

Tenants Handbook

States
of Jersey 



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01 WELCOME TO YOUR NEW HOME

This handbook is designed to give you information about your home, as well as detailing your rights and responsibilities as a Tenant. Together with your Tenancy Agreement, this handbook will help to answer questions you may have about your tenancy, your home or your neighbourhood. It also has details of who to contact for more information or advice.

As well as outlining your tenancy conditions, it also tells you the promises we make to you about the standards of service we will deliver, so you know the level of service to expect.

We hope this handbook is useful, please keep it for reference during your tenancy.

Enquiries for the Housing Department can be made at:

The Customer Services Centre

Cyril le Marquand House

T. 445510

F. 445520

24hr Maintenance service - Emergencies only, T. 721416.

A call queuing system operates.

Opening hours:

Monday to Friday 9.00am - 5.00pm

(open in the lunch hour)

Telephone enquiries 8.30am - 6.00pm

Postal Enquiries Address:

PO Box 587

St Helier

Jersey

You are welcome to call in to the Customer Services Centre with any queries or questions that you may have. However, if you wish to see a particular Officer, it is best to make an appointment to ensure that they are available. If you have difficulty coming into the Contact Centre (CSC), we can arrange for someone to visit you at home.

02 YOUR TENANCY AGREEMENT

We are currently in the process of drafting a new Tenancy Agreement which will be circulated by the end of 2006.

You are strongly advised to read and follow the conditions of your Tenancy Agreement.

General Conditions

1. Obligations of the Tenant

- (a) (i) The Tenant shall pay the rent and other charges regularly as required at the Rent Office, at any Post Office or at the States Treasury. Alternatively, the Tenant may pay the rent by Direct Debit and details of how to pay by these methods will be given to the Tenant on request.

The Tenant may apply to the Housing Committee for a reduction in rent under the provisions of the Rent Abatement Scheme details of which may be obtained from the Housing Department.

- (ii) The Tenant shall be responsible for paying Parish Occupiers Rates.
- (iii) The Tenant shall return keys to the premises on termination of the tenancy and rent will remain due until such time as keys are returned and vacant possession given to the Landlord. Once the keys of the premises have been returned to the Landlord, the Landlord will accept no responsibility for any possessions left behind by the Tenant in the property and these may be disposed of at the Landlord's discretion.
- (iv) The Tenant shall return the premises to the Landlord in a responsible state of repair, fair wear and tear accepted.
- (v) The Tenant shall repair or replace any fixtures, fittings or any part of the premises including the structure of the same which may be damaged or destroyed through the neglect, carelessness or fault of the Tenant, his family, employees, agents or guests. Alternatively, the Landlord may repair any damage caused and the cost of any such repair shall be a debt owed by the Tenant to the Landlord and may at the Landlord's discretion be recoverable by Legal Action.

- (vi) The Tenant shall move to alternative accommodation if so required by the Landlord and the Landlord may in such circumstances terminate the tenancy, in particular where the Tenant occupied accommodation considered to be larger than his need.
- (vii) The Tenant shall keep the interior of the premises in a reasonable state of cleanliness and decoration.
- (viii) The Tenant shall be responsible for the orderly conduct of all persons (including children) who occupy the premises and for the orderly conduct of his or their visitors on any part of the premises.
- (ix) The Tenant shall allow the Landlord's officers and their appointed agents or workmen, immediate access to the premises in cases of an emergency, or, at all reasonable times for the purpose of carrying out inspections, refurbishments or repair.
- (x) The Tenant shall keep any garden, yard, patio, balcony, communal or similar area of the premises, in a clean and tidy condition and in particular not allow the accumulation of any refuse rubbish or waste thereon.
- (xi) The Tenant shall annually, if so required, supply the Landlord with documentary evidence of the Tenant's current income and savings and the income and savings of any spouse or partner.
- (xii) The Tenant shall comply with conditions of the tenancy and failure to do so may result in the Landlord terminating the tenancy.
- (b)(i) The Tenant shall not provide false information to the Landlord or his agent at any time during the tenancy. In the event that the Tenant does provide false information to the Landlord, the Landlord may at its absolute discretion, terminate this tenancy without any notice whatsoever.
- (ii) The Tenant shall not allow his family or visitors to cause or permit any nuisance or annoyance to the neighbouring occupiers of property.
- (iii) The Tenant shall not use paraffin heaters or similar oil heaters.

- (iv) The Tenant shall not take in any lodger, not assign nor transfer the tenancy, under let or part with possession of the whole or part of the premises.
- (v) The Tenant shall not allow any pet to roam, either through internal or external communal areas unattended by any person. It is understood that any animal found wandering on the Landlord's property without prior control may be impounded by the Animal Shelter and all costs incurred will be recovered from the owner of the animal.
- (vi) The Tenant shall not, and shall ensure that other members of his family and his visitors shall not, park vehicles anywhere other than in the designated estate parking areas.
- (vii) The Tenant shall not park or allow to be parked any derelict vehicle or vehicles not in regular use, or vehicles exceeding a maximum gross weight of 3,000 kilograms (3 tonnes), or any vehicle which exceeds 16 feet in length, and which exceeds 6.6 feet in width, any untaxed vehicle, or boats, trailers or other large objects on the Landlord's property. Failure to comply with this condition may result in the vehicle/boat/object being removed, at the Landlord's discretion and all costs incurred by the Landlord being charged to the Tenant. The provisions of this sub-clause are without prejudice to the powers to remove vehicles contained in the Road Traffic (Removal of Vehicles)(Jersey) Order 1963.
- (c) (i) The Tenant shall not, without the prior written consent of the Landlord keep, or allow anyone resident at the premises to keep, any animal or bird, other than one cat and/or up to two domestic caged birds.
- (ii) The Tenant shall not, without the prior written consent of the Landlord, make any structural alterations to the premises including the erection of aerials, satellite dishes or similar apparatus, fences, walls, etc.

- (iii) The Tenant shall not, without the prior written consent of the Landlord, lop or cut down any trees or bushes in any garden to the premises.
- (iv) The Tenant shall not, without the prior written consent of the Landlord, permit anyone other than members of the Tenant's immediate family to occupy the premises or any part of them.
- (v) The Tenant shall not, without the prior written consent of the Landlord, use the premises for any purpose other than as a private residence.

2. Obligations of the Landlord

- (a) The Landlord shall supply a rent card to the Tenant.
- (b) The Landlord shall maintain the premises, associated services and open areas in good repair and external decoration, subject to the obligations of the Tenant under this agreement.
- (c) The Landlord shall pay the Foncier rates for the premises.
- (d) The Landlord shall insure and keep insured the premises and any building in which the premises are situate, against loss by damage by fire, flood and other risks, third party liability and special perils normally insured, to the full cost of reinstatement.
- (e) The Landlord shall, provided that the Tenant conforms with the terms set out in this agreement, allow the Tenant quiet enjoyment of the premises.

This handbook does not form part of your Tenancy Agreement and is to be used as a guide only. If you have any queries about your tenancy or services provided by the Department, then please contact the CSC, who are your direct contact with the Housing Department.

