



Vectis

Housing News
Summer 2020



SUMMER NEWSLETTER 2020



More inside:

- Martyn's Column
- Corona Virus Information
 - Residents' Panel
- New Development Updates

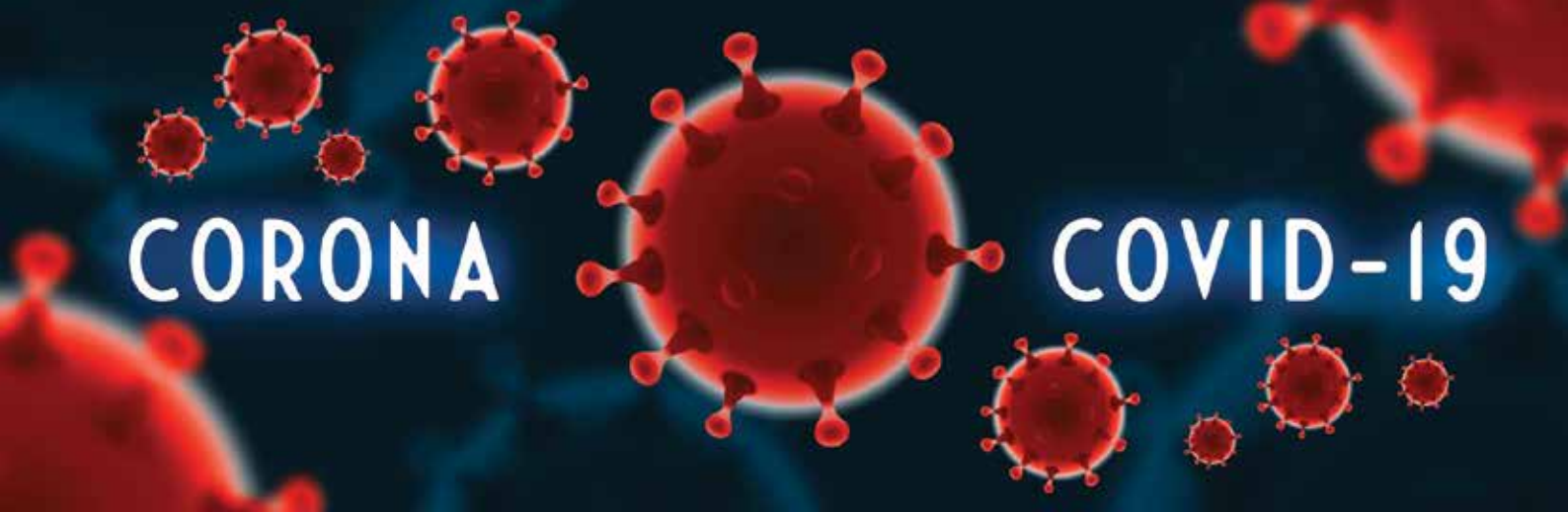
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The ongoing situation with regard to the pandemic is constantly changing. As a result, some of the dates proposed for events are likely to change, dependent on how the situation with Coronavirus and Covid-19 develop. We will try and keep in touch with you, but please check our Website, Facebook page and Twitter for updated information.

Above all, please follow Government advice and stay home and be safe. Contact us if you need assistance with your rent. I wish you all well.



CORONAVIRUS

As you are aware the office is currently closed to visitors. However, you can still contact us on 01983 525985 and you call our Repairs Team directly on 01983 520353.*

If you are unable to get through straight away then please bear with us as we only have one member of staff taking calls on each line. If you would prefer, you can always email any concerns to enquiries@vectishousing.co.uk or find us on Facebook, where you will be able to leave a secure message.

You can still make rent payments over the phone or online via MyTenancy. We hope that all our tenants stay safe and well during these uncertain times, please ensure you follow the correct advice and guidance and do not hesitate to contact us if you need further assistance.



MARTYN'S COLUMN



So much has happened since you received your last edition of your newsletter. Unfortunately, very little of it has been good. I hope you have all remained safe and well in the midst of so many losing their lives. To date, we have not been made aware of any VHA tenant succumbing to the Covid virus.

