ONCHAN DISTRICT COMMISSIONERS

Hawthorn Villa, 79 Main Road, Onchan.

ORDINARY MEETING

23rd July 2025

Sir/Madam

You are hereby summoned to attend an **ORDINARY Meeting of the Authority** to be held in the Boardroom at **HAWTHORN VILLA**, **79 MAIN ROAD**, **ONCHAN** to transact the undernoted business on:

Monday 28th July 2025

(P) – 6:00 pm – Department for Enterprise – Destination First Board Presentation

7:00 pm - Board Meeting

which will be followed by a meeting of the Board sitting **IN COMMITTEE**. Items on this agenda marked **(P)** will be considered in private, and correspondence is circulated separately.

Please note that the minutes referred to in the agenda have yet to be confirmed by the Authority as a true and correct record of proceedings at the various meetings, and will be published after ratification.

Yours faithfully

R PHILLIPS

CHIEF EXECUTIVE/CLERK

AGENDA

The order of business at every meeting of the Authority shall be in accordance with that laid down in Standing Order No. 17 or by a resolution duly moved and seconded and passed on a motion which shall be moved and put without discussion.

Chief Executive/Clerk to provide emergency evacuation procedure for Hawthorn Villa at the commencement of the Meeting.

1. To choose a person to preside if the Chair and Vice-Chair be absent:

None.

2. Declarations of Interest of Members and Officers (in accordance with Standing Order 18):

To be advised

- 3. To deal with any business required by statute to be done before any other business:
 - 3.1 Mr Andrew Gibson to sign his Declaration of Acceptance of Office
- 4. To approve as a correct record and sign the Minutes of the:
 - 4.1 Minutes of Ordinary Meeting held on Monday 14th July 2025

(Appendix 4.1)

To dispose of any relevant business arising from such minutes if not referred to in the Minutes of any Special Committee:

None.

- 6. To dispose of any relevant business adjourned from a previous meeting:
 - 6.1 Lead Member for Environmental & Technical Services Appointment
 - 6.2 Eastern Civic Amenity Site Representative Appointment
- 7. To deal with any business expressly required by statute to be done:

None.

- To consider any planning decisions/communications from the Department of Infrastructure Planning Committee:
 - 8.1 Plans for Consideration

(Appendix 8.1)

	Planning Reference	Applicant/Address	Return Date
(a)	PA 25/90676/B	Mr & Mrs G Edwards - 34 Seafield Close	8 th August 2025
(b)	PA 25/90677/B	Mr & Mrs M Ryan - 6 The Fairway	8th August 2025
(c)	PA 25/90699/B	Mr & Ms R Dunnage & N Thacker - 51 Sunningdale Drive	15 th August 2025

8.2 Planning Communication:

(a) RBINV1387 - Manx Electric Railway Viaduct, Groudle

(Appendix 8.2)

9. Finance and General Purposes:

None.

10. Consideration of any Reports from the Clerk or other Officer:

10.1 Joint Political Meetings

(Chair/CEO to report)

10.2 (P) On

(P) Onchan Pleasure Park - Development Proposals

(Appendix 10.2)

11. Consideration of any relevant correspondence (already circulated unless indicated):

11.1 Douglas City Council Civic Sunday – Advance Notice

(Appendix 11.1)

11.2 Onchan Bowling Club Commissioners Cup

(Appendix 11.2)

12. To answer any questions asked under Standing Order 25:

None.

13. To answer any Motions in the order in which notice has been received:

None.

14. Environmental and Technical Services:

14.1 (P) External Refurbishment Project Barrule Drive Social Housing – Post Tender (Appendix 14.1)

14.2 (P) Commercial Property – Elm Tree House External Refurbishment

(Appendix 14.2)

15. Housing Matters:

15.1 Quarterly Standards of Performance Data – Quarter 1

(Appendix 15.1)

16. Dates for the Diary

Date	Organisation	Event	Time
26 th July 2025	Onchan District Commissioners	Commissioners Surgery – The Hub – Commissioners Allen and Lockwood Attending	10:00 am to 12 noon
28 th July 2025	Onchan District Commissioners	Board Meeting	7:00 pm
5 th August 2025	Onchan District Commissioners	Commissioners Surgery – Springfield Court – Commissioner Wilson attending	2:00 pm to 3:00 pm
11th August 2025	Onchan District Commissioners	Board Meeting	7:00 pm
15 th August 2025	Royal British Legion – Onchan Branch	80 th Anniversary VJ Day – Onchan War Memorial	10:45 am
23 rd August 2025	Onchan District Commissioners	Party in the Park	12 noon to 6:00 pm
26 th August 2025	Onchan District Commissioners	Board Meeting	7:00 pm

