

ODC RESIDENTS NEWSLETTER



HELLO FROM THE CHIEF EXECUTIVE

Firstly, I hope you and your families are well and keeping safe. This newsletter is to keep you updated with what we are doing to support residents through the impact of the Coronavirus (Covid 19) pandemic.

Please be advised that the safety of our residents, the community and our staff remains our priority.

We are working hard to keep our essential services running, whilst keeping our staff safe. This does mean that there are changes to some services for the time being.

We will continue to work with all necessary precautions following the latest public health guidance, which is available here <https://covid19.gov.im/>

AGM

At the Annual General Meeting of the Authority on 11th May 2020 it was resolved for the 2020/2021 municipal year as follows:

Chairman— Mr Derek Crellin
Vice-Chair—Mr Martin Macfarlane

Lead Members

- Finance —Mr Martin Macfarlane
- Housing—Mr Anthony Allen
- Environmental & Technical Services— Mr Chris Quirk

STAY SAFE—SOCIAL DISTANCING

Social distancing remains **compulsory** for all.

- ◆ Stay 2 metres (6ft) away from other people
- ◆ Wash your hands often and for 20 seconds

When we reduce our day-to-day contact with other people, we will reduce the spread of the infection. That is why it's really important to continue to follow good social distancing habits.

You and your visitors must observe the advice to remain at least 2 metres apart from others (excluding members of your own household).

Update 18 May 2020: Outdoor gatherings of up to 10 people will be permitted **from the morning of Wednesday 20 May**, with social distancing being observed at all times between those from different households. Up to two people will also be able to visit you inside your home . The guidance recommends that indoor contact is limited to 15 minutes and social distancing must be observed.

PHOTO COMPETITION

ONCHAN DISTRICT COMMISSIONERS

Share your space

ONCHAN PHOTOGRAPH COMPETITION

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- WE WANT TO SEE ONCHAN THROUGH YOUR EYES
- USE YOUR DAILY EXERCISE AND SNAP A PHOTO AND SEND YOUR ENTRY THROUGH TO ADMIN@ONCHAN.ORG.IM
- IF YOU WIN, WE WILL MAKE A DONATION TO YOUR NOMINATED CHARITY.

BY ENTERING THIS COMPETITION YOU ARE GIVING ONCHAN DISTRICT COMMISSIONERS PERMISSION TO SHARE YOUR PHOTO ON THEIR SOCIAL MEDIA AND WEBSITE



RECYCLING

Recycling bins that were located at the Commissioners' Car park have now been moved to the car park at The Hub, School Road, Onchan.

These are the recycle bins which are administered by the Department of Infrastructure. They have been moved to improve safety in the car park and to increase capacity since the loss of the Bring Banks located at Shoprite.

Recycling is open for glass, paper and cans.

Please do not leave rubbish lying around the area of the bring banks.

CIVIC AMENITY SITE

REFUSE COLLECTION

Help us to Help You

In order to protect our Refuse Team and yourselves, please keep the bin lid firmly closed. Refuse Bins which do not have the bin lids completely flat will **NOT** be collected.

Please ensure you wipe the handles and the bin lid prior to collection, and after collection.

If you are self-isolating, any tissues and personal items must be double bagged and held for 72 hours before placing in the bin.

Any queries, please contact the Surveyors Department, Telephone 624967

FLY TIPPING

Onchan District Commissioners treats fly-tipping very seriously and will prosecute anyone caught fly-tipping waste.

SPECIAL COLLECTIONS

The special collection service for bulky items is temporarily suspended. However, you can still contact the Waste Management Team to make enquiries.

Telephone Tel: 624967



FINANCIAL SUPPORT

Making your rent payments

Please get in touch as soon as you think you may have difficulties.

We know that it is very likely that many people will need to access financial support from the Isle of Man Government during these challenging times. If you are worried about paying your rent, our officers are dedicated to help you access the financial support you are entitled to and come up with a plan to manage your rent payments.

Please contact us by calling 675564, or email admin@onchan.org.im

PAYMENT OPTIONS

Please note that the public counter remains closed.

- **Direct Debit**

You can request a direct debit mandate form from the Finance Team who will support you through this process.

- **Telephone Payment**

You can make payments over the telephone by calling 675564

- **Online Payment**

You can make payments through the Commissioners' website:

www.onchan.org.im/pay-online

CLEANING AT EPC

Heywood Court and Springfield Court

We are maintaining our cleaning services and are concentrating on cleaning the high use areas, wiping down key touch points such as door handles, lift buttons and handrails. Even though this is being undertaken, please wash your hands for at least 20 seconds whenever you enter your home.

