



Here to help !

With the financial crisis taking hold and bills increasing, Ramsey Town Commissioners would like to help tenants by providing some useful contact details of organisations who may be able to help.



If you are struggling to pay your rent, please contact a member of the Housing Team on 810100 or email housing@rtc.gov.im.

Ramsey Town Commissioners Housing & Finance Department	810100	housing@rtc.gov.im
Isle of Man Office of Fair Trading Debt Counselling service	686510	debt@gov.im
Housing Matters	675507	info@housingmatters.im
AGE Concern Isle of Man Supporting people aged 50 plus with free confidential Information service.	631740	info@ageconcern.im
Manx Utilities - Home energy officer	687643	accounts@manxutilities.im
Isle of Man Energy	644444	CustSupport@i-e-g.com
Ramsey Benefit Office	812138	socialsecurity@gov.im
Douglas Benefit Office	685656	



manxutilities smarterliving
Smart Meter Rollout Begins For Prepayment Customers
01624 687675 | www.manxutilities.im | accounts@manxutilities.im



Ramsey Town Commissioners Tenants' Newsletter

ISSUE 26

SEPTEMBER 2022

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.



As the nights draw in and Autumn arrives, Ramsey Town Commissioners will be saying farewell to one of our longest and valued members of staff, Paul Bradford, Deputy Finance Officer. Paul retires on 31st October 2022 after serving 42 years with the Commission.

Since joining Ramsey Town Commissioners in July 1980, Paul has been a valuable member of our team. Everyone knows Paul for his willingness to help whatever the matter.

I'm sure you all will join us in wishing Paul a very happy and healthy retirement !

LED Lighting Initiative

Good News ! The LED Lighting Initiative which was launched by the Department of Environment, Food and Agriculture (DEFA) and supported by Manx Utilities, are again assisting low income households to reduce their energy usage with provision of LED lights at no cost to eligible households.

To be eligible to receive up to 10 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.

Lightbulbs are available from Ramsey Town Library.



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www.ramsey.gov.im Telephone 810100 email housing@rtc.gov.im

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

Condensation.



Condensation is always a problem during the winter months, 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 tenant 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.

Investing in our properties

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

- External Refurbishment of 50x domestic Properties at Cronk Elfin – Re-roofing & external render system along with Bathroom refurbishment - Currently ongoing & due for completion March 2024.
- Fencing and landscaping works to 22x properties at Close Caarjys – Due for completion October 2022.
- Central Heating Boiler replacement program to properties at Bircham Avenue Close – Ongoing & due for completion February 2023.
- Replacement windows to 16x domestic properties at Gladstone Avenue – Currently at Tender stage, due to commence January 2023.
- Replacement windows to 10x domestic properties at Vernon Road – Currently at Tender stage, due to commence January 2023.
- Replacement Pedestrian Footpaths to frontage of 10x domestic properties at Vernon Road – Currently at Tender stage, due to commence January 2023.
- Former Close Woirrey Housing complex – Due for demolition early 2023, currently under design and projected for build stage mid-2024.

Full details of our projects can be found on our website www.ramsey.gov.im



Manx Utilities—Home Energy Officer

With energy costs increasing we are always looking on how we can save a few pounds! Do you know that Manx Utilities provide a service whereby a Home Energy Officer is available to discuss simple steps you can take to help reduce your energy consumption. They can also help you with running costs on the various electrical appliances in your home and how to get the best out of them. You can make an appointment to speak to the Home Energy Officer in person at their Head Office Reception. Alternatively, you can have a chat on the phone, or arrange a home visit if more convenient. Home visits are weekdays 09.00am-17.00pm. **Call 687643, mobile 451949, email mike.boner@manxutilities.im or accounts@manxutilities.im**

Isle of Man Energy — Priority Customer Care



Isle of Man Energy also provide a Priority Care Customer service which may be able to assist you with your needs in relation to your gas account.

If you would like to register for the free Priority Customer Care service, please contact Isle of Man energy on 644444 or register at Priority care (isleofmanenergy.im)

Age Concern Isle of Man

Age Concern Isle of Man have a variety of services to support older people at times of need. For further information please contact 631740 or email Info@ageconcern.im



Property Inspections.

We are continuing to carry out property inspections to all our properties and are still finding a number of properties have either removed their smoke detector or have not replaced the battery. May we remind all tenants that this practice is unsafe and 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.



If you are struggling to change your battery, please let us know and we can help. If your home does not have a working smoke alarm or you believe the smoke alarm may be faulty, please contact the Housing Department immediately on 810100.

Meter Box

If you find that your meter box door is broken, please can we ask that you report this to the service provider direct.

Isle of Man Energy: 644400 or via website : www.manxgas.com

Manx Utilities : 687687 or via website: www.isleofmanenergy.im