17. Any other URGENT business as authorised by the Chair for consideration:

PLANS LIST

Board Meeting to be held on Monday 28th July 2025 The District Surveyor has viewed the applications and recommend the following:-

	Applicant/Address	Description
PA 25/90676/B Return Date 08/08/2025	Mr & Mrs Gavin Edwards 34 Seafield Close Onchan IM3 3BU	Erection of dormers to front and rear roof slopes
	Recommendation – Refuse	
PA 25/90677/B Return Date 08/08/2025	Mr & Mrs Michael Ryan 6 The Fairway Onchan IM3 2EL	Erection of garage extension
	Recommendation - Approve	
PA 25/90699/B Return Date 15/08/2025	Mr & Ms Rikki Dunnage & Nicole Thacker 51 Sunningdale Drive Onchan IM3 1EL	Replacement of existing detached garage and rear lean-to with single story extension to existing dwelling
	Recommendation - Approve	9



DEPARTMENT OF ENVIRONMENT, FOOD AND AGRICULTURE

TOWN AND COUNTRY PLANNING ACT 1999

TOWN AND COUNTRY PLANNING (REGISTERED BUILDINGS) REGULATIONS 2013

NOTICE OF PROPOSAL TO REGISTER A BUILDING

The Department of Environment, Food and Agriculture gives notice that, as it appears to the Department that the following building is of special architectural or historic interest, it proposes to enter the building in the Protected Buildings Register:

Manx Electric Railway Viaduct Groudle, Isle of Man

The effect of registration is to restrict the demolition, alteration or extension of the building without the consent of the Department, as approved by Part 3 of the Town and Country Planning Act 1999.

Any person may make written submissions to the Department with respect to the property's special architectural or historic interest. Submissions should be addressed to the Registered Buildings Officer, Department of Environment, Food and Agriculture, Planning and Building Control Directorate, Murray House, Mount Havelock, Douglas, Isle of Man, IM1 2SF, or by emailing buildingconservation@gov.im, quoting Ref RBINV1387 and submitted no later than 15th August 2025.

Dated this 16th July 2025, By Order of the Department

J CHANCE

Director DEFA P&BC

Notice of this intention has been sent to:

The Property Owner
The Local Authority – Onchan
The Director, Manx National Heritage
IOM Natural History and Antiquarian Society

Case Name:	Manx Electric Railway Viaduct, Groudle
Case Number:	RBINV1387

Background

The Department for Planning & Building Control has been asked to survey Manx Electric Railway Viaduct, Groudle, as a candidate for inclusion into The Register of Protected Buildings, a register of buildings of special architectural or historic interest.

Following an initial assessment, facts regarding the building's history and architecture are being checked at this stage to enable a Registration Assessment and Recommendation to be made as to whether the building meets the criteria for entry in to the Register of Protected Buildings.

Asset (s) under Assessment

Facts about the asset (s) can be found in the Annex (es) to this report

Annex	Name	Category	
1	Factual Details	Proposal to Register	

Selected Sources

Pevsner Architectural Guides - Jonathan Kewley - Yale University Press 2023

Mona's Herald - Various dates

'Narrow Gauge Branch Lines - Douglas-Laxey-Ramsey': Tom Heavyside: Middleton Press

Manx Museum Library

iMuseum

Annex 1

Factual Details

Name: Manx Electric Railway Viaduct, Groudle

Location: Carrying the Manx Electric Railway and King Edward Road over the Groudle River/Glen

History

The viaduct was constructed in 1894 as part of the electric railway's extension from Groudle to Laxey. The viaduct was built by local contractor Mark Carine. The structure is the only viaduct on the Isle of Man to carry both a roadway and a railway.

When constructed, the viaduct featured castellated parapet walls on both sides. During the 20th century the eastern parapet wall was removed, the deck widened using cantilevered concrete planks, and a new guarding formed of painted metal railings installed mounted on a concrete upstand.

