

Douglas



Douglas City Council



Tenant Handbook

This Handbook is here to help you understand and manage your tenancy with Douglas City Council, it provides useful information and we strongly encourage you to take time to read the Tenant Handbook, if you have any questions in relation to the Tenant Handbook please don't hesitate to contact us on 696435.

Contents

Welcome to your new home **6**

About your home **6**

Property details	6
Location of Water Stopcock	6
Location of Electric Fuse Box and Trip Switch	6
Location of Gas Supply Lever	6
Location of Hot Water Cylinder	6
Location of Central Heating Boiler	6
Location of Cold Water Tank	6

Our Commitment to you **7**

Your Tenancy **8**

What is a tenancy agreement?	8
Paying your rent	8
Looking after your home	8
Using your home	8
Nuisance and Harassment	9
Access to your home	9
Looking after shared areas	9
Car parking	9
Inspections	10
Fixed Term Tenancies & What happens when my tenancy agreement is due to end	11
Summary of circumstances where Douglas City Council would not grant a new tenancy or would offer a new tenancy on different terms	12 & 13
What will Douglas City Council do if I breach my tenancy agreement?	14
What is the difference between a 'joint' and a 'sole' tenancy?	14
Can I pass my tenancy to my children?	15
I am having relationship difficulties/getting divorced – what will happen to my tenancy?	15
Am I allowed to sublet or take in lodgers?	15
Can I apply for the Homestay Scheme?	15

Moving in to your new home **16**

Will I need to insure my home?	16
Changing of External Door Locks	16
Flooring	17
Can I keep a pet?	17
Electrical Smart Meters	17
Can I store items in the attic?	17

Paying your rent **18**

How is my rent set and who sets it?	18
How do I know how much rent to pay?	18
How can I pay my rent?	19
What happens if I do not pay my rent?	19

Repairs, Maintenance and Alterations **20**

What repairs am I responsible for?	20
What repairs are Douglas City Council responsible for?	21
Who will carry out my repair?	21
How soon will my repair be done?	22
Can I be charged for any repairs?	22
Who is responsible for taking care of my garden?	22
Rubbish disposal	23
Alterations	23
What is counted as an alteration?	23
Will my rent increase if I carry out alterations to my home?	23
Trampolines	23

Anti-Social Behaviour - Nuisance and Harassment **24**

What does it mean to be a good neighbour?	24
Can I store firearms at the property?	25
Crime Prevention	25
Douglas City Council's Unacceptable Behaviour Policy	25

Moving home including Transfers and Exchanges **26**

Can you refuse permission for me to carry out a transfer or exchange?	26
How long will I have to wait for a transfer or exchange?	27
What should I do if I wish to terminate my tenancy?	27
What condition do you expect me to leave my home in when I go?	27
Who else should I tell that I'm moving?	27

Helpful advice **28**

Gas/Solid Fuel Advice - What should I do if I smell gas?	28
Carbon Monoxide	28
Solid fuel	29
Gas appliances	29
Electrical advice	29
Water advice	29
Burst pipes	29
What to do in the event of a fire	29
Damp, Mould & Condensation Advice	30-32

The provision of equipment and/or housing adaptations 33

Other housing options 33

Customer Satisfaction Survey, compliments and complaints 34

Data Protection Statement 34**Budget Planner 35**

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For the most up to date version of this handbook, please refer to the housing section on our website: <https://douglas.gov.im/housing>

Welcome to your new home

Our aim is to provide an excellent and improving housing service and ensure that all members of our community live in accommodation that meets their housing needs.

Douglas City Council has designed this handbook to give you information about being a tenant and to hopefully help you to settle into your home.

Along with your tenancy agreement, this handbook will answer any questions you may have about your tenancy, your home or your neighbourhood. It will also explain your rights and responsibilities as a tenant and our rights and responsibilities as your landlord.

As well as outlining your tenancy conditions, this handbook tells you about the promises we make to you about the standards of service we will deliver so you know the level of service you can expect to receive.

We hope you find this handbook helpful. Please keep it to refer to during your tenancy.

This handbook can't cover every question or problem in depth so we have also included details of who to contact if you need more information and advice.

If you are a tenant living in sheltered accommodation some references in this handbook may not apply to you especially in relation to fixed term or 5 year tenancies on pages 11-13. 'Please also see the section 'Other Housing Options' on Page 33 or contact your Sheltered Housing Officer for further information.

About your home

Property Reference No:

Address:

Your housing officer is:

To help you be prepared for any emergency that may arise we have set out below the location of key service items:

	LOCATION
Water Stopcock	
Electric Fuse Box and Trip Switch	
Gas Supply Lever	
Hot Water Cylinder	
Central Heating Boiler	
Cold Water Tank	

If you live in a block of flats or in sheltered accommodation it is essential that you know what to do in case of fire. If you are not sure, please contact us for advice and information.



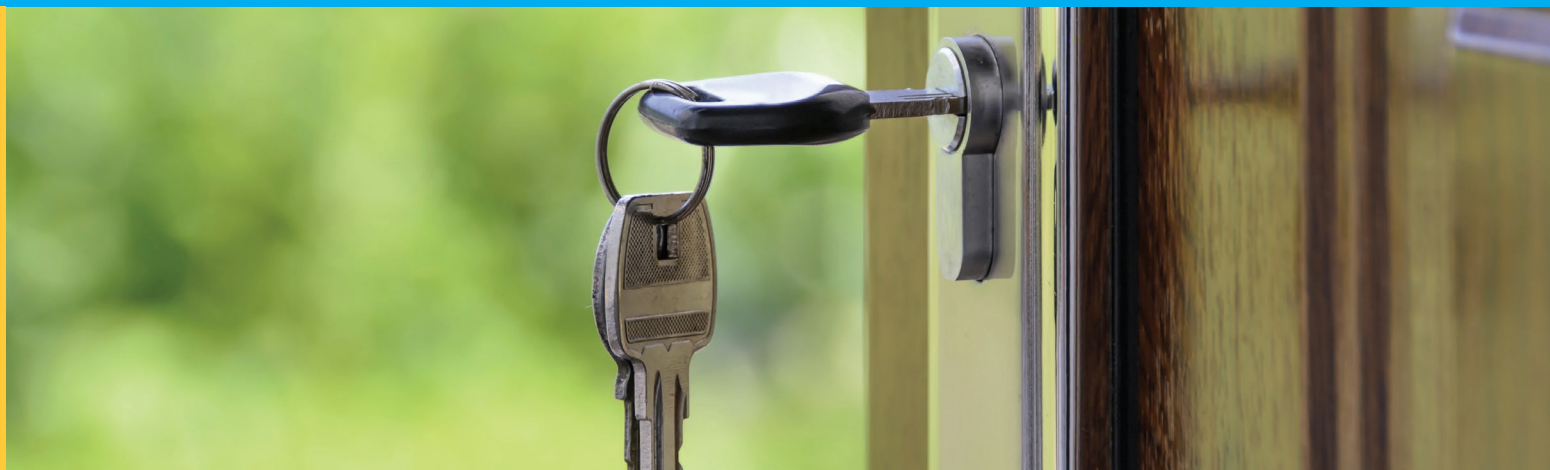
Our Commitment to you

We commit to provide the highest standard of service to all our customers.

