

**ONCHAN DISTRICT COMMISSIONERS  
RESPONSE TO FREEDOM OF INFORMATION REQUEST**

<b>Date response returned:</b>	7 <sup>th</sup> February 2018
<b>Date received:</b>	5 <sup>th</sup> January, clarification sought and response received 8 <sup>th</sup> January 2018
<b>Subject:</b>	Housing Maintenance and number of housing allocations

**1. Breakdown of public spend on social housing maintenance financial year ending 2014/2015, 2015/2016 and 2016/2017, broken down by property, issue reported and by whom, cost per property.**

This information can be found under the Expenditure, Repairs and Maintenance section of the Housing Revenue Income and Expenditure Account of our published accounts publically available on our website at the following links:-

- |       |                   |   |
|-------|-------------------|---|
| (i)   | 2014/15 – Page 16 | <a href="https://www.onchan.org.im/uploads/2014-onchan-signed-financial-statements.pdf">https://www.onchan.org.im/uploads/2014-onchan-signed-financial-statements.pdf</a> |
| (ii)  | 2015/16 - Page 17 | <a href="https://www.onchan.org.im/uploads/2015-onchan-signed-financial-statements.pdf">https://www.onchan.org.im/uploads/2015-onchan-signed-financial-statements.pdf</a> |
| (iii) | 2016/17 – Page 17 | <a href="https://www.onchan.org.im/uploads/statement-of-accounts-31-03-17.pdf">https://www.onchan.org.im/uploads/statement-of-accounts-31-03-17.pdf</a>                   |

Copies of the pages are attached at Appendix 1.

The latter part of the request “broken down by property, issue reported and by whom, cost per property”. To break the information down by property is not possible, as this level of information is not available. The request whilst valid, is so wide (“voluminous”) that the Authority considers that processing the information would divert valuable resources to collate such information.

Issues are usually reported by the tenants of the properties, and to provide this information may constitute a breach of data protection.

**2. Copies of any correspondence sent to tenants in years 2014/15, 2015/16 and 2016/17 with regard to maintenance?**

The Authority advises that due to the number of properties that it manages, it would be disproportionate in terms of the strain on time in resources to carry out an extensive search in a number of locations to identify every piece of correspondence. However, maintenance issues are mentioned through our Tenant’s Newsletters which are publically available on our website.

Annual boiler safety checks are carried out and each tenant receives correspondence as and when the safety check is due to be carried out. Please find attached a sample of generic letters issued to tenants.

**3. Number of Housing allocations in years 2014/15, 2015/16 and 2016/17 and if any conflicts/ interests were declared by Commissioners or Officers when the properties allocated.**

Year	General	Sheltered	Transfers	
			General	Sheltered
2016/17	12	3	19	3
2015/16	12	4	13	2
2014/15	15	14	8	1

No declaration or conflicts of interests were declared by Commissioners or Officers when the properties were allocated.

<b>Date Response approved for issue:</b>	7 <sup>th</sup> February 21018	<b>Date response returned:</b>	7 <sup>th</sup> February 2018
<b>Approved by:</b>	T.R Craig, Acting Chief Executive		

**APPENDIX 1**  
**2014/15 Financial Year**

## Onchan District Commissioners

### Housing Revenue Income and Expenditure Account for the year ended 31 March 2015

	2015	2015	2014
	£	£	£
<b>Income</b>			
Dwelling rents including rates	2,172,688		2,050,713
Charges for services and facilities	89,538		112,757
Contributions towards expenditure including Housing			
Deficiency Payments	309,916		304,419
	<u>          </u>		<u>          </u>
<b>Total income</b>		2,572,142	2,467,889
<b>Expenditure</b>			
Repairs and maintenance	(820,673)		(559,189)
Supervision and management	(239,351)		(239,931)
Rents, rates, taxes and other charges	(303,981)		(271,948)
Depreciation and impairment of fixed assets	(1,584,110)		(688,000)
	<u>          </u>		<u>          </u>
		(2,948,115)	(1,759,068)
<b>Net cost of HRA services as included in the whole authority Income and Expenditure Account</b>		(375,973)	708,821
HRA share of other amounts included in the whole authority Net Cost of Services but not allocated to specific services		—	—
		<u>          </u>	<u>          </u>
<b>Net cost of HRA services</b>		(375,973)	708,821
<i>HRA share of the operating income and expenditure included in the whole authority income and expenditure account:</i>			
Interest payable and similar charges		(668,871)	(673,342)
Interest and investment income		2,250	2,106
		<u>          </u>	<u>          </u>
<b>Surplus/(deficit) for the year on HRA services</b>		(1,042,594)	37,585
		<u>          </u>	<u>          </u>

The notes on pages 25 to 38 form part of these financial statements.