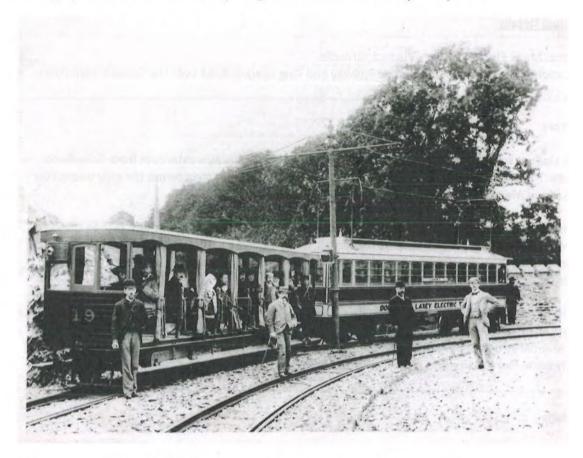
Intrinsically connected to the building and extensions of the electric railway on the island's east coast north of Douglas in the last decade of the 19th century, the viaduct remains one of the most substantial structures anywhere on the Isle of Man, and helps to illustrate construction techniques from the period as well as aspects of the island's transport history.

Details

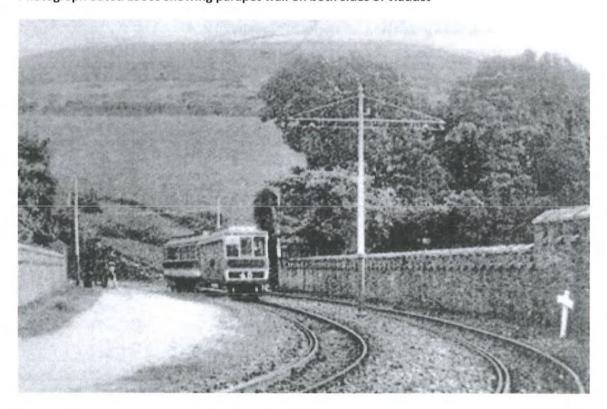
MATERIALS: Manx Group stone (known locally as Manx Slate), arches formed in local brickwork, cantilevered concrete deck to footway on eastern side with painted metal railings mounted on a concrete upstand forming the footway guarding. Initially pointed in Lime mortar, repairs using cement mortar have been undertaken during the 20th century.

FORM: Spanning the 60ft ravine containing the Groudle River and Glen, the viaduct consists of three semi-circular arches with tapered intermediate piers. The western side features a castellated parapet wall, formed in local stone, while the eastern side has been extended using a cantilevered concrete deck on which the footway sits, with painted metal railings as a guarding.

Photograph to commemorate the opening of the extension to Laxey in July 1894.



