Trust.

Their contact details are:

One Esplanade  
St Helier  
Jersey  
JE2 3QA

Tel: 01534 507777

Fax: 01534 507788

E.mail: [pm@voisinhunter.com](mailto:pm@voisinhunter.com)

Opening Hours:

Monday to Friday - 8.00am to 5.30pm,

In the event of an EMERGENCY which is out of office hours, please call 507777 where you will be directed to a mobile. Please do not call contractors directly or you may be held liable for the bill.



## 3. TENANCY AGREEMENT

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Your Tenancy Agreement sets out your legal responsibilities as a tenant of Les Vaux Housing Trust.

Please read your Agreement carefully. If you lose it, Voisin-Hunter Ltd are able to supply you with a copy, but at a charge.

## 4. RENTS

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Rent is payable on the first day of each month. If you have any difficulty in meeting the rent, please contact Voisin-Hunter Ltd. Do not let arrears build up!

With regard to rental increases, you will be advised one month before any increase will take effect.

## 5. LIVING IN YOUR HOME

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### UTILITY COMPANIES

Tenants must contact the utility companies - gas (Perquage Court and Landscape Grove only), electricity and telephone to set up accounts in their own name. It is important that tenants close and settle accounts at the end of the tenancy as soon as possible.

### FLOOR COVERINGS

Wooden and laminate floors are NOT permitted in flats as they cause undue

noise disturbance to the person living underneath. However, consideration will be given to the installation of wooden floors if you live on the ground floor. Please ask Voisin-Hunter Ltd for more information.

### LODGERS

You are not allowed to sublet rooms in your home or to take in lodgers.

## 5. LIVING IN YOUR HOME (CONTINUED)

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### PARKING

Parking is always a sensitive issue on most estates. The situation in each of Les Vaux Housing Trust properties is as follows:-

**Troy Court** - one space per flat. No visitor parking.

**Valley Court** - a space will be allocated if one is available. The Trust has the right to six spaces in the car park behind the shop. These are on a permit basis to identified cars only. No visitor parking.

**Vale Court** - no allocated parking or visitor parking.

**Perquage Court** - spaces are rented out separately. No visitor parking.

**Berry House** - one space per flat. Two visitor spaces.

**Leonard Norman Close** - one space per flat. Two visitor spaces, as marked.

**Landscape Grove** - none allocated.

**6-7 St Saviour's Crescent** - one space per flat. No visitor parking.

**John Le Fondre Court** - seven allocated spaces that are rented out with

further permits for residents to park in Convent Court. No visitor parking.

**Clos Lempriere** – two allocated spaces, plus visitor parking.

**David Moon House** – limited parking with only twelve spaces, which are rented out separately. No visitor parking.

**Westview** – two spaces per house and a single garage. One space per flat. Plenty of visitor parking.

**Jardin du Haut** – two spaces per house. Plenty of visitor parking.

Cars left in the car park must be roadworthy and have up-to-date insurance otherwise we may consider that they have been abandoned and act accordingly.

### NEIGHBOURS

Please have consideration for your neighbours as everyone has the right to live peacefully in his or her home. It is also a condition of your Tenancy Agreement not to cause nuisance to other tenants.

## 5. LIVING IN YOUR HOME (CONTINUED)

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Not all estates or flats have play areas and children are often allowed to play either on the roadways through the estate, outside people's houses or in the indoor and outdoor communal areas in the blocks of flats. Bearing this in mind, we must ask that parents remain vigilant of their children at all times and ensure they are not causing a nuisance to other neighbours.

### PETS

Pets can cause a problem and so permission must be sought from Voisin-Hunter Ltd **before** you bring pets into your home. You can download a copy of our Pet Policy and application form from our website. Please be advised that Les Vaux Housing Trust operates a **NO DOGS** policy in all its flats. Permission for dogs in houses with gardens is usually granted. However, Les Vaux Housing Trust may review this agreement if complaints are received from neighbouring properties regarding nuisance i.e. constant barking, damage to the property and/or mess in the communal areas. All pet owners must ensure that if you walk your dog on the grounds or around

the buildings that your dog is kept on a lead and that any excrement is picked up and disposed of immediately. The same applies to friends who walk their dogs in the common areas when visiting you.

### RUBBISH DISPOSAL

Rubbish should be disposed of carefully. Please do not leave black bags in the common areas (they smell, especially in the summer) and if bags leak on the way to the bins, please clear up the spillage. We often have problems with vermin (seagulls and rats in particular) when bags are not placed in the wheelie bins and when the bin lids are left open. Please do all you can to prevent rubbish becoming a health hazard on your estate.