## Onchan District Commissioners

### Housing Revenue Income and Expenditure Account for the year ended 31 March 2016

	2016 £	2016 £	2015 £
<b>Income</b>			
Dwelling rents including rates	2,294,327		2,172,688
Charges for services and facilities	117,691		89,538
Contributions towards expenditure including Housing Deficiency Payments	291,842		309,916
<b>Total Income</b>		2,703,860	2,572,142
<b>Expenditure</b>			
Repairs and maintenance	(909,009)		(820,673)
Supervision and management	(251,348)		(239,351)
Rents, rates, taxes and other charges	(321,321)		(303,981)
Depreciation and impairment of fixed assets	(752,916)		(1,564,110)
		(2,234,594)	(2,948,115)
<b>Net cost of HRA services as included in the whole authority Income and Expenditure Account</b>		469,266	(375,973)
HRA share of other amounts included in the whole authority Net Cost of Services but not allocated to specific services		—	—
<b>Net cost of HRA services</b>		469,266	(375,973)
<i>HRA share of the operating income and expenditure included in the whole authority income and expenditure account:</i>			
Interest payable and similar charges		(646,220)	(668,871)
Interest and investment income		1,745	2,250
<b>Surplus/(deficit) for the year on HRA services</b>		(175,209)	(1,042,594)

The notes on pages 26 to 39 form part of these financial statements.

## Onchan District Commissioners

### Housing Revenue Income and Expenditure Account for the year ended 31 March 2017

	2017 £	2017 £	2016 £
<b>Income</b>			
Dwelling rents including rates	2,302,668		2,294,327
Charges for services and facilities	86,132		117,691
Contributions towards expenditure including Housing Deficiency Payments	—		291,842
<b>Total Income</b>		2,388,800	2,703,860
<b>Expenditure</b>			
Repairs and maintenance	(1,209,920)		(909,009)
Supervision and management	(256,471)		(251,348)
Rents, rates, taxes and other charges	(337,671)		(321,321)
Depreciation and impairment of fixed assets	(1,094,137)		(752,916)
		(2,898,199)	(2,234,594)
<b>Net cost of HRA services as included in the whole authority Income and Expenditure Account</b>		(509,399)	469,266
HRA share of other amounts included in the whole authority Net Cost of Services but not allocated to specific services		—	—
<b>Net cost of HRA services</b>		(509,399)	469,266
<i>HRA share of the operating income and expenditure included in the whole authority income and expenditure account:</i>			
Interest payable and similar charges		(619,198)	(646,220)
Interest and investment income		1,015	1,745
<b>Surplus/(deficit) for the year on HRA services</b>		<u>(1,127,582)</u>	<u>(175,209)</u>

The notes on pages 26 to 39 form part of these financial statements.

Our ref: RP/AW

Tenant

Dear Sirs

**Re: Onchan District Commissioners – Application for Housing Alteration**

Further to your recent application submission, we can confirm that Onchan District Commissioners have approved your application to self-fund the removal of the fire place to the lounge.

Please note that the redundant chimney stack will be need to be ventilated via an air vent or brick placed within the opening of the old fire place.

If you have any queries please do not hesitate to contact this office.

Yours faithfully

**ROSS PHILLIPS**  
**PROPERTY MAINTENANCE MANAGER**

Our ref: RP/AW

Tenant

Dear Sirs

**Re: Onchan District Commissioners – Annual Safety Check of Gas Appliances**

The annual safety check of the gas appliances at this property is now overdue.

Under the Gas Safety (Installation and Use) Regulations 1998, Onchan District Commissioners has a duty to ensure that the annual safety check is carried out.

Gas Services currently has the contract to carry out the annual safety check and will require access to the property as soon as possible.

Please contact their office on 494983 between 8am and 5pm Monday to Friday to make an appointment as a matter of urgency.

If you have any queries please do not hesitate to contact this office.

