

MERRY
CHRISTMAS



We would like to wish all our tenants a Merry Christmas and best wishes for 2016!

Voisin-Hunter Limited – Your Contact Details

Nikita Hall & Louise Hughes are your primary contacts. Please see who manages your estate below:

Louise Hughes: Troy Court, Vale Court, Valley Court, Berry House, John Le Fondre Court, David Moon House, Westview, Landscape Grove, Perquage Court.

Nikita Hall: Leonard Norman Close, Clos Lempriere, 6/7 St. Saviours Crescent, Jardin de Haut.

For all maintenance queries, assistant property manager Luca Celiberti is also available to help. If you wish to speak with your property manager regarding a specific matter please do make an appointment before calling into the office as we

cannot guarantee that your property manager will be available.

Voisin-Hunter Ltd's offices are situated at One Esplanade opposite the Pomme D'or Hotel. Office opening hours are Monday – Friday 8am – 5.30pm. Contact telephone number: 507777 and e-mail is pm@voisinhunter.com.

Emergency Numbers

If you have a maintenance emergency out of office hours you should call 507777. Please do not contact contractors direct.

Affordable Housing Gateway

As you may already be aware Les Vaux Housing Trust no longer hold their own waiting list. Instead there is now one central waiting list that applicants apply through called the Affordable Housing Gateway. Whilst this won't have a direct impact on existing tenants it will mean that if you wish to be considered for a transfer you will need to apply through the Gateway instead of coming through our office. The main advantage of this is that by being on one central waiting list you will not only be considered for alternative units of accommodation with Les Vaux Housing Trust but also that of Andium Homes and the other Housing Trusts. To apply for a transfer you will need to fill in an Affordable Housing Gateway form and return this to the Gateway team. Please do not return to our offices as we do not assess the applications. The Gateway Team will then contact us to confirm whether your Landlord is happy to sponsor your application for a transfer. Please note however that your Landlord may wish not to sponsor the transfer application if there is not a valid reason for your wish to transfer.

Please note your Landlord will not sponsor any transfer application if you have any existing outstanding arrears.

For information and how to apply you can visit www.gov.je or alternatively call the Gateway team on 445510 or email hsggateway@gov.je.

Rent Arrears

Whilst we understand that everyone's financial circumstances can change, paying your rent to ensure that your home is not at risk is the most important and the first thing that should be paid. Please do not just stop paying your rent, if you are in difficulties please do either contact the Citizens Advice Bureau or Voisin-Hunter to seek assistance.

Smoke Alarms

Tenants are reminded that they are responsible for installing their own battery operated smoke alarms to the property and to test these every six months to ensure they are in working order. For some of Les Vaux's properties where the smoke alarms are mains connected, it still remains the tenant's responsibility to check these are in working order and if not to contact the office in order that we can arrange for an electrician to attend.



New website – coming soon!

The Le Vaux Housing Trust website is currently under-going a complete overhaul and we look forward to launching the new site soon.

Christmas Trees

After Christmas please note that your unwanted Christmas trees should not be left in the bin stores, as the refuse collectors will **NOT** remove them. The same applies to old television units and any household items. It is your responsibility to dispose of these items at La Collette & Bellozanne. It is unfair to expect the Trust to carry the costs of disposing of these items.



The Jersey Hospice offer Christmas tree collections for a small donation. For more information you can visit their website:

www.jerseyhospicecare.com

Home Alterations

Please note that tenants are not permitted to carry out alterations to their home without seeking prior permission from Voisin-Hunter. Tenants are strictly not permitted to tamper with any electrical wiring/cabling or carry out any works that may affect the structural integrity of the property. If you have decorated your home since you moved in or plan to decorate, please be aware that should you wish to end your tenancy you may be asked to return the property to neutral décor.

Estate Inspections

Inspections of all Les Vaux's estates are carried out on a regular basis by our managing agents. Tenants can contact Voisin-Hunter Ltd if they would like to meet on site to discuss any issues/suggestions or queries you may have.

This newsletter has been prepared and distributed by Voisin-Hunter Ltd on behalf of Les Vaux Housing Trust. If you have any items you wish to be included in the next newsletter, please telephone 507777.