In addition, please do not discard furniture, fittings, white goods or any large items on your estate. Kindly arrange to take these to the dump. Glass bins are provided on most estates. There are notices up in the bin areas, reminding you how to dispose of the glass. The most important things to remember are to remove the lids

## 5. LIVING IN YOUR HOME (CONTINUED)

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and corks from the bottles and jars, wash them and do not leave plastic or other carrier bags in the glass bins.

The glass collectors may refuse to take glass that has not been sorted correctly and cleaned and in that case, we will have to employ a private contractor at extra expense to the estate.

### WASHING LINE ETIQUETTE

If you are in a flat that has washing lines, please respect other people's washing and do not remove it to hang up yours. Please also leave these areas clean and tidy.

### FORWARDING MAIL

Mail addressed to previous occupants is often allowed to pile up in the corridors and halls. The postmen are not allowed to take unwanted post back to the Post Office. If you know

the forwarding address for the person who used to live in your flat, why not re-address the letters and pop them into the nearest postbox?

If they have left and you do not know where they have gone to, it would be helpful if you wrote "moved away" or "unknown at this address" on the envelopes and posted them in a postbox. The Post Office will then return the correspondence to the sender and the staircases and halls will be less cluttered.

### KEYS

Please look after your keys as we do not hold replacements for your home. Tenants are welcome to leave a spare key at our office if it makes it easier for contractors to gain access for any necessary repairs.



# 6. LOOKING AFTER YOUR HOME

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## GENERAL CARE & MAINTENANCE

Care must be taken not to damage the fittings in the bathroom and kitchen. Examples we have found include staining, dents and chips to the bath, WC and basin and burn marks to kitchen worktops. If we have to replace items, which were in good order at the start of the tenancy, then the cost will be taken from your deposit.

Window fittings need cleaning and lubricating with oil every six months. Please ensure that you do this otherwise the windows will not open and secure properly and will eventually seize up.

It is your responsibility to maintain your property and to return it to your landlord in its original condition (fair wear and tear excepted). If we have to replace items, repair, redecorate or clean the property then these costs will come out of the deposit.

## HOME SECURITY

Tenants are encouraged to keep their homes as secure as possible at all times. The following offers some helpful tips:

- Always lock the door and close the windows when you go out, even if you'll

only be out for a short time.

- Use timers for lights and radios if you will be out of the house overnight. They create the impression that someone is at home. It is not recommended to use TVs for this purpose.

- Keep car and garage keys out of sight in your home.

- Do not leave window and door keys in their locks.

- Always draw your curtains at night and make sure valuable items cannot be easily seen from outside.

- Make sure that garden tools or ladders that could be used to force entry into your home are not left lying around.

- Neighbourhood Watch and other 'watch' schemes are excellent ways for communities to fight burglary.

- Never let strangers into your home unless they can prove their identity.

- If possible ask a friend or neighbour to keep an eye on your home whilst you are away.

If you notice any suspicious behaviour on your estate please report this to the Police.

## 7. MAINTENANCE AND REPAIRS

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You are responsible for the renewal and replacement of tap washers, sinks, basins, baths, plugs, electric switches, WC seats, pans, windows, door locks and keys.

You are also responsible for keeping the drains of the property clean and clear of obstructions and to replace cracked and broken glass in the windows immediately.

Your landlord is responsible for keeping the property wind and water tight and therefore any maintenance issues such as plumbing leaks or water ingress must be reported to Voisin-Hunter Ltd immediately. Contact details are at the front of this booklet.

Please do not carry out any additional or major plumbing works or alter or tamper with the existing light fittings and sockets. Dodgy workmanship can cause leaks and fires. If you want to make any changes or alterations to the property you will need prior written consent from Voisin-Hunter Ltd

### TV / SATELLITE

There is terrestrial, cable or satellite television to all the Les Vaux Housing

Trust properties. Tenants in flats must not fit their own satellite dishes. If your satellite is run off a communal satellite system and there is a problem with the communal system; please report this to Voisin-Hunter Ltd who will arrange for an engineer to attend. If you live in a house with your own separate satellite dish you are responsible for the maintenance and repair of your dish and satellite equipment.

### CONDENSATION / DAMP

Condensation which often appears in the form of mould spores on the walls is down to built up moisture in the air inside the property due to poor ventilation. This often occurs in winter when the building is cold and windows are opened less meaning that the moist air cannot escape. Below are a few simple ways to help in reducing the build-up, it should be remembered that it is easier to treat the cause rather than the effects:

- Install a dehumidifier.
- Keep your home warm – this will cut down condensation as moisture does not condense in warm air.

