

Douglas

DOUGLAS BOROUGH COUNCIL HOUSING OFFICE
Update 22nd January 2021

Support for You and Your Family

We are here to support all of your tenant related queries and, where we can, our Housing staff will be able to assist you with community advice and support.

It is important to continue to pay your rent at this time, but we understand that some households may be experiencing difficulty. Please contact your Housing Officer to discuss this further, so they can assist and run through the different options to prevent rent arrears accruing.

Rents and Payments

Douglas Borough Council's Housing Office and Payments Counter are currently closed however our staff are still available to answer queries and take payments.



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Douglas Borough Council


Ways to Pay Your Rent

-  Set up a Direct Debit for weekly or monthly rent payments
-  Pay online at douglas.gov.im, all you need is your rent account number!
-  Pay over the phone by calling 696344

Sheltered Accommodation

Our Sheltered Housing staff are providing welfare calls to all residents.

It is important to keep in contact with our relatives and loved ones during lockdown, as it can feel lonely and isolated.



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Covid-19 Update Sheltered Accommodation

Our Sheltered Housing residents are being given two welfare calls a day from their Sheltered Housing Officer to check that they are well.

Our 24 hour nurse call system is in place to ensure the safety of our residents remains paramount

Maintenance and Repairs

Our Maintenance Department are also working hard to ensure emergency repairs are carried out in all of our estates. To report a repair please call 696435 or 671100 for out of hours emergencies.



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Covid-19 Update Housing Maintenance

At the moment we are only attending emergency repairs such as:

- Loss of power
- Loss of water supply
- Loss of heating

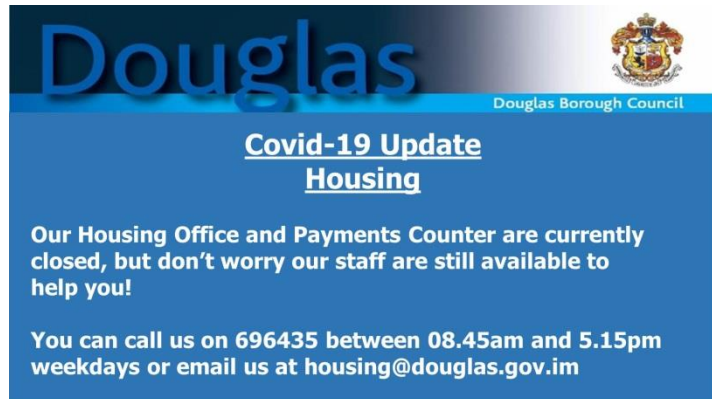
You can call us on 696435 (weekdays 08.45am – 5.15pm) or 671100 (out of hours) to report a repair

Our staff will run through some Covid related questions with you and then explain what will happen when the Maintenance Operative arrives.

Our Maintenance Operative will be in full PPE and call you when they are outside the property, social distancing will be maintained at all times.

Contact Us

We cannot offer advice or support on the Covid virus, if you have any queries in relation to symptoms you may have please contact 111. If you have any non-medical Covid queries please contact the Isle of Man Government Covid Support Centre on 686262



The banner features the word "Douglas" in large blue letters at the top left, with the Douglas Borough Council crest to its right. Below the crest, the text "Douglas Borough Council" is written in a smaller font. The main body of the banner is blue and contains the following text:

Covid-19 Update
Housing

Our Housing Office and Payments Counter are currently closed, but don't worry our staff are still available to help you!

You can call us on 696435 between 08.45am and 5.15pm weekdays or email us at housing@douglas.gov.im

Thank you for co-operating with us during this challenging time, if you have any queries please do not hesitate to contact us on 696435 or at housing@douglas.gov.im