- Treat you with respect;
- Treat your home with respect;
- Be friendly, welcoming and helpful;
- Deal with you promptly;
- Show patience, understanding and sensitivity in dealing with customers' problems;
- Adopt a non-judgemental approach when dealing with you;
- Behave in a proper and professional manner at all times;
- Be smartly dressed and wear any uniform they may have;
- Introduce themselves to you;
- Our Officers and Tradesmen will carry and display ID Cards.

We also have the following standards:

- All interviews will take place in a confidential setting;
- If the person you need to speak to is not available you can leave a message for them on our voicemail (answerphone) service and they will get back to you when they return to their office;
- We will reply to all written correspondence within 10 working days;
- All correspondence will be clear and concise including our contact details.



Your Tenancy

You are a Douglas City Council tenant which means that you have a legal right to stay in your home for the fixed term of your tenancy as long as you keep to the conditions set out in your tenancy agreement – a document we have to give you by law that all tenants must sign and accept at the start of their tenancy.

What is a tenancy agreement?

Your tenancy agreement is a legal contract between you and Douglas City Council. It indicates **the duration of your tenancy** (usually five years) and includes a start date and an end date when the tenancy will expire. It also sets out your rights and responsibilities as a tenant and our obligations as your landlord. You have been given your own copy to keep. When you sign your tenancy agreement, you agree to keep to the rules that govern the way you live in your home which means that you have the following responsibilities;

- **Paying your rent** - You must pay your rent and any other associated charges on time. Your rent is payable **weekly in advance every Monday**, we encourage all new tenants to pay by Direct Debit, Standing Order or Direct Pay (direct from benefits). There are more details about your rent and how you can pay it on page 18.
- **Looking after your home** - It is your responsibility to take good care of your home and to prevent anyone else from damaging it. We will charge you for any deliberate damage or vandalism carried out to your property. You must keep the inside of your home clean and well decorated. You must not make any substantial changes to the property, the garden (including installation of sheds) and services without first asking in writing for permission to do so. You are also responsible for keeping your garden and the outside of your property clean and tidy and free from rubbish. A full explanation of who is responsible for repairs and maintenance can be found on page 20 and is also contained in your tenancy agreement in full.
- **Using your home** - We have let the property to you for you (and where applicable your immediate family) to live in and you should only use it for that purpose. You do not have a right to run a business from your home, but we may consider granting you permission to use the property in limited circumstances if you are self-employed or a sole trader, for example an electrician or a child minder. You must ask our permission before you set up your business and we will consider all requests. Examples of when we might refuse requests are if we think the business could disturb your neighbours, cause nuisance, or be unlawful. Also, if you would like to keep a pet you will need our approval first, we will review the application and consider granting permission to keep a pet where the type, size and occupation of the property is considered suitable. You must always ask for our permission before you acquire a pet.



- **Nuisance and harassment** - Everyone has a right to peacefully enjoy life in their own way as long as they do not have a negative effect on the life of people living around them. You must not cause a nuisance or annoyance, or any kind of deliberate harassment to the people living around you. You are also responsible for the behaviour of people who live with you or are visiting you. There is more information about nuisance and harassment on page 24, and attention is drawn to the requirements in the tenancy agreement which require you to adhere to certain covenants and regulations to prevent nuisance and harassment occurring in your neighbourhood and on the property.
- **Access to your home** - We will sometimes have to carry out inspections and repairs/servicing in your home and will need access to do this. In these circumstances you must allow our officers into your home. In most cases, unless it is an emergency, you will have been notified in advance of our need to access your home. Any person who calls at your home on our behalf will carry official identification which you should ask to see.
- **Looking after shared areas** - If you live in a block where there are shared areas, we expect you and the other tenants to keep these areas clean, tidy and free from rubbish and obstructions for your own and others' safety. Please be aware that under current legislation you are not permitted to smoke in shared areas inside the property such as entrance halls and stairwells and you could be prosecuted if you do so.
- **Parking** - You and your family must only park your vehicle next to your home on a public road, in a proper parking area or on your drive. Remember, most spaces are not allocated to specific properties and you may need to come to an agreement with your neighbours on parking. **You must not park on grassed areas, footpaths, verges or open spaces.** Please park considerately and do not block access for emergency services. Only vehicles in regular use should occupy parking spaces. Please do not park untaxed or unlicensed vehicles, large commercial vehicles, caravans, motorhomes, boats or trailers in the spaces. These may be removed if causing an obstruction or nuisance, and the owners charged.

When you sign a tenancy agreement, you immediately have legal rights and responsibilities. If you keep to these, you can usually keep your home for the full duration of your tenancy, but there are some exceptional circumstances where we might need to transfer your tenancy to another property.



Inspections - Our Officers carry out regular inspections to all of the properties that are owned by Douglas City Council. These are vital as they provide important information regarding the property and your tenancy, ensuring we are providing the best service possible to you. Please see the below list for the type of inspections that are carried out and the reasons why:

- **6 Month Inspections** – These are carried out after the first 6 months of your tenancy to ensure that you are happy in your property and any concerns you have can be raised here. They are also made to ensure that you are sticking to the obligations highlighted in the tenancy agreements.
- **Routine Inspections** – We make general inspections on a cyclical basis at all properties over a period of time to ensure that the property we have let you is up to standard, identify any maintenance issues that may not have been reported and any problems you may have.
- **Maintenance Inspections** – Following a report of a maintenance issue, it may be necessary to carry out an inspection prior to any works commencing.

All tenants must act responsibly and follow the conditions of the tenancy agreement. If any problems are identified, action will be taken to rectify in a timely manner and it is in your interest to ensure any problems with your tenancy or with the property are reported promptly.

If you are unsure as to your obligations, you should always first check the terms of your tenancy agreement, particularly clause 2 in relation to your covenants as Tenant, and the Regulations in the Schedule at the back.

Fixed Term Tenancies and what happens when my tenancy agreement is due to end?

The Fixed Term Tenancy was implemented in April 2013 and was introduced by the Isle of Man Government for all Local Authorities to use as their sole type of tenancy for social housing residents. A Fixed Term Tenancy (generally a 5 year tenancy) provides a natural break where the terms of the tenancy can be reviewed according to the tenants' housing need and eligibility at the time of the end of the tenancy.

About twelve months before your tenancy is due to end, you will receive a letter reminding you about the fixed term of your tenancy and the expiry date. About six months (but no less than three months) before your tenancy is due to end, your financial and household circumstances will be reviewed by Douglas City Council who will carry out a review. A Review Form must be completed and returned within a certain time and prior to the expiry of an existing tenancy.

Where you **no longer continue to meet the eligibility criteria for public sector housing**, a 12 month tenancy may be issued to allow you time to seek alternative accommodation, you may also be charged a higher rent. If for any reason your circumstances change please contact us at the earliest opportunity.

If at the time of the assessment, the property you are occupying is no longer suitable for your housing needs, e.g. you are occupying a large family property and your household size has significantly reduced, the new tenancy may be offered for a more suitable property, instead of the existing property, subject to availability.