03

MONEY MATTERS AND RENT

When is my rent due?

Rent is normally payable on a weekly basis. If you would prefer, the Department will be happy to arrange for you to pay your rent fortnightly, or monthly, in advance.

How do I pay my rent?

There are a number of ways you can pay your rent:

States Treasury, Cyril Le Marquand House

9.30am - 4.00pm (Monday - Thursday)

9.00am - 4.00pm (Friday)

Direct Debit

If you have a bank account, a very good way to make regular monthly payments is by direct debit. This will save you time and is a very efficient way of ensuring your rent is paid on a regular basis.

Further details are available from the CSC, T. 445510.

Any Post Office

You may pay your rent at any Island Post Office. Please present your rent card when paying.

Rent Card

You will be issued with a small card with your rent account number clearly marked, and printed receipts are given to you every time you pay your rent. In addition to this, rent account statements are sent to you on a quarterly basis.

What other charges will I be asked to pay?

In addition to paying rent, you may also be charged for the water rates and the television aerial supply. In some instances, there will also be a service charge for the cost of supplying heating to the property.

You are responsible, however, for paying the Parish Occupier Rates and telephone bills. In addition any bills for the supply of electricity, gas and oil, not included in the heating charge mentioned above, will have to be paid by you.

What happens if I cannot afford my rent?

If you cannot afford to pay your rent in full, you may be eligible for a reduction in rent, called a Rent Abatement. If you wish to apply for a Rent Abatement you will be asked to declare to the Department, details of all persons living in your household, and all forms of income and benefits that you and your partner or spouse receive. The rent that you are charged is then calculated, based on the income that you have declared. Grown-up children and other adults living with you are taken into consideration when this calculation is made.

You should be aware that Rent Abatement and Rent Rebate will form part of income support at Employment and Social Security by the end of 2006, T. 280000.

Rent Abatement

If you are eligible for Rent Abatement, you will be expected to re-apply at least once a year. The Subsidies Section will contact you with further information and the relevant forms when this is necessary.

In addition, as the rent abatement is calculated strictly on the level of income received, the Subsidies Section must be contacted whenever there is a change to this level of income, or a change in your family circumstances. These changes will affect the level of rent charged, and the correct level of rent due will always be backdated to the time when your circumstances changed.

If you would like further information, advice or assistance, please contact the Subsidies staff on T. 445510.

IMPORTANT

If your financial circumstances change, for example you change jobs then you must inform the Department immediately.

What happens if I do not pay my rent?

It is essential that rent is paid when it is due. If you are experiencing difficulty in paying your rent, do not wait until you have built up a large debt. You must get in touch with a member of the Compliance Team, who will be able to offer you advice and provide assistance.



If you are in arrears with your rent account the Maintenance Department reserve the right to refuse to carry out certain non urgent works until your account has been brought up to date.

We will be able to help you if you are prepared to consider:

- Agreeing to a payment plan to clear any outstanding debt in installments at a level you can afford. Once arranged, you must continue to make the agreed payments until the arrears balance is cleared.
- Applying for any additional benefits that you may be entitled to, that you are not currently claiming.

If you require advice or assistance with planning your financial affairs, you can contact the Citizen's Advice Bureau on Freephone 0800 735 0249. Here you will receive free and independent advice from trained counsellors who will assist you in organising your finances.



If you fail to pay your rent, the Department will take legal action, and you may **LOSE** your home.

04 LIVING IN YOUR HOME

Utility Companies

When you first move into your new home, ensure that the utility companies know that you are taking over responsibility for the supply. To arrange the connection of electricity, you will need to contact the Jersey Electricity Company (JEC) either by telephone on T. 505460 or visiting their Queens Road Office.

Where applicable, to arrange the connection of gas, please contact the Jersey Gas Company either by telephone on T. 755500 or visiting their Tunnell Street Office.

Please note it is your responsibility to ensure that all connections are made, and all connection charges paid for.

If you are unclear as to how your heating system works, in the first instance please contact your Maintenance Officer on T. 445570. If you have Economy 7, 'Comfort Heat' or 'Winter Warmth' heating schemes, the JEC has customer advisors who will be happy to visit you free of charge, to explain how the systems works.

If you are not paying for heating as part of your weekly service charges, the utility companies offer various payment schemes.

Further details are available from the individual companies.

Gas/solid fuel and oil fired heating repairs

The Department has arranged for all repairs to these heating systems to be carried out by a contractor, at present this is Jersey Gas. A dedicated helpline has been set up by Jersey Gas in order that you can report your fault direct to them and they can arrange an appointment for an engineer to call as soon as possible. The helpline number is T. 755550.

Our contract with Jersey Gas requires that all heating repairs are started during the next working day.

Budget Meters

To arrange the installation of a budget meter, you should contact the JEC direct, who will arrange the fitting of the meter in the appropriate cupboard. The JEC also have a supply of the keys, to allow access to the meter cupboard, which they can issue to you, when they carry out the installation.

Heating Systems

There are a number of different heating systems installed throughout the Housing stock, the following should explain the operation of these:

Winter Warmth

An electric based heating system based around one or more Night Storage Heaters. The Winter Warmth system is a special tariff specific to the Department.

Essentially the Department dictates when the system operates, however this is typically between mid October and mid May annually.

The Winter Warmth system operates primarily during off-peak periods with the Night Storage Heater receiving three charges per day at 3.20am, 3.20pm and 7.20pm.

The number of hours charge that the heater(s) receive is dependant on the previous days temperature and can range between three and nine hours charge. Hot water is heated during these periods.

The cost of Winter Warmth is charged in the rent on a flat rate dependant on size of accommodation.

The Night Storage Heaters then discharge the heat by convection.

Comfort Heat

An electric heating system based around one or more Night Storage Heaters. This is a standard system offered by the JEC and is not specific to the Department.

This form of heating is paid for by the Tenant direct to the JEC.

The Comfort Heat system receives three charges per day at times set by the JEC. There is also a service charge per day for being on the system. The Customer Services Department at the JEC can provide details to those on this system. Anyone with Comfort Heat will be required to sign a separate agreement with the JEC to the one they will sign for their normal domestic supply.

Anyone with Comfort Heat installed will be unable to have a budget key meter installed.

Economy 7

An electric heating system based around one or more Night Storage Heaters. This is a standard system offered by the JEC and is not specific to the Department.

This form of heating is paid for by the tenant direct to the JEC.

The Economy 7 system receives one charge per day at times set by the JEC. There is also a service charge per day for being on the system. The Customer Services Department at the JEC can provide details to those on this system, T. 505460.

Anyone with Economy 7 will be required to sign a separate agreement with the JEC to the one they will sign for their normal domestic supply.

You can have a budget meter installed with Economy 7.

Economy 7 installations can be upgraded to Comfort Heat for a small charge payable to the JEC.

Properties with individual boilers

Gas

Properties with boilers fuelled by gas are provided with the fuel in two ways:

- **Direct by Jersey Gas**

The Tenant will be required to sign an agreement with Jersey Gas for the supply of their fuel. No charge will be made to the rent account.

