

LES VAUX HOUSING TRUST NEWSLETTER

DECEMBER 2013

This is the twenty seventh of an occasional newsletter prepared and distributed by Voisin-Hunter Limited on behalf of the members of Les Vaux Housing Trust.



From all of us at Les Vaux Housing Trust and Voisin Hunter Ltd, we would like to wish all of our tenants a Merry Christmas and Happy New Year! We hope that over the festive period all tenants have an enjoyable and relaxing holiday and whilst we appreciate that celebrations will be in order, we hope that tenants will still show consideration for their neighbours with regard to noise levels.

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.

If they are not around please feel free to leave a message with another of their colleagues in the office. 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.

Our offices are situated at One Esplanade opposite the Pomme D'or Hotel. Office opening hours are Monday – Friday 8am – 5.30pm. Our telephone number is 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.

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 & Bellozane. 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:

<http://www.jerseyhospicecare.com/fundraising/christmas-tree-collections>.

Noise Complaints

We receive complaints on a regular basis concerning noisy neighbours. The Environmental Health website gives the following advice:

What to do if you are being affected by a nuisance:

- approach the person causing the nuisance and explain the problem politely.
- write to the person explaining the effect the nuisance is having on you and make reference to any past conversations or agreements. Keep copies of all correspondence. Keep a diary of dates and times of any nuisance.



- if the nuisance continues contact the Environmental Health Department. Further advice can be found on their website:

<http://www.gov.je/Home/Parish/Nuisances/Pages/StatutoryNuisances>.

It is important that you follow these steps in order for your Landlord to be able to take action against noisy neighbours – without proof of a nuisance it makes it difficult for your Landlord to take any action. We would advise that if you are unable to resolve the situation with your neighbour and you have to resort to contacting the Environmental Health Department that you also contact our office to advise of the situation and that we are kept aware of any further disturbances. If the noise disturbance is that of suspected domestic violence or is of a violent nature directed towards yourself or other tenants we would urge you to call the Police and then call our office with the Police Incident Number.

Condensation

In cold weather many of us suffer from condensation, which is often mistaken for damp. Damp occurs when water gets through from the outside or from a leaking pipe. Condensation which often appears in the form of mould spores on the walls is down to built up moisture in the air inside the flat 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.

1. Install a dehumidifier.
2. Keep your flat warm – this will cut down condensation as moisture does not condense in warm air.
3. Leaving trickle vents / windows open.
4. After cooking or showering close adjoining doors and open the window to stop the air circulating to other rooms.
5. Leave windows open when drying your clothes as the moisture from the wet clothes has to go somewhere.
6. 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.

Requests for Letters

We receive requests for letters on a daily basis in the office. Whether it be a letter for confirmation of your tenancy, confirmation of rent, or permission for keys etc, we would urge tenants to please phone the office to request a letter in advance. Due to numerous daily requests and other commitments to our role we are often not able to produce these letters on demand when tenants drop into the office. We will, however, endeavour to provide you with a letter as soon as possible within 48 hours of the request being made.

Contents Insurance

We would remind all tenants that Les Vaux Housing Trust insures your building, but you should obtain your own contents and third party insurance.

Energy Saving Advice

The States of Jersey Energy Efficiency Service offer free and impartial advice on ways in which to stop wasting energy and save money on your energy bills.

Below are some useful tips that they give:

1. Washing your clothes at 30°C will save you over 1/3 on your electricity bills.
2. Switching to energy saving light bulbs will save you up to £45 over the lifetime of the bulb as they last up to 10 x longer than ordinary bulbs.
3. Closing your curtains at dusk to stop heat escaping through windows and by checking for draughts around windows and doors will save you around £30 a year.
4. By turning your thermostat down by 1°C you could cut your heating bills by up to 10% and will save you around £80 per year.
5. Avoid leaving electrical appliances on standby, switching them off at the plug will save you around £40 per year.
6. If possible fill up the washing machine, tumble dryer or dishwasher as one full load uses less energy than two half loads.

These are just a few ways, for more information on how you can save energy or to find out if you are eligible for free energy efficiency grant assistance you can visit the Energy Efficiency website at www.gov.je/energyefficiency or telephone 441611.