The contractor is Paul Hampton Services and we politely request that residents observe social distancing to allow the cleaners to continue with their work.

The Cleaners will be in attendance on Monday, Wednesday and Friday. Heywood Court in the mornings and Springfield Court early afternoons.

PLAYGROUNDS

To assist in stopping the potential spread of Covid-19, playgrounds will remain closed until further notice.

If you have any queries, please contact

Surveyor's Department

Tel: 624967



REPAIRS

We want to continue to offer a safe and effective repairs service, however we also need to protect our residents and staff by minimising non-essential contact. This means we will continue to carry out emergency repairs, urgent works of a health and safety nature and compliance works.

Please note that we will need to ask you a set of pre-screening questions before starting any works and before entering your home. Please do not be offended by this, our staff and resident's health is important to us.

We will consider external works and occupational therapy requests to properties subject to risk assessments, method statements and being of a low enough risk and safety.

All property inspections and non-essential visits have been postponed until further notice.

MAINTENANCE

Gas Safety Checks

As landlords we have a legal duty to repair and maintain gas pipework, flues and appliances. Gas safety checks should be continued until the government changes their guidance. Where possible we are working to bring forward these checks but appreciate that this may be difficult at this time due to access.

Fire Alarm Systems Maintenance

As landlords have a legal duty to carry out regular checks and tests to Fire detection equipment, Weekly and Annual Fire alarm testing should be continued until the government changes their guidance. If access is required to your flat we will contact you before, should you wish to discuss this further please contact this office.

EMERGENCY REPAIRS

To report an emergency repair,
Telephone: 624967

- No electricity
- Gas leak
- No cold, clean drinking water or dirty water coming up through plug holes or toilets
- A severe leak and/or burst pipe
- Any leak that is affecting the electrics

OTHER SERVICES

Reduced housing services are operating and as a result processing times may be longer than usual for application forms and other routine administrative tasks.

We will however continue to support our contractors and suppliers undertaking work in outside spaces and empty properties.

REPAIRS CONTACT

Telephone: 01624 624967
email: surveyors@onchan.org.im

ODC RESIDENTS NEWSLETTER



LIBRARY SERVICES

The Harvey Briggs Onchan Library is currently undergoing redecoration works, and the library staff are working hard to update the library systems.

We are currently developing our library systems to be made available online very soon. This will allow anyone to search the library catalogue from our website and view new additions to stock.

Library members will be able to log-in to their own accounts, view the items they have on loan, renew their own books and make reservations.

We are investigating options for providing services as soon as is possible under Government COVID lockdown restrictions – any comments or views are welcome.

AUDIO BOOKS

In the meantime, please make use of our free online audiobooks and Ebooks provided by RBDigital: <https://onchan.rbdigitalglobal.com/>

All you need to sign up for this is the barcode number from your library card. Please contact us if you need any further help with this.

MEMBERSHIP

Membership of Harvey Briggs Onchan Library is free for all Isle of Man residents.

If you are not registered with the Library, please contact us.

We are happy to set you up with an account remotely and issue you with a library number.

Telephone: 621228

Email: onchan.library@onchan.org.im

STORY TIME

Story Time is taking place every Tuesday at 2.30 p.m.

A selection of stories will be uploaded each week.

To view please go to the Onchan Library Facebook Page

<https://www.facebook.com/onchanlibrary/>

CONTACT

Library staff are still available and fully contactable: **Tel: 621228**
email onchan.library@onchan.org.im

We would love to hear from you!



COMMUNITY HELP



CHARITIES THAT CAN HELP

If you, or someone you know, needs some additional help during this difficult time, there is a list of organisations included in this newsletter who are able to offer dedicated help or advice. If you are unsure, please contact the Authority and we will signpost you to the right service.

You can also call COVID-19 Community Support and Information line for queries regarding restrictions, support and assistance on 686262.

Information can be found on <https://covid19.gov.im/>

We all need to follow Government advice to stay at home and stay safe, but this does not mean that anyone should feel alone.

COVID-19 COMMUNITY SUPPORT

Community support and information centre
Telephone: +44 1624 686262
Email: Covid19Communitysupport@gov.im

This Centre is for any non-medical calls and queries.

- It is a place for people in the community who are vulnerable, or becoming vulnerable due to coronavirus to **find out about services and support**
- It is an information point for people not able to access or find information on the coronavirus website.
- It will seek to answer enquiries regarding Government measures put in place in response to coronavirus (for example financial support available through the Treasury etc)
- It is also a place for people concerned about others breaching self-isolation / stay at home guidelines to call.