Regardless of whether you remain eligible for public sector housing in terms of your income, if you are known to have acquired significant assets which would allow you to meet your own housing need, e.g. you have inherited a property or a substantial sum of money, Douglas City Council can also decide not to grant you a new tenancy.

If the Review cannot be carried out due to lack of co-operation between the tenant and Douglas City Council then a new tenancy will not be granted. If there is no active tenancy between the residents living in the property and Douglas City Council this could lead to legal action.

PLEASE NOTE: If the information you provide for the purpose of the Review of eligibility is found to be untrue or is deliberately or carelessly misleading, this could result in your tenancy not being renewed or terminated, and could also result in your prosecution under Schedule 3 of the Housing (Miscellaneous Provisions) Act 1976.

Summary of circumstances where Douglas City Council would not grant a new tenancy or would offer a new tenancy on different terms.

YOUR CHANGE OF CIRCUMSTANCE	DOUGLAS CITY COUNCIL ACTION
Your income and financial assets (including your partner/spouse where applicable) exceeds the income criteria for eligibility for your household type but is less than £67,000.	You may be offered a new tenancy but the rent will be set at a higher level than the public sector rent and in accordance with your household income threshold E.g. if your income exceeds the threshold for your household category by 20%, you will pay an additional 20% on your rent amount (excluding rates and other costs that may apply).
Your income and financial assets (including your partner/spouse where applicable) <u>significantly exceeds</u> the income criteria for eligibility for public sector housing. This is where your income is now £67,000 or above.	A new tenancy will not be offered on expiry and you will be expected to leave the property and will be given notice to look for alternative accommodation unless there are particular circumstances which may warrant you retaining the tenancy but this will be subject to 100% increase in your rent.
You applied as a single person and you now have a spouse/partner and your combined income and financial assets exceeds the income criteria for eligibility for public sector housing but is less than £67,000.	You may be offered a new tenancy but the rent will be set at a higher level than the public sector rent and in accordance with your household income threshold E.g. if your income exceeds the threshold for your household category by 20%, you will pay an additional 20% on your rent amount (excluding rates and other costs that may apply).
You applied as a single person and now have a spouse/partner and your combined income and financial assets <u>significantly exceeds</u> the income criteria for eligibility for public sector housing. This is where your income is now £67,000 or above.	A new tenancy will not be offered on expiry and you will be expected to leave the property and will be given notice to look for alternative accommodation unless there are particular circumstances which may warrant you retaining the tenancy but this will be subject to 100% increase in your rent.

YOUR CHANGE OF CIRCUMSTANCE	DOUGLAS CITY COUNCIL ACTION
You (or your spouse/partner where applicable) have assets which would allow you to meet your own housing need e.g. you have inherited a property or substantial sum of money etc.	You may be offered a new tenancy but the rent will be set at a higher level in accordance with your household income taking account of some of your assets. E.g. if you received a lump sum of money, some of this income will be considered as part of your household income and assessed accordingly. *please refer to financial income thresholds.
The size of your household has changed	Subject to your level of income, you may be offered a new tenancy for a more suitable property e.g. you may be required to downsize. <i>If the size of your household has changed and the Landlord requires you to downsize but a suitable property is not available at that time, you may be offered a temporary 'licence to occupy' agreement for 6 to 12 months until a suitable property is identified.</i>
You have a regular history during your previous tenancy of non-payment of rent or other serious tenancy breach such as anti-social behaviour	A new tenancy will not be offered on expiry; and you will be expected to leave the property; or, <u>in exceptional circumstances</u> you may be offered a temporary 6 to 12 month 'licence to occupy' to allow you additional time to demonstrate that you can be a responsible tenant.

Threshold amounts may alter in line with legislative changes.

Right to Appeal

If you are dissatisfied with the decision that has been made regarding the terms of your Fixed Term Tenancy please contact Douglas City Council.



What will Douglas City Council do if I breach my tenancy agreement?

The term of your tenancy is set out in your tenancy agreement and is indicated by the start and end dates. If you break the terms and conditions of your tenancy, we will contact you and tell you what you need to do to put things right. If you continue to break your tenancy conditions, we may take legal action to end your tenancy early. This can lead to:

- Being issued with a Section 11 Notice to remedy, this is a court order requiring you to comply to the terms of your tenancy. This is used mainly against tenants who cause unreasonable annoyance to others in the neighbourhood, such as by causing excessive noise, abuse, threats, violence, racial intimidation or harassment etc. This notice gives you a 12 month period to improve your behaviour.
- Seeking to take back your home. In this case we will:
 - o Warn you in writing that we plan to take legal action against you;
 - o Serve you with a Notice to Quit if you fail to rectify the issue or for example to pay your rent or cease the conduct which is in breach;
 - o Apply to court for a Possession Order. If the court grants the order we can then seek a warrant for your eviction.
This would mean that you would have to leave your home and would not be allowed back into your home.

What is the difference between a 'joint' and a 'sole' tenancy?

You are a sole tenant if only one tenant is named on the tenancy agreement. If two or more people are named on the tenancy agreement then you have a joint tenancy. Joint tenants each have all the rights and responsibilities set out in the tenancy agreement – even if one leaves. All parties have to agree if one party wants to remove themselves from the tenancy.

If your spouse or partner qualifies for Social Housing on the Isle of Man then Douglas City Council would normally allow them to be added to your tenancy. To have your spouse or partner added to your tenancy you must complete and submit our Partner form and will need to provide proof of income and residency to ensure both parties are eligible.

If you wish to change your tenancy to reflect joint or sole names, please put your request in writing to Douglas City Council.

Can I pass my tenancy to my children?

No, there is no right to succession within Public Sector Housing on the Isle of Man. This means the tenancy of the property will not be automatically passed to any children over the age of 18 who are currently residing in the property. We recommend children 18 and above to apply to be on our Housing Waiting List in their own right to ensure they are eligible to be allocated a property in the future.

I am having relationship difficulties/getting divorced – what will happen to my tenancy?

Only the courts can decide matters regarding separation, divorce and custody, and you should get legal advice about this. Nevertheless, Douglas City Council can advise you on your tenancy.

If you and your partner decide to separate and you are joint tenants, the partner leaving the property must give up their tenancy. If you do not do this, you will both remain liable for rent and any other issues that may arise in respect of the property.

To surrender your tenancy you will need to write in to Douglas City Council. In order to have your name removed from the tenancy you will have to agree to pay at least half of any arrears that may be outstanding at that time. This is only a brief summary and if you are unsure as to your rights or obligations you must take legal advice.

Am I allowed to sublet or take in lodgers?

No, under the terms of your tenancy you are not allowed to sublet.

You can however contact Douglas City Council and request to take in a lodger, this will normally be approved, subject to certain conditions, and as long as the property you are living in has sufficient space to accommodate the lodger, however please note that you will not be permitted to apply for a lodger in the first 12 months of your tenancy.

A lodger is considered to be non-dependent children or adults who take up residence at the address on a permanent basis for the foreseeable future. A lodger fee will be charged and reviewed every year, the fee will be automatically added to your rent for each lodger staying at your home.

