



TENANTS NEWSLETTER

Issue 4 — March 2009

DIGITAL SWITCHOVER

The Isle of Man will be switched to Digital Television between April and July 2009.

For Ramsey the switchover will take place in two stages. Stage one will take place on 24th June 2009 when BBC2 analogue is switched off. You will need to re-tune your digital equipment to pick up the available channels. Stage two occurs on 22nd July 2009 when the remaining analogue channels are switched off. You will need to re-tune your digital equipment again to pick up all available digital channels.



All communal aerials operated by the Commission are capable of receiving digital signals. Tenants who use televisions which are not digital enabled will have to replace their set or obtain a digital receiver. There is a help scheme for those who need the most assistance to switch to digital; those who are eligible will be contacted by the help scheme in plenty of time to ask if help is needed.

Information about the Switchover can be found at www.digitaluk.co.uk or you can pick up leaflets at the Town Hall.

TENANTS QUESTIONNAIRE

The Commissioners have circulated 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, the views submitted enable us to target areas of service improvement and give you the opportunity to let us know what you think.

Published by Ramsey Town Commissioners, Town Hall, Ramsey IM8 1RT
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PROPERTY IMPROVEMENTS CONTINUING

The Commissioners have completed a programme of bringing loft insulation and cavity wall insulation up to the latest standards. We are pleased to report that any houses not programmed for redevelopment will now have insulation to current standards.

The installation of gas-fired central heating is progressing and the Commission has recently received approval to proceed with the final phase of works for Lower Queens Pier Road, Albert Terrace, Princes Road, Westbourne Road and Gladstone Avenue. These works are likely to commence in April/May and will hopefully be completed this year.

BROOKHILL AND SEAMOUNT ROAD REFURBISHMENT



A project to complete the refurbishment of Commissioners property at Brookhill Road and Seamount Road is progressing.

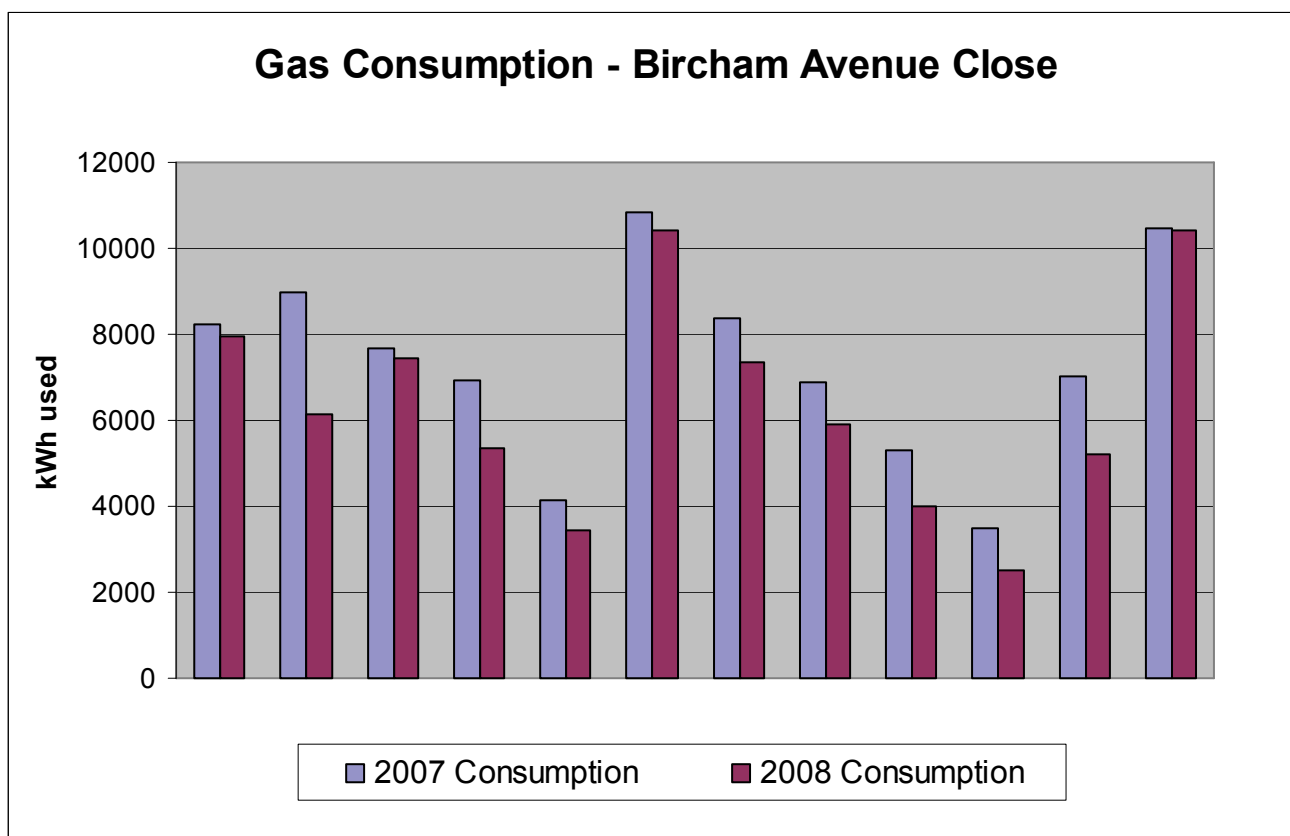
The proposed works will include re-roofing, external rendering, and new Windows. Internally, a full electrical rewire is planned along with new kitchens and bathrooms. Formal approval to appoint the Design Team has been received and a programme of work should soon be available detailing when the actual scheme will start.

