



# Ramsey Town Commissioners Tenants' Newsletter

ISSUE 24

OCTOBER 2020

## 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.



## Coronavirus - COVID-19

As we strive to maintain a new “Manx normal” we are still very much aware of the risk Coronavirus brings to our Island. With this in mind, the Ramsey Town Commissioners would like to remind all tenants that if someone within their home is self-isolating this must be reported to us as a requirement under your tenancy agreement.

This information is vital for us to be able to maintain a record, albeit temporarily, of addresses that persons are self-isolating within, thus ensuring that tenants, our staff and any contractors are safe should any issues arise at the property that would require assistance. Also once aware, under the circumstances this will enable the Commission to provide support whenever possible.

For further protection, an ongoing risk assessment is in force which will include screening questions being asked at the point of contact. If there are persons confirmed to be self-isolating at your address we will only be providing cover for urgent or essential work until the 14 day isolation period has expired. Following which, we would then be able to attend as normal to carry out any cyclical or non-urgent work and once the self-isolation period is up, any coronavirus related records will be deleted.

**Should we need to carry out an emergency repair, the process would be as follows:**

- To gather information at the point of contact, by way of asking pre-visit screening questions i.e. are you or any occupiers self-isolating due to travel or do you have symptoms or confirmation of infection?
- We would insist that the tenant and any occupiers distance themselves from the room where the work is being carried out.
- Should any staff/contractor need to enter, they will be wearing appropriate protective equipment such as face mask, gloves etc. and will clean down the work area with an anti-viral cleaner before and after the task.



INSIDE  
THIS  
ISSUE:

1  
Update on  
Coronavirus

2  
Rent  
Payments  
methods

2  
Tenancy  
Transfer to the  
Country

2  
Condensation

3  
Gas Safety  
Information

3  
Smoke alarms

4  
LED lighting  
initiative and  
information

## Rent payment methods

Tenants who do not already do so, may wish to pay their rent via bank transfer or direct debit. Card payment by telephone is also available - this will assist those unable to visit the Town Hall as well as those who are self-isolating and social distancing. Details on these payment methods are available by contacting the Housing or Finance section at the Town Hall. In the event that you are unable to pay your rent as a result of the coronavirus pandemic, it is important to notify the Housing office as soon as possible so we can endeavour to work with you, thus, avoiding any formal action where Coronavirus is a factor.

## Tenancy Transfer to the Country

Recently Ramsey Town Commissioners' Housing Department has been working together with the Department of Infrastructure to assist tenants who wish to transfer from Ramsey Town Commissioners' properties to properties in the Northern parishes or vice versa. If this is something you might be interested in, or wish to discuss this matter further, please do not hesitate to make an appointment with the Housing Officer, who can assist you.

**Telephone: 810100 Email: [housing@rtc.gov.im](mailto:housing@rtc.gov.im)**



## Condensation

Condensation dampness is a condition that affects millions of homes. The problem can lead to staining and mould growth which can damage 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. Eliminating condensation can help your home be free of damp and mould it causes. A Condensation leaflet is available from the Town Hall or on Ramsey Town Commissioners website.**

# Landlords' & Tenants gas safety responsibilities



As a Landlord, the Ramsey Town Commissioners have a legal responsibility to carry out an annual service of the gas boiler within our relevant housing stock. This will include an inspection of any associated flue and gas pipework. To this end, when our contract boiler engineers (Paul Wheeler Ltd.) visit your home to carry out the gas boiler service, they also have an obligation to inspect any flue or gas supply pipework to any other gas appliance within the property that may not belong to the landlord.

It is the responsibility of the tenant to ensure that their own appliance(s), be it gas cooker or fire, etc. undergo an annual safety check and to assist with this, Paul Wheeler Ltd., as the engineer servicing gas boilers, can carry out the safety check at the same visit and have agreed a discounted cost for tenants' appliance of £ 21.00 (per item) including VAT.

Please be aware that this check is not a full service of your appliance, but purely to ensure it is safe and would not include any replacement parts or further labour costs that would possibly be necessary. You also have the right to use the contractor of your choice as long as they are gas safe registered, but with this offer, tenants have met their responsibility, also benefiting from a reduced fee and that both tenant and landlord are aware that the appliance is safe.



## Smoke Alarms

We are currently carrying out active inspections to all our properties and have noticed a number have either removed their smoke detector or have not replaced the battery. May we remind all tenants that it is a breach of their tenancy to alter or remove smoke detectors. All of our properties will have a smoke alarm fitted. These should be tested every week by pressing the test button. A functioning smoke alarm will give advance warning of a fire, which will enable you to escape without injury. If you are struggling to change your battery, please let us know and we can help.

Statistics show that you are six times more likely to die in a fire if you live in a home without a working smoke alarm. Ideally you should have at least one smoke detector on each floor. Fire kills and if you interfere with equipment such as smoke alarms you are risking your own life and endangering the lives of others. If your home does not have a working smoke alarm or you believe the smoke alarm may be faulty, please contact the Housing Office immediately on Tel: 810100.





# LED Lighting Initiative



A new energy efficiency scheme to assist residents with their fuel bills and reduce usage of fossil fuels was announced at Tynwald in December 2017. This includes a series of measures to deliver on a pledge in the Programme for Government and contribute to targets set in the Climate Change.

The LED Lighting Initiative being launched by the Department of Environment, Food and Agriculture (DEFA) and supported by Manx Utilities will assist low income households to reduce their energy usage with provision of LED lights at no cost to eligible households.

## ELIGIBILITY

To be eligible to receive up to 5 LED bulbs, a member of the household must satisfy at least one of the following criteria:

- In receipt of benefits i.e. Income support, Income based job seekers allowance, or Employed person's allowance
- In receipt of Attendance Allowance, Disability Living Allowance or Incapacity Benefit
- Manx Utilities priority care register
- Recipient of Food Bank resources
- Recipient of Town/Village 'Coal Fund' resources at Christmas
- Household has inadequate number of light bulbs, reason cited being unable to afford new light bulbs
- Recipient of financial advice from Office of Fair Trading
- Occupant aged 75 or more

Although none of us want to pay more for our energy than we have to, saving money doesn't mean we should use less energy than we need; it is important to have enough light and warmth to stay safe and comfortable at home.

For the cost of 1 unit of electricity (approx. 17p) you would get:

- 90 hours of light from an 11 watt LED bulb
- 105 hours of light from a 9.5 watt LED bulb
- 200 hours of light from a 5 watt LED bulb



## WHERE TO ACQUIRE THESE LED BULBS

If you meet one or more of the eligibility criteria, bulbs are available from the Town Hall, Ramsey. If you would like more information, please call 687643 to speak to a Manx Utilities' Home Energy Officer or Email: [energysave@gov.im](mailto:energysave@gov.im)

*Save Energy - Save Money - Save the Environment*

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

[www.ramsey.gov.im](http://www.ramsey.gov.im) Telephone 810100 Email [housing@rtc.gov.im](mailto:housing@rtc.gov.im)

[www.facebook.com/ramseytowncommissioners](https://www.facebook.com/ramseytowncommissioners)

A LARGE TEXT VERSION OF THIS DOCUMENT CAN BE PROVIDED ON REQUEST