However, we are aware that many of you have had your lives and employment disrupted through the lockdown period, which is why the Repairs and the Housing Teams have been going out of their way to contact you to see whether you need assistance and whether we can help. To date, we have been able to provide support in a range of ways, which I hope has made coping with these difficult times a bit easier to bear.

So, although the office has not been open over the last few weeks, we have been busy working as hard and as flexibly as we can. The Bouldnor Mead development has now been fully let and despite disruption to the construction industry, we are pressing on with homes at Ash Lane and Alvington Manor View in Gunville.

We have now started to extend the range of repairs we are able to deliver through our contractor, Mountjoy and hopefully will soon be back to some kind of a normal service. Although the office will remain restricted to visitors, we will have a presence there from 6th July, but you will need to make a prior appointment* if you have a need to see someone.

I desperately hope that we have seen the end of this deadly virus, but there is always the possibility it may return in which case we will have to return to our lockdown position. Our primary consideration is safety, for you, for our staff and our contractors. Nothing we do will compromise this, so you can be sure that any visit to repair your home or carry out gas servicing will be strictly controlled.

So, stay safe and keep us in touch with any changes you might experience. If we can help, we will.

Martyn Pearl
VHA Chief Executive



LOGO CHANGE

After 45 years, we have decided that our familiar blue door logo could do with a bit of a refresh. So, from 1st August, the new VHA logo will be



This keeps our blue colour and reinforces our commitment to the Island and its community. We hope that this will soon become as familiar as the open door and come to represent the high quality of service and support you would expect from VHA.

CORONAVIRUS SERVICE UPDATE

01.07.2020

Repairs are limited to emergency and essential work only. We are beginning to work through our backlog and operating a reduced grounds maintenance and communal cleaning service.

Contact - we are currently still working remotely from home meaning one member of staff is picking up the calls to reception and one member of staff picking up the maintenance calls, so if you can't get through straight away please bear with us. Any general enquiries can be emailed to enquiries@vectishousing.co.uk and this will be passed onto the relevant department.



Mutual Exchanges have had to be put on hold for now, and will resume as it is safe to do so. If you have submitted a mutual exchange request we will be in contact as soon as we are able to proceed.

Staff have attempted to make contact with all our residents to offer any support if needed. If you have not been contacted and think that you would benefit from some added support then please contact your housing officer immediately, alternatively if your situation has changed since your housing officer has been in contact then please do not hesitate to get back in contact.

Help & Advice - if you are worried about money, paying your rent or any other issues please contact your housing officer.

Contact details:

Telephone: **01983 525985**

Repairs line: **01983 520353**

Email: **enquiries@vectishousing.co.uk**

Website: **www.vectishousing.co.uk**



Rent accounts can be checked on **MyTenancy** on our **www.vectishousing.co.uk**.

Feeling unwell or self-isolating?

Please contact us on **01983 525985** and let us know.

Experiencing domestic abuse or anti-social behavior?

Please contact your housing officer and we will do what we can to support you and your family during this difficult time.

Gas & Electric Checks are still going ahead so we may need to make an appointment with you. However, if you are self-isolating, or are in the vulnerable group then please contact us and we will do our best to rearrange.



CORONA VIRUS AND PAYING YOUR RENT - HELP IS AT HAND

The ongoing Covid-19 crisis is a difficult and trying time for us all. Many of our residents will be under great stress and pressure and we want to let you know what we're doing to support you.

Your first step if you are having difficulty paying your rent is to contact your Neighbourhood Housing Officer as soon as possible. Whilst there is no freeze on rent payments, your Housing Officer may be able to come to a repayment arrangement with you. We will be flexible in considering payment options to ensure that your rent is paid and that this is affordable and reasonable in the circumstances. We can also support you and offer advice based on your circumstances if you have other money worries or debts or need advice about benefits.

We want to ensure that everybody has access to the most basic essentials and have put together a small fund, aptly named **Helping Hands**. Through this fund we are able to make a small one-off payment to hopefully help with the cost of shopping or household bills. If you feel you need financial assistance, and have not already accessed a grant, please contact your Housing Officer who will be able to complete an application with you over the phone.