As with similar projects, the Commission will be liaising closely with tenants of properties involved and using our best endeavours to minimise the unavoidable disruption during the programme of works. We are currently trying to identify the most effective way of carrying out the works from all aspects, but the overall aim is to benefit tenants and upgrade the properties to greatly improved standard.

BIRCHAM AVENUE CLOSE HEATING IMPROVEMENTS

The replacement of the central heating systems in Bircham Avenue Close was completed last year and has proven to be a great success. The apartments already had gas central heating, however the boilers were old and a scheme to upgrade the heating systems and install gas-fired condensing boilers was undertaken as part of the Department of Local Governments Central Heating Framework Agreement.

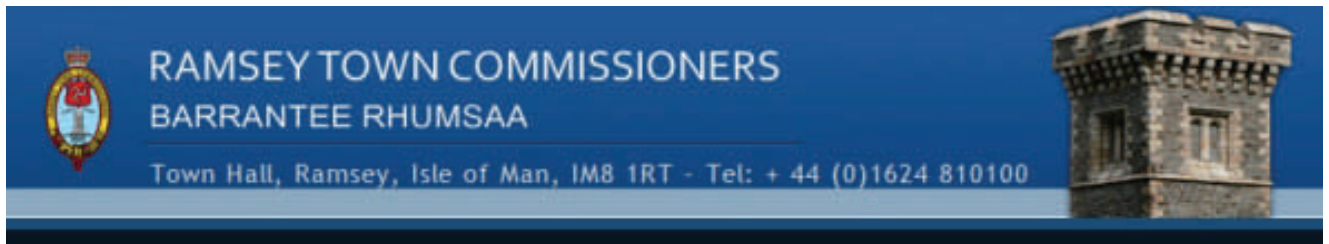
Since the completion, Manx Gas have provided gas consumption details from a random sample of 12 units on the estate. This information is provided with total anonymity and we have no way of knowing which housing units are involved. The data provided shows that for the year to November 2008, the average gas consumed reduced by 13.7% compared with the previous 12 months.



From the 12 sample homes actual reductions range from 1% to 31%.

Completion of gas heating scheme at Bircham Avenue Close was followed closely by the replacement of all external doors to the properties. The doors fitted are of a high specification and not only look good, but are anti-vandal and offer a greatly improved level of insulation. This work has reduced the impact of draughts in these homes, further improving the levels of comfort experienced by our tenants.

COMMISSIONERS WEBSITE



The Commissioners website www.ramsey.gov.im was launched in February.

The site includes details of Commissioners meetings as well as information about Commissioners policies and services, links to other useful websites and details of local organisations are included.

For Commissioners tenants information is provided about housing schemes, and you can download newsletters and a variety of housing forms. Housing repair reports can also be submitted through the contact forms on the site.

NUISANCE COMPLAINTS

It is unfortunate that we have to close upon a negative matter: during the past twelve months we have had an increasing number of complaints relating to nuisance caused by one neighbour to another, or in a wider sense. The nature of the problems experienced are very broad but include:-

- Noise nuisance between properties, both at night and during the day, including incessant DIY work being carried out, sometimes late at night;
- Unreasonable or inconsiderate parking of vehicles;
- Tenants leaving wheelie bins at the front of their homes for days on end;
- Children playing games in the street, very close to occupied houses or also footballs hitting parked cars;
- Children, teenage and younger, gathering in neighbourhood areas until quite late at night (e.g. 11 p.m.) and making excessive amounts of noise;
- Nuisance arising from neighbours' pets: either barking or whining dogs or cats fouling in gardens;
- Dropping of litter – making neighbourhood unsightly;
- During the recent snows, reports of snowballs being thrown at windows;
- Eggs being repeatedly thrown at properties;
- Dogs fouling on school playing fields.

In some of the above instances, if the culprits were caught there is every likelihood that the Police would be involved. We accordingly have to remind all our tenants that you are responsible for the conduct of not only persons living at your home, but those who visit your property at any time. Inappropriate or anti-social behaviour may put your tenancy in jeopardy. By and large, our tenants are very good, it is just the minority few who let us all down!