



# Ramsey Town Commissioners Tenants' Newsletter

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## 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 organisational aim is to improve tenant experience and satisfaction by building a relationship with tenants and by delivering a good quality service through tenant involvement and representation.

**More information can be obtained from the Town Hall.**

## Tenant's Questionnaire

The Commissioners have circulated a questionnaire to all tenants, seeking feedback on the services we provide. Would you please take the time to complete and return this to the Town Hall, the views submitted enable us to target areas of our service needing improvement and give you the opportunity to let us know what you think. We are again offering a prize draw for 2 tenants to win £50 Town Vouchers. Tenants will also be able to complete the survey online via our website [www.ramsey.gov.im](http://www.ramsey.gov.im) or our Facebook page.

## First Time Buyers Assistance

Please see the enclosed information leaflet from the Department of Infrastructure detailing the criteria for First Time Buyers on the Isle of Man. There will be first time buyer homes being built in Ramsey located at Clifton Drive. If you are interested in the First time buyer schemes, please contact the Customer Service Team on Tel. 685955 or visit the website [www.gov.im](http://www.gov.im)

## Card Machine

After a recent survey carried out at the rent counter, we are pleased to inform tenants, that we are currently looking into purchasing a card machine and it will be up and running in the near future.



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## Rent Arrears

From April 2017 we will be taking a harder line on tenants that fall into Rent Arrears. It is a condition of all Tenancy Agreements that the tenant agrees ***to pay the Rent weekly in advance, whether formally demanded or not.***

Where rent has not been paid and/or a rent account is in arrears by the close of business on a Monday, the account holder will receive a Rent Arrears letter.

Ramsey Town Commissioners have, in some cases, already taken legal action against tenants who have fallen into substantial arrears. When judgement is given in this way it may affect the individual tenant's credit rating and may prevent obtaining goods on credit both locally and online.

If you find yourself struggling to pay your rent, please contact the Town Hall offices on 810100, as soon as possible, so that we can discuss your arrears and arrange for you to agree and sign a Payment Plan: adhering to your payment plan will help secure your tenancy and prevent you from losing your home. If your rent is paid directly to us on your behalf from the Treasury, Social Services Division, it is your responsibility to check that correct payments have been made in respect of this. Please contact the Town Hall to check your account regularly.

## Paying Your Rent



To make sure that your rent account runs smoothly, you should:

- Pay your rent when it is due;
- Let us know if you go away for any length of time and if you will be away from the Island for a considerable length of time, please arrange for rent to be paid in your absence;
- Contact us immediately if you have a problem paying your rent; and
- Be sure to let our Finance Staff know of any circumstances which may affect the payment of your rent or the amount you pay e.g. new lodgers.

Please Remember, if you are having difficulties paying your rent:

- Speak to the Finance Department on 810100
- Get advice, for example, from Citizen's Advice
- Make regular payments; we can arrange a mutually agreed payment with you.

If you find yourself in arrears, or are having problems in making your rent payments, we will always be sympathetic to your position, and you should contact us for help and advice as quickly as possible. If you don't contact us it is difficult for us to help you!

# Tenants & RTC Repair Responsibilities

Please can we remind all tenants of what they are responsible for :-

- replacing broken window catches and stays due to tenant neglect
- repairing or replacing worn exterior door locks
- repairing or replacing worn exterior door furniture
- repairing broken letter plates
- gaining access where tenants locked out and repairs resulting
- renewing ball tap washers
- clearing blocked W.C. pans
- repairing or renewing fire grates
- clearing drains
- repairing tiled fire surrounds
- renewing blown main fuses unless caused by a circuit fault
- fitting clothes posts and lines
- re-glazing of windows and doors
- repairing or renewing gas and electric cookers
- repairing or renewing washing machines, dishwashers and tumble dryers
- repairing or renewing draining boards due to tenants neglect
- repairing or renewing all-night burner units
- repairing or renewing bath and sink plugs, chains, and flushing handles
- repairing tap washers
- internal decoration during period of tenancy
- sweeping chimneys
- replacement of electric fire elements
- supply or renewal of dustbins
- repair and renewal of any other part of the premises or fittings therein damaged by the tenant or caused by negligence
- care and maintenance of smoke detectors
- the cost of removing unsightly/un-roadworthy/unlicensed vehicles
- the cost of moving vehicles which have been inappropriately parked where they have had to be moved urgently.



RTC are responsible for maintaining the structure and exterior of your home, its main services, and the communal areas in blocks of flats. Example of what we will keep in repair:-

- Window frames and external doors
- Plumbing
- Heating systems including annual service & safety check
- Kitchen units
- Internal walls (plastering)
- Floors
- Roofs
- Installations for the supply of water, gas, electricity, sanitation
- Communal equipment, including lifts, heating plant and lighting of communal areas.



# Untidy Gardens

As we spring into the spring and Summer months, please can we remind all tenants to take pride in their property and the surrounding areas.



Please make sure your grass is cut regularly, and that any rubbish is removed from your garden. It is a condition of your Tenancy Agreement that ***“The Tenant shall throughout the Term keep the garden plots, yard and fences in clean and tidy condition. All privet or other growing shrubs when planted by the fence or boundaries must be kept trimmed and neat and shall under no circumstances cause an obstruction to any thoroughfare. Notwithstanding any requirement for planning permission no fence or isolated shrub in any case to exceed one metre in height at the front; and to the rear no fence or isolated shrub to exceed two metres.”***

The Town Warden will be carrying out regular inspections of Ramsey Town Commissioners properties, so please keep your property and the gardens/hedges in good order making sure hedges do not obstruct the footpaths.

## Subletting and taking in lodgers

Subletting is where you rent out your home to someone else. If you sublet your home you will have broken the terms of your tenancy agreement and we will take steps to take possession of the property. However, subject to certain conditions and provided that you have sufficient space, you may be allowed to take in lodgers, but you must always have our written permission before you do so.

A lodger is considered to be any person other than a spouse/partner or dependent child/children who takes up residence at the address (over and above any reasonable temporary visit). This definition of lodger applies to adult children who may have originally been part of the household but have subsequently left home and have established their own household elsewhere prior to their return to the address, but does not include adult children who are away from home solely as a consequence of service in the Armed Forces or the Crown or full time education i.e. College or University.

## TT & Grand Prix Home Stay

Home Stay may be permitted during TT and the Grand Prix/Festival of Motorcycling periods subject to certain conditions and with the permission of Ramsey Town Commissioners. You are not permitted to sublet your entire property or overcrowd your home.

Please contact the Town Hall for further information or to seek approval.

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**[www.ramsey.gov.im](http://www.ramsey.gov.im) Telephone 810100, Fax 810101, email [enquiries@rtc.gov.im](mailto:enquiries@rtc.gov.im)**

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