Yours faithfully

**ROSS PHILLIPS**  
**PROPERTY MAINTENANCE MANAGER**

Our ref: RP/AW

Tenant

Dear Sirs

**Re: Onchan District Commissioners – Annual Safety Check of Gas Appliances Final Notice**

The annual safety check of the gas appliances at this property is overdue. Our engineers have tried to make appointments with you but they have not been able to gain access.

Under the Gas Safety (Installation and Use) Regulations 1998, Onchan District Commissioners has a duty to ensure that the annual safety check is carried out.

Gas Services, on behalf of Potteron Baxi currently has the contract to carry out the annual safety check and will require access to the property as a matter of urgency.

Please contact their office on 494983 between 8am and 5pm Monday to Friday to make an appointment.

If you have any queries please do not hesitate to contact this office.

Yours faithfully

**ROSS PHILLIPS**  
**PROPERTY MAINTENANCE MANAGER**

Our ref: RP/AW

Tenant

Dear Sirs

**Re: Onchan District Commissioners – Annual Safety Check of Gas Appliances**

**GAS SUPPLY DISABLEMENT**

Further to my letter dated ... informing you that the annual safety check of the gas appliances at this property was overdue, our engineers have still not been able to gain access.

Under the Gas Safety (Installation and Use) Regulations 1998, Onchan District Commissioners has a duty to ensure that the annual safety check is carried out.

**If access cannot be made within 7 days from the date of this letter, we will access the property on ... to disable the gas supply until the annual gas safety check can be completed.**

I would remind you of clause 2(o) of your tenancy agreement, which states that the tenant agrees:

*“To allow the Commissioners or its agents, inspectors, surveyors and workmen to have access at all reasonable times to the property and every part thereof for all reasonable purposes and to inspect and/or carry out maintenance or repair works to the same and any part thereof.”*

*“Should access be again denied after the date specified in this letter, you will be in breach of your tenancy agreement, and the Authority will automatically serve you with formal Notice to Quit without further correspondence. Please be advised that you will be liable for any legal costs incurred in this event.”*

Any costs incurred by the Commissioners in relation to gaining access to the property, changing locks, and disabling the gas supply will be recharged to the tenant.

Gas Services, on behalf of Potteron Baxi currently has the contract to carry out the annual safety check and will require access to the property as a matter of urgency.

Please contact their office on 494983 between 8am and 5pm Monday to Friday to make an appointment.



If you have any queries please do not hesitate to contact this office.

Yours faithfully

**ROSS PHILLIPS**  
**PROPERTY MAINTENANCE MANAGER**

Our ref: RP/AW

28<sup>th</sup> July 2017

Tenant

Dear Sirs

**Re: Onchan District Commissioners – Annual Safety Check of Gas Appliances**

**GAS SUPPLY DISABLEMENT – GAS TO BE  
ISOLATED ...**

Further to my letters dated ... and ... informing you that the annual safety check of the gas appliances at this property are overdue, our engineers have still not been able to gain access.

Under the Gas Safety (Installation and Use) Regulations 1998, Onchan District Commissioners has a duty to ensure that the annual safety check is carried out.

**I have instructed our contractor to disable the gas supply at the property until the annual gas safety check can be completed. This will be carried out at ...**

I would remind you of clause 2(o) of your tenancy agreement, which states that the tenant agrees:

*“To allow the Commissioners or its agents, inspectors, surveyors and workmen to have access at all reasonable times to the property and every part thereof for all reasonable purposes and to inspect and/or carry out maintenance or repair works to the same and any part thereof.”*

*“Should access be again denied after the date specified in this letter, you will be in breach of your tenancy agreement, and the Authority will automatically serve you with formal Notice to Quit without further correspondence. Please be advised that you will be liable for any legal costs incurred in this event.”*

Gas Services on behalf of Potterton Baxi has the contract to carry out the annual safety check. Please contact their office on 494983 between 8am and 5pm to avoid the gas supply being disabled. Alternatively, please contact Onchan District Commissioners office on 675564 if you have any queries.

Yours sincerely

**ROSS PHILLIPS**  
**PROPERTY MAINTENANCE MANAGER**

Our ref: RF/AW

Date

Tenant

Dear

**Re: Onchan District Commissioners – Fire Precautions Act 1975 Fire Precautions (Flats) Regulations 1996**

Pursuant to Regulation 3 of the 1996 Regulations, the Chief Fire Officer has directed that the flat 8 Heywood Court shall be exempted from the following requirements of Part 2 of the 1996 Regulations, namely:-

- 1)The requirement to have self-closing devices on the internal fire doors of the flat in accordance with Regulation 6 (2)

This exemption only applies whilst the flat is in your tenancy.