If you are feeling like your mental health is suffering, please don't suffer in silence. Help is available and there are people you can talk to. **Positive Minds** is a totally confidential, online self-help resource for anyone experiencing anxiety, worry or stress. Access is provided through the Isle of Wight Safe Haven and is available for people aged 18 or over. All that is required is access to the internet on a computer, tablet or internet-enabled mobile phone. Anyone wanting to access this service is encouraged to contact the **Isle of Wight Safe Haven** during their normal working hours (Monday to Friday 5pm - 10pm, weekends and bank holidays 10am - 10pm) on **01983 520168**. You will need to provide some very basic information in total confidence which is not shared or used for any other purpose, and then the Safe Haven will arrange access to the most appropriate Positive Minds service via a confidential email sent directly to you. There is also the **24/7 crisis line** for adults and those under 18, call **01983 522214**.

If you are worried about your energy bills, **The Footprint Trust** are 'open' for calls on **01983 822282** or you can email them at **visits@footprint-trust.co.uk**



CORONA VIRUS AND ANTI- SOCIAL BEHAVIOUR



With the ongoing social restrictions related to coronavirus, we would like to encourage patience and tolerance towards your neighbours as we all spend more time at home. We ask everyone to be mindful of their neighbours, particularly around noise levels during the day and into the evening. Please remember that some noise, such as from children playing is not considered to be antisocial behaviour (ASB). However, if noise or other behaviour is causing you nuisance and efforts to resolve the situation with your neighbour have failed, please contact your Neighbourhood Housing Officer to discuss the situation. You should also contact us if you do not feel safe approaching your neighbour.

If your neighbour is a tenant of ours there are several ways your Neighbourhood Housing Officer can deal with the problem:

- Visit both parties to discuss the problem and hopefully sort it out
- Arrange mediation if you and your neighbour are agreeable
- Speak to other organisations which might be able to help you, for example the Police or Council

As a last resort, take legal action against the tenant if they are in breach of their tenancy agreement.



