

# Ramsey Town Commissioners Tenants' Newsletter

ISSUE 19

MARCH 2018

**WELCOME TO OUR LATEST NEWSLETTER.**

**It is our intention to keep you up to date and to provide important information in relation to your tenancy.**

## Card Machine



We are pleased to inform tenants that a card machine will be up and running at the rent counter from the beginning of April 2018.

## Photographic ID

Ramsey Town Commissioners have issued all Housing and Property staff with photographic ID. Please can we ask that if a member of staff is calling to your property for either a property inspection or maintenance repair, you request to see their identification. We are also requesting all contractors who will be carrying out any works on behalf of Ramsey Town Commissioners to also have photographic ID.

**Always ask to see photographic ID before allowing access to your home.**

## Paying Your Rent

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

- Ensure that your rent is paid weekly on a Monday as stipulated in your tenancy agreement. Please note that any receipts for rent issued after Monday will automatically include the following weeks rent;
- Let us know if you will be away from the Island for any length of time and 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. lodgers.

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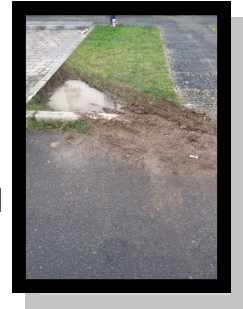
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## Car Parking

We are again having to highlight car parking issues on our estates. Unfortunately there is only limited car parking space on the estates and therefore we would politely ask that all Tenants show consideration to their neighbours.



May we remind all tenants that no tenant shall keep a vehicle on the estate otherwise than in a designated car parking space or car park and please do not drive over the curbs.

Vehicle/s must be licensed, insured, and in a roadworthy condition. Cars shall not be fixed, stored or otherwise garaged or parked at the Property or within the Estate if they are not for the regular use of the Tenant and his or her family. No vehicle should be parked on the estate or on the road outside the property if they are untaxed or unlicensed.

**Large commercial vehicles, caravans, motorhomes, boats and trailers** must comply with any parking orders or regulations or bye-laws from time to time in force.

## Mayfield—Sheltered Housing Complex

Construction of the new Mayfield sheltered housing complex on Queen's Pier Road, Ramsey is set to begin in August 2018. This complex will complement the existing sheltered housing complexes in the town and provide an opportunity to re-develop the Cooil ny Marrey sheltered housing complex. The £6 million 37-unit will provide 27 one-bedroomed and 10 two-bedroomed apartments. Like the existing Kerroo Glass and Cooyrt Balleigh sheltered complexes, Mayfield will include communal facilities, passenger lifts, secure door access and a personal alarm system in each apartment. Designed to maximise energy efficiency, the building will feature low-energy lighting, heat recovery extractor fans and under floor heating.

Sheltered housing gives tenants of pensionable age an opportunity to live in an environment where they can retain their independence yet benefit from the security and access to support such complexes provide.

For further details and application forms contact :-

**Ramsey and Northern Districts Housing Committee, Ramsey Town Hall and Library,  
Parliament Square, Ramsey, IM8 1RT.**

**Tel: 810100,**

**housing@rtc.gov.im**



# Tenant Questionnaire

We are seeking feedback from our tenants on the service Ramsey Town Commissioners provide. We are again offering a £50 Town Vouchers, for two lucky tenants who complete and return the questionnaire. We feel your views are important to us in going forward and improving our service.



## Tenant Representative

Ramsey Town Commissioners are pleased to announce that we now have appointed a Tenant Representative who will work closely with the Housing Committee and Housing Team.

Watch this space for more information.



## Investing in our properties

Ramsey Town Commissioners are working hard to improve our properties which include:-

- **Close Caarjys**—Air Source Heat Pumps. We are currently carrying out a pilot scheme on two properties at Close Caarjys as we are investigating alternative heat source for tenants.
- **Lezayre Housing Estate**- Redecoration programme.
- **Yew Tee Apartments**— Remedial works and installation of a “Permarock Render System”.
- **Bircham Avenue (Bungalows)**- External refurbishment of 3 bungalows on Bircham Avenue
- **47-59 Upper Queen’s Pier Road**— External refurbishment
- **Close Woirrey**—Redevelopment of the site at Close Woirrey
- **Close y Chibbyr Ghlass**—Kitchen refurbishment
- **Close y Chibbyr Ghlass**—Boiler replacement
- **Cronk Elfin**—External refurbishment



Lezayre Housing Estate



Cronk Elfin



Yew Tree Apartments



RHS  
Britain  
in Bloom  
Silver Gilt Medal 2009



# RAMSEY IN BLOOM



# COMPETITION 2018

**ALSO INCLUDING A NEW  
CHILDREN'S SUNFLOWER COMPETITION  
(AGED 16 YEARS AND UNDER)  
SPONSORED BY FELTONS, RAMSEY**

**APPLICATION FORMS ARE AVAILABLE FROM: THE TOWN HALL & PUBLIC  
LIBRARY, FELTONS, RAMSEY GARDEN**

**CENTRE, FARMERS COMBINE AND SPLINTERS.**

**TO HAVE A FORM SENT TO YOU:- TELEPHONE: 810100,**

**E-MAIL: [enquiries@rtc.gov.im](mailto:enquiries@rtc.gov.im) OR**

**DOWNLOAD FROM: [www.ramsey.gov.im](http://www.ramsey.gov.im)**

**18 TROPHIES AND 36 CASH PRIZES TO BE WON.**

**FREE TO ENTER AND APPLICATIONS SHOULD BE RECEIVED**

**NO LATER THAN **FRIDAY 29TH JUNE, 2018.****