

Tenants Newsletter

WELCOME

Welcome again to the latest Tenant's Newsletter for residents and prospective tenants of Onchan District Commissioners. As I said in the last intro, this is a year of consolidation for the Commissioners, rather than one for taking on big projects.

We have successfully completed the installation of new windows and doors at Springfield Court, much to the delight of all concerned. The property looks much better, and hopefully everyone will notice the improvements to their homes during the winter.

Whilst we don't have any big projects on the go, we do have a record turnover of houses. Some properties are being returned by tenants who have lived there for over 35 years, and while we have done our best to keep them in good repair, it's only when we get a house empty can we really get to work on updates required to make it serviceable for the next

twenty years. Properties are being returned for a number of reasons, but it is good to see a number of under-occupied houses being released so we can offer them to our tenants with young families who need more space. A big "Thank You" to everyone who has helped us make lives better in this respect.

A word about technology while we're talking about making properties fit for the next twenty years. You may be aware of new communications services provided by BlueWave to a digital receiver on your house. There are things you need to be aware of if you are thinking of signing up for these services, not least the fitting of a second digital aerial on the outside of the property—please see inside for details to make sure you do not fall foul of planning and building regulations. This also applies to the changing of electrical installations such as lights and the fitting of log-burners. We can provide advice on all of these subjects, so please ask

before you buy—it could save you money.

I doubt that many noticed but the latest round of musical chairs in central government has seen the Housing Division move from the Department of Health and Social Care to the Department of Infrastructure. The division may have moved, but the policies remain the same—and your Commissioners remain firmly opposed to any removal of locally provided and accountable housing services from this Authority. We should be able to bring you an update in the next Newsletter.

Finally, many of you are keen gardeners, and we'd like to remind you about the annual gardens competition. Our Commissioners will be out and about completing their judging duties in July and August, so now is the time for any last minute planting. Good Luck!!!



Deputy Clerk

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LODGING AND SUB-LETTING



A tenant is not allowed to sublet the house they're renting as detailed under Clause 2(h) of your Tenancy Agreement which forbids you from doing so. Under no circumstances should any tenant sub-let their home.

You must have Onchan District Commissioners permission to allow relatives, boarders or lodgers to reside with them in their home. You must contact the Housing Office and complete the relevant documentation to allow for extra residents in your home. Failure to inform us of any changes to the occupants in your home, may put your tenancy at risk.

If approval is granted:-

A lodger charge may be applied;

A conditional time period may be applied;

The lodger does not receive any tenancy rights.

Clause 2(h) of your Tenancy Agreement:-

Not to assign or sublet or part with possession of the Property or any part thereof nor take or retain any relatives, boarders or lodgers to reside with him her or them nor to use the benefit of this Agreement to obtain any credit facility without the written consent of the Commissioners previously obtained in writing.

DIGITAL AERIALS AND SATELLITE DISHES

There is a new type of telephone service being provided by satellite and digital radio transmission, for example by the Blue Wave network, rather than through the traditional landline installations.

As with all new products, there are things that you need to think about before you sign a contract for services which require a receiving dish or antennae to be mounted outside your home.



Firstly, you need to consider your tenancy agreement, and in particular regulation 11, which states that no wireless, satellite, or television aerial shall be fixed to the building without the previous consent in writing of the Commissioners, and then only on conditions to be approved by the Commissioners. This is to protect the fabric of the building, and to ensure that the new fixture is safe for the occupant and anyone else in the neighbourhood.

Secondly, there is Planning legislation which apply to all properties, and provides that one satellite receiver dish on a property does not need planning permission. However, the installation of a second dish on the same property requires full planning approval, and a planning application should be made before the installation commences. If a tenant has a second receiver mounted on the property without planning permission, the Commissioners as owners of the property may be served an Enforcement Notice under the Town and Country Planning Act 1999 by the government planning authorities. This will require the Commissioners to take action to ensure that the tenant has planning permission for the receiver, or to have it removed within a set short time period.

Please be aware of these points when investigating the purchase of a contract for these services, as the Commissioners will not apply for Planning Permission on behalf of a tenant. Any costs incurred by the Commissioners in complying with an Enforcement Notice for removal and making good the damage will be passed to the tenant.

Blue Wave have indicated on their web site, under FAQ's, that you will be expected to have landlord's permission before you ask them to install their equipment, and they are aware that they can ask to see a copy of the letter.

If you are thinking of getting this service installed, or you already have an installation that may be non-compliant with the planning conditions, or approval under your tenancy agreement, please contact the Commissioner's Office for further advice.

