



# Ramsey Town Commissioners Tenants' Newsletter

ISSUE 20

SEPTEMBER 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.



## Ramsey Town Commissioners Tenant Representative

Ramsey Town Commissioners would like to welcome our new Tenant Representative Mrs Catherine Stark. Catherine will play an active role within our community and have an advisory role in helping Ramsey Town Commissioners shape and determine future housing policy 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 appearance
- 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 email address is [housingreprtc@gmail.com](mailto:housingreprtc@gmail.com) or mobile number 472498.

*Let's Work Together*

### INSIDE THIS ISSUE:

Ramsey Town  
Commissioners  
Tenant  
Representative 1

TT & Festival of  
Motorcycling  
Homestay 2

Subletting and  
taking in lodgers 2

Ramsey Town  
Commissioners  
New Pet Policy 2

Making  
Alterations to  
your home 3

Rent Payment 3

This years  
questionnaire  
winners ! 4

Condensation 4

Fire Safety 4

## TT & Festival of Motorcycling Homestay

Homestay may be permitted during TT and the Grand Prix/Festival of Motorcycling periods subject to certain conditions and with the prior permission of Ramsey Town Commissioners. You must remain in the property during the period of stay and not overcrowd your home.

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

## 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.

## Ramsey Town Commissioners New Pet Policy

Ramsey Town Commissioners have recently updated its Pet Policy. Tenants are allowed to keep pets **with the prior permission of Ramsey Town Commissioners**. The following pet policy outlines the conditions under which tenants may keep pets in a Ramsey Town Commissioners property.

Our definition of pets is dogs, cats, small caged birds (not pigeons), rodents, rabbits, non-poisonous insects and small non-poisonous reptiles or fish..

The Tenant shall not keep any dog, cat or noisy or dangerous animal or bird in, or about, the Property without the written consent of the Commission and in no case shall fowls or poultry be kept on the Property. Written permission must be sought **BEFORE** obtaining such pets by completing a Pet Request Form and such permission will be restricted to **two dogs or two cats or one dog and one cat per household**. (Maximum of two animals per household)





## Making Alterations to your home

If you wish to make any alterations to your home, you will need to complete a Housing Alteration Request form prior to carrying out any alterations or minor work within your home or garden. Permission must be granted from Ramsey Town Commissioners prior to any work commencing and no cost must fall upon the Commission for any work carried out by a Tenant.

Permission will not unreasonably be refused unless the alteration is deemed to be unsafe, may adversely affect your neighbour, reduce the value of the property or there may be a cost for the Commission to maintain it. You will also need to comply with planning requirements and building regulations if applicable.

Examples of an alteration include:-

- **Creating openings or blocking up openings to structural and partition walls**
- **Changes to the existing fixture and fittings within the property i.e. kitchen, bathroom**
- **Anything affecting the central heating system**
- **Anything that may affect the main services including water, electricity, gas**
- **Installation of an aerial or satellite dish**
- **Changes affecting the windows and doors**
- **Changes to the layout of the gardens including hard standings**
- **Changes to boundary structures such as walls and fences**
- **Erection of any structure within the garden including sheds and greenhouses.**

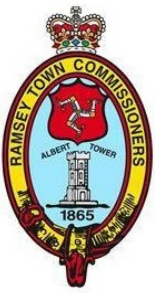
## Rent Payment

Ramsey Town Commissioners understand that there are many reasons why some tenants have rent arrears. It is the tenant's 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.**





Above : Mark Close Housing & Property Manager, Mr Dakin, Mr & Mrs Corlett and Mrs Julia Wedgwood Lead Member for RTC Housing

## This year's questionnaire winners !

Congratulations to our two winning tenants Mr & Mrs Corlett from Close ny Chibbyr Ghlass and Mr Dakin from Close Caarjys, each won a £50 voucher redeemable at any 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.

## 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.**

## Fire Safety

Please can we remind tenants to be careful with counterfeit chargers. The picture below was from one of our tenant's home earlier this year. The Isle of Man Fire Department advise that :-

- Always check that you use the right fuse to prevent overheating
- Make sure an electrical appliance has a British or European safety mark when you buy it.

More information can be found on their website <https://www.gov.im/categories/home-and-neighbourhood/emergency-services/fire-and-rescue-service/community-fire-safety/electrical-safety/>