## 7. MAINTENANCE AND REPAIRS (CONTINUED)

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- Leaving trickle vents / windows open.
- After cooking or showering close adjoining doors and open the window to stop the air circulating to other rooms.
- Leave windows open when drying your clothes as the moisture from the wet clothes has to go somewhere.
- Try to make sure that all rooms are at least partially heated. Condensation

most often occurs in unheated bedrooms. It is better to have a small amount of heat for a long period than a lot of heat for a short time.

If you do find mould forming, clean the affected areas immediately with a solution of household bleach. Further information and guidance can be sought from Voisin-Hunter Ltd or Environmental Health.

## 8. SAFETY

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### SMOKE ALARMS

We would recommend that you install your own smoke alarms in your home. These are not expensive and can save lives. The Fire and Rescue Service have a very useful free booklet about smoke alarms.

If you have a mains powered smoke alarm already fitted in your property it is your responsibility to test this is working from time to time. You should report any that are faulty or not working to our managing agents.

You are responsible for replacing the batteries in smoke alarms.

### GAS

IF YOU SMELL GAS, TAKE THE FOLLOWING IMMEDIATE ACTION:

- Turn off the gas supply and extinguish all naked flames.
- Do not light any matches or use any lights or electrical switches.
- Open all windows and doors.
- Evacuate the building.
- Telephone Jersey Gas (755555).

## 8. SAFETY (CONTINUED)

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### CONTENTS INSURANCE

Although we insure the main structure of the building, there is no insurance for the contents of your home. This is particularly important if damage happens to your possessions, perhaps caused by a leak from the property above or if your property leaks into the one below. The Tenancy Agreement makes you responsible for insuring the contents of your property including all floor coverings, with Third Party cover to deal with losses arising from your property e.g. leaks into the property below. Please ensure that you have contents insurance cover in place.

### COMMUNAL AREAS

The entrance halls, alcoves, stairways and landings **MUST** be kept clear at all times. Not only can items like furniture be a fire hazard, but piles of shoes, empty boxes etc. are unsightly and detract from the appearance of the property. There are storage areas in most of the blocks and if there is insufficient space in your storage areas/shed, please talk to Voisin-Hunter Ltd about what is required. It may just need a spring-clean by the residents to clear out the junk, old bicycles etc!

## 9. ANTI-SOCIAL BEHAVIOUR

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We get more telephone calls about noise than anything else. Please be aware that your neighbours should not be able to hear any music, radios, TV's etc. from your property at any time, even during the day as many tenants are on shift work and sleep during the day. If you have a dispute with another tenant please try and resolve it between

you in the first instance. We hope that everyone wants to live in a clean and pleasant environment. Unfortunately, this is not always the case. If you notice anti-social behaviour or vandalism on your estate, please contact Voisin-Hunter Ltd. These matters are always dealt with in strict confidence.

## 10. ENDING YOUR TENANCY

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Please give Voisin-Hunter Ltd as much notice as possible. As a minimum, one month's notice, in writing is required. If you leave without giving proper notice, then you will continue to be responsible for paying rent until the notice period has come to a proper end.

When you move out, please make sure that your property is clean, especially if you are a smoker and/or have pets.

The most common charge when tenants leave is due to furniture being left behind. Please note that the properties are NOT let furnished and, unless you have an agreement with the in-going tenant, all carpets, flooring and items of furniture including cookers, washing machines etc. must be removed. The cost of removing any items you leave behind will be taken from the deposit.

**We hope you find this booklet useful and that you enjoy living in your new home.**

## II. USEFUL TELEPHONE NUMBERS

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### PARISHES

#### Grouville

Telephone: 852225

#### St Lawrence

Telephone: 861672

#### Trinity

Telephone: 865345

#### St Martin

Telephone: 853951

#### St Brelade

Telephone: 741141

#### St Mary

Telephone: 482700

#### St Clement

Telephone: 854724

#### St Ouen

Telephone: 481619

#### St Helier

Telephone: 811811

#### St Peter

Telephone: 481236

#### St John

Telephone: 861999

#### St Saviour

Telephone: 735864

#### Citizens' Advice Bureau

Freephone: 0800 7350249

#### Crimestoppers

Freephone: 0800 555111

#### Social Security Department

Telephone: 445505

#### Fire Service - Enquiries

Telephone: 445967

#### Jersey Electricity Company

*Main switchboard*

Telephone: 505000

*EMERGENCY 24 hour service*

Telephone: 505050

#### Jersey Gas Company

*Main switchboard*

Telephone: 755500

*EMERGENCY 24 hour service*

Telephone: 755555

#### Jersey Water

Telephone: 707300

#### Jersey Post

Telephone: 616616

#### Jersey Telecom

Telephone: 882882

#### Newtel / Homenet

Telephone: 506400

#### Police

Telephone: 612612

#### Affordable Housing Gateway

Telephone: 448944





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