



# Tenant Newsletter

*Keeping you informed*

  
infrastructure  
public estates and housing division  
fo-rheynn steatyn as thierys theyaggh

Autumn 2019



Welcome to the Autumn 2019 edition of Public Estates and Housing Division's tenant newsletter. This issue provides useful information about how to prepare your home for the coming winter months as well as providing updates on projects the Division has been involved in recently.

We hope you will find the newsletter informative and would love to hear your feedback.

## Clagh Vane Development

The new £8.4 million development in Ballasalla is now near completion. Careful design of the site means that despite enhanced parking and green space, there are an additional 7 properties across the site, which includes a number of ground floor apartments and wheelchair access properties, plus 8 low energy homes.

The list for the third phase for allocation of the properties is being finalised.

Please contact our Customer Services team on 685955 if you require any further information about the Clagh Vane development.

**New homes at  
Clagh Vane, Ballasalla**



## Shared Housing Waiting Lists—a resounding success!

Since 2016, we've been working in partnership with Local Authorities to run shared Housing Waiting Lists. These lists allow applicants applying for public sector housing to be considered for allocation by a range of local authorities, including the DOI, who all operate within a specific area. For example, applicants who qualify to live in the North of the Island previously had to apply to only one housing provider; by joining the shared list they can now be considered for allocation by Ramsey Town Commissioners & the Department of Infrastructure.

The shared lists have significantly reduced waiting times for applicants because there is a larger range of properties available to them. We hope that those who have been housed from the shared list are enjoying their new homes.

We currently have shared waiting lists operating for the Northern, Southern and Eastern areas of the Island and you can find out more about this on our website.

## Our Housing website is being updated



The Division is currently working on a project to update its pages on the Government website to make it much more user friendly and easier to find the information you may be looking for.

We hope to launch the new look website by the end of this year.

### Improving your surroundings

DOI Public Estates & Housing Division are in the process of refurbishing all of our children's playgrounds.



**Refurbished playground at the Ballabrooie Estate, Sulby**

### *Everybody needs good neighbours...*

As winter approaches, please try to keep a look out for vulnerable and elderly neighbours, especially those who are housebound or who may not have family to pay them regular visits.

If you have any concerns, please contact your Housing Officer on 685955.

### Your Tenancy Agreement

Please note that you must comply with the terms of your tenancy agreement if you don't want to risk losing your home. If you intend to make any adaptations or alterations to our housing stock, including our gardens and fencing, it is an obligation for you to contact us in writing or by email.

We are reasonable landlords and will work with you wherever possible, but please remember you must ask for written permission to make any alteration, either inside or outside of the property, to avoid breaching your Tenancy Agreement or possibly being recharged.

### Keeping warm for less this winter

The Isle of Man Government offers a number of incentives, advice and support around energy efficiency.



Contact 0808 1624 276, email [energysave@gov.im](mailto:energysave@gov.im) or search [www.gov.im/brightideas](http://www.gov.im/brightideas) for more information on energy saving schemes and ideas.

### ...and lower your fuel bills

Turning down your heating by just 1° could save 10% on your fuel bill—the ideal temperature is between 18° and 21°

Set the heating to come on earlier and switch off later rather than turning the thermostat up

Don't waste warm water—fill up a sink or use a washing up bowl rather than a running tap

## Reporting a Repair or Fault online

You can now report a repair or fault by completing an online form available on the Repairs page of the Public Sector Housing section at [www.gov.im](http://www.gov.im) - just click on the 'Request a Repair' link

For out of hours emergency repairs, please phone 494012



We are currently carrying out a survey to update our asbestos records. Older properties may contain asbestos in the fabric and finishes typically in older vinyl flooring, textured coatings and certain roofing materials. Although these items present a very low risk, they should not be disturbed.

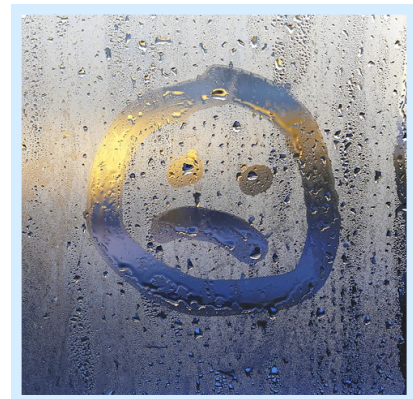
Tenants are asked to contact the Customer Service team if they wish to carry out any building work other than basic decoration. More information on asbestos in older houses can be found on our website at [www.gov.im](http://www.gov.im)

**4,492** repairs were carried out on DOI public sector housing properties in 2018-19 with an average cost of **£148.60** per repair

## Condensation Prevention

Condensation is a condition that affects many homes. The problem can lead to staining and mould growth damaging wallpaper, wall surfaces, window frames, furniture and clothing. 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



### Tips to help prevent Condensation

- ◆ Don't dry washing on radiators
- ◆ When cooking put lids on saucepans, don't leave kettles boiling
- ◆ Keep the kitchen door closed and open a window when you cook
- ◆ If you use a tumble dryer, make sure the hose sends the air outside
- ◆ Keep the bathroom door closed when bathing/showering and open a window when finished; wipe down surfaces and close the bathroom door afterwards
- ◆ Open trickle vents in windows and keep a low background heat on during winter months
- ◆ You **MUST NOT** use portable paraffin or bottled gas heaters

If you do have a serious condensation problem, please contact the Housing Office on 685955 and we can arrange to carry out an inspection to see if the problem can be identified.

## First Time Home Buyers Assistance

Buying your first home is exciting, but it can also be quite a daunting prospect. The Housing Team at the Department of Infrastructure is here to help!

Every year we provide hundreds of thousands of pounds in loans to first time buyers helping to make buying your first home more affordable. During 2018/19, the Department provided nearly £850,000 in Equity Loan assistance towards first time buyer home purchases through its Shared Equity Schemes.

The Department can directly offer first time buyer homes for sale in conjunction with developers who are required to include a certain amount of affordable housing in any residential development where there are 8 or more homes being constructed.

There are currently two upcoming residential developments which already have planning permission and which will include first time buyer homes at Auldyn Meadows, Ramsey and Reayrt Mie, Ballasalla. Several other sites are also currently going through the planning process.



**First Time Buyer Home, Ramsey**

If you are considering buying your first home now or in the future, give us a call on 685955 - our friendly team are on hand to guide you through the application process and will answer all of your questions about how the schemes work.

You may also be interested in registering your interest in our **Mid Rent** pilot scheme.



**Mid rent homes at Cronk Cullyn**

As an initiative to help you to save up the deposit that you need to buy your first home, the Department has 5 homes in Cronk Cullyn, Colby which are rented out to eligible applicants at 20% less than the market rate.

In the future, the Department may seek to make a legislative Scheme for Mid Rent and provide homes all over the Island at a discount to allow for prospective 1st time buyers to save the deposit that they need.



**Isle of Man  
Government**

*Reiltys Ellan Vannin*

### DOI Housing contact details

#### Customer Service Team:

Telephone: 685955 or

Email: [housing@gov.im](mailto:housing@gov.im)

For out of hours **emergency** repairs only,  
please call 494012



**Keep it Green**

Please contact the  
Customer Service Team  
if you prefer to receive  
future newsletters  
by email