Photograph dated 1900s showing parapet wall on both sides of viaduct

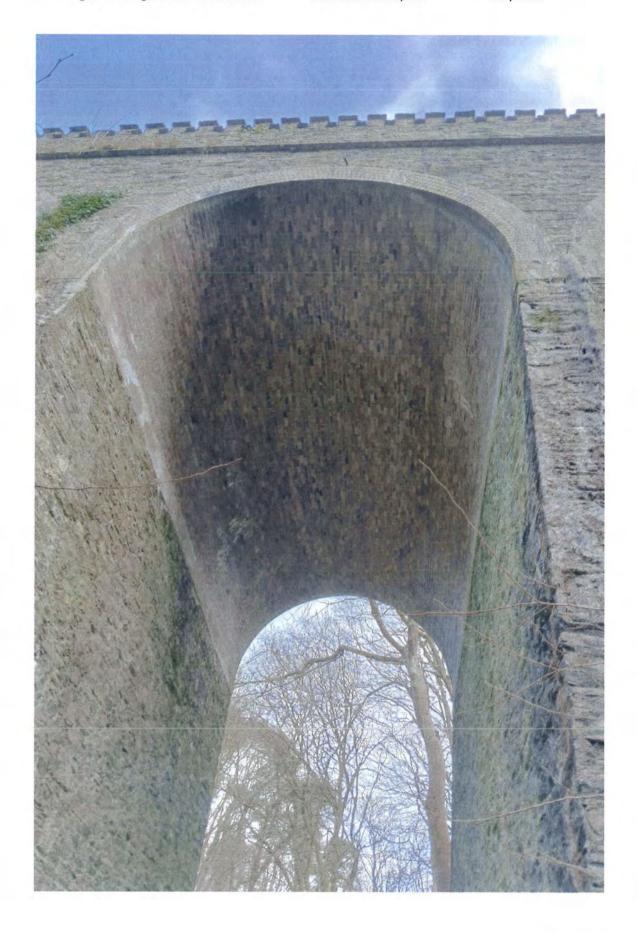


Recent photographs of viaduct



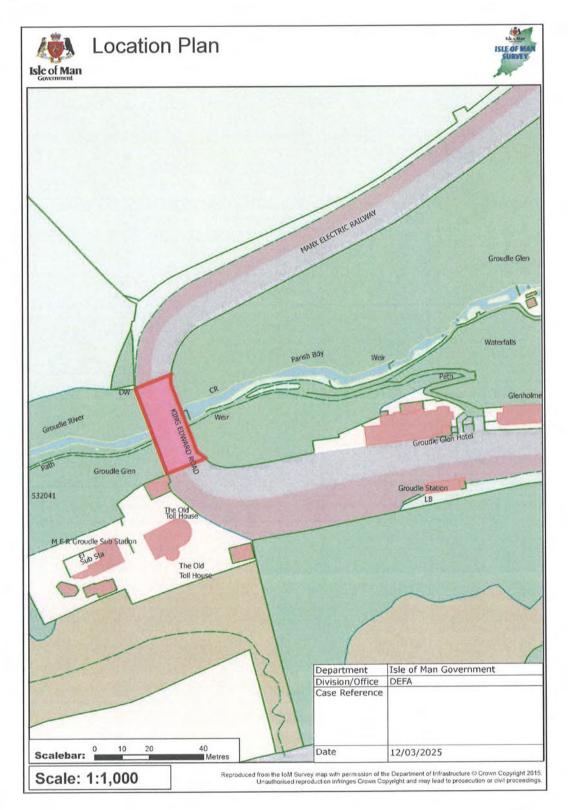


Page 4 of 6



Page 5 of 6

Map



Alyson Crellin

From:

Admin

To:

Admin

Subject:

FW: City of Douglas Civic Sunday - Advance Notice - 28th September 2025

Sent: 02 July 2025 11:09

To:

Subject: City of Douglas Civic Sunday - Advance Notice - 28th September 2025

You don't often get email from j

Learn why this is important

Wednesday 2nd July 2025

City of Douglas Civic Sunday - 28th September 2025

Dear Clerk to the Commissioners

I am writing to advise that the annual City of Douglas Civic Sunday Church Service is to take place at 10:30am on 28th September at St Matthew's Church, North Quay, Douglas.

Formal invitations, setting out further details, will be sent out nearer the date, but it is hoped that this advance notice will assist in allowing you to diarise the event amongst your other commitments.

Yours sincerely

CHIEF EXECUTIVE

Secretary / Admin Assistant Douglas City Council City Hall, PO Box 2, Douglas, Isle of Man IM99 1AD e-mail -Phone www.douglas.gov.im Facebook | Twitter | YouTube | Instagram

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APPENDIX 11.2.



----Original Message----

From:

Sent: 20 July 2025 17:57

To: Admin <admin@onchan.org.im>

Subject: FAO Ross Philips

[You don't often get email from

. Learn why this is important at

https://aka.ms/LearnAboutSenderIdentification]

Hi Onchan Bowling Club hope to hold the Commissioers Cup on Sunday 17 th August and would be pleased if someone could attend to present the trophy. They would only need to come in time for final therefore a phone no of whoever would be attending would be useful. Also if for any reason it is not held we would be able to get in touch. Regards

Sent from my iPad



MEMORANDUM

Memorandum to:	Board of Onchan District Commissioners
Reporting Officer:	Housing Manager
Date of the Meeting:	28 th July 2025
Subject:	Quarterly Standards of Performance Data – Quarter 1
Public or Private Document:	Public

Introduction:

The performance standards offer an overview of how the public housing sector is performing, using a select group of Key Performance Indicators (KPI) that serves as benchmarks commonly applied across public sector housing.

This approach highlights opportunities for improvement, identifies areas which require corrective action, and points to performance aspects that may require wider reform. These quarterly statistics are submitted to the Department, which reviews the data and engages with housing providers individually as needed.

Previously Considered by the Board:

The report is considered on a rolling quarterly basis.

Supporting Information:

To comply with Part 1 Section 4A of the Local Government Act 1985 (sub-sections 1,2, and 3) which lays out the requirements for Local Authorities to achieve the minimum standards of performance as specified by the Department of Infrastructure.

Standing Orders:

Schedule B - Housing

Resource Impact:

None - for information only.

Financial Impact:

None.

Legal and/or Insurance Impact:

To comply with requirements of statute and policy.

Equality Impact:

Climate Change Impact:

Not applicable.

Not applicable.

Consultation with Others:

Consultation with:

- Chief Finance Officer
- Housing Manager
- Property Maintenance Manager
- Housing Officer

General Data Protection Regulations and/or Confidentiality Impact:

Not applicable.