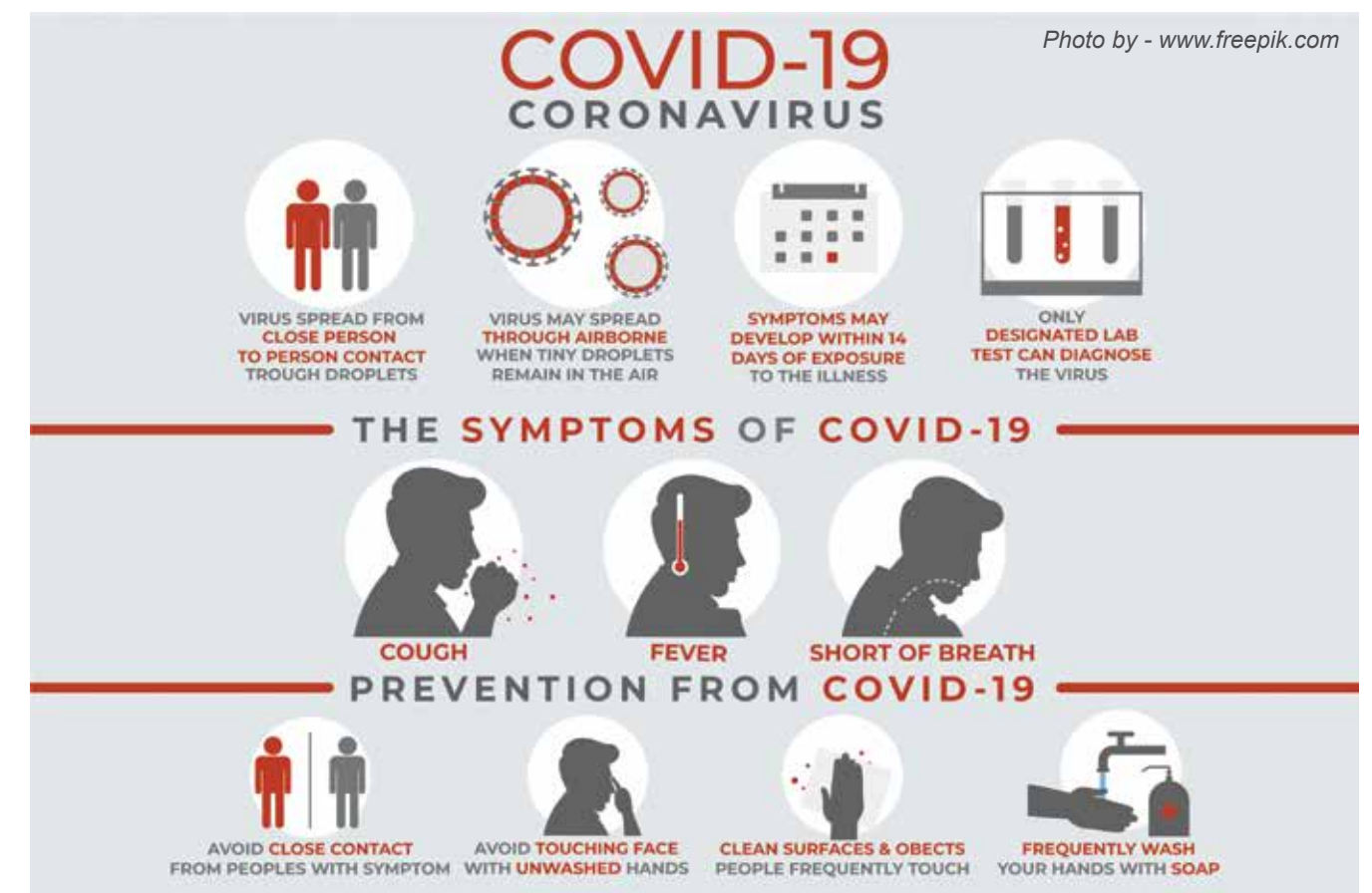
KEEPING YOURSELF SAFE

- WHAT IS THE BEST WAY TO PREVENT THE SPREAD OF (COVID-19) CORONAVIRUS?

We can all help control the virus if we all stay alert. This means you must:

- Stay at home as much as possible
- Work from home if you can
- Limit contact with other people
- Keep your distance if you go out (two metres apart where possible)
- Wash your hands regularly
- Self-isolate if you or anyone in your household has symptoms.

Wash your hands often with soap (or soap substitutes) and water for at least 20 seconds or use an alcohol-based hand sanitiser. This is particularly important after leaving the house to shop or exercise and taking public transport. Use an alcohol-based hand sanitiser that contains at least 60% alcohol if soap and water are not available. Cover your cough or sneeze with a tissue, then throw the tissue in a bin. Clean and disinfect frequently touched objects and surfaces in the home and work environment and avoid touching your eyes, nose, and mouth with unwashed hands.



If you have concerns that you may have been at risk of spreading the infection, you should consult the NHS Inform website for initial guidance and seek medical advice when appropriate.



COMMUNITY EVENTS AND INFORMATION

World Café: To be Continued...

Here is an update from Garry Shewan at Mutual Gain, with whom we have been working alongside, to bring the Island's first ever World Café to Ryde.

Ryde's Time to Shine - Networks, Networks, Networks

A new era of collaboration in Ryde to generate social good?

Just before the current Lockdown I was working with some amazing local people in Ryde on a programme they had called 'Ryde's Time to Shine'. We had planned to engage with local people in Ryde on issues such as safety, crime and community! The aim had been to use this event as a launch pad for helping to grow and fund some new community-led initiatives. Then Covid-19 came along and we had to press pause on the programme. But we haven't gone away and we will restart the programme as soon as we can. In the mean time the team have been reflecting upon what this crisis could offer us all for the future.

The Covid-19 crisis has reinforced what I and my colleagues at MutualGain have been promoting for a decade - that the most wicked, deep-seated and destructive of problems faced in society - crime, poverty, disadvantage, social care among them - requires high levels of collaboration to address and bring about change. Sadly, in the past, effective collaboration has been too often seen as 'hard to do' and we can all (I include myself here) get sucked into a reliance upon others (the police, the council, schools, etc.) delivering services and solutions to so many of the issues we all face in our lives. Sometimes they are fantastic at it but sometimes it just isn't enough!

What is clear to all of us is that during this intense period of Lockdown we have seen unprecedented levels of neighbours helping neighbours, volunteers stepping into front-line services and multiple businesses offering services and assets for free to those fighting the virus. Here at MutualGain we have a term for these networks, trusting relationships and common ground – we call it the Social Capital of a community to be able to change things for the better. For many of us there has never been such a clearer celebration of our community and what it is capable of than that we have seen in the past few months!