Can I apply for the Homestay Scheme?

Yes, you are allowed to apply for the Homestay Scheme but you must contact Douglas City Council in writing to obtain permission first. This will normally be approved, subject to certain conditions, and as long as the property you are living in has sufficient space to accommodate visitors. You can then contact the Homestay Scheme provider once you have received written approval.

You must remain in the property for the duration of the homestay or it will be considered as subletting and you will be in breach of your tenancy.



Moving into your new home

You should move in on the day your tenancy commences. It is your responsibility to contact all utility companies to arrange for them to connect your supplies, and you must make sure that you keep your utility payments up to date.

Will I need to insure my home?

It is your responsibility to insure the contents of your home and you should get cover from a reputable company as soon as possible. It is a condition of your tenancy agreement to have insurance and Douglas City Council can request to see a copy of your insurance certificate at any time during your tenancy. Home contents insurance should cover furniture, fixtures and fittings (including carpets), as well as providing cover for accidental damage to Douglas City Council's fixtures and property. Your insurance policy should also cover any necessary hotel or alternative accommodation costs if you have to leave your home temporarily due to a major problem such as a fire or flood. Douglas City Council is not responsible for providing or paying for temporary accommodation in these circumstances.

Fire, floods and accidents can be financial disasters. Spend a few moments adding up the replacement cost of your belongings – you may be surprised. If you do not insure your contents, you will have to pay for any damage or loss you suffer in the case of fire, flood, burglaries or other incidents.

It is our responsibility to insure the structure of your home but this does not include internal decoration or your belongings. If the structure of your home was damaged by an accidental fire or flood we would cover the cost of any repair work that is needed, not including decoration.

Changing of External Door Locks

When you are allocated a property Douglas City Council will provide you with a new front door key. From that point you are responsible for the keys and locks of the property, we do not keep hold of any and therefore we do not have access into your property. If at any point you want to change the locks on your external doors you **MUST** ensure that a thumb turn is installed on the inside of the door. This does not include sheltered accommodation.

Flooring

When you are choosing your new flooring, laminate or hardwood is not permitted in upper floor apartments as a precaution against noise transference to those in the ground floor or lower floor flats.

If you are in a ground floor apartment or any other type of property and choose to have hardwood or laminate flooring, Douglas City Council wishes to emphasise that this decision is taken entirely at your own risk, as should repairs and maintenance which require access to the floor or underfloor area be necessary at a later date, Douglas City Council will not be responsible for replacing the laminate or wood flooring.

Can I keep a pet?

You must apply for permission from Douglas City Council.

Our definition of pets is dogs, cats, small caged birds (not pigeons), rodents, rabbits, non-poisonous insects and small non-poisonous reptiles or fish.

- You must not keep an animal other than one in the list above;
- You are responsible for the repair of any damage caused to your home by your pets;
- Breeding animals at your home address is not permitted without the specific agreement of Douglas City Council. Permission will only be granted if this activity can reasonably be accommodated at the address and will not cause nuisance to your neighbours.

Any permission granted is for the pet that you applied for at the time and does not apply to any additional pets or replacement pets at some time in the future.

Electrical Smart Meters

The property you have been allocated may have been fitted with an Electrical Smart Meter supplied, installed and managed by Manx Utilities Authority. Smart Meters offer more resilience and performance and allows you to manage your electricity usage in a much improved way. More information on Smart Meters can found at <https://www.manxutilities.im/smarter-living/> or call Manx Utilities Authority on **01624 687687**.

Can I store items in the Attic?

No, storing items in the Attic is not permitted.



Paying your rent

- Pay your rent when it is due making sure that you are always one week's rent in credit at all times;
- Contact us immediately if you have a problem paying your rent; and
- Tell Douglas City Council about any changes in circumstances which may affect the amount of rent you pay e.g. new lodgers.

How is my rent set and who sets it?

Your rental charge is made up of rent, Council rates, water and sewerage rates and any other applicable charges. The Isle of Man Government, Department of Infrastructure sets the rent that you, and all other Local Authority tenants will pay. The rent is set on a points system which takes into account such things as the size and location of your property, the amenities that you access such as off road parking, private gardens, thermal and energy efficiencies and the number of bedrooms. Your rent is reviewed annually every April.

How do I know how much rent to pay?

When a tenancy is granted to you, we will tell you how much rent you are required to pay and when you should start making payments. Douglas City Council charge rent over a 52-week period and therefore your rent amount is split evenly across the whole year. Douglas City Council offers flexible rent payment breaks as long as your rent account is in a positive balance. If you would like to know more or have any other questions about how rent is charged, please contact Douglas City Council on 696435.

Please note this change comes into effect on Monday 7th April 2025 and is different to how Douglas City Council has previously charged rent.

The amount of rent you pay is currently reviewed at the end of each financial year. A letter advising you of your new rent will be sent to you by early March each year.

How can I pay my rent?

You can pay your rent in a number of different ways.

- Direct from your bank or building society account by Direct Debit. When you sign a Direct Debit mandate this allows the amount taken from your bank account to be adjusted automatically (after we have written to tell you) when your rent increases or decreases. It is important to make sure that there is always enough money in your account when the payment is due otherwise your bank will refuse to pay the Direct Debit and will usually charge you for the failed payment. If the payment is not made as arranged, your rent account will be in arrears in breach of your tenancy agreement. All new tenants will be expected to pay by Direct Debit.
- Paying your rent direct from your Benefits – If you are on Income Support or other benefits, you may be able to pay your rent directly from your benefit. Contact Douglas City Council or the Social Security office for advice on this method of payment.
- Pay your rent online by going to www.douglas.gov.im and clicking on the Housing Tab, then click on 'Pay My Rent'. If you want to pay by this method and you are unsure of your Rent Number please call Douglas City Council on 696435.
- Paying your rent in person by debit card or cash – Please visit the payment counter located in the City Hall. The opening hours for the Housing & Payments Counter can be found on our website.

You must pay your rent and any other charges on time. Your rent is payable weekly in advance, on Mondays, but you may pay every 2 weeks or monthly if you prefer as long as your account is paid in advance and you are always at least one weeks rent in credit at all times.

It is most important that you contact us as soon as possible if you are having problems in paying your rent. This can be done by calling 696435 or email housing@douglas.gov.im.

We will arrange to discuss the matter with you in private, and will be able to suggest the best methods of clearing any arrears.

Remember that arrears can start off small when the occasional payment is missed but they build up quickly. If your account remains in arrears we may take action to recover the rent you owe us.

What happens if I do not pay my rent?

If you find yourself in arrears, or are having problems in making your rent payments, we will always be sympathetic to your position, and you should contact us for help and advice as quickly as possible. If you do not pay your rent, a Housing Officer will contact you by letter and/or telephone to request that you clear your arrears and remind you of your obligation to keep your payments up to date.

If you fail to respond or do not make satisfactory arrangements to clear the arrears, we will continue rent recovery action. Failure to respond within seven days will result in a Notice to Quit and your arrears being referred to our Advocates for legal action to re-possess your home.

Please Remember, if you are having difficulties paying your rent:

- Speak to your Housing Officer or another member of the Housing team;
- Get advice, for example, from Citizen's Advice or the Office of Fair Trading.