The Tenant will pay the full commercial rate for the fuel.

The boiler will be serviced annually by the Department.

- **By the Department**

The full cost of the gas supply is paid to Jersey Gas by the Department. The Tenant will pay a charge for the supply of gas as part of their rent account. The charge may be dictated by the size of the accommodation or increasingly on the amount of fuel used.

The boiler will be serviced annually by the Department.

Oil

Properties with their own boilers fuelled by oil are provided with the fuel in two ways:

- **Direct Supply**

The Tenant will be required to sign an agreement with one of the fuel supply companies for the supply of their fuel. No charge will be made as part of the rent account.

The Tenant will pay the full commercial rate for the fuel. The boiler will be serviced annually by the Department.

- **By the Department**

The fuel is normally supplied from a centralised tank on the estate to the boiler. In most cases the amount of fuel consumed by each boiler is metered. These meters are read once per quarter and the amount of fuel consumed used to create a recharge on the rent account.

The cost of the fuel is slightly discounted over the normal retail price.

The boiler will be serviced annually by the Department.

District Heating Systems

District Heating Systems are normally those with large centralised boilers, where the properties are provided with hot water to their taps and radiators rather than being provided with fuel to run a boiler of their own.

With these types of installation the Tenant will pay a fixed charge for the provision of heating and hot water.

These systems normally operate on fixed time periods:

- Summer months mid-May to mid-October
6.00am - 10.00am hot water only
4.00pm - 8.00pm hot water only
- Winter Months mid-October to mid-May
6.00am - 10.00pm heating and hot water
(Operating times can vary according to the site)

Further questions regarding your heating system can be answered by calling the CSC.

Cable Television

Newtel Solutions Broadland Cable TV is available in much of the States' rental accommodation.



Under no circumstances may Tenants living in flats install their own satellite dishes. Those Tenants living in rental houses must receive written permission from the Department, before fitting a satellite dish to the property they occupy.

How much will it cost?

You will have to pay a single connection fee to Newtel Solutions. Thereafter, the cost you will have to pay will be dependent upon the range of channels you subscribe to.

Please note that the charge for cable is additional to the aerial maintenance charge paid for in your rent.

Newtel solutions T. 506400

Keys



You are issued with at least one set of keys, which must be returned at the end of your tenancy. Loss of any keys will result in the locks being replaced at your own expense.

The Department does not have a master or spare key for your home.

Car park keys will only be supplied to Tenants with a valid parking permit, only one barrier key will be supplied per permit.

Communal door keys will be issued to new Tenants, additional keys are available at the CSC, and you will be asked to pay a returnable deposit of £5.00 per key.

Pets

Some properties, particularly flats are not suitable for large animals. Clause 1(c)(i) of your Tenancy Agreement, states that Tenants must make a written enquiry to the Housing Department, seeking permission to keep any pet other than one domestic cat, and/or, up to two caged birds.

If you have any complaints about other Tenants' handling of their pets, please contact the Police or the Animals Shelter direct.

Police	T. 612612
Animals Shelter	T. 724331

Neighbours

Everyone has the right to live peacefully in their own home. It is a condition of your Tenancy Agreement that you do not create a disturbance. Therefore, please show consideration for other Tenants. If you have a dispute with another Tenant, you are asked to try and resolve it amicably between you. However, if this is not possible then please contact the Compliance Team who will be able to mediate on your behalf. There is, however, no guarantee of a solution to your problem. If they are unable to assist they will put you in contact with the relevant agency, for example the Honorary Police.

The Compliance Team

The Housing Departments' Compliance Team regularly visit your estate to ensure that you and your fellow residents are able to live in a pleasant environment. If you witness any anti-social behaviour, vandalism or any incident that could affect your estate, please telephone the Compliance Team with any details. All information received will be treated in strictest confidence. The Compliance Team work closely with other law enforcement agencies and can help your community to thrive if you report any concerns.

Lodgers

No lodgers are allowed under any circumstances. If you want someone to stay, who does not normally live with you then written permission is required from the Department. Please contact your Tenant Participation Officer for advice.

Family Members

Please inform the Department if a member of your family or a friend comes to stay on holiday, even if it is only for a few days. If a family member moves in or out of your home permanently then you must inform the Department.

Car Parking

Most of the estates have barriers to their car parks to control access, for which either a key or an electronic swipe card is required. Only one key or swipe card can be issued for each valid parking permit. These keys are available from the CSC for a £5.00 deposit. Car parking is available but strictly limited on many of our housing estates. You must only park your vehicles in the designated parking areas. For everyone's benefit you should ensure that you park considerately so as not to obstruct footpaths, grass areas or emergency exits. Unauthorised and careless parking, and the use of such areas for car repairs can be potentially dangerous and is inconsiderate to other residents.



It is crucial that access roads are kept clear. Emergency services need a clear route to all premises. Any vehicle found to be parked in this way will be towed away.

Garages

The Department has a number of separate garage blocks on various estates, which you have the option to rent if you wish. There may be a waiting list and the rent will be additional to that paid for your home. Payment of your garage rent will be recorded on your rent account. If you are interested in renting a garage please telephone 445510 between the hours of 8.30am and 6.00pm.

Parking Permits

Where parking permits are required and you wish to park your vehicle/s you will have to apply to the Department for a permit. Unfortunately, due to demand, it is not always possible to issue more than two permits per household. Permits will only be issued for the estate on which you live.



Holding a permit is no guarantee of a space and parking is on a first come, first served basis.

Medical short stay parking permits are available to a family member or a friend if you have a serious medical condition. You must complete an application form and obtain a letter from your GP. You will only be granted a permit on strong medical grounds. Please note that only one medical parking permit may be issued per household and that unless otherwise stated, there is a maximum stay of three hours. Please contact the CSC for further information.

If your vehicle does not have a valid parking permit then you must not park it in any car park administered by the Department. Only cars that are in regular use should occupy parking spaces.

Large commercial vehicles, boats, caravans or trailers must not be parked on housing estate car parks. Please see clause 1(b)(vii) of your Tenancy Agreement, which states that Tenants should not park vehicles exceeding sixteen feet in length, 6.6 feet in width, or 3,000 kilograms (3 tonnes) in weight.

Failure to comply with this clause may result in the vehicle being removed or wheel clamped. Vehicles may be impounded or clamped if:

- Your permit is not displayed
- You have parked dangerously or inconsiderately
- The vehicle is not insured
- The vehicle has been abandoned or is not in regular use

If your car is impounded or clamped you will have to pay a release fee.

If I need advice - Who do I see in the first instance?

There may be occasions when you need to discuss concerns regarding your tenancy or incidents within your community. In the first instance, you should contact your Tenant Participation Officer who will endeavour to address any issues you may have.

If you wish to contact your Tenant Participation Officer, you can do so by the following methods:

- Making an appointment to visit the Customer Service Centre.
- Making an appointment to visit the Bridge.
- Visit one of our 'Advice Surgeries' - details can be obtained from your Tenant Participation Officer.
- Request a home visit.