So, are we stood today on the precipice of a new opportunity to ensure that collaboration and co-operation becomes the new practice when we resume 'normality'? Or will life simply return to previously seen behaviours?

Collaboration at its core is about working together to find the right solutions for the right problems and challenges. Not the problems defined by 'others', not the 'flavour of the day' solutions that work elsewhere so 'must work here', but really focusing on the issues and activities that will enhance individuals' lives here in Ryde. Where collaboration is effective it creates really authentic visions, strategies and initiatives to address shared concerns in Ryde. This was what 'Ryde's Time to Shine' was seeking to build and personally I think that perhaps this crisis has shown us exactly how much more we can achieve when we do things together.

One thing that we have all grown accustomed to during this crisis has been taking the time to reflect, slow down and learn from each other - and I don't just mean 'home schooling'! The 'Ryde's Time to Shine' programme hopes that everyone who had signed up to become involved previously will be joined by others who have seen the importance of their community during the Covid-19 crisis. If we can embrace you all then Ryde will be the winner for your involvement - that will be new voices, new ideas, new passion and above all new Social Capital here in Ryde. A community that comes together and focuses upon dialogue, its well-being and relationships will always be better placed to tackle those difficult challenges it will face such as crime, anti-social behaviour and a lack of inter-generational respect. The evidence for this is staring us in the face at this time!

So when we re-emerge from Lockdown and can begin to freely associate with each other again then 'Ryde's Time to Shine' will look to build upon the networks and strengths that have made such a difference. It will be important to focus on three key principles;

1. A sustained belief in the potential and power that exists within Ryde,
2. Investment in the people and skills which empowers the self-organising capacity of Ryde to deliver better safety and well-being, and
3. An understanding of how interconnected we all are and how if we continue to accept a greater level of responsibility for ourselves then we can empower each other to look after ourselves and our neighbours better – supported by the agencies and not relying upon them!

These are the principles that are today ensuring that local businesses in Ryde are surviving against all odds, that local residents are working together to protect the vulnerable, and that are delivering a high level of self-regulation and 'policing' on our streets.

We cannot allow the opportunity of a generation afforded to us by this crisis to build a better and fairer society to pass us by without embracing this moment for genuine change in how local communities function and become healthier. 'Ryde's Time to Shine' is committed to delivering this change. Who else is joining us?

Garry Shewan Associate, MutualGain



HAVE YOU GOT WHAT IT TAKES TO BE A RESIDENT BOARD MEMBER?

The board of Vectis Housing Association is a group of people who volunteer to direct and control the affairs of the organisation. Their job is to ensure that Vectis is financially stable, is solvent, well run and delivers positive outcomes for tenants and communities.

It is good practice for all housing associations to have at least one tenant on their board. This is because residents bring a unique perspective to housing association boards by offering direct service user experience.



Board members come from all walks of life. They are expected to have some interest, experience or skill which relates to the association's work and volunteer to carry out tasks like those listed below:

- Setting future strategic direction for VHA
- Deciding which groups of people the association will house
- Deciding what and where to build new homes
- Setting the budget and approving the accounts
- Setting the rents
- Appointing the Chief Executive



IF YOU ARE INTERESTED IN BEING CONSIDERED FOR A RESIDENT BOARD MEMBER ROLE THERE ARE JUST FOUR EASY STEPS:

Step 1: Register an interest by calling us on **01983 525 985**.

Step 2: Once you register an interest, you'll be asked to attend a 'Resident Board Member – what's it all about?' information session.

At this informal session you'll learn about Vectis H.A, the principles of governance (controlling and directing the Association and balancing the many interests of all stakeholders), the way in which the Board works and the time commitment needed etc. This session is free to attend and refreshments will be provided. We can also reimburse you for any travel costs you may incur getting to the meeting.

Step 3: If you are interested in the role following the information session, you'll be asked to fill in a form registering your interest in becoming a Resident Board member.

Step 4: Once we have received it, you may then be invited to meet with us for an informal interview based on the role. They will discuss with you the role and responsibilities of being a Vectis Board member and the skills and experience you think you could bring.

