

# Ramsey Town Commissioners Tenants' Newsletter

ISSUE 21

MARCH 2019



## 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.

## Tenant Representative

Mrs Catherine Stark is the Ramsey Town Commissioners' Tenant Representative who will play an active role within our community and have an advisory role in helping Ramsey Town Commissioners shape and determine future housing policies and services.

The Tenant Representative will act as the "eyes and ears" within our community, helping to shape and determine the future provision of housing services, such as Housing Management, Housing Options and Housing Repairs. We will also be consulting with her to gain her opinion on matters including :-

- Housing (capital works, repairs, voids, energy etc.)
- Communal areas (e.g. garages, play areas etc.)
- Estate Improvements (e.g. bin areas, estate safety issues)
- Neighbourhood issues that affect tenant's home
- Environmental issues (ground maintenance, graffiti, etc. )



Catherine will be available Monday to Friday between 7pm to 9pm. If you would like to contact Catherine her mobile number is 472498.

## Tenant Questionnaire

With this Newsletter the Commissioners are circulating a questionnaire to all tenants, seeking feedback on the services we provide. Please take the time to complete and return this to the Town Hall as the views submitted enable us to target areas of service improvement and give you the opportunity to let us have your thoughts. Responses in the past have proved to be valuable and as the end users of the housing and services we provide, you may have sound and workable ideas. We thank you for your co-operation.

**All returned questionnaires will be entered into a draw, two lucky winners' will each receive a £50 Town Voucher, which can be spent in any of the shops in Ramsey.**

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## Oil Tanks

We have been made aware of tenants tipping their oil tanks when they are nearly empty in order to increase the flow of oil to their central heating boiler. This can potentially cause damage to the tank and the connections; dirt disturbed from the bottom of the tank can block the pipes, which can then affect the oil burner.

We would like to remind tenants that these costly repairs affect our maintenance budget and our ability to carry out other much needed work. Therefore tenants found to be responsible for damage will be liable for the cost of the repair.

Please check your oil level regularly as a call out to restart the boiler due to running out of oil will incur a recharge to you .

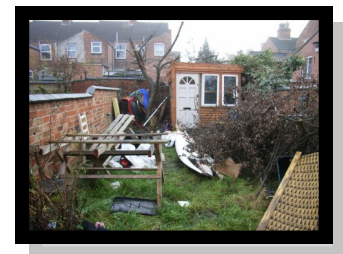
**IF YOU DAMAGE YOUR OIL TANK BY TIPPING IT YOU MAY BE LIABLE FOR THE COST OF THE REPAIR**



## Problems with Drains and Plumbing

We have recently had problems with waste pipes and drains being blocked, in some cases causing the system to back up into toilet pans etc. On opening up manholes and inspecting the drains, the problems have been found to be partly caused by inappropriate items such as cleansing and baby wipes being flushed down the toilet ! This can cause difficulties to the free flushing of the toilet and for the toilet backing up. It is costly to clean and clear the blockage, and so where it is the case that a blockage is due to a tenant's misuse, all charges will be passed on to that tenant. It is important that we all act responsibly and not flush unsuitable items down the toilet.

**Although the packet may say 'Flushable', these items do not break down in the drainage system and if found to be the cause of the blockage, you may be liable for the cost of clearing the drain.**



## Untidy Gardens

As we spring into the 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. The Town Warden will be carrying out regular inspections of Ramsey Town Commissioners' properties and as it is a condition of your Tenancy Agreement, please adhere to these conditions. Keep your property and the gardens/hedges in good order making sure hedges do not obstruct the footpaths.

As part of the Live at Home Charity, Northern Men in Sheds is a community organisation project based in Ramsey that promotes inclusion and social interaction for elderly men in the North.

It is a typical shed full of woodworking tools where you can join in with the restoration of furniture items or make smaller items such as bird boxes and feeders, it's basically a hub for elderly men to come and have a chat and a cuppa and make new friends.

The shed is open Monday to Thursday from 10am to 3pm so why not pop up and have a look to see if it's something you would like to join in with.

They are also looking for volunteers who have some spare time to help at the shed and volunteer drivers who could drive a minibus for trips out. If you can help please get in touch, details below.

Northern Men in Sheds, Cumberland Road in the rear car park of the Cottage Hospital.

**Head Office: The Mike Hailwood Centre, Glencrutchery Road, Douglas, Isle of Man IM2 6DA**  
**Phone: 01624 616571 Mobile: 455038 Email: [enquiries@liveathome.im](mailto:enquiries@liveathome.im)**

## Northern Civic Amenity Site

Balladoole Civic Amenity Site  
Ramsey/Bride Coast Road,  
Isle of Man  
Tel:- 882006

## Opening Hours

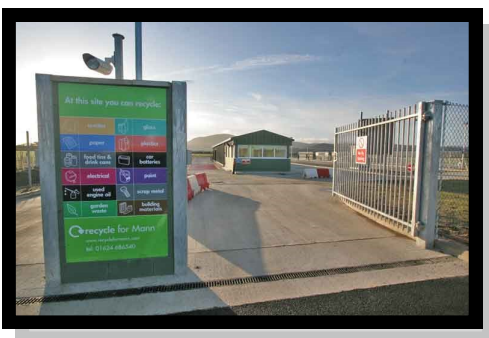
Monday to Thursday 8 am—4.30pm  
Friday: 8am—4pm  
Saturday : 8am—4.30pm  
Sunday : 9am—4.30pm  
Gates shut 15 minutes before closing.

## Disposal Charges

American style fridge	£50
Large Fridge freezer	£27
Small Fridge /freezer	£15
Television—any size	£12
Computer monitor	£6
Laptop	£6

The Northern Amenity Site are currently trialing recycling Isle of Man Creamery milk cartons. Please make sure that the cartons are rinsed out and crushed with the lids placed back on before putting them in the bins.

Other materials accepted; Fluorescent light tubes, lead acid batteries (i.e. car batteries), dry cell batteries (rechargeable or single use batteries), dirty engine oil, scrap metal, garden waste, glass, cans, plastic bottles, paper and clothing.





# Housing Statistics



## Do you know ?

- The Northern Shared Housing waiting list has 88 applicants waiting for a home.
- Ramsey Town Commissioners have 16 families looking to transfer to alternative properties .

Between 1st October and 31st December 2018 we have responded to :-

- 431 responsive repairs
- 26 out of hours emergency repairs
- and carried out 51 property inspections



## Mayfield Sheltered Housing Complex

Construction of the new Mayfield sheltered housing complex on Queen's Pier Road, Ramsey is well underway and is due to be completed in April 2020. 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 complex will provide 27 one-bedroom and 10 two-bedroom 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 underfloor 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 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**



**Published by Ramsey Town Commissioners, Town Hall, Ramsey IM8 1RT**

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

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