CRIME STOPPERS

In association with the Police

We believe that individuals and communities have a right to be safe from crime and the fear of crime. Through our promise of anonymity, vulnerable individuals and communities can stand up against crime without fear of intimidation or possible retaliation. We aim to:

- detect, reduce and prevent crime through the provision of information, and
- give people the information and tools to act against crime.

In an
emergency call:

999

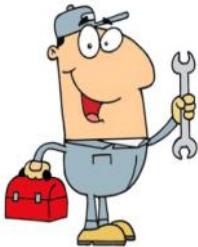
Our promise of anonymity really makes a difference to those who contact us with nowhere else to turn, the victims of crime who see justice being done, and communities being safer places.

We wish to advise that reporting crimes, misdemeanours, vandalism, drugs or near misses in traffic instances should not be made via Facebook or social media.

The **0800 555 111** number ensures that no one need ever know who you are when you call. You will not be asked your name, your call will not be traced or recorded and you do not have to give a statement or go to court.



GAS APPLIANCES



A gas safety check is carried out once a year in all homes on the gas boilers which have been installed. We must do these checks by law.

However, you as the tenant are responsible for the annual servicing of any gas cooker or gas fire that is installed in your home. A copy of the Gas Safe Certificate must be passed to the Property Maintenance Manager for safe keeping. A safety check must be carried out on an annual basis.

If this is not received the appliance will be disconnected until deemed safe by a qualified Gas Engineer.

LOG BURNERS

During their inspections, the Property Maintenance Team have come across log burners which have been installed in the tenant's homes. Onchan District Commissioners understand that the tenant wishes to improve their home. However, permission should be sought from the Property Maintenance Manager before proceeding.



RESPONSIBILITY FOR COMPLIANCE:

It is important to remember that if you are the person (e.g. designer, builder, installer) carrying out building work to which any requirement of building regulations applies you have a responsibility to ensure that the work complies with any such requirement. The building owner may also have a responsibility for ensuring compliance with building regulation requirements and could be served with an enforcement notice in cases of non-compliance.

Accordingly, Building Regulations require that all heat producing appliances must be fitted in accordance with the minimum standards of safety (this has been the case since 1993) for which an application must be made to the relevant Building Control Authority for approval. Which for Onchan is the Onchan District Commissioners.

The Building Regulations 2007 came into operation on 1st July 2007 and proposed two options open to property owners, when deciding to install these types of appliances:

1. Make an application to Onchan District Commissioners for approval (a fee based on estimated cost of works is charged for this service); Or
2. Employ a Government-approved Competent Person who is either member of HETAS (HETAS is the acronym for the Heating Equipment Testing and Approval Scheme) which is the independent UK body recognised by UK and Isle of Man Governments or a person approved by the Department as having fulfilled the criteria of competent person scheme for the official testing and installation of domestic solid fuel and wood burning appliances and associated equipment and services to carry out the work and to notify your Local Building Control Authority within 30 days of completion of works and will issue a Completion Certificate without charge to their client and Onchan District Commissioners.





Join the Harvey Briggs Onchan Library on a Reading Journey to the Island of Neverland this summer!

Fly into the Onchan Library from 25th June to pick up your Map of Neverland, and let the fun begin.

