

Reference guide to Anti-Social and Breaches of Tenancy

ANIMAL NUISANCE

Dog Fouling: Andium Homes appreciates that the majority of dog owners are very responsible and clean up after their dogs, however it appears there is a small minority of owners who are not so thoughtful. Dog mess is not only unsightly but can also potentially pose a serious health risks to humans, especially children. All dog owners have the legal responsibility to ensure that whoever exercises their dog must always clean up after the animal.

Bird Feeding & Seagulls: This behaviour is an offence under the Statutory Nuisance (Jersey) Law. Those found guilty could face a fine of up to £1,000.00. The resulting mess is not only unsightly but, in some cases, can cause harm or ill health to humans, staining on laundry, and damage especially to the paintwork of cars. Any uneaten food could also attract vermin to the area. Once established vermin are very difficult to eradicate.

Barking: Dogs bark when unhappy. When out we suggest you leave a radio on quietly. Ensure your dog is fed and exercised, don't leave a dog in the garden alone.

Birds: Some birds can make noise by chewing, rattling their cage, singing or squawking. Consideration should be given to where the cage is situated to ensure minimum disruption to others.

Cats: Cats can wail and fight at night, if so keep them indoors.

CRIMINAL ACTIVITY

Criminal: Residents must not use their home for any illegal purpose.

ESTATE MANAGEMENT

Fire Risk: Personal items whether it be furniture, white goods, domestic refuse, bikes, toys, etc could not only act as an accelerant to the fire, but more importantly could create an obstacle for those trying to exit to a place of safety, or members of the emergency services trying to extinguish the fire. Please do not store anything personal in any communal/shared area under any circumstances. Any personal items found in the communal / shared areas will be removed and disposed of and the owner will be recharged for all costs incurred

Fly Tipping: Andium Homes do not provide a free collection service of your unwanted household items. It is our understanding that none of the parishes refuse collectors offer a service other than collection of domestic refuse. All personal items such as furniture, white goods, etc are the responsibility of the owner to dispose of in an appropriate way either by disposing of at a recycling centre or the depot at La Collette. Fly tipping of any sort is illegal. Anyone

found fly tipping will be prosecuted and face an unlimited fine or in serious cases, even a prison sentence of anything up to two years. Owners will be recharged for all costs incurred.

Glass Disposal: Andium Homes do not provide a free glass collection service. The Parish of St Helier provide large public green bins around the parish that they collect weekly. The Town Hall has confirmed that it is the responsibility of all parishioners to dispose of their own glass/bottle waste in the bins provided. Our contractor cleaners are currently having to separate the glass waste and take it to the bottle bank, which is not their responsibility, and more importantly, is taking them away from their role which is to clean the blocks. Please ensure you dispose of all your glass waste responsibly and appropriately.

No Smoking: Passive smoke can be harmful to others especially children, the elderly, and those with ongoing breathing issues. All communal / shared areas are recognised as a workplace for our contractors and Andium Homes staff, therefore smoking in these areas would constitute a breach of law under the Restriction on Smoking (workplace)(Jersey) Regulations 2006. If you or your visitors smoke, could you please ensure that you only smoke in the confines of your home or once you are well away from the entrance to the block.

Parking on Non-Permitted Estates: Parking is purely on a '*first come, first served*' basis. If there are no spaces available residents must find alternative parking off the estate. Vehicles must be in regular use, roadworthy, and fully insured. Priority is given to residents, there are no 'Visitor Parking' bays on our estates. Some estates are run with a parking permit system. A maximum of two permits are issued to a household depending on the number of license holders. Residents must be considerate and not park an excess number of vehicles on the estate restricting use of spaces for other residents. Parking is a privilege, not an automatic right and is currently provided free of charge.

Refuse Disposal: All residents must ensure that domestic waste bags should be disposed of correctly and not left in communal / shared areas under any circumstances. For larger or bulkier items of waste such as packaging, these can be deposited in any of the recycling bins dotted around the island as well as paper, plastic etc as ideally, they should not be placed in the bins as they take up too much space.

Security Doors: All entrance doors act as a weather barrier against the wind and rain but more importantly, as a security door. These doors are not designed to be wedged open and, in fact, this inappropriate behaviour will affect the working mechanism rendering it ineffective. Should you at any time find the security door wedged open, we ask that you remove the obstruction or wedge and close the door.

Underground Carpark: Any vehicles that have been abandoned or dumped in our underground car parks will be removed and disposed of and the owner will be recharged for all costs incurred. The States of Jersey Fire Prevention Department advise that in the unlikely event of an emergency, they require full access to all areas, without hindrance.

GRAFFITI

Graffiti: Unauthorized markings either written, spray-painted or sketched on our properties is strictly forbidden.

LODGERS

Lodgers: Tenancies cannot be passed to anyone else, sub-letting any part of your home is strictly forbidden.

NOISE NUISANCE

D.I.Y: Warn neighbours in advance of DIY projects, work should be undertaken during normal working hours. Carry out noisy tasks like drilling in the middle of the day. Use low setting on power tools where possible.

Domestic Chores: Ensure washing machines are on an even floor. Run the machines at the least disruptive time for your neighbours. Vacuum during the day. Hard surfaces and cupboards in a kitchen can create a lot of noise, avoid banging pots and pans.

Hard/wood Flooring: Check your Tenancy Agreement, hard or wood flooring is not permitted under the terms of your tenancy agreement if you live in a flat above the ground floor.

Parties: Let neighbours know you are having a party. Keep music to a reasonable level, avoid amplified music outdoors.

TV, Games & Speakers: Do not place speakers directly on floors or next to adjoining walls. Keep volume of amplified sound down, reduce bass sound. Consider headphones. Keep volume of bedroom TV on a low setting. Avoid children playing with noisy toys for too long.

Voices: Voices carry more at night especially shouting and yelling. Say goodnight to visitors quietly.

PROPERTY NEGLECT

Internal / External: Properties must be kept in a good and tidy condition. Gardens must be kept free of rubbish and weeds and lawns must be regularly mown.

YOUTH NUISANCE

Ball games : All ball games and kickabouts should be played in an appropriate area and should not be causing a nuisance to surrounding residents Andium Homes does not want to do anything to spoil the enjoyment of our younger clients, in fact we strongly advocate any form of exercise and team games, however we do appreciate that a ball being kicked against the wall of a house or fencing can quickly become irritating.

Road Safety: Some children use the road as a football pitch, some cycling around cars and some abandon or dump their bikes on the road or pavements when they are not using them. We do not want to discourage children from playing outside, quite the opposite, but this behaviour can cause damage and restricts full access to all, especially for those with restricted mobility or buggies. We request that parents ensure their children are not in danger by playing in the road