It is your responsibility to ensure all doors are closed at night and when leaving the flat unoccupied, to ensure the safety of other residents.

A copy of the 1996 Regulations is available at [www.iomfire.com](http://www.iomfire.com)

All exemptions related to these premises are available for public viewing at the principal office, which is the Isle of Man Fire and Rescue Service Headquarters, Homefield, 88 Woodbourne Road, Douglas, Isle of Man, IM2 3AP, as required by regulation 3(3) of the 1996 regulations.

Cont,

If you have any queries please do not hesitate to contact this office on 624967

Yours sincerely

**RYAN FORGIE**  
**PROPERTY MAINTENANCE OFFICER**

CC: Margret Cullen (Heywood Court Warden)

Date.

Our ref: RP/AW

Tenant  
Heywood Court  
Onchan  
Isle of Man  
IM3 3AN

Dear Tenant

**Re: Remedial Works to Communal Hot Water System**

Due to ongoing issues regarding the intermittent hot water supply to various flats, Onchan District Commissioners will need to carry out repairs to each flat during the coming weeks.

To carry out these repairs our contractors will require access to the property. You will be contacted prior to the works taking place to arrange a mutually convenient time.

The Commissioners thank you for your co-operation in this matter and plan to keep any disruption to a minimum.

If you have any queries please do not hesitate to contact this office.

Yours faithfully

**ROSS PHILLIPS**  
**PROPERTY MAINTENANCE MANAGER**

# MEMORANDUM

<b>To:</b>	<b>Heywood Court</b>		
<b>From:</b>	<b>Property Maintenance Officer</b>		
<b>Ref:</b>	<b>Warden Call System</b>		
<b>Date:</b>	<b>27/11/15</b>	<b>File Ref:</b>	

Please see the following information:

We have been advised by Manx Telecom that they will be undertaking engineering works in our area, which could result in the telephone lines being inoperative for some time.

This will affect the ability of your warden call system to send signals to the call receiving center and could result in no signal reaching the monitoring center in the event of an emergency.

I am afraid we have no control over these works.

Please can you contact the emergency services direct in the event of an emergency or the Onchan commissioners out of hours number (493314).

The dates we could be affected are:

Monday 30<sup>th</sup> November  
Tuesday 1<sup>st</sup> December  
Wednesday 2<sup>nd</sup> December  
Thursday 3<sup>rd</sup> December

If you have any queries please do not hesitate to contact this department.

Regards

Date.

Our ref: RF/AW

Tenant  
Heywood Court  
Onchan  
Isle of Man  
IM3 3AN

Dear Tenant

**Re: Security Lock Upgrade**

Onchan District Commissioners are looking to upgrade the security to the premises, this will involve changing your flat front door lock. The lock will be removed for one day, and will be replaced the following day with an upgraded lock. A temporary lock will be installed in the interim period, and we will provide you with a temporary key. Please include any keys you have for the buggy/cage room in the basement store room.

We are planning on removing the lock on DATE between 1500 and 1600pm and then we will install the new lock on DATE between 1500 and 1600pm. Please can you leave any existing keys you have for your original lock in the door on this date, these will be recut to suit the new locks.

The Commissioners thank you for your co-operation in this matter and plan to keep any disruption to a minimum.

If you have any queries please do not hesitate to contact this office.

Yours faithfully

**RYAN FORGIE**  
**PROPERTY MAINTENANCE OFFICER**



Our ref: RF/AW

Name  
Address  
Onchan  
Isle of Man  
Postcode

Dear Sirs

**Re: Onchan District Commissioners – Housing Inspections**

As we are trying to update our property condition database we will require access to your home, to make a record of any adaptations/modifications and general condition of our properties.

During the inspections we will assess any repair work, ask to take a look around the premises and record the condition of our property. The information collected will be entered into our database and used to determine what, if any, planned maintenance projects will be required.

Please contact us on 624967 to arrange a suitable time for us to visit. We apologise for any inconvenience caused.

Yours faithfully

**RYAN FORGIE**  
**PROPERTY MAINTENANCE OFFICER**

Our ref: RF/AW

Tenant

Dear Sirs

**Re: Onchan District Commissioners – Housing Inspection**

**Landlord Access**

Further to my letters dated ... and ... asking for access for Onchan District Commissioners to carry out a property inspection, we have still not been able to gain access.

