



Ramsey Town Commissioners Tenants' Newsletter

ISSUE 18

SEPTEMBER 2017

Ramsey Town Commissioners are committed to providing quality services to meet the needs of the population and visitors to Ramsey and have the vision of :-

"Making Ramsey a better place to be"

Within the Commission's corporate aims and objectives, the overall aim in respect of Housing is to provide a high quality service that is responsive to the needs of service users.

- ◇ To provide a safe, secure and healthy living environment for tenants.
- ◇ To meet future housing need by providing easily maintained and energy efficient properties.
- ◇ To meet the standards set out in the all-Island Uniform Criteria for allocation and administration of Local Authority Housing.
- ◇ To deliver a service to each tenant in accordance with their Tenancy Agreement; within the confines of our budget, and in a way which is sensitive to individual tenant's circumstances.
- ◇ To minimise rental losses and other losses associated with tenancy changes.
- ◇ To manage our assets in the most effective manner.
- ◇ Work closely with other agencies to assist in providing support for tenants to remain independent and to maintain a good quality of life.

Did You Know?

Ramsey Town Commissioners have 553 properties which are made up of :-

28 - 1 bed flats

114 - 2 bed flats

10 - 3 bed flats

5 - 1 bed bungalows

10 - 2 bed bungalows

1 - 2 bed maisonette

18 - 3 bed maisonettes

132 - 2 bed houses

213 - 3 bed houses

20 - 4 bed houses

2 - 5 bed houses

- ◆ **In 2016 we received 1078 responsive repairs which were successfully completed on time.**
- ◆ **In 2016 we refurbished and re-let 56 empty properties.**
- ◆ **In 2016 we completed 52 adaptations to properties which ranged from installation of wet rooms, stair lifts and handrails etc.**
- ◆ **In 2016 we reduced Rent Arrears by 2.1%**

INSIDE THIS ISSUE:

Corporate aims and objectives 1

Did you know 1

Tenant's Questionnaire 2

Questionnaire Winners 2

Property Inspections 3

House Contents Insurance 3

Condensation 4

Rent Payments 4

Tenant Representative 4

Tenant's Questionnaire.

The aims and objectives of the questionnaire:-

- To investigate how tenants feel about our housing staff.
- How the Commission can improve the service that it provides , including repairs and maintenance.
- Steps that can be taken to address any areas of concern.
- Providing a channel for tenants to air their views on the services that the Commission provides.



All comments were recorded and tenants were contacted individually with regard to their query. Actions taken by Ramsey Town Commissioners included:-

- RTC have approached the Department of Infrastructure to replace kitchens under the Kitchen Framework Agreement at Close y Chibbyr Ghlass and various other properties that require a kitchen upgrade. Hopefully this work will commence early in the New Year.
- Passing of information of dog fouling to the Town Warden for the Warden to visit and monitor those areas of concern.
- Installed additional storage cupboards at Brookfield Court.
- Addressed reports of untidy gardens and parking issues.



78% of responses said that they were very satisfied with the overall service provided by Ramsey Town Commissioners.



81% of responses said that Ramsey Town Commissioners keep tenants informed.

The next questionnaire will be available in March 2018. Please take the time to complete the survey questions as it helps us find ways to improve the quality of our service and will assist us in meeting our corporate aims and objectives.

Questionnaire Winners !

Congratulations to our two winning tenants Mr & Mrs Webster from Cronk Elfin and Miss McKenna from Albert Terrace, each won a £50 voucher redeemable at Ramsey shops and businesses. Tenants were asked to consider factors ranging from value for money to quality of repairs and maintenance and from environmental quality to management of antisocial behaviour.

Presenting the vouchers, the Commission's lead member for housing and property Michelle Quayle TC said: ***"The questionnaire has given us a valuable insight into what we do well and what could be improved, all of which will help to shape our future housing strategy"***.



Property Inspections.

