



BRADDAN PARISH COMMISSIONERS' TENANTS' NEWSLETTER AUTUMN/WINTER 2019



Customer Service Survey

Please find enclosed a Customer Service Survey and a prepaid envelope. We would be grateful if you could complete this anonymous survey and return it in the pre paid envelope by **Friday 1st November**.

If you would prefer to complete it online, please go to survey: <https://cutt.ly/HedFMkc>

Mullen Doway Apartments

As you've probably noticed, the building work on the new apartments is well underway.

The Commissioners would like to thank tenants for their patience during the building

works, which are set to continue for another 12 months.

Please contact the Commissioners' Office if you have any issues or complaints during the development and we will do our best to resolve them.

The 30 apartments, split into 4 blocks will be as energy efficient as possible. The Commissioners have specified superior insulation values & electric heating. All 30 units will have level access showers.

The largest block has a lift and contains 12 two bedroom apartments. These units together with ground floor apartments in the other blocks will be prioritised for those tenants who may have reduced mobility.

Are you under occupying a family size house at the moment and would like to downsize?

Mullen Doway offers lots of benefits to our existing tenants. If you are under occupying your current home, downsizing to a smaller property may be a smart move:-

- Lower rent
- No garden to look after
- Purpose built energy efficient apartment
- Free up a larger property for a family

Stairlifts & level access showers

As a policy, the Commissioners no longer install stairlifts or level access showers in their existing houses; only ground floor flats or bungalows now qualify.

If you feel you would benefit from either of these adaptations, a new property at Mullen Doway may fulfil your needs.

If you are interested in moving to a new apartment, or would just like some more information, please contact the Housing Officer or call in to the Commissioners' Office to see the latest plans which are available to view on request.

We are opening a waiting list for the apartments in **January 2020** so now is the time to start thinking about putting your name forward for a new home.

Close y Lhergy – Guttering



During summer 2019, we replaced the guttering on the properties at Close y Lhergy and gave the rendered houses a fresh coat of paint.

Cronkbourne Village



2019 has been a busy year for the village. We finally

completed the sale in March this year after overcoming several hurdles relating to ownership of small parcels of land within the village.

Since January 2019, 3 households have moved out of the village, with just 5 now remaining. Some of these tenants will move in to Mullen Doway and others will be relocated into existing housing stock around Braddan.

TENANCY ISSUES:-

5 Year Tenancy & Income

From June 2019, income thresholds for existing tenants on 5 year fixed term tenancies now apply.

This means that when your tenancy is reassessed before the end of the five year fixed term, if you and your partner's combined gross taxable income exceeds the income thresholds for public sector housing, but does not exceed £60,000 you may be asked to pay an increased rent up to a maximum of 80% of market rent.

If the combined gross taxable income of you and your partner is £60k or more, you no longer qualify for public sector housing and will be expected to leave the property or in some circumstances pay full market rent.

For further information about income thresholds and fixed term tenancies, please contact the Housing Officer.

Have your circumstances changed recently?

As your landlord, we need to know who is residing in our properties. You should let us know if your circumstances have changed. For example:-

- Have you got married?
- Has your partner moved in?
- Have you welcomed a new baby?
- Has an adult child moved back home?
- Has a tenant passed away?
- Have you inherited a property?

If any of the above apply, please contact the Housing Officer as we may need to reassess your tenancy.

Tenancy - rights to succession

There are a number of households with adult children living in our properties.

Please remember that there is no right of succession to your tenancy. This means that adult children do not have a right to take over the tenancy should something happen to the tenant.

We would advise that anyone who is not a tenant, including adult children, should apply for housing in their own right.

Please contact the Housing Officer for advice and to enquire about applying for Public Sector Housing or to join the First Time Buyer Scheme.

OTHER ISSUES:-**Parking**

Parking can cause lots of issues with neighbours and this summer, has caused persistent problems in certain areas.

