

HOUSING NEWSLETTER – SPRING 2023



Welcome to our latest Housing Newsletter for Spring 2023. We hope that you find it informative. If you have any queries or questions about any aspect of Housing, please free feel to contact us on housing@braddan.im or 852808.

OCCUPANCY FORMS

We recently sent out occupancy forms to all tenants. **Please make sure you return yours no later than 14th April 2023.** If you provided an email address, we will send you all future correspondence electronically to cut down on paper and postage costs.

CONTENTS INSURANCE

All tenants should have sufficient contents insurance to cover the cost of replacing all furniture, white goods, electronic items, clothes, personal items, garden sheds, lawn mowers, bicycles etc. It should also include cover to provide alternative accommodation should you have to leave your home as a result of an incident.

PERMISSIONS

If you are thinking about doing any of the following, please remember that you need to seek written permission from the Commissioners' Office prior to carrying out any of the following actions. Failure to do so could affect your tenancy.

- **Moving A Partner Into Your Home**

If you wish your partner to move into your home, you must seek permission from us prior to anyone taking up residence, as it could impact your tenancy. We will

request that you fill in a **tenancy review form** which can be found on the Commissioners' website.

- **Alterations To Your Property**

If you wish to make any changes to the property, including light fittings, bathroom fixtures, electrical works etc, you must first seek permission from the Commissioners by completing a Housing Alteration Request Form, which can be found on the Commissioners' website.

We have had some instances recently where tenants have made physical alterations to their property without the Commissioners' permission, and the tenant has been asked to return the property to its original state at their own expense.

- **Manx Telecom Fibre**

If you wish to install fibre to your property, you will need to complete a Housing Alteration Request Form which can be found on the Commissioners' website. Some properties have external insulation, which limits where the fibre can enter the property. If you require any further information, please contact the Housing Officer.

- **TT Homestay Scheme**

Please remember that if you wish to register your property for the TT Homestay Scheme, you need written permission from the Commissioners as part of the registration process.

If you rent your property out without first seeking your Landlord's permission you are in breach of your tenancy agreement and potentially put your tenancy at risk.

CUSTOMER SATISFACTION SURVEY

We would be grateful if you could complete our online Customer Satisfaction Survey by 28 April – see the link below.

<https://survey.easyquest.com/jDfwLm>

If you would like a paper copy of the survey, please contact the Commissioners' Office.

RENT & FINANCES

Please note that we do not offer a 2 week "rent holiday" over the Christmas period – our rent is calculated over the full 52 weeks.

Rent Arrears

If you have any issues paying your rent, please contact the Housing Officer as soon as possible. By letting us know, we can help you to minimise rent arrears and work out a repayment plan.

If you find yourself struggling to pay your bills, you should contact the **Social Security Division** within the Treasury, where staff can provide advice regarding any assistance for which you may be eligible. Tel: 685656

The Office of Fair Trading has a Debt Counselling Service with fully trained staff who can help with practical advice. They have a dedicated confidential freephone line 08081624080 Email: debt@gov.im

The Isle of Man Foodbank is also there to help – for more information about what they can do for you, call 01624 646999 or 07624 311550 or email: isleofmanfoodbank@gmail.com or their Facebook page: [facebook.com/IOMFoodbank](https://www.facebook.com/IOMFoodbank)

The Douglas Coal Fund is a registered charity that can assist with vouchers towards fuel bills. For more information, please see their Facebook Page: <https://www.facebook.com/DouglasCoalFund1850/> or email douglascoalfund@gmail.com All applications are dealt with in confidence.

The Salvation Army also provide a debt advice service at the The Salvation Army centre on Ballacottier Crescent, Isle of Man Business Park. The Salvation Army Debt Advice Co-ordinator can be contacted on 01624 675702 or iomdas@salvationarmy.org.uk

ENERGY EFFICIENCY SCHEME 2022

The IOM Government has introduced a scheme to provide simple but effective energy efficiency measures to eligible households free of charge. For more details, please see their website:-

<https://costoflivingsupport.gov.im/energy-efficiency-scheme-2022/>

HOW CAN WE IMPROVE OUR SERVICE TO YOU?

- *Would you find a Tenants' Facebook Group useful? We could update it with news and items relevant to our tenants.*
- *Is there anything we could do to improve the housing estates/environment around you?*
- *Is there any way we can improve our service to you?*
- *If you have any concerns, comments or suggestions, please contact us.*

HOUSING DEVELOPMENTS

We are continuing to progress the following housing schemes which are due to be completed during the summer of 2023.

Millennium Close

Replacement of gas boilers with Air Source Heat Pumps, replacement kitchens and external painting - currently proceeding to tender stage

Coronation & Jubilee Terrace – replacement windows and roofs

A bat survey has now been completed. The scheme can now proceed to the next stage which is to apply for planning approval.

Close Y Lhergy Gardens – removal of decking & replacement fencing

Plans will be discussed with tenants before taking the scheme to tender this spring.

HOUSING INSPECTIONS 2023 – We carry out inspections in our properties to ensure that they are safe and to help us plan ongoing maintenance.

Housing inspections have recently been completed in all Cronk Grianagh properties and further inspections will be carried out in approximately 30% of our remaining properties during the next 12 months.

STATISTICS

Number of tenants on Fixed Term Tenancies - **61%** - 111 out of 181 tenants. We will be working to increase this % over the next 12 months.

Current rent arrears levels **£488.43**

Stock turnover in the last 12 months - **1 internal transfer - 14 Allocations from the Eastern Housing Waiting List**

THE ROUNDHOUSE



Our new community facility at the Strang is due to open in Autumn 2023. The Commissioners' Office will be relocating to the new premises when it is completed. This is an exciting new chapter for the Commissioners and we look forward to seeing you there.

PAYMENT OF RENT IN PERSON – If you currently pay your rent in person at the Commissioners' Office, you will be able to continue paying over the counter at The Roundhouse.

However, if it will inconvenience you to change where you pay your rent, here are some alternative ways to pay your rent:

- Direct Debit
- Set up a standing order from your bank account
- Bank transfer
- Card payment over the telephone

To keep up to date with developments, please follow the new dedicated Facebook page <https://www.facebook.com/TheRoundhouseIOM> and keep an eye on the Braddan Commissioners' page for general updates about the parish.

QUERIES

If you have any queries about anything contained in this Newsletter, please call 852808 or email housing@braddan.im