We are currently carrying out active property inspections to all our properties and have noticed a number of properties have either removed their smoke detector or have not replaced the battery. May we remind all tenants that this is a breach of their tenancy to alter or remove smoke detectors. All of our properties will have a smoke alarm fitted. These should be tested every week by pressing the test button. A functioning smoke alarm will give advance warning of a fire, which will enable you to escape without injury. **If you are struggling to change your battery, please let us know and we can help.**

Statistics show that you are six times more likely to die in a fire if you live in a home without a working smoke alarm. Ideally you should have at least one smoke detector on each floor. Fire kills and if you interfere with equipment such as smoke alarms you are risking your own life and endangering the lives of others.

If your home does not have a working smoke alarm or you believe the smoke alarm may be faulty, please contact the Housing Office immediately on 810100.



House Contents Insurance.

It is your responsibility to ensure that you have adequate insurance cover. Basic insurance should cover your personal property for fire, flood and theft. Ramsey Town Commissioners are not responsible for providing or paying for temporary accommodation in emergency circumstances, such as fire or flood. You are also responsible for damage caused to items in your home such as a cracked toilet bowl, wash hand basin or bath and you should inform your insurance broker of this.

Accidental damage such as a leaking washing machine or a burst pipe can cause a lot of damage to household items, for example, your sofa, carpets or TV could cost a lot of money to replace. If you do not have insurance you run the risk of having to find the money necessary to replace these items. Ramsey Town Commissioners are responsible for insuring the construction/fabric of the building, but we would urge you all to ensure that you have some household contents insurance: the cost of insurance can be minimal and saves much distress in the unfortunate event of something going wrong. Contents insurance would give you peace of mind in the event of an accident.

All the information you need to know is in our Tenant's Handbook. If you require a copy please ask at the Town Hall.



Condensation.

Condensation dampness is a condition that affects millions of homes. The problem can lead to staining and mould growth and damaging wallpaper, wall surfaces, window frames, furniture and clothing. It is this that the occupier sees first, and it gives an indication of the potential scale of the problem. All air contains a certain amount of 'invisible' water vapour. The higher the temperature of the air the more water vapour it can hold. Areas particularly prone are:-

- Kitchens and bathrooms.
- Walls of unheated rooms.
- Cold corners of rooms.
- Wardrobes/cupboards and behind furniture against an outside wall.

Condensation can be avoided by basic lifestyle actions.

PLEASE SEE THE ENCLOSED CONDENSATION GUIDANCE LEAFLET FROM THE DEPARTMENT OF ENVIRONMENT, FOOD AND AGRICULTURE .

Rent Payment.

Ramsey Town Commissioners understand that there are many reasons why some tenants have rent arrears. It is the tenants responsibility to ensure that their rent is up to date and remains one week in advance, at all times, including where rent is paid directly to us on your behalf from the Treasury, Social Services Division.

If you do have problems paying your rent you can get confidential advice from one of our officers who will deal with each tenant individually, in an understanding, sympathetic and fair manner. They can help you reach an affordable arrangement to pay your arrears. By carrying out a private interview, our staff can offer advice and if you wish, assist with an independent and confidential introduction to the Office of Fair Trading Tel: 686510, who can assist you with contacting other agencies if you have multiple debts. This is a free service.

Rent arrears are a serious problem, failure to make rent payments may result in you losing your home if you choose to ignore the situation.

Tenant Representative.

Ramsey Town Commissioners are continuing their search for a Tenant Representative to work alongside Members and Staff to represent the Commissioners' tenants. As a Public Sector Housing provider, the Commission's aim is to deliver a service to each tenant in accordance with their Tenancy Agreement, within the confines of our budget, and in a way which is sensitive to individual tenant's circumstances.

**More information and an application form can be obtained from the Town Hall.
Applications should be submitted no later than 12 noon on Friday 27th October 2017.**



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www.ramsey.gov.im Telephone 810100, Fax 810101, email housing@rtc.gov.im
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