Anyone with coronavirus queries of a medical nature such as symptoms, testing or self-isolation should continue to call 111.

STAY SAFE—WASH HANDS

Protect yourself and others from getting sick

Wash your hands



- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste



SOCIAL DISTANCING

Please keep your social distance.



Social distancing means keeping
6 feet apart
from others



COMMUNITY HELP



Local producers are showcasing their resilience as they quickly adapt existing business models to offer home deliveries to residents Island-wide in response to the current crisis presented by COVID-19. Below is a list of local businesses offering Manx produce for home delivery; please contact businesses for up-to-date product listings and prices. Food businesses should follow this guidance to ensure safe delivery of food during COVID-19: <https://covid19.gov.im/businesses/food-businesses-and-coronavirus/>. Restaurants and cafés offering food for collection and delivery can be found via www.eatout.im and www.standsixfeetawayanddeliver.co.im

EAST		
PRODUCER	PRODUCE AVAILABLE FOR HOME DELIVERY	CALL
Aalin Dairy	Milk in pint size bottles, thick cream, natural yoghurt, eggs	469708
Andreas Meat Co.	Freezer ready meat packs	880327
Ballahig Farm Meats	Meat packs	801222
Ballakarran	Meat, dairy and vegetable boxes	398000
Ballakelly Farm	Meat and vegetable packs	492899
Butterfingers by Aimee Ford	Cakes, muffins, brownies	465651
Close Leece Farm	Ready meals, fresh vegetables, groceries, essentials	307200
Creative Juices	100% natural, raw, cold pressed vegetable and fruit juices	497865
Dave's Delicious Dogs	Hot dogs, burgers, fries, nachos, BBQ ribs, chicken wings, sides, soft and alcoholic drinks	816162
Davison's Ice Cream	Creative ice cream packs, chocolates and ice cream	844111
Devereau's Fishmongers	Selection of fresh fish	673257
Ellan Vannin Fuels	Essential groceries (for vulnerable only)	333762
Groceries by Brabbag Fuels	Milk, potatoes, Ross Bakery bread, vegetables, eggs, logs	222044
Harding's Quality Meats	Fresh Manx meat packs	628281
Hound and Howl	Natural dog food, treats and grooming products	469099
Isle of Man Creamery	All dairy products, eggs and Noa Bakehouse bread	632000
Isle of Man Seafood Products	Fresh seafood boxes	843739
Leela's Kitchen	Spices, sauces, onion bhaji mixes	240200
Morgan's Pies Ltd	Fresh, homemade pies and pasties that can be frozen	340301
Paddy's Hooked on Fish	Mix and match fresh fish boxes	690034
Robinson's Fresh Foods	4 different Home Care Boxes for vulnerable members (fruit box, veg box, everyday essentials box and a meat box) and home grocery deliveries to the general public	690000
Ross Bakery	White, brown and granary tin loaves and custard tarts	222044
Staarvey Farm	Fresh salads, herbs, dressings, jams and preserves	463822
Sugar & Spice Bakery	Sweet treat boxes e.g. brownies, cookies	226600
Tate's Traditional Butchers	Fresh and cooked meats, sausages, cured bacon	231363
The Cake Studio	Cupcakes	488080
The Laxey Glen	Household groceries and essentials	863613
The Tea Junction	Afternoon teas, tea, cake, gin, prosecco	616578
Wiltshire Farm Foods	Ready meals	626393



VISITING THE ELDERLY



Older people, over the age of 70, continue to be at significant risk of severe disease if they get COVID-19.

Whether they are living in the community or in residential care, older people are still advised to self-isolate as far as possible to avoid coming into contact with the virus. Care homes have significant restrictions on visiting to protect their vulnerable residents.

To continue to protect older people as we move to 'Stay Safe', the [recommendations on self-isolation](#) (at home or in a care home) remain in place.

People are encouraged to stay in touch with older relatives and friends through phone and video calls wherever possible. It is still possible to have a face to face conversation with your loved one so long as you do not enter their home and you can maintain a 2 metre distance from them.

You can do this, for example, by visiting at a pre-arranged time and talking to them while they are at a window or doorstep and you are 2 metres away in the garden or on the street. You were able to do this in the 'Stay Home' phase, but only if your loved one lived close by. Now, it will be OK to drive to where they live to talk to them as described above.

It may not be possible to talk from street level to relatives or friends who live, for example, in an upper floor flat or upper floor of a care home but journeys for the purpose of waving to or phoning them while they can see you in the street/garden below will now be ok.

SHOP SAFELY



STAY SAFE AT WORK



Website: www.onchan.org.im