Your Tenant Participation Officer is available to offer you advice and ensure that you are provided with support during your tenancy. Your Tenant Participation Officer can also refer you to other professional agencies or services that may be able to assist you.

Residents Associations

A number of housing estates now have Residents Associations. These are designed to improve the communication between you and the Officers of the Housing Department. They also assist you in ensuring that the environment in which you live is harmonious. It may be that you wish to get involved in your association - please check with your Tenant Participation Officer if your estate already has an association. If it does not, you may wish to make further enquiries on how you can start yours up.

Your Tenant Participation Officer will advise you about the regular workshops held for Tenants wishing to start new associations - we aim to help you achieve a thriving community spirit.

In the initial stages of your new association, we will guide you on how to run a successful group, but the hard work will have to be undertaken by you and your neighbours. We can attend meetings at intervals and offer on-going advice.

05

LOOKING AFTER YOUR HOME

Home Insurance

The Housing Department's insurance policy only covers the building against damage caused by fire, flood and other risks.



The Housing Department does not provide insurance for your furniture, carpets, curtains, freezer contents or personal belongings. You are responsible for any loss or damage to your own possessions. Therefore, you are strongly advised to take out your own household contents insurance. Many people have lost virtually all their belongings through accidental fire or flood because they did not have insurance.



You are responsible for the cost of replacing any panes of glass in your home, however damaged, so please ensure that your household insurance policy covers the cost of broken glass.

Contents Insurance

New 'Pay As You Go' Low Cost Home Contents Insurance

The Department is pleased to announce the launch of a new affordable home contents insurance scheme for all residents in response to problems that some had experienced in obtaining affordable cover.

The scheme is very different from the usual type of policy you may have looked at before:

- All residents are guaranteed cover wherever they live.
- There is no requirement to have special locks or security devices, albeit all of our new and refurbished homes are fitted with security locks as standard.
- There is no twelve month contract, the cover is 'pay as you go' just like a mobile phone.
- You pay in cash at the Post Office fortnightly or monthly by direct debit.

How Much?

Below are examples of the premiums you will pay, you can insure up to £30,000.00

Sum Insured	Fortnightly Premium at Any Post Office	Monthly Premium by Direct Debit	Annually by Cheque, Postal Order, Credit/Debit Card
£6,000 over 60's only	£1.58	£2.23	£26.74
£9,000	£2.09	£3.34	£40.11
£15,000	£3.12	£5.57	£66.85
£20,000	£3.98	£7.43	£89.13
£30,000	£5.69	£11.14	£133.69

Frequently Asked Questions

- Q. Do I need insurance, will the States of Jersey not cover my property?
- A. The Department does not insure your personal property, this is your responsibility.
- Q. Will insurers cover me, as I live in a high risk post code?
- A. This scheme is open to all States of Jersey residents wherever you live.
- Q. What locks do I need to get this insurance?
- A. There are no security conditions required, you are automatically eligible for cover.
- Q. Do I have to pay by direct debit through the bank?
- A. You can pay fortnightly by cash at your local Post Office or annually by cheque or card.
- Q. What happens if I can't keep up my payments or wish to leave the scheme?
- A. There is no minimum time that you have to be in the scheme as it is a "PAY AS YOU GO" insurance, you leave at any time and there are no penalties. Premium Payment Protection cover is included so in the event of unemployment or disability your premiums will be paid.

Further information on this scheme can be obtained from our Customer Services Centre or from the Tenant Services Team.

Security

We want to help you make your home as secure as possible, but your help is needed. The following tips will help reduce the risk of burglary.

- Close all windows, secure and lock all doors when you leave your property and last thing at night.
- Never let strangers into your home unless they can prove their identity.
- If you are suspicious at any time, call the Police.
- All our staff and contractors carry official identification.

Our Identification Cards look like this



If you go away on holiday, make sure regular deliveries such as newspapers and milk are cancelled.

If possible, have a friend or neighbour keep an eye on your property whilst you are away.

If you are away for a long period of time, please contact your Tenant Participation Officer, and/or the Police.

Gardens

Clause 1(a)(x) of the Tenancy Agreement states that residents shall, 'keep any garden in a clean and tidy condition'. An untidy and neglected garden can spoil the appearance of a property. If you have a garden, you are responsible for its upkeep, although permission must be sought from the Department before any trees are cut down.



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

Rubbish

As a Tenant, it is your responsibility to make sure that any rubbish is bagged and stacked neatly in the refuse areas. Please dispose of your rubbish carefully, otherwise insects, vermin and other animals may be attracted to the area, creating a health hazard. Do not allow rubbish to accumulate or cause an obstruction to corridors and doorways.

High Rise Buildings

In high-rise blocks there are refuse chutes provided. The chutes are placed on each floor, and carry the rubbish down to where it is collected in large bins, which will be emptied, on a regular basis. Please, do not place large items or boxes down the chutes, as this will cause a blockage.

Please note glass should be deposited only in dedicated glass containers and not placed down the chute.

Low Rise Buildings

You should place your household rubbish in refuse bags, and take them to the bins provided in the designated areas. Glass must be separated from everyday rubbish and placed in the allocated glass bins.

Large Items

Every Tenant is responsible for the clearance of large items such as furniture. These must be disposed of and not left on the estate. However, arrangements can be made for large items to be collected if you are elderly or disabled.

For further details, please call T. 445570.

Glass

We would like to take this opportunity to remind all tenants that the Island is now recycling all glass locally, therefore you must ensure that glass is separated correctly.

- All glassware should be empty with lids removed
- Metals, ceramics or sharps must not be mixed with glass
- No carrier bags or other household refuse should be mixed with glass

If these rules are not followed, then it is likely that the loads will be refused by the Parish as they in turn, will be refused by the recycling plant.

This will inevitably lead to a build up of refuse with all the associated health and safety implications.

Any charges incurred by this Department for glass disposal will ultimately have to be passed on to the Tenant(s) so please ensure that you dispose of all glass responsibly.

If you live in St Helier, the Parish have sited bottle banks on many of the town estates, for your convenience. You must place all your glass in these bottle banks as the Parish do not collect glass refuse. Further information, and details of the location of your nearest bottle bank, can be obtained from the Town Hall on T. 811811.

Responsibility for the upkeep of your property is shared between yourself as a Tenant, and the Department. An attractive, well cared for property, can only be achieved if you take some responsibility for the care of your home. Co-operation between Tenants and the Department is vital. For example, some of our properties have shared areas and gardens, the maintenance of which is the responsibility of the Department. However, you are expected to respect these areas and leave them in a condition that you would wish to find them.

The Maintenance Team is responsible for the upkeep of all States rental accommodation.



Please note that outside normal working hours, only emergency repairs will be dealt with, and then only where you have an up to date rent account.

Try our new on-line repair reporting services 'Housecall' on our website www.housing.gov.je

Tenants' Responsibilities

The Tenancy Agreement Clause 1(a)(v) highlights the duties of the Tenant, but as a general rule you are responsible for:

- Maintaining the interior of the property in a reasonable state of cleanliness and repair, this includes all decorations.
- Keeping any garden, hedge, patio or yard in a clean and tidy condition.
- Not allowing the accumulation of rubbish or waste in communal areas.
- Cleaning windows and the cost of replacing any broken panes of glass. Please check that your household insurance policy covers the cost of broken glass (See chapter 5 Looking After Your Home).
- Repairs which are necessary as a result of damage or neglect caused during the tenancy.