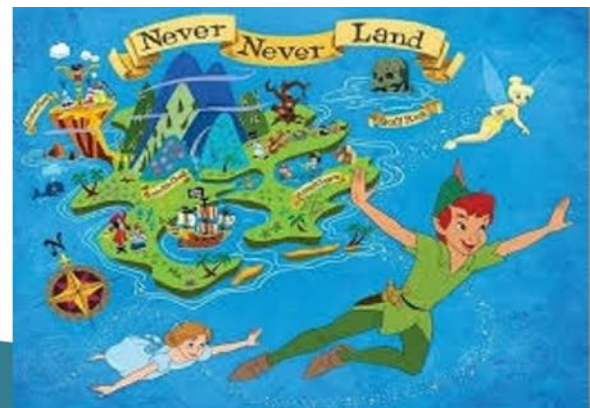
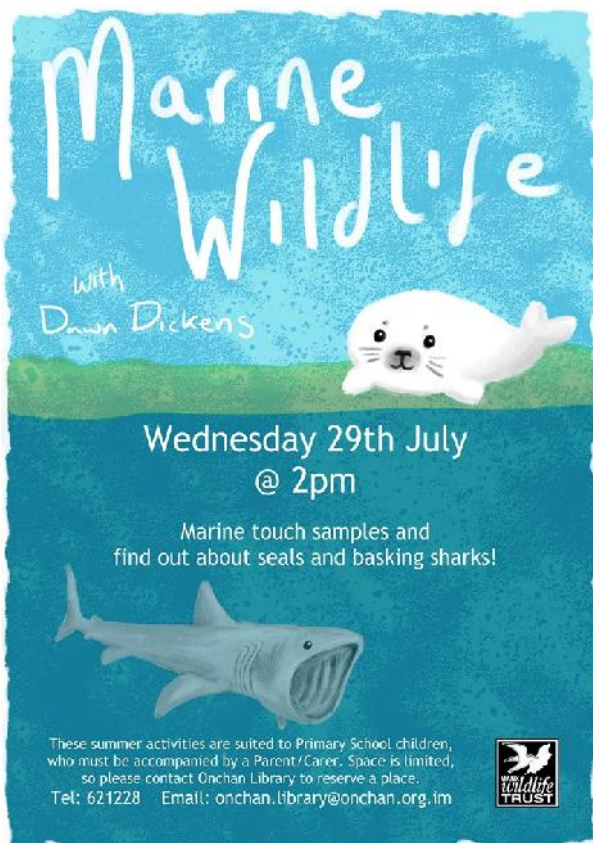
There are special book bags, stickers, pencils and button badge key rings for you to collect along the way.

There's an exciting summer ahead with a Lost Boys Hunt, Pirate Ship Colouring and Neverland in a Box Diorama Competitions.

Come and visit the Story Tent at Onchan Park on Saturday 11th July and help make a totem pole!

The programme of Summer Holiday Activities will be available for bookings from 25th June - take a look on the Facebook page for more details.

Our thanks to Onchan based Old Mutual International for their kind support for this event.



There will be Neverland themed activities for pre-schoolers on Tuesday afternoons at 2.30 p.m. and for children of all ages on Saturday mornings at 10.45 a.m.



Find us on Facebook

Harvey Briggs Onchan Library

The following summer activities are suited to Primary School Children, who must be accompanied by a parent/carer.

Space is limited, so please contact Onchan Library to reserve a place. Telephone (01624) 621228.



Thursday 6th August

- **The Island of Neverland**
- Peter Pan Themed Crafts and Stores
- Come Dressed up if you like!



Thursday 13th August

- **Indian Camp**
- Totem Poles, Wigwams and Stories!
- Put on your war paint!



Thursday 20th August

- **Mermaids Lagoon**
- Mermaid Stories, Crafts and Bracelets!



Thursday 26th August

- **Skull Rock**
- Sign off the summer with the Neverland Pirates.
- Come dressed up if you like!





OUTDOOR ENJOYMENT

As the weather brightens, we all try to make the most of being outdoors and enjoying our garden spaces. The items detailed on pages 4 and 5 have been raised as matters of concern by some residents. We would like you to continue your enjoyment with consideration to your neighbours.



B-B-Q Summer

Long warm evenings are the perfect time for a barbi:-



- ◆ If you have a BBQ, try to site it where the smoke and odours won't affect your neighbours too much
- ◆ If you are playing any music outside, keep the volume down, especially late in the evening.
- ◆ Make sure food is cooked thoroughly and keep to modest amounts of alcohol. Booze and cooking do not mix.
- ◆ Finally, keep young children well clear of hot surfaces. It's their party too, and a burn scar is no way to remember it.

Trampolines

In recent years we have seen an increase in the number of tenants purchasing large trampolines. Onchan District Commissioners have no objection to the use of trampolines, as long as they are not causing a nuisance to other residents and being used in a safe manner. Please be aware of the following advice for safe use of your trampoline:-



- Be considerate to your immediate neighbours when situating the trampoline. Avoid placing against the property or against the fence adjoining your neighbour.
- Ensure that the trampoline is placed on level ground and securely fastened down to prevent accidents and/or damage to other person's property.
- Supervise children at all times when using trampoline and only allow one person at a time on the trampoline as per majority of manufacturers safety guidelines.
- When the summer comes to an end, please give thought to storage of the trampoline in winter. Local high winds can lift trampolines which cause considerable damage if not securely fastened down or stored away. Please be aware that you will be liable for the cost of any damage caused by your trampoline to your property or to those around you.

Gardens Competition

The Estate Gardens Competition is run annually, judging has taken place over July, and the second round of judging will take place over August.

Good luck and good gardening.