Repairs, Maintenance and Alterations

Both you and Douglas City Council are responsible for looking after your home. You must take care of your home and report any repairs or faults immediately.

What repairs am I responsible for?

Housing repairs tenants are responsible for:

General:

- Anything that belongs to you;
- Decorating the inside of your home and keeping the property in good condition
- All glass and glazing
- Replacing broken window catches and stays
- Repairing or replacing locks and lost keys/gaining access if you lose keys
- Internal door fittings (including adjusting doors for carpet fitting)
- The door-bell, letter box and door number/nameplate
- Fixtures and fittings such as curtain rails and coat hooks
- Supply or renewal of dustbins
- Removal of all household rubbish on vacating the property
- Repair or renewal of any other part of the premises or fittings damaged by the tenant or caused by their negligence
- Minor repairs to kitchen draining boards, cupboards and drawers
- Minor repairs to floor coverings
- Repairing or renewing fire grates, all night burners, and electric fire elements
- Sweeping chimneys and removing chimney obstructions

Plumbing:

- Replacing sink plugs and chains and renew tap washers
- Replacing toilet seats and flushing handles
- Washing machine plumbing and fittings including leaks
- Clearance of blockages in drains, waste pipes and toilets caused by lack of care (eg, fat, cotton wool, hand wipes etc.)

Electrics:

- Replacing light bulbs/fluorescent tubes in your home including bulbs on gas/electric fires
- Repairing or renewing gas and electric cookers

Garden:

- Outbuildings including sheds, fences and clothes posts and lines
- Repairing or renewing gate catches

Where restricted window hinges or integral window restrictors are fitted, please do not disable them as there may be a danger of accidentally falling out. They are a safety feature to restrict the amount that a window can be opened.

What repairs are Douglas City Council responsible for?

Douglas City Council's responsibilities are also contained in your tenancy agreement. Generally we are responsible for maintaining the structure and exterior of your home, its main services, and the communal areas in blocks of flats.

For example we will keep in repair:

- Window frames and external doors
- Plumbing
- Heating systems including annual service and safety check
- Internal walls (plastering)
- Floors (excluding floor coverings)
- Roofs
- Installations for the supply of water, gas, electricity, sanitation
- Communal area equipment, including lifts, heating plant and lighting of communal areas

When reporting maintenance issues to Douglas City Council, you will be given an appointment with a date and time (AM or PM) in which we will be attending your home to carry out these works. Please ensure when you have confirmed the appointment that you will be present at the property to allow our maintenance team access to carry out the works. Please be aware that our maintenance team and contractors will leave the property if it is established that anyone under the age of 18 is present without an adult.

If you are not present and miss the appointment we will attempt to re-arrange this with you but please note that if you miss the appointment 3 times we will cancel the job and you will have to log it again.

You can report your repair:

- Over the telephone to Douglas City Council on 696435, or
- In writing to the City Hall or by email to **housing@douglas.gov.im**
- In person at the counter in the City Hall, Douglas
- If out of normal office hours, please call 671100

Please give us as much detail as possible.

Who will carry out my repair?

In most cases we use maintenance staff who work for Douglas City Council, but sometimes we use outside contractors. If you are unsure whether the individual works or is working on behalf of Douglas City Council please ask them to show their ID badges or ring Douglas City Council on 696435. We will inform you if a contractor will be carrying out any works to your property.

How soon will my repair be done?

This depends on the type of repair reported;

Emergencies: where a vital service has broken down and is likely to cause risk to you, your family or neighbours, your home or your belongings. This will be made safe within 24 hours.

Examples may include:

- Total loss of water supply
- Major water leak (which is causing a flood)
- Toilet blockage or toilet not flushing (where there is no alternative toilet)
- Blocked flue to a boiler or open fire
- Total loss of electric power
- Blocked sink, bath or basin
- Overflows and taps continually running

Priority repairs: are those that can wait without causing major inconvenience. These will aim to be done no later than seven calendar days after they are reported.

Examples may include:

- Toilet blockage where there is another wc in the dwelling
- Broken sanitary fittings when they can no longer be used
- Extractor fan in kitchen or bathroom not working

Planned repairs: are those that can wait without causing inconvenience to the tenant. These will be done within one calendar month.

Examples may include:

- Heating replacements
- Leaking gutters
- Roof leaks to garages or outbuildings
- Window and roof repairs (where they are not leaking)
- Gates
- Boundary walls

Can I be charged for any repairs?

Yes, if you (or your family or visitors) damage or neglect your home, we will charge you for the cost of repairs. If there is evidence that the damage has been caused deliberately, you must pay for the cost of the repair before we can place an order for the work and we may take legal action.

Who is responsible for taking care of my garden?

You are responsible for making sure that your garden is kept neat and tidy, this includes Gates and Fencing (unless Communal).

Rubbish disposal

If you allow rubbish to build up so that it causes a health hazard, Douglas City Council may arrange for its removal and charge you with the cost. If rubbish, or unwanted household items, are left in your property at the end of your tenancy we will also charge you for clearing them.

Alterations

You must not make any alterations (including improvements) to your home without first obtaining our permission. You will also need to comply with planning requirements and building regulations if applicable. You should also consider the fact that you may be asked to return any alterations to their original state and no costs will be incurred by Douglas City Council.

What is counted as an alteration?

Examples include:

- Changes to your kitchen or bathroom fixtures and fittings
- Knocking down any walls either inside your home or in the garden
- Changing fixtures and fittings that relate to water, gas or electricity
- Installing or moving an oil tank
- Externally painting, fixing to or drilling through brickwork or render
- Changing windows and external doors
- Erecting sheds or greenhouses or other structures in the garden
- Creating a pond in the garden
- Constructing a dropped kerb and hardstand for vehicles creating off road parking/private driveway
- Putting up any external aerials (e.g. CB, TV or satellite)
- Fitting additional locks
- Erecting conservatories or porches
- CCTV and Smart Door Bells*
- Installation of Fibre Broadband

*These alterations will require you comply with the Information Commissioners Guidance
This list is not exhaustive, if unsure please contact Douglas City Council.

Will my rent increase if I carry out alterations to my home?

We will not increase your rent as a result of you undertaking alterations to your home at your cost except for off road parking/ private driveway.

Trampolines

You need permission from Douglas City Council before you erect a trampoline in your garden. Trampolines can only be placed in the back garden, away from public view. It must be securely anchored down and have safety nets – open type ones are not allowed as they can be dangerous, children have been known to fall off and hurt themselves. The trampoline must be of a reasonable size in relation to the available space in your garden i.e. it should not occupy more than one third of the available space.

Anti-Social Behaviour - Nuisance and Harassment

We understand that sometimes our tenants may experience some form of Anti-Social Behaviour and we want to provide advice on what to do if this happens:

- If it is a criminal matter please contact the Isle of Man Constabulary in the first instance and ask for the Police Reference Number;
- Make a log of the date and time of all incidents. We can provide you with an Anti-Social Behaviour Log Sheet if required;
- Inform Douglas City Council at the earliest convenience and we will work with you and the Police to try and help resolve any matters that might arise;
- If at any time you feel threatened or don't feel safe in your home then please contact the Police as soon as possible.