Letting us into your home

If we need access to your home to repair or inspect it, we will always give you sufficient notice. We may also need access if we need to work on a home next to yours. Whenever possible we will give you 24 hours notice. However, in an emergency, for example if there is a water leak, we may need to enter your home straight away.

What we expect of you

It is your responsibility to keep your home (and garden, if you have one) in good condition. We expect you to keep your home clean and to look after the fittings we have provided. If you are not living in short life housing (where the property is phased for demolition or refurbishment), we also expect you to decorate the inside of your home regularly.

Ask your Maintenance Officer for more details.



If you, a family member or visitor damage your home or any of the fixtures and fittings, you must repair the damage. If we have to do the repairs for you, we will charge you the cost of doing the work plus an additional fee to cover administrative costs.

For further details, please contact your Maintenance Officer.

You are also responsible for doing the following:

- Having your chimney swept regularly unless your chimney is part of an integrated central heating system, where we will sweep it once per year.
- Repair anything you put into your home yourself, such as electrical appliances or showers.
- Do minor repairs inside your home, including:
- Replacing broken windows.
- Repairing or replacing interior doors and cupboards.
- Replacing bath and sink plugs, light bulbs, fluorescent tubes, fluorescent light starter modules and lost keys.

- Unblocking WC's, sinks, basins, and baths.
- Repairing and replacing furniture, carpets and floor coverings after a flood or fire. *You are reminded that you must have personal contents insurance for this reason* (See chapter 5 Looking After Your Home).
- Redecorating after a fire or a flood. *You are reminded that you must have personal contents insurance for this reason.*
- Repairing or replacing mirrors, toilet seats, toilet roll holders etc...
- Any isolated pest control problem.
- Dealing with faults to your television reception, unless you pay a surcharge on your rent for this service.
- Replacing lost keys.

You will find some tips on looking after your home later in this handbook.

Our Responsibilities

It is our job to make sure the building you live in is safe and sound. If you live in short life housing, we will only undertake minor repairs to ensure your home is wind and water tight.

If your home is not due for major refurbishment our responsibilities are much greater.

To keep the structure and outside of your home in good condition, we have to repair (and replace when necessary and when funds permit):

- drains,
- guttering and pipes outside,
- the roof,
- outside walls and doors,
- windows, window fastenings and frames,
- interior walls, floors and ceilings,
- skirting boards, chimney, chimney stacks and flues,
- pathways, steps or other routes to your home,
- plaster work,
- television reception, but only if you pay a subsidy in your rent for this service,
- built in garages and stores,
- boundary walls and fences.



The Department strictly enforces a recharge policy where any of the above are caused by neglect or deliberate abuse.

We are also responsible for painting and decorating the outside of your home every five years.

To keep the inside of your home in good order, we will look after:

- The plumbing (including basins, sinks, baths, toilets, flushing systems, waste and water pipes).
- Your heating system, including the gas or oil pipes and any fitted fires or fire place.
- The electrical wiring, including sockets and switches.

We will also repair and decorate any areas you share with your neighbours such as hallways and entrances, on a rolling five year program.

Improvements/Alterations

There is an ongoing programme for the refurbishment of our properties. However, this programme is dependent upon the sufficient allocation of funds and it is not always possible to meet everyone's expectations. Any requests for property improvements should be made to your Maintenance Officer. Alternatively, if you wish to undertake your own improvements, you must receive the written permission of your Maintenance Officer.



However, if you are in arrears or have breached any other condition of your tenancy, your application will not be considered.

Work we plan in advance

We aim to paint and decorate the outside of your building every five years.

We will also regularly service and replace parts of your home when they are due to wear out.

By planning this work and working on a number of homes in the same area at once, we save money and make sure that we keep all our homes in the best possible condition.

Large scale repairs

When we plan large-scale repairs, we will let you know at least two weeks before work begins:

- the type of work we will be doing,
- the contractor who will be doing the work,
- how long the work will take and who to ask if you have a question.

However, if large-scale works are urgent, work may have to begin without the desired periods of notice being given. In such circumstances, we will always aim to let you know what is happening as soon as we can.

What if repairs cannot be made whilst I am in my home?

You will be offered alternative accommodation in the event that the repair would make it unsafe for you to stay in your home whilst it is carried out.

If you are required to move, the Department will assist with the cost of disconnecting and reconnecting the gas, electricity and telephone.

Adaptations for people on medical grounds

If you suffer from a disability or serious medical condition, simple aids or adaptations to your home may enable you to continue to lead an independent life.

If you require an adaptation, for example, a bath aid, grab rail, shower or ramp, you should ask your Doctor to make a written application to the Assisted Living Team.

The Assisted Living Manager will request that an Occupational Therapist assess your needs. The assessment will be sent to the Housing Department detailing the adaptation that may be most appropriate for your specific needs.

You may be asked to either contribute or pay the full cost of any adaptation. Your income and savings/investments will be taken into account when deciding on the level of contribution. A leaflet detailing the level of contributions expected will be given to you by the visiting Occupational Therapist. Further information can be obtained from the Assisted Living Team.

If you are asked to make a contribution or pay for the adaptation in full, you will be advised in writing. Payment will usually be required before any adaptation is complete. You will be furnished with details of any written quotations.

Alternatively, if you are unable to manage in your current home with the adaptations already supplied, you may wish to be considered for one of the Departments specially adapted properties. You may otherwise qualify to be moved to an alternative home on medical grounds, please contact the Assisted Living Team for further details.

Reporting a repair

You can report a repair by telephoning 445570, faxing on 445520, completing a Repairs Request Card, emailing or visiting the office.

Please provide the following information:

- Your name, address and telephone number.
- As much detail about the fault as possible.
- Whether you will be in during a morning or afternoon, so as to allow us to gain access to the premises.

Our priority system

When you report a repair to us, we have to decide if it is our responsibility and how urgent it is. (If we already have plans to repair or replace the item, we may ask you to wait.)

We have worked out a list of priorities for doing repairs, so that we always deal with the most urgent jobs first.

We strive to carry out repairs within these time limits.

We keep records so that we can check regularly whether we are meeting our targets.

Priority Table

This chart will explain our response targets and who is responsible for a particular job.