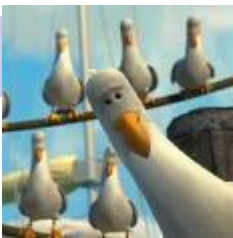


Gardens and Hedges



If you have a garden, you must keep it tidy and clear of rubbish. Hedges should be cut and kept to a reasonable height and width so that people can walk safely on adjoining footpaths. A garden that is overgrown or full of rubbish looks a mess to the neighbourhood and can attract vermin and other pests. Drains can become blocked with rubbish. If a garden is overgrown the Commissioners can clear it and charge the tenant for the cost of the work if there is no good reason why the tenant has not cleared it when asked.

Regular inspections take place throughout the Commissioners Housing Estates. Action can be taken against those tenants with unruly gardens under the Housing Byelaws. If for any reason you are struggling to maintain your garden, please contact the Property Maintenance Manager who will be able to offer advice as to whom you may approach for assistance.



Feeding the Birds

Although wild birds are widely welcomed and liked, there are times when some kinds can cause problems, either posing a risk to public health and safety when excessive accumulations of droppings make paths slippery, or by contaminating food and spreading disease.

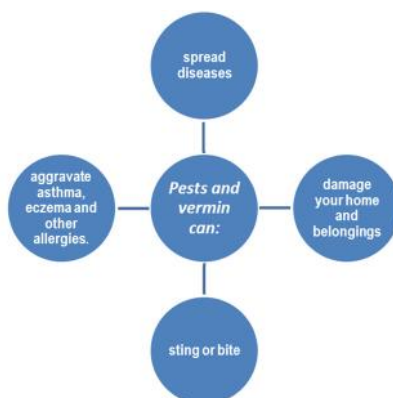
Recently, the Commissioners have been receiving more complaints regarding the behaviour of seagulls and the problems that they cause. The complaints concern noise, aggressive behaviour, bird faeces, interference with refuse etc.

The Commissioners actively discourage residents from feeding seagulls, and through their enforcement powers they ensure that commercial and domestic refuse is disposed of in an appropriate manner to discourage interference by seagulls or other vermin.

If an excessive amount of food is left out this may cause a problem with rodent infestation, so please ensure any bird food is placed in proper containers and not left in excessive quantities.

PEST CONTROL

The Commissioners' Out of Hours Number has received an increase in calls for wasps and ants particularly. You can deal with certain problems yourself, but for more serious outbreaks, you should contact the Department of Environment, Food and Agriculture, Pest Control Department or a local pest control firm.



What kinds of pests invade homes?

No matter how clean your home, you can still suffer from an infestation by bees, wasps, ants, mites, silverfish, bedbugs, fleas, rats or mice.

The pest control service exists to ensure that the Isle of Man is kept free from the nuisance of pests and the damage they can cause.

Treatments for public health pests (rats, mice, wasps and cockroaches) are free of charge in all domestic premises. The Department of Environment, Food and Agriculture, understands the importance of bees and will contact a beekeeper to remove bee swarms where possible.



**For further advice, contact Pest Control:
Telephone: (01624) 685894.**



ONCHAN PARK

Childrens Playground
 Boating Lake
 Motor Boats
 Bumper Boats
 Battery Operated Kiddi Cars
 Mini-Golf
 Crazy Golf
 Putting Green
 Bowling Greens
 Monster Truck Rides
 Go-Karts
 Stock Car Racing
 Coffee Shop
 Views Restaurant



**Family Ticket
Special Offer**

**Unrestricted ticket
per family per day**

only

Family up to 4 (children over 5)

£20.00

Family up to 6 (children over 5)

£25.00

Open Daily

11.00 a.m. to 6.00 p.m.



Out2Play offers children, aged four to eleven, the opportunity to make new friends, build social skills, have energetic fun, develop physical skills and be more active. And the amazing thing is they don't even realise it's good for them! We encourage children to enjoy a range of play activities including some old favourites such as games of tag and water bomb madness.

Kids are free to come and go from the two hour play session once an adult has signed them in and there is no need to book in advance. Play workers supervise their play and younger children can come along too if supported by an adult.

Out 2 Play Scheme will be at The Rec, School Road, Onchan on the following dates:

27 July 2015

• 10.00 a.m. to 12 noon

10 August 2015

• 12 noon to 2.00 p.m.

21 August 2015

• 10.00 a.m. to 12 noon



The Children's Centre
Children, Young People and Families First

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 79 Main Road,
 Onchan,
 Isle of Man,
 IM3 1RD

Andrea Dentith,
 Tenant Liaison Officer

Tel: 675564

Fax: 663482

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