Step 5: If we feel that you have suitable skills and experience for a Resident Board member position, you will be formally appointed and asked to join one of the Board committees. You will also be fully supported to take on the role through an induction process. Once you have built up some knowledge and confidence on a Board Committee, you will be asked to join the main Board. If we have more candidates than places available, we will keep your application on file until another Resident Board member vacancy comes up.



CALLING FOR MYSTERY SHOPPERS, BRIGHT IDEAS AND LANDLORD SERVICE REVIEWERS!

Are you someone with good attention to detail and keen observation skills who doesn't miss a thing? If so, becoming a Vectis Mystery Shopper may be of interest to you.



Vectis is interested in recruiting a small group of Mystery Shoppers who can carry out real time checks on our services such as cleaning and grounds maintenance. Mystery shopping may also involve examining the quality of our repairs and our accommodation and more generally the helpfulness and friendliness of staff. Your identity will be confidential as you will work through only one member of the Vectis management team who will coordinate all activities with secret shoppers.

The role is voluntary but you will never be out of pocket if you carry out a mystery shop for us as any expenses such as transport, telephone calls etc. will be covered. In practical terms being a Mystery Shopper may involve carrying out checks (either individually or with another shopper) and reporting back to us. Mystery shopping may also involve carrying out special projects that support the Vectis Residents' Panel in their wider scrutiny role.

Training will be given and ideally you will have enough free time to carry out up to 5 shops a year (typically taking up a morning or an afternoon) and be able to communicate your experience back to us in a detailed written report.

THE 5 KEY SKILLS YOU WILL NEED ARE:

1. Reliability and good timekeeping. A mystery shopper has to be on time and punctual once turning up to any briefing or task.
2. Confidence. Remember that in some scenarios you are acting or posing as a local resident and will need to behave naturally.
3. Accuracy. Delivering truthful and honest feedback is crucial. A mystery shopper must be 100% accurate when performing tasks and a high level of detail is needed when reporting opinions and experiences back to the organisation. A good memory and recall is a bonus.
5. Access to a camera device. Whilst this isn't a skill, a mystery shopper may often need some sort of camera to record details. This can be on a mobile phone.

If you are interested in finding out more about becoming a Vectis Mystery Shopper, please contact Yasmin White, Head of Neighbourhoods and Communities on **01983 525985** or email enquiries@vectishousing.co.uk

Vectis is always looking for ways to improve the way we do things and save money and we know that residents want good value for money for the rent they pay. Therefore if you have a bright idea about how we could do something better or more cheaply please write in and let us know about it. Mark your correspondence "Bright idea" and if we adopt your idea **you will receive a £25 shopping voucher** as a thank you.



SCRUTINY - YOU CAN HELP US CREATE CHANGES FOR THE BETTER

At the last meeting of the Vectis Residents' Panel members expressed an interest in getting involved in tenant scrutiny. Tenant scrutiny is more than just another tenant involvement activity. It is a way of giving tenants greater influence to investigate and challenge their landlord's performance in delivering housing services.



Scrutiny is a critical examination of services, underpinned by good quality, up-to-date performance information. It's about being able to ask the landlord questions such as: why is a service delivered in a particular way; why are particular timescales in place; how much is this costing; can costs be reduced while still providing a good level of service; could we do this better or differently? The answers to these and similar questions lead to recommendations to Vectis staff and the Vectis Board that result in change and improvement.

Tenant scrutiny will involve the Residents' Panel choosing a topic to scrutinise which is important to residents and perhaps where performance is not as good as it could be. Once a topic is selected, the group will get agreement from staff and Board members that they will be supplied with relevant information to investigate how the service currently works. The scrutiny process can involve gathering other evidence through

interviewing staff and residents and calling on Vectis Mystery Shoppers to carry out real-time reality checks. Once the group has fully investigated the service and has presented recommendations, an action plan is agreed and monitored until all service improvements have been put in place.

Tenant scrutiny is a great way of making sure that housing services meet tenants' priorities and needs, takes tenants' views into account before decisions are taken and gives tenants an active stake in the running of their landlord's business rather than just receiving services. It also enables staff and tenants to work in partnership to achieve better performance and improved outcomes.



HOW CAN I GET INVOLVED ?

Scrutiny will be carried out through the Residents' Panel which is a group made up of