Appendices:

Appendix A – Report showing 2025/26 quarter 1 figures, along with comparative figures for the previous three years.

Appendix 1 - KPI Summary Report

Appendix 2 - Quarterly standards of performance Data 2025/26

For Members Information.

A.S. Gale (Mrs) CIH(4), CIHCM, CMgr MCMI

Housing Manager

MEMORANDUM

То:	ONCHAN DISTRICT COMMISSIONERS
From:	HOUSING MANAGER
Ref:	QUARTERLY STANDARDS OF PERFORMANCE DATA
Date:	14 th July 2025

Dear Commissioners

Background

The standards of performance are used to provide an overall snapshot of how the sector is performing, using a limited number of Key Performance Indicators (KPI) commonly used across public sector housing as a bench mark and to highlight opportunities for improvement, areas which require corrective action and performance areas which may require wider reform. These quarterly statistics are submitted to the Department where they review the output data and consult with housing providers individually if required.

Quarterly Reports

The statistics for the first quarter 7th April 2025 to 29th June 2025, are attached at Appendix 1, with the KPI summary detailed at Appendix 2.

Summary of Year End:

Q1	Trend from previous year	2025/26	2024/25	2023/24	2022/23	2021/22
ARREARS	year					
Rent Arrears	4	£72,574.62	£77,079.50	£79,402.50	£83,794.86	£103,702.98
Number of accounts in arrears	•	155	185	170	182	178
REPAIRS						
Responsive repairs raised	1	95	104	101	76	168
Responsive Repairs	1	£67,703.07	£42,823.63	£51,064.62	£11,959.85	£12.176.90
VOIDS						
Number	1	6	9	4	6	6
Void repairs	4	£65,656.58	£69,738.29	£44,201.92	£32,703.70	£27,653.39
Number weeks void	4	4.1	3.9	4.6	3.6	12
CYCLICAL AN	D PLANN	ED MAINTENA	NCE			
Cyclical Maintenance	1	£14,462.78	£15,242.09	£13,054.00	£14,085.86	£19,473.06
Planned Maintenance	1	£77,472.00	£5,959.90	£6,848.51	£4,373.69	£11,534.00
TOTAL MAINTE COSTS	ENANCE					
Total Maintenance Costs	1	£225,294.43	£133,763.91	£115,169.05	£63,123.10	£70,837.35

Please note that the earlier years figures reflect the effects of the Covid-19 pandemic.

Report to Board of Commissioners 14th July 2025

Regular Reporting

For Members information, the dates for the quarters are detailed below, along with suggested Board reporting dates:-

	Dates:	Deadline for submission to DOI	Suggested reporting to Board		
Quarter 1	1st April to 30th June	30th July	2 nd meeting in July		
Quarter 2	1st July to 30th August	30th September	2 nd meeting in September		
Quarter 3	1 st September to 31 st December	30 th January	2 nd meeting in January		
Quarter 4	1 st January to 30 th March	30 th April	2 nd meeting in April		

Report submitted for Members' information.