Quick Reference Guide

Category	Detail	Who is Responsible?	Priority
Plumbing	Blocked drains	Us unless you have caused the blockage	Priority 2
	Leaking pipes	Us	Priority 1
	Flood	Us unless caused by an appliance such as a Washing Machine	Priority 1
	Blocked WC, bath or sink	You	
Electrics	Broken light bulbs	You	
	Broken switches/sockets	Us unless they have been broken by you	Priority 4
	Power failure	Us or the JEC, unless an appliance has caused the failure	Priority 2
Internal Repairs	Repairing door handles	You	
	Repairing internal doors	You	
	Repairing internal cupboards	You	
	Repairing internal door locks	You	
	Repairing skirting boards, doors, door frames, walls and ceilings	Us unless the damage is caused deliberately or by your neglect	Priority 4
	Repairing bathroom fixtures such as bath, WC and wash hand basin	Us unless the damage is caused deliberately or by your neglect	Priority 4
	Repairing bathroom mirror	You	
External Repairs	Lost keys	You	
	Repairing front door and frame	Us unless the damage is caused deliberately or by your neglect	Priority 4
	Broken windows	You	
	Gutters and down pipes	Us	Priority 3
	Roof	Us	Priority 3
	Boundary walls	Us	Priority 4
	Window frames	Us unless the damage is caused deliberately or by your neglect	Priority 4
Heating	No hot water	Us	Priority 2
	No heating	Us	Priority 2
	Sweeping chimney (if part of central heating)	Us once per annum only	Priority 3
	Providing ash tippy's	You	
	Repair front panel on parkray fire	Us	Priority 3
	Replace bulbs on electric fire	You	
	Replace electric element on fire	You	
Other	Isolated pest control problem	You	

Priority One Job (within 1 hour)

Priority One jobs are emergencies that we have to deal with both inside and outside of normal office hours. Our target for priority one jobs is to get a contractor to you within an hour to start dealing with the problem.

Remember, our aim at this stage will simply be to make your home safe, we will not necessarily effect a full and permanent repair until later.

We may need to return at a later date to finish the repair.

Emergencies can include:

- burst pipes,
- fires,
- flooding.

A fault with a heating system is not an emergency. You are advised to ensure that you have some form of temporary heating available in the event that your central heating breaks down.

Priority Two Job (within 12 hours)

Priority Two jobs are urgent but not quite as serious as emergencies. We aim to get to you within twelve working hours to start solving the problem.

These jobs can include:

- blocked drains (but we will charge you for the work if you have caused the blockage yourself),
- no electricity supply,
- making your home secure (for example, after a break in).

In winter Priority Two jobs include:

- lack of light during the months October to April,
- and dealing with a heating system that has stopped working.

Priority Three Job (within 3 working days)

Priority Three jobs are important works, which we aim to complete within three working days.

These works might include:

- replacing missing roof tiles and faulty guttering,
- failure of an internal light system,
- stopping minor leaks and water overflows,
- defective television reception.

Priority Four Job (within 10 working days)

Priority Four jobs are essential to your comfort at home. We aim to attend to the work within ten working days.

These jobs might include:

- repairing electrical sockets and individual storage heaters,
- mending minor roof leaks or broken guttering,
- putting right heating or hot water systems that are not working properly,
- carrying out adaptations on medical grounds,
- repairing floors, doors or windows.

Every effort will be made to attend to your repair within the target time.

Do not call back until that period of time has elapsed. Repeat calls tie up the telephone system, occupy valuable time that staff can be using to organise work and ultimately means that our ability to process repairs quickly is reduced.

Appointments

If your repair is simple and not an emergency, our contractor will make an appointment with you to come and complete it.



It is not possible for us to make an appointment at the time you call so please be sure you leave your telephone number with the staff member you speak to.

Your Maintenance Officer may call to make an appointment with you to take a look at the job that needs doing, or to inspect the work and check that the Contractor has done a good job.

Satisfaction Slips

When you have a repair undertaken, we may send you a satisfaction slip. We ask you to fill it in and return it to us, to tell us whether you are happy with the work that has been done. We also ask you to comment on the way you were treated by our staff and contractors.

When you let us know how your repair went, you are helping us to make sure we are providing a good quality service. You are also helping us to know when we get it right, as well as when things are less satisfactory.

Who will carry out the repairs?

A Contractor approved by the Housing Department, as being competent to undertake the works will carry out your repair.

All of our Contractors and staff carry photo ID cards, with the exception of the utility companies, who have their own forms of identification. If you are in any doubt about someone who wants to come into your home to carry out a repair, you should ask to see their ID Card, if in doubt do not admit them and notify Maintenance on T. 445570.

How Contractors behave

We tell our Contractors how we expect them to behave in your home.

They must:

- show you and your belongings respect,
- be polite,
- keep outside doors and windows closed unless they are painting or repairing them,
- and make sure that they clear up at the end of every day.

They must not without your permission:

- use or move your belongings,
- smoke in your home,
- use radios or personal stereos,
- use your toilet or sink,
- use your phone,
- leave tools, loose materials, gas bottles in your home or areas you share with your neighbours,
- eat or drink in your home,
- or go into your home if they are not working there.

We expect them to let you know what they are doing. If you are not satisfied with the way a Contractor behaves in your home, please let us know. You will find details of how to make a complaint on chapter 11 Customer Service of this handbook.

Lift Breakdowns

If a lift breaks down or you hear the alarm bells ringing, please dial 999 and ask for the Fire Service, and also contact Maintenance on T. 445570. There is also a white sticker in every lift which details the procedure should you get stuck in a lift. All lifts have been fitted with an integral alarm button.

Emergencies

During Office Hours

If you need help with an emergency during office hours, please call the Housing Maintenance Office, on T. 445570.

Out of Hours

If you have an emergency outside normal working hours you should phone the Housing Maintenance Office where you will find instructions with regard to who to call to report your emergency.

An emergency might be:

- A serious water leak, that can not be stemmed by turning off your stop cock.
- A burst pipe.
- A blocked toilet, if you have only one toilet. (You will be charged the cost of unblocking the toilet if you have caused the blockage yourself.)
- Complete electrical failure. (You will be charged the cost of repairs if your own appliance has caused the failure or if the failure is due to the electricity bill not having been paid.)



Please note that outside normal office hours only emergency cases will be dealt with, for example a fire or flood.

When you phone our emergency number, you will speak to the Duty Officer, who will instruct a contractor to attend to your immediate problem, only in the event that the Duty Officer considers it to be an emergency.

The repair may not, however, be completed until the next working day or thereafter.



It is important that you appreciate that this service is for emergencies only. (If your phone us for a repair that is not an emergency, we may charge you for the contractors costs associated with calling him/her out.)



If you are in arrears with your rent, the Deputy Officer may decline to authorise any repairs which he does not feel are absolutely essential.

Before you call us

When you have an emergency, it is important you remember the following points:

- If you smell gas, do not turn on the lights and do not use naked flames. Open all the windows and phone Jersey Gas, or us straight away. Jersey Gas can be contacted on T. 755550.
- If your electricity has gone off, check the trip switch on the main fuse board, and your budget key meter if you have one, before you call us.
- If your electric stopped working when you switched on an appliance, switch it off and unplug it before resetting the trip switch. It maybe the appliance which may be faulty rather than your electrical system.
- If the trip switch is not off, check whether your neighbours have electricity. If they haven't, the problem is probably down to the Jersey Electricity Company and we will not be able to help. You should call their emergency number T. 505050.
- If you have a serious water leak, turn the water off at the stopcock, (usually located under your kitchen sink). Open all your taps to drain down the water system and turn off gas-fired heating or electric hot water cylinders. If the leak is pouring through the ceiling do not switch on the lights in that room.
- If your roof is leaking put a bucket under the leak. Don't touch anything electrical in any room that is affected by the leak.