Anti-Social Behaviour Includes:

- Damage to property;
- Physical assault;
- Abusive graffiti;
- Unwanted or unwelcome sexual comments; and
- Abusive language directed at someone because of their race, religion, sex, or for any other reason.

What does it mean to be a good neighbour?

- Treat your neighbours as you would like to be treated;
- If you know that there will be some noise in your home, for example if you are having a party, let your neighbours know beforehand, or why not invite them to the party;
- Do not carry out noisy work on your home late at night or early in the morning;
- Do keep the volume of your television and music systems at a reasonable level at all times, and not so loud that people outside your home can hear them;
- If you have a dog, you should keep it under control and not let it bark continuously;
- If your house or car alarm goes off, deal with it as quickly as possible;
- Do not sound car horns or rev your car engine, especially late at night;
- Co-operate with your neighbours over parking arrangements or if they ask you to reduce the noise;
- Keep your garden tidy and free from rubbish;
- Ask children and visitors to try not to disturb the neighbours.

Remember

- You are responsible for the behaviour of your children, anyone else who lives in your home and any visitors;
- Noise and vibrations travel easily through walls, floors, and doors, especially in flats;

It is always best to try to sort out disputes between yourselves. Ask whoever is causing the problem to stop. They might not be aware that they are causing a problem. Allow time for the situation to improve;

If you cannot solve the problem, you can explain what has happened to us and we will try to help. However, you must realise that if we are to act effectively we will usually have to involve you and that it may not be possible for your complaint to be kept anonymous;

You should contact the police if you think anything criminal has happened.

Can I store firearms at the property?

You must not keep or store, or allow any other person occupying the property to keep or store, any firearm in the property without the written consent of Douglas City Council previously obtained in writing. Douglas City Council will give consideration to granting consent only where the Tenant holds a Firearm Certificate for the firearm and where the firearm can be properly stored at the property so as to comply with the provisions of the Firearms Act 1947 (as amended).

Crime Prevention

Help protect yourself and your home by taking a few simple precautions.

- Always lock your doors and windows when you go out;
- Don't leave notes on your door saying you are out and when you will be back;
- Never leave valuables lying around;
- If you are out late or at night try to leave a light on where it will be visible from outside, e.g. hall or landing;
- Beware of strangers calling, especially if they ask to enter your home, and always ask for identification if you do not know the caller – if you have any doubts, call the police;
- Ask the police if there is a Neighbourhood Watch Scheme in your area.

Douglas City Council's Unacceptable Behaviour Policy

Douglas City Council is committed to putting customers at the heart of service delivery, to provide what customers need to the standard expected. It is equally important that the Council's staff should not be subject to unacceptable behaviour from anyone they deal with in the course of their work. Therefore Douglas City Council have an Unacceptable Behaviour Policy which ensures that if our Officers are subjected to unacceptable behaviour that it will not be tolerated and will be dealt with robustly.

Examples of Unacceptable Behaviour are:

- Causing distress to Council officers which may include the use of hostile, abusive or offensive language, making threats or unjustified complaints about officers who are trying to deal with issues. This includes racist comments, harassment, personal insults or threats of physical harm;
- Excessive demands (such as frequent and lengthy telephone calls, emails to numerous Council staff or letters every few days) on the time and resources of officers with the expectation of an immediate response;
- Making personal derogatory comments via social media about officers of the Council;
- Visiting the Council offices demanding to see a specific officer immediately or expecting complex issues to be resolved instantly that will take up an unacceptable amount of time and where an appointment would be more suitable;
- Contacting the Council through various routes about the same issue in a persistent manner. This may include other parties, such as Councillors;
- Refusing to accept a decision. Repeatedly arguing points with no new evidence and not following the agreed complaints procedure;
- Changing the basis of the complaint or request as the matter proceeds;
- Deliberate damage to Council/employee property;
- Inappropriate behaviour, such as unwanted sexual behaviour;
- Any additional factors, such as poor condition of premises, dangerous animal or aggressive relative/visitor, which may compromise the safety of a member of staff.

Dependent upon the severity of the behaviour, the Council may consider immediate action to terminate the tenancy of a social housing tenant where a breach of the tenancy is involved (through actions of the tenant or by an individual living in the property).



Moving home including Transfers and Mutual Exchanges

Many tenants find that at some stage they need to move to a new home. This may be because their home is too big or too small for their needs or because they have a medical or social reason for a move. There are several options available to you, but you must have been a tenant in your current home for at least 12 months and your rent account must be in credit.

Transfer to another Council property – you will need to fill in a transfer application form available from the City Hall. A transfer will only be permitted if you meet the transfer criteria. An inspection of your home will need to be carried out prior to agreement.

Mutual exchange with another Council tenant or another Local Authority tenant – you will need to complete an application form available from the City Hall or you can download the form from the Government website. There are multiple social media pages where people from all over the Isle of Man are looking for Mutual Exchanges. Douglas City Council also have a mutual exchange board which shows other properties that are available for a mutual exchange, this can be viewed at the City Hall.

You must not exchange your property with another tenant without permission from Douglas City Council.

Can you refuse permission for me to carry out a transfer or exchange?

We can withhold permission if:

- You have outstanding rent arrears, or arrears for gas, electricity or other services;
- A property inspection indicates that your current property is not in an acceptable condition, or repairs and improvements that you carried out have not been made good to our satisfaction;
- The properties would be overcrowded or substantially under occupied;
- One of the properties is unsuitable because it is accommodation that has been adapted;
- A tenant is subject to legal proceedings.

How long will I have to wait for a transfer or exchange?

It is difficult to say how long you will have to wait. We have to consider:

- The availability of suitable properties; and
- The specific needs of other tenants awaiting transfers and applicants on the housing waiting list.

Please be aware that Mutual Exchanges are normally much quicker than a Transfer, this is because the agreement to exchange is between two existing residents who are currently living in the property unlike with a Transfer where you will have to wait for a suitable property to become available.

What should I do if I wish to terminate my tenancy?

If you wish to end your tenancy you must notify us in writing 4 weeks in advance before you intend on leaving your home. A notice period will commence and we will carry out an inspection at your home, to discuss what you need to do before you leave. During this visit we will assess what repairs/damage (if any) you are responsible for.

What condition do you expect me to leave my home in when I go?

We expect you to leave your former home clean and clear of all your personal belongings and refuse. This includes the garden and any outbuildings or sheds. Any repairs other than those due to fair wear and tear are your responsibility and if they have to be carried out by us after you leave you may be charged for them. Please ensure that all keys are labelled clearly with your name and address when you return them.

A recharge is a fee for anything that does not constitute fair wear and tear. This may be the cost incurred as a result of Douglas City Council having to remove and dispose of property contents, including carpets, or the cleaning or other works required to bring the property to an acceptable standard for the new tenant, i.e. badly decorated or the replacement of missing or damaged items.

There is no excuse for malicious damage and Douglas City Council will seek to get full recompense for any damage caused.

Who else should I tell that I'm moving?