Kind regards

A.S. Gale (Mrs) CIH(4), CIHM, CMgr MCMI

Housing Manag7er

Quarterly Standards of Performance Data 2025-26

Housing Authority: Onchan District Commissioners

Contact Andrea Gale, Housing Manager

675564

ea sub-category	Ref Standard of Performance	То	tal Quarter 1	Tota	I Quarter 2	То	tal Quarter 3	Tota	l Quarter 4	Running To
ntal Income	F1 Total gross income of rent collected	£648,733.92	Reason for adjustment		Reason for adjustment		Reason for adjustment		Reason for adjustment	£648,7
	F2 Value of rental adjustments in last quarter other than lodgers or FTT	£0.00								
	F3 Value of increased rental from FTT reviews	£14,879.98						50.00		£14,8
	F4 Total gross income of increased rent collected	£14,879.98		£0.00		£0.00		£0.00		£14,8
rears	F5 Total number of accounts in arrears	155								
	F6 Total value of accounts in arrears	£72,574.62						Was transfer		4
	F7 5 highest values of accounts in arrears 1	£5,637.12	Action in place		Action in place		Action in place		Action in place	
	2 a singlest values of accounts in arrears	£5,637.12 £5,462.05	Repayment plan Court Action							
	3	£3,632.45	Repayment plan							
	4	£3,555.45	NTQ							
	5	£3,406.28 £21,693.35	Court Action	£0.00		£0.00		£0.00		
	F8 Total value of five highest accounts in arrears	221,093.33		20,00						
active Void rent loss	F9 Total reactive void rental loss - IMMEDIATE	£0.00								
	F10 Total reactive void rental loss - STANDARD	£4,435.11								
	F11 Total reactive void rental loss - MAJOR	£907.70								
	F12 Total reactive void rental loss - REFURBISHMENT F13 Total reactive void rent loss	£0.00 £5,342.81		£0,00		20.00		£0.00		£5
nned Void rent loss	F14 Total void rental loss - redevelopment/refurbishment									
uld be prearranged ween the Department	F15 Total void rental loss - pending demolition F16 Total void rental loss - stock management									
the provider.	F17 Total planned void rent loss	£0,00		£0.00		£0.00		£0.00		
		BANKS BUSINESS								
	intenance and Repairs	7	otal Quarter 1	Tot	al Quarter 2	To	tal Quarter 3	Tota	al Quarter 4	
sponsive Repairs	Ref Standard of Performance M1 No. of emergency repairs raised	3	- Quarter 1	100	PARENT SUPERING					
-pondito repuis	M2 No. of emergency repairs completed on time (within 24 hours)	3								
	M3 No. of urgent repairs raised	15	The second second							
	M4 No of urgent repairs completed on time (within 7 days)	15								
	M5 No. of routine repairs raised	77								
	M6 No of routine repairs completed on time (within 28 days)	72								
id Repairs	M10 No. of STANDARD (5 week) voids	6								
id Repairs	M11 No of standard void repairs completed on time (within 5 weeks)	6								
	M12 Average weeks void	4.1								
	M13 No. of MAJOR (12 week) voids	0				11,000,000,000,000,000				
	M14 No of major void repairs completed on time (within 12 weeks)	0								A
	M15 Average weeks void	0								
	M16 No. of REFURBISHMENT (>12 week) void repairs	0								
ould be notified to the vision	M17 Cost of refurbishment void repairs	£0.00								
	M18 Average weeks void	0]	
aintenance	M19 Total cost of COMPLETED cyclical maintenance (per quarter)	£14,462.78							-	
cpenditure	M20 Total cost of COMPLETED planned maintenance (per quarter) M21 Total cost of COMPLETED responsive repairs (per quarter)	£77,472.00							-	
	M22 Total cost of COMPLETED void maintenance (per quarter)	£67,703.07 £65,656.58								
	M23 Total cost of all completed maintenance activity	£225,294.43		£0.00		£0.00		20.00]	£22!
oid property repairs	M24 Number of property voids completed (at quarter end)	6								
oid properties	M25 Number of empty properties (at quarter end)	4								
daptations	M26 Number of requests for adaptations in quarter	14								
	M27 Number of adaptations undertaken quarter	10								
outownance Area: Ect	tate and Tenancy Management									
		_	otal Quarter 1	Tol	ral Quarter 2	Т	otal Quarter 3	Tot	al Quarter 4	
ea sub-category	Ref Standard of Performance T1 Number of allocations from Housing Waiting List	5	otal Quarter 1	10	ai Quarter 2	Park Company	otal Quarter 5	100	a Quarter 4	
	T2 Number of transfers through mutual arrangements	0								
	T3 Number of transfers through mutual arrangements	0							-	
	T4 Number of transfers for downsize	0								
	T5 Number of transfers for health/welfare reasons	1								
	Total number of new allocations from transfers	1		0		0		0		
	Average time for relet from maintenance sign-off (calendar days)	0								
	Number of internal to authority appeals against new tenancy	0	4.74							
	Number of internal to authority appeals against reviewed (FIT)	-								
	tenancy decisions	0								
eason for appeal(s):										
WL Applications	HWL by property type required									
	T10 4+ Bedrooms	0							-	
	T11 3 Bedrooms	5							-	
	T12 2 Bedrooms	38							- 7,500	
	T13 1 Bedrooms T14 Sheltered Housing unit	42 38								
	T15 Disable or specialist housing type	1								
	T16 Total number on housing waiting list			0		0		0		
	T17 Total number on waiting list single no children	52								
	T18 Total number on waiting list single with children	24							-	
	T19 Total number on waiting list couple no children	5							-	
	T20 Total number on waiting list couple with children	5							=	
enancy Issues	T21 Number of NTQ issued for breach of rent arrears	0								
	T22 number of NTQ issued due to review of FTT T23 Number of NTQ issued for anti social behaviours	0								
	T24 Number of Possession Orders obtained for breach of rent arrears	0								
	T25 Number of Possession Orders obtained due to review of FTT	0								
	T26 Number of Possession Orders obtained due to anti social behaviour	s 0								
	T27 Number of Evictions carried out for breach of rent arrears	0								
	T28 Number of Evictions carried out for reason other than breach of arrears	0		, re						
	unat Cabi facilia-	N 25-9 (A 57A)								
formance Area: Te			otal Quarter 1	To	tal Quarter 2		otal Quarter 3	To	tal Quarter 4	
a sub-category	Ref Standard of Performance						otal Qualter b	The state of the s	Control of the Contro	