07 SAFETY



Every year, people are injured or killed by accidents in the home. Observing the following precautions may help prevent such an accident.

Gas

If you smell gas, immediate action is necessary:

- Turn off the gas supply (the on/off switch can be found next to the gas meter).
- DO NOT light any matches or switch any lights/sockets on or off.
- Open all windows and doors.
- Evacuate the building.
- Call Jersey Gas, T. 755550 (24 hour service emergency's only).

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.

- If your electricity has gone off, check the trip switch on the main fuse board, and your budget key meter if you have one, before you call us.
- If your electric stopped working when you switched on an appliance, switch it off and unplug it before resetting the trip switch. It maybe the appliance which is faulty rather than your electrical system.
- If the trip switch is not off, check whether your neighbours have electricity. If they haven't, the problem is probably a mains fault and therefore the responsibility of the Jersey Electricity Company. We will not be able to help and you should call their emergency number T. 505050.

General good practice with electricity:

- Switch appliances off and remove plugs when not in use.
- Plug only one appliance into each socket.
- Make sure plugs are wired correctly and have the correct fuse.
- DO NOT join two pieces of flex or cable. Use a longer piece of flex.
- NEVER take mains electric appliances such as hairdryers into the bathroom.
- DO NOT run wires under carpets.
- NEVER touch electrical sockets or appliances with wet hands.

The Jersey Electricity Company can be contacted on T. 505000 for any general queries and/or those regarding safety and on their 24-hour line T. 505050 for Emergency's only.

Water

It is useful to know where the stopcock is located. To stop pipes freezing in cold weather, maintain a low heat throughout your property.

If you have a burst pipe:

- Turn the water off at the stopcock. (It can be usually found under the sink or a label may have been fitted under the sink explaining where the stop cocks are situated)
- Turn on all the taps to drain the water system.
- Turn off central heating and hot water cylinder.
- Call the Maintenance Department on T. 445570 (24 hour service).

Do not use the central heating or water heater if the water is turned off.



Fire

If there is a fire in your home, you must:

- Leave the room immediately and close the door. Do not try to put the fire out, unless you are sure that you can do so quickly and safely.
- Evacuate everyone in the house, closing all doors behind you.
- Once out of the building call the Fire Brigade by dialling 999. Use a neighbour's phone, telephone box or mobile phone, clearly stating your name and address. This call is free from a telephone box and a mobile phone.
- NEVER go back into your home until a fire officer tells you it is safe.

Observing the following rules will help reduce the risk of a fire:

- NEVER leave a chip pan unattended. If the pan catches fire, turn off the heat and cover with a damp cloth. Leave to cool for at least half an hour. Never throw water on burning fat or oil. If possible, replace your chip pan with a deep fat fryer.
- DO NOT hang cloths or clothing over or close to fires, heaters or cookers.
- ALWAYS use a fireguard.
- Keep matches and lighters away from children.
- NEVER smoke in bed, empty all ashtrays last thing at night.
- NEVER leave burning candles unattended or place them close to curtains or loose garments.
- Look after your smoke alarm, test and clean it on a regular basis.

For further advice, call Jersey Fire and Rescue Service on T. 737444

Smoke Detectors

All of our properties are fitted with at least one smoke detector, which can give those extra few minutes of warning in the case of a fire.

If there is a false alarm, ventilate the room until the alarm stops. Test the detector regularly, by pressing the button until the alarm sounds. If the alarm does not sound, please contact Maintenance on T. 445570.

If you are hearing impaired

In the event that you or anyone in the home is hearing impaired it is possible for a specialist smoke detector to be installed. Please contact your Maintenance Officer for assistance.

Condensation and Damp

To help reduce the build up of condensation, you should allow steam to escape. Opening a window or using an extractor fan when, for example, you are cooking or after having taken a bath can achieve this.

The Department of Environmental Health have a leaflet, containing further details about condensation and damp, T. 623712.

However, if you are experiencing problems with damp or condensation in your property, please call your Maintenance Officer.

CHANGING THE TENANCY AND MOVING

A tenancy can be held in either joint names or in a sole name. It is normally the practice of the Housing Department to grant joint tenancies to couples, provided both individuals have their housing qualifications.

If you need to change your tenancy to reflect joint or sole names, please contact your Tenant Participation Officer.

Separation

If you and your partner propose to separate and you are named on the joint tenancy, the partner leaving the property must relinquish their tenancy. If you do not do this, you will both remain liable for the rent.

To surrender your tenancy you will need to complete a form, which is available from the CSC. Once you have signed the relinquishment form, you will no longer be responsible for any further rental charges.

However, you will have to agree to pay half of any arrears that may be outstanding at that time. Please contact your Compliance Officer for advice.

Death

Where the Tenant is the only occupier and he or she dies, then it normally falls to the family or a representative to inform the Department. If your partner passes away and held the tenancy to your home, you must inform your Tenant Participation Officer so that enquiries can be made as to whether you qualify to take over the tenancy. You will need to provide the Department with a copy of the Death Certificate and advise the Department of any changes to your income.

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.

Please contact your Tenant Participation Officer for advice. We appreciate that this is a very difficult time and will be there to assist you with any concerns you may have.

Moving Home

There may come a time when you need to live elsewhere. You can move to another Housing Department property, either by transfer or through the mutual exchange scheme.

Transfers

As a Tenant, provided that your housing needs have changed, you can register an application to move to a different property, once you have lived in your current home for at least six months.

However, if you wish to transfer you will have to wait until a suitable property becomes available. The time spent on the transfer list will vary according to the category of need and the type of accommodation required.

For example, if you require ground floor accommodation, you may wait longer than someone who is able to move to a property that is on any floor. Priority however, is usually given to those who have strong medical reasons for moving.

As a Tenant you can register to move if you qualify on one of the following grounds:

- You have a medical reason for moving.
- You are in a property too small for your needs.
- You are in a property too large for your needs.

Given the demand for property, requests to move for other reasons are unlikely to be successful.

How do I apply?

If you wish to move, you must complete a transfer application form, which is available from the Customer Services Centre.

If you qualify, your name will be added to the existing list. You will be notified in writing of the Department's decision.

Your rent account must be up to date before any transfer application will be considered.

Once you have been advised that your name has been placed on the transfer list, please contact the Allocations Officer if you wish to discuss your transfer further.

Mutual exchanges

You may 'swap' your home with another Tenant. However, the other person must be living in a property owned by the Department.

Your request is unlikely to be refused without good reason but you must have our permission in writing before you move.

To be eligible to enter into a mutual exchange:

- You must not be in arrears.
- The property you wish to move to must match your needs.
- The property must be accepted as it is (i.e. no maintenance expenditure is required on behalf of the Department).

Why would a request be refused?

When applying for either a transfer or a mutual exchange, your request is likely to be refused if:

- You have lived at your present address for less than six months.
- You are in rent arrears or have breached another condition of your tenancy.
- The property you wish to move to is not suitable for your needs.