Please consider the following:-

- All vehicles parked on an estate, including car parks should be taxed, insured and roadworthy.
- Byelaw 10 of the Braddan General Byelaws 2017, does not permit any person to repair or maintain any vehicle on the footway or carriageway of any street.
- No member of the public has any priority for parking unless they require reserved or disabled parking facilities. In such cases residents may apply to the Department of Infrastructure for a reserved space by contacting 686687.
- We would politely suggest that the owners of several cars, commercial vehicles or camper vans should consider the needs of their neighbours and park second vehicles further away from their home.
- The Department of Infrastructure have empowered an authorised officer of the Commissioners to carry out enforcement of vehicles parked illegally (including failure to display a valid vehicle licence) on the highway or in car parking areas which are adopted.
- Any breaches of traffic regulations or incidents of

unreasonable parking practices, such as blocking access, damage to vehicles or anti-social behaviour resulting directly from parking matters should be reported to the Police.

- The Commissioners hope that all residents will be considerate and make amicable arrangements for the parking of multiple vehicles.

Contents insurance

We always mention contents insurance, but it is essential that you have adequate cover for your possessions.

Basic insurance should cover your personal property for fire, flood and theft.

Remember you are also responsible for damage you have caused to items in your home such as a cracked toilet bowl, wash hand basin or bath and you should inform your insurance broker of this.

Accidental damage such as a leaking washing machine or a burst pipe can cause a lot of damage to household items.

The Commissioners are responsible for insuring the construction/fabric of the building, but we would urge all tenants to purchase household contents insurance for your own peace of mind.

Gardens & Hedges

Overhanging hedges can obstruct pavements and cause visibility issues for vehicle users and pedestrians.

Please keep hedges cut back to an acceptable height (1m for front gardens and no more than 2m at the back) to keep our estates looking neat and tidy.

If you are having difficulties looking after your garden, please contact us for advice.

WINTER ADVICE:-

Unfortunately winter is on its way. We want you to enjoy your home, but please help us by being aware of the following:-

- Know where your stop tap is and how to turn off the mains water supply in case of sudden leaks.
- Make sure the water in your boiler is kept at the recommended level.

- If your smoke alarm starts beeping it is generally because it needs a new battery.

If you are unsure about how to change it and a family member is unable to help you, please contact the Housing Officer for advice.

- Trip switches – know where the electrical consumer unit is in your property and how to put the switches back on should they trip.

Before you call the office, it is always worth checking what has caused the circuit to trip. It may be something as simple as a blown bulb that you can resolve yourself.

- If you notice an issue in your property, please advise us before it becomes a more serious problem over a weekend or Bank Holiday – we can help you more quickly if you let us know during working hours.

If you have any queries about any of the above points, and would like more advice, please contact the Housing Officer.

Blocked drains & wet wipes

Blocked drains seem to be a regular issue in our estates. There are problems with some of the drains, but to help us, please do not flush wet wipes/moist toilet paper down you loo even if the packaging states it's flushable 😊

Condensation



Tenants often contact us with issues relating to mould and damp. If you think you may have an issue in your property, please read the enclosed leaflet for advice, or click on the link: <https://cutt.ly/pedFPI9>

If the issue persists, please contact the Housing Officer.

Tenants' Out of Hours Phone

We provide a telephone number (483003) for tenants needing assistance with housing repairs outside of working hours.

Please remember that this number is only to be used for issues that cannot wait until the next working day; for example: an elderly tenant with no central heating during the winter months.

We do not have boiler engineers, plumbers or electricians available 24 hours a day so if you call late at night, you will have to wait until the next day when we are able to arrange for a contractor to attend.

Finally, if you have a housing repair outside working hours, please do not use Braddan

Commissioners' Facebook page, Facebook Messenger, or try to contact members of staff or their families on their personal social media accounts.

Please use the telephone number 483003 as this is the only way we can help you.

Rent Arrears/Debt

Christmas is rapidly approaching and many people find themselves struggling to pay for the festive season on top of their day to day expenses.

Our advice is always to prioritise paying rent and essential bills over other expenditure.

If you think you may have difficulty with paying your rent, please contact the Commissioners' Office as soon as possible to discuss the matter as we are here to help.

The Isle of Man Office of Fair Trading can offer advice on Debt and have a comprehensive leaflet available.

Please see their website: gov.im/oft or telephone: 686500.

IF YOU WOULD LIKE TO RECEIVE THIS NEWSLETTER IN LARGE PRINT, PLEASE CONTACT THE COMMISSIONERS' OFFICE.