	S3 Number of tenant surveys returned in period	0		THE PART OF THE PA	
	S4 Number of tenants satisfied with housing management activity	0			
Responsive Repairs	S5 Number of repair surveys issued in period	0			
	S6 Number of repair surveys returned in period	0			
	S7 Number of tenants satisfied with maintenance activity	0			
Complete					
Complaints	S8 Number of new complaints received in period	0			
	S9 Number of complaints resolved in period	0			
Performance Area: Ole	der Persons Provision				
Area sub-category	Ref Standard of Performance	Total Quarter 1	Total Quarter 2	Total Quarter 3	Total Quarter 4
Relets	O1 Number of allocations from private home owners	0			
	O2 Number of allocations from private rental	1			
	O3 Number of allocations from public sector rental	1			
HWL Applications	HWL by age group & household status	43	0	0	0
	O4 Total of Single - Age < 70	6			
	O5 Total of Single - Age 70 - 85	18			
	O6 Total of Single - Age > 85				
		8	No and the second		
	O7 Total of Couples - Age < 70	4	3920		
	07 Total of Couples - Age < 70 08 Total of Couples - Age 70 - 85	4 5			
	O7 Total of Couples - Age < 70	4		1496	
Performance Area: Fix	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85	4 5			
Performance Area: Fix Area sub-category	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85	4 5	Total Quarter 2	Total Quarter 3	Total Quarter 4
	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85 ed Term Tenancies	4 5 2	Total Quarter 2	Total Quarter 3	Total Quarter 4
Area sub-category	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85 red Term Tenancies Rent on different terms	4 5 2	Total Quarter 2	Total Quarter 3	Total Quarter 4
Area sub-category	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85 red Term Tenancies Rent on different terms Ref Number of tenancies by rent uplift type	4 5 2 Total Quarter 1	Total Quarter 2	Total Quarter 3	Total Quarter 4
Area sub-category	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85 ced Term Tenancies Rent on different terms Ref Number of tenancies by rent uplift type P1 10% rent uplift	7 10 5	Total Quarter 2	Total Quarter 3	Total Quarter 4
Area sub-category	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85 Ced Term Tenancies Rent on different terms Ref Number of tenancies by rent uplift type P1 10% rent uplift P2 20% rent uplift	7 10 5 6	Total Quarter 2	Total Quarter 3	Total Quarter 4
Area sub-category	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85 Ced Term Tenancies Rent on different terms Ref Number of tenancies by rent uplift type P1 10% rent uplift P2 20% rent uplift P3 30% rent uplift	7 10 5	Total Quarter 2	Total Quarter 3	Total Quarter 4
Area sub-category	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85 red Term Tenancies Rent on different terms Ref Number of tenancies by rent uplift type P1 10% rent uplift P2 20% rent uplift P3 30% rent uplift P4 40% rent uplift	7 10 5 6	Total Quarter 2	Total Quarter 3	Total Quarter 4
Area sub-category	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85 Ted Term Tenancies Rent on different terms Ref Number of tenancies by rent uplift type P1 10% rent uplift P2 20% rent uplift P3 30% rent uplift P4 40% rent uplift P5 50% rent uplift P6 60% rent uplift P7 70% rent uplift	7 10 5 6 2 0 1	Total Quarter 2	Total Quarter 3	Total Quarter 4
Area sub-category	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85 Ted Term Tenancies Rent on different terms Ref Number of tenancies by rent uplift type P1 10% rent uplift P2 20% rent uplift P3 30% rent uplift P4 40% rent uplift P5 50% rent uplift P6 60% rent uplift P7 70% rent uplift P8 80% rent uplift P8 80% rent uplift	7 10 5 6 2 0 1 0 0	Total Quarter 2	Total Quarter 3	Total Quarter 4
Area sub-category	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85 Ted Term Tenancies Rent on different terms Ref Number of tenancies by rent uplift type P1 10% rent uplift P2 20% rent uplift P3 30% rent uplift P4 40% rent uplift P5 50% rent uplift P6 60% rent uplift P7 70% rent uplift P8 80% rent uplift P9 90% rent uplift P9 90% rent uplift	7 10 5 6 2 0 1 0 0 0	Total Quarter 2	Total Quarter 3	Total Quarter 4