For more information about transfers or mutual exchanges please contact your Tenant Participation Officer.

Would we want to move you?

Why would we ask you to move? In some instances, the Housing Department may ask you to move to alternative accommodation.

As per clause 1(a)(vi) of your Tenancy Agreement, the main reason the Department may contact you about moving to alternative accommodation is when you are occupying a property larger than your needs. We appreciate that this is a difficult time for you and will treat all requests sympathetically. Your Tenant Participation Officer will contact you in such an instance.

It is also necessary for families to move when their property is part of a redevelopment scheme. Usually, when this is the case, the family is able to return to their newly built or refurbished property once completed, and would only have to move on a temporary basis.

Housing Trust Accommodation

Housing Trusts or Associations are non-profit making bodies, which aim to provide accommodation to those in housing 'need', who find it financially difficult to rent properties at market prices.

If you are eligible for Rent Abatement as a States' Tenant, you may also be eligible as a Trust Tenant for a similar rent subsidy under the Private Sector Rent Rebate Scheme.

Anyone wanting to be considered for a Housing Trust or Association Tenancy is welcome to contact the Customer Service Centre for further information.

Private Sector Rent Rebate Scheme

The aim of the scheme is to provide financial assistance to people on low incomes, living in rental accommodation in the private sector. For further details please contact the Rent Rebate Staff at the Department, T. 445510.

You should be aware that Rent Abatement and Rent Rebate will form part of income support at Employment and Social Security by the end of 2006, T. 280000.

States Loan Scheme

The Housing Department actively encourages home ownership, and administers a subsidised loan scheme to assist first time buyers to purchase a property. Loans are available to those that are residentially qualified to buy property, have never owned property in Jersey,* who can demonstrate they have the required deposit, and can meet regular payments.

*There are some exceptions to this rule, for example owners of share transfer properties.

For further details, a leaflet entitled 'States Loan Scheme' is available from the Population Office T. 448905.

10

ENDING YOUR TENANCY

How do I terminate my tenancy?

There are a number of things you must do if you wish to end your tenancy and move out of your home.

- You should inform the Housing Department, with a preferred minimum of four week's written notification, of your intention to end the tenancy.



If you leave your property without informing the Housing Department, you will continue to be charged rent until such time as you return the keys to your former home.

- Ensure that you remove all your belongings and leave your home clean and tidy.



No compensation will be paid or responsibility accepted for any possessions left behind, including carpets and curtains. In addition these items may be disposed of at the Department's discretion and the cost passed on to you.

- Clause 1(a)(iv) of your Tenancy Agreement states that your property should be returned in a 'reasonable state of repair including decoration, fair wear and tear accepted.'



You will have to repair or replace any fixtures or fittings, which are damaged or destroyed through neglect or carelessness during your tenancy. The decoration must be in reasonable colours and carried out to a good standard, suitable, so that the new Tenant may move in immediately. If in doubt please contact one of our Void Property Officer. Alternatively, the Housing Department will repair any damage caused, but the cost will be recharged to you. Please see recharge notes below.



Failure to repay this debt may result in legal action being taken.

- All rent arrears must be cleared, and the keys returned to the Housing Department.
- Rent will be charged until all keys are returned.
- Barrier keys and parking permits must be returned.
- You must provide the Housing Department with a forwarding address.

What is a recharge?

A recharge is anything that does not constitute fair wear and tear, this may be the cost incurred as a result of the Department having to remove and dispose of property contents, including carpets, or the cleaning required to bring the property to an acceptable standard for the incoming tenant, i.e. badly decorated, nicotine stained, and the replacement of supplied missing or damaged items.

As there is **NO EXCUSE** for malicious damage the Housing Department will seek to get full recompense for damage caused, this type of damage will be recharged at full set cost of 100%, plus administration charge, and will also seek to recoup the loss of rent during the period that the property has to stay empty, whilst work to return the property to an acceptable condition is carried out.

How is a Recharge Calculated?

During the first 5 Years of your tenancy the Housing Department expect the property returned, to be in a condition acceptable to the Void Property Officer, compliant with the Tenancy Agreement, and be in such a condition to be suitable for re-allocation immediately. i.e. the property must reflect five years of minor wear and tear only.

If you require any further information regarding the recharge policy, or the condition which your property is expected to be left when moving out, please contact the Void Property Officer through the CSC.

In this handbook we have tried to include all-important information about living in one of our properties. However, from time to time newsletters will be sent out to you and the other Tenants, concerning any changes and matters affecting your own property and Estates. In cases where major works are proposed, you may be invited to discuss plans with Officers of the Housing Department.

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CUSTOMER SERVICE

The Housing Department aims to provide the best possible service to you as a customer, whilst ensuring that everyone is treated fairly.

Therefore, a high priority is placed on dealing with and resolving customer complaints. A formal complaints procedure exists, to deal with matters, which you feel, have not been resolved.

Depending upon the nature of your complaint, whether it concerns your tenancy, a transfer application, maintenance or your rent, there is a procedure to follow.

By following the procedure, we can guarantee that your complaint will be dealt with, with the minimum of delay.

Complaints Procedure

Tenant Services

- For general matters concerning your tenancy, please contact your Community Housing Officer by telephone or in writing.
- If you are still not satisfied, you should then contact the Community Housing Manager in writing, who will then investigate and reply to your complaint.
- If after this, you still feel that your complaint has not been dealt with, you are invited to write to the Director of Tenants Services.
- Finally, if you are still not satisfied, you are invited to write to the Chief Officer of the Department.

Allocations

- For general matters concerning allocations or transfers please contact the Allocations Officer by telephone or in writing.
- If you are still not satisfied, you should then contact the Director of Tenants Services in writing, who will then investigate and reply to your complaint.
- Finally, if you are still not satisfied, you are invited to write to the Chief Officer of the Department.

Maintenance

- For matters concerning the maintenance or repair of your property, please contact your Maintenance Officer by telephone or in writing.
- If you are still not satisfied, you should then contact the Estates Services Manager in writing, who will then investigate and reply to your complaint.
- If after this you still feel that your complaint has not been dealt with, you are invited to write to the Director of Estates Services.
- Finally, if you are still not satisfied, you are invited to write to the Chief Officer of the Department.

Rents/Arrears

- For any complaints concerning your rent, please contact a member of the Compliance staff by telephone or in writing.
- If you are still not satisfied, you should then contact the Compliance Manager, who will then investigate and reply to your complaint.
- If after this, you still feel that your complaint has not been dealt with, you are invited to write to the Director of Tenant Services.
- Finally, if you are still not satisfied, you are invited to write to the Chief Officer of the Department.

A message from the Chief Officer

We value you as a customer and it is our sincere wish that you will enjoy being a Housing Department tenant and value your home and the services we provide. We are committed to continual development and improvement.

Should you have any concerns or queries, do not hesitate to contact us.

Our best wishes for the future.

Yours sincerely

**The Chief Officer,
Senior Management Team
and Staff of the Housing Department**