Remember to tell all organisations who need to know your new address. These may include:

- Douglas City Council;
- The Benefits Office;
- Electric/gas/telephone/insurance/banks and credit companies;
- Social Services;
- Schools/libraries;
- TV Licensing;
- GP, Dentist etc.

You should also make arrangements to redirect your mail. This can be arranged with the Post Office. Any mail received once you have left the property will be returned to sender.



HELPFUL ADVICE

Gas/Solid Fuel Advice.

What should I do if I smell gas?

- **Call Isle of Man Energy immediately at any time, night or day on their FREEPHONE number: 0808 1624 444**
- Turn off the gas supply immediately;
- Extinguish all cigarettes;
- Do not use matches or naked flames;
- Do not use electrical switches;
- Open doors and windows;
- Check if a gas tap is on and turn it off;
- Let us know what has happened.

Carbon Monoxide

Carbon monoxide poisoning can happen if;

- A gas appliance is not working properly;
- The appliance wasn't put in properly;
- The appliance has not been checked for safety and maintained regularly;
- There is not enough fresh air in the room; or
- Your chimney or flue gets blocked.

Signs that indicate a problem

You should look out for:

- Yellow or orange flames;
- Soot or stains around the appliance; and
- Pilot lights that regularly blow out.

Early symptoms can include

- Tiredness;
- Drowsiness;
- Headache;
- Chest pains; and
- Stomach pains.

Important safety issues

- Never use an appliance if you don't think it is working properly;
- Never cover an appliance or block the air vents;
- You should keep any fixed ventilation grills or air blocks clear;
- Never block or cover outside flues.

Recycling

If you want to do your bit for Douglas and Reduce. Reuse. Recycle. Please visit our website at www.recyclenow.im to see what recycling services Douglas City Council provide.

Solid Fuel

- Solid fuel is no longer installed, however those tenants still with solid fuel should clean their chimneys twice per year.

Gas Appliances

The use of portable gas heaters is illegal in flats, and should not be used in other types of home as they cause excessive moisture and condensation

Electrical Advice

How can I minimise the risk of electrical problems in my home?

You should ensure that you:

- Do not overload your sockets;
- Do not take electrical appliances into the bathroom;
- Do not plug electrical appliances into light fittings;
- Do not use a socket or light switch that is cracked, damaged, or charred;
- Have frayed flexes and damaged cables replaced by a qualified electrician;
- Pull out plugs on appliances that are not in use;
- Check that fuse sizes are appropriate according to manufacturer's instructions;
- Report any electrical faults immediately.

You can reduce the risk of fire by:

- Using a fire guard in front of all fires;
- Not airing clothes near a fire;
- Putting matches out of children's reach;
- Never leaving chip pans unattended;
- Closing doors at night to reduce the spread of fire;
- Ensuring that smoke alarms are properly maintained.

Water Advice:

How to avoid burst pipes

- During cold weather try to keep your home reasonably warm at all times, particularly where water pipes are close to outside walls;
- If you are away from home and do not want to leave your heating on, turn off the stopcock, turn on the cold taps in the bath and sinks and flush the toilet to empty the system. Remember to turn these taps off before you turn the main stopcock on again. If you are away from home for longer periods, you should also turn off the boiler and drain the hot-water system by turning on the hot taps.

What should I do if I have a burst pipe?

- Turn off the main stopcock immediately;
- Turn off all the cold-water taps;
- Turn off the central heating, boiler and immersion heater;
- Inform Douglas City Council Housing as soon as possible.

What to do in the event of a fire

- Evacuate the building;
- Close all doors behind you;
- Call 999 for the Fire Brigade;
- Alert your neighbours;
- Do not go back into the building;
- Inform us if a fire occurs in your home.

Damp, Mould & Condensation Advice

This is by far the most common cause of dampness experienced by tenants and householders, resulting in a large number of enquiries or complaints received by the Council.

Condensation is caused by water vapour or moisture from inside the dwelling coming into contact with a colder surface, such as a window or wall. The resultant water drops (condensation) may then soak into the wallpaper or paintwork or even plasterwork. In time, the affected damp areas then attract black mould that grows on its surface.

Condensation mainly occurs during the colder months, whether it is rainy or dry outside. It is usually found in the corners of rooms, north facing walls and on or near windows. It is also found in areas of little air circulation such as behind wardrobes and beds, especially when they are pushed up against external walls.

Condensation - what can you do about it?

Taking Action - The five main ways to deal with condensation are:



1

Treat any mould you may already have in your home.



2

Produce less water vapour or steam in your home.



3

Don't let the water vapour and steam that is produced spread all around the house.



4

Keep your home ventilated.



5

Keep your home warm.

To deal with a condensation problem effectively, you will probably need to do all five, though the first three are the most important and can be done at minimum cost.

1 Treat



Treat any mould you may already have in your home

1. To kill and remove mould, wipe down walls and window frames with a fungicide wash – make sure you following the manufacturer's instructions precisely.
2. You will need to wash or dry clean mildewed clothes and shampoo carpets.
3. After treatment, redecorate using a good quality fungicidal paint to help prevent mould recurring.

2 Produce less water vapour



The amount of condensation depends on how much water vapour is in the air. Many everyday activities add to the water vapour level in your home, but the effect can be kept to a minimum.

Cooking:

1. Cover pans when you are cooking.
2. Don't leave kettles and pans boiling longer than necessary.



Drying Clothes:

1. Hang washing outside to dry whenever you can.
2. If you have to use a tumble dryer make sure it's vented to the outside.
3. If you have to dry washing indoors use the bathroom and keep the door shut and the room well ventilated.
4. Do not hang wet/damp washing on radiators around your home - doing so is very likely to cause condensation problems.



Bathing and showering:

1. Keep the bathroom door shut and the room well ventilated during and afterwards to prevent water vapour spreading around your home.

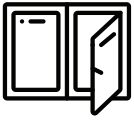
3 Don't let it spread



Confine wet air to just a few rooms.

1. Your bathroom and kitchen are "wet rooms" - keep these doors shut so the wet air can't spread to the rest of your home.
2. At the same time make sure your bathroom and kitchen are well ventilated so the water vapour can escape outside.
3. This is even more important if some of the other rooms are very cold. If rooms are not being used and are unheated it's a good idea to keep the doors shut.
4. Don't completely draft proof kitchens, bathrooms and other rooms where condensation is already a problem - you could make it far worse.

4 Keep your home ventilated



Let wet air out.

1. The best way to remove water vapour is by providing adequate ventilation. Nobody likes drafts but some ventilation is vital.
2. Keep a small window ajar, or a trickle ventilator open in each occupied room to give back ground ventilation, (but make sure your home is still secure).
3. Open the windows to let the water vapour out, especially when you're doing the washing or cooking.
4. Windows near the ceiling are more effective at letting water vapour out than ones at a lower level.

5 Keep your home warm



Try to keep your home warm, at a consistent temperature.

Remove excess moisture



Always wipe the windows and window sills of your home every morning to remove condensation. This is especially important in the bedroom, bathroom and kitchen - just opening the window is not enough.

The list below gives you some idea of how much extra water you could be adding to the air in your home in a day:-

How much water?