Area sub-category	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85 Ted Term Tenancies Rent on different terms Ref Number of tenancies by rent uplift type P1 10% rent uplift P2 20% rent uplift P3 30% rent uplift P4 40% rent uplift P5 50% rent uplift P6 60% rent uplift P7 70% rent uplift P8 80% rent uplift P9 90% rent uplift P9 90% rent uplift P1 100% rent uplift	7 10 5 6 2 0 1 0 0 0 2	Total Quarter 2	Total Quarter 3	Total Quarter 4
Area sub-category	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85 Ted Term Tenancies Rent on different terms Ref Number of tenancies by rent uplift type P1 10% rent uplift P2 20% rent uplift P3 30% rent uplift P4 40% rent uplift P5 50% rent uplift P6 60% rent uplift P7 70% rent uplift P8 80% rent uplift P9 90% rent uplift P9 90% rent uplift P1 100% rent uplift P10 100% rent uplift P11 Market Rent uplift	7 10 5 6 2 0 1 0 0 0 2 0 0	Total Quarter 2	Total Quarter 3	Total Quarter 4
Area sub-category	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85 Ted Term Tenancies Rent on different terms Ref Number of tenancies by rent uplift type P1 10% rent uplift P2 20% rent uplift P3 30% rent uplift P4 40% rent uplift P5 50% rent uplift P6 60% rent uplift P7 70% rent uplift P8 80% rent uplift P9 90% rent uplift P9 90% rent uplift P1 100% rent uplift	7 10 5 6 2 0 1 0 0 0 2	Total Quarter 2	Total Quarter 3	Total Quarter 4
Area sub-category	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85 Ted Term Tenancies Rent on different terms Ref Number of tenancies by rent uplift type P1 10% rent uplift P2 20% rent uplift P3 30% rent uplift P4 40% rent uplift P5 50% rent uplift P6 60% rent uplift P7 70% rent uplift P8 80% rent uplift P9 90% rent uplift P9 90% rent uplift P1 100% rent uplift P10 100% rent uplift P11 Market Rent uplift	7 10 5 6 2 0 1 0 0 0 2 0 0			
Area sub-category FTT Renewals	O7 Total of Couples - Age < 70 O8 Total of Couples - Age 70 - 85 O9 Total of Couples - Age > 85 red Term Tenancies Rent on different terms Ref Number of tenancies by rent uplift type P1 10% rent uplift P2 20% rent uplift P3 30% rent uplift P4 40% rent uplift P5 50% rent uplift P6 60% rent uplift P7 70% rent uplift P8 80% rent uplift P9 90% rent uplift P9 100% rent uplift P1 100% rent uplift P1 100% rent uplift P2 70% rent uplift P3 80% rent uplift P4 80% rent uplift P5 70% rent uplift P6 100% rent uplift P7 70% rent uplift P8 80% rent uplift P9 70% rent uplift P1 100% rent uplift	7 10 5 6 2 0 1 0 0 2 0 33			

24/07/2025

QUARTERLY PERFORMANCE FIGURES 2025-26

Onchan District Commissioners

INDICATOR	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Average
Anticipated rental income collected (Target >95%)	93.7%				
Overdue rental payments "arrears" (Target <2.5%)	2.6%				2.6%
Rental loss from empty properties (Target <2%)	0.8%				
Proportion of stock vacant (Target <2%)	0.8%				
Proportion of emergency repairs completed within target time of 24 hours (Target >100%)	100.0%				
Proportion of urgent repairs completed within target time of 7 working days (Target > 95%)	100.0%				
Proportion of routine repairs completed within target time within 28 days (Target >90%)	93.5%				
Proportion of standard voids completed within 5 weeks (Target >90%)	100.0%				
Proportion of major voids completed within 12 weeks (Target >90%)					
Proportion of anticipated maintenance spend in quarter (Trend data only)	100.12%				
Total number of new housing allocations transferees and off waiting list (Trend data only)	6				
Average time for relet from maintenance sign off (Trend data only)	0				
Total on housing waiting list (Trend data only for those providers not within shared list environment)	43				
Proportion of surveyed tenants who were satisfied with their management service (Target 100%)					
Proportion of surveyed tenants who were satisfied with their repairs service (Target 100%)					