**If access cannot be made within 7 days from the date of this letter, we will access the property on ... to carry out our maintenance inspection**

I would remind you of clause 2(o) of your tenancy agreement, which states that the tenant agrees:

*“To allow the Commissioners or its agents, inspectors, surveyors and workmen to have access at all reasonable times to the property and every part thereof for all reasonable purposes and to inspect and/or carry out maintenance or repair works to the same and any part thereof.”*

Should access be again denied after the date specified in this letter, you will be in breach of your tenancy agreement, and the Authority will automatically serve you with formal Notice to Quit without further correspondence. Please be advised that you will be liable for any legal costs incurred in this event.

Any costs incurred by the Commissioners in relation to gaining access to the property by changing locks will be recharged to the tenant.

Please contact this office on 624967 to arrange a suitable time for us to visit. We apologise for any inconvenience caused.

If you have any queries please do not hesitate to contact this office.

Yours faithfully

**RYAN FORGIE**  
**PROPERTY MAINTENANCE OFFICER**

Our ref: RP/AW

Dear Sirs

**Re: Onchan District Commissioners, Springfield Court – key suite A3454**

I Ross Phillips of Onchan District Commissioners authorise the transfer of suite A3454 to MC Locksmith Services Ltd, Unit 30 White Hoe Business Park, Douglas, Isle Of Man, IM2 1QD.

If you have any queries please do not hesitate to contact this office.

Yours faithfully

**ROSS PHILLIPS**  
**PROPERTY MAINTENANCE MANAGER**

# MEMORANDUM

<b>To:</b>	<b>Springfield Court</b>		
<b>From:</b>	<b>Property Maintenance Officer</b>		
<b>Ref:</b>	<b>Warden Call System</b>		
<b>Date:</b>	<b>27/11/15</b>	<b>File Ref:</b>	

Please see the following information:

We have been advised by Manx Telecom that they will be undertaking engineering works in our area, which could result in the telephone lines being inoperative for some time.

This will affect the ability of your warden call system to send signals to the call receiving center and could result in no signal reaching the monitoring center in the event of an emergency.

I am afraid we have no control over these works.

Please can you contact the emergency services direct in the event of an emergency or the Onchan commissioners out of hours number (493314).

The dates we could be affected are:

Monday 30<sup>th</sup> November  
Tuesday 1<sup>st</sup> December  
Wednesday 2<sup>nd</sup> December  
Thursday 3<sup>rd</sup> December

If you have any queries please do not hesitate to contact this department.

Regards

Our ref: RF/AW

Name  
Address  
Onchan  
Isle of Man  
Postcode

Dear Sirs

**Re: Housing Inspections - Address**

Following on from our recent housing inspection at the above address it was noted that you have installed a log burner. According to our records you have not sought nor gained building regulation approval for the installation of this type of appliance. It is also noted that you have not received written approval from this authority as required under your tenancy agreement.

Please complete the enclosed housing alteration and Building Regularisation application forms and return them to this office, with the appropriate fee (£55), within the next 7 days.

Please contact this office if you have any questions.

Yours faithfully

**RYAN FORGIE**  
**PROPERTY MAINTENANCE OFFICER**

Date

Our ref: RP/AW

Tenant  
Address  
Post Code

Dear

**Re: Ashley Park and Hackett Close Flooding Issues - Update**

Onchan District Commissioners would like to take this opportunity to make you aware of the current situation regarding the historic flooding problem in the areas surrounding the property you currently occupy.

Manx Utilities (formerly Isle of Man Water and Sewerage Authority) are currently collecting data to develop a plan as to how to eliminate future flooding issues. To do this they are producing a hydraulic model for the Birch Hill catchment area which has resulted in large amounts of manhole data collection in the area before final options are developed.

In order for Manx Utilities to continue their data collection regarding the extent of flooding in this area Onchan District Commissioners asks that you notify Manx Utilities of any future such flooding incidents. Please contact Manx Utilities on 687687 or [enquiries@manxutilities.im](mailto:enquiries@manxutilities.im).

Onchan District Commissioners thank you for your co-operation in this matter.

If you have any queries please do not hesitate to contact this office.

Yours faithfully

**ROSS PHILLIPS**  
**PROPERTY MAINTENANCE MANAGER**