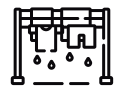
1

2 people at home for
16 hours **3 pints**



2

A bath or shower
2 pints



3

Drying clothes indoors
9 pints



4

Cooking and use of a
kettle **6 pints**



5

Washing dishes
2 pints



6

Bottled gas heater
(8 hours use)
4 pints



The provision of equipment and/or housing adaptations

Is there any help available if I am having problems with everyday things like bathing or managing stairs?

If you are having difficulties you can contact your doctor or social services first and tell them what your difficulties are and they will arrange for an Occupational Therapist to visit your home and assess your needs. Alternatively, you can call the Scheme Manager on 686183 to discuss the application/assessment process further and make a referral to Occupational Therapy (OT) through them. Following assessment by OT, it may be determined that your needs can be met by the provision of portable equipment (such as; specialist seating) provided by OT without the requirement for more complex equipment.

Please be aware, if a need can be met by offering alternative accommodation rather than adapting the existing property this may be offered by Douglas City Council.

Other housing options

Sheltered housing gives tenants an opportunity to live in an environment where they can retain their independence and look after themselves but, at the same time, have the additional security of help and advice when needed. Residents of sheltered housing complexes still need the support and care of relatives and friends. The sheltered housing officer has responsibilities to a number of people and cannot replace this vital support.

A sheltered housing officer is normally on site at each of the sheltered complexes from 09:00 to 17:00 Monday to Thursday and from 09:00 to 16:30 on Friday. When the sheltered housing officer is not on site cover is provided by an emergency alarm system.

Our sheltered housing officers are more than happy to arrange for you to visit the complexes at a mutually agreed time.

Sheltered Housing Officers provide direct support by contacting all tenants once a day, Monday to Friday.

- To help tenants live independent lives;
- To be aware of tenants' individual needs and arrange help if required;
- To welcome new tenants;
- To be responsible for the administration of the scheme and its security;
- To deal with emergencies;
- To establish good links with the community for the benefit of tenants.

If you would like more information on sheltered housing please contact Douglas City Council.

Customer Satisfaction Survey, compliments and complaints

Douglas City Council aims to provide high quality services for all our customers. Following every interaction with one of our officers or contractors we will leave you a Customer Satisfaction Survey to fill out and submit. You can also scan the QR Code on the Customer Satisfaction Survey Form or on the Front of your boiler to submit a survey electronically. This will provide us with key feedback on how we are doing and how we can improve our services.

Unfortunately, we may not be able to please on every occasion and want to be aware when people are dissatisfied with the service received. If this happens we need to know so that we can put matters right.

To let us know you may;

- Contact us by telephone or in person
- Write to us at Douglas City Council, City Hall, Douglas, Isle of Man, IM99 1AD
- Or, Submit a formal complaint at www.douglas.gov.im

Data Protection Statement

COMMITMENT - Douglas City Council is fully committed to complying with the requirements of current data protection legislation as applied in the Isle of Man. Ensuring the security and protection of all personal information that we collect and process in accordance with the relevant data protection legislation and our own Data Protection Policy. This includes collecting and processing personal data for the purpose of carrying out checks, for the purposes of administration, assessment, analysis, and also for assessing tenant (and prospective tenant) suitability for housing and/or general housing management. Personal data collected may include details of any criminal convictions, on-going investigations, health data, family background data and to make any necessary enquiries to check that information contained in the Tenancy Agreement/Housing Application Form is correct and for the purposes described above. Douglas City Council may, in accordance with the relevant data protection legislation and its Data Protection Policy, share this personal information with law enforcement, government agencies, government departments, local authorities, contracted third-party service providers, financial companies and/or financial organisations.

For further information please read our main Privacy Notice which explains how we collect, store and handle your personal data as well as your rights. If you would like to find out more please visit our website at <http://www.douglas.gov.im/data-protection> or request in person at Douglas City Hall. Should you have any specific questions about this statement please do not hesitate to contact our Data Protection Officer at Dataprotection@Douglas.gov.im or telephone **01624 696300**.

If you would like to know more about current data protection legislation, you can contact the Information Commissioner at <https://www.inforights.im/> or by ringing **01624 693260**.

Budget Planner

Use the form below to make a list of all your regular income and all of your outgoings or expenses. Add each list up and minus your Total Outgoings from your Total Income.

The amount you are left with is what you can afford to spend on other things.

(You can work this out either weekly or monthly depending on how you receive your income, but don't forget to budget for things like your car tax and insurance even if you pay them annually)

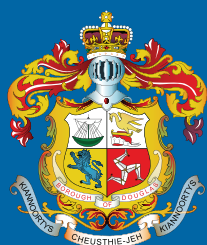
Income	Work - You	£ _____
	Work - Your Partner	£ _____
	Pension - You	£ _____
	Pension - Your Partner	£ _____
	Benefits	£ _____
	Child Maintenance	£ _____
	Other	£ _____
	Total Income	£ _____

Outgoings	Rent and Rates	£ _____
	Electricity	£ _____
	Gas/Oil	£ _____
	Coal	£ _____
	Food	£ _____
	Telephone (Inc. Mobiles)	£ _____
	Petrol	£ _____
	TV Licence	£ _____
	Household Insurance	£ _____
	Car Insurance	£ _____
	Life Insurance	£ _____
	Car Loan	£ _____
	Other Loans	£ _____
	Hire Purchase Payments	£ _____
	Childcare	£ _____
	Other	£ _____

	Total Outgoings	£ _____
	Total Income	£ _____
<i>Minus</i>	Total Outgoings	£ _____
=	Disposable Income	£ _____

Useful Contacts

Douglas City Council	Housing Department Refer to our website Housing Section City Hall, Ridgeway Street, Douglas, IM99 1AD	Tel. 696435 housing@douglas.gov.im www.douglas.gov.im
Debt Counselling	Office of Fair Trading	Tel. 686510
Family Support/Social Worker	Social Services	Tel. 686179
Citizen's Advice Service	Douglas Branch Promenade Church, Loch Prom, Douglas Friday 10am – 3pm	Tel. 626863
	Southern District Southlands Residential Home, Castletown Road. Port Erin. Friday 10.30am – 12.30am	Tel. 833976
	No. 4 Bourne Concourse, Peel Street, Ramsey Monday 10am – 1pm (24hr answerphone) Wednesday, Thursday 1pm – 4pm Friday 10am – 4pm	Tel. 813466
Social Security of the Treasury	Income Support	Tel. 685094
	Income Support (pensioners)	Tel. 685084
	Employed Persons Allowance	Tel. 685092
	Child Benefit	Tel. 685107
	Incapacity Benefit	Tel. 685105
	Disability Benefits	Tel. 685104
Manx Housing Trust	Flat 2, 21 Derby Square, Douglas	Tel. 626226
Women's Aid (Refuge)		Tel. 677900
Alcohol and Drug Service	(counselling and advice)	Tel. 617889
Housing Matters	3 Albany Lane, Douglas	Tel. 675507



Douglas City Council

Refer to our website Housing Section: www.douglas.gov.im/housing
City Hall, Ridgeway Street, Douglas, Isle of Man, IM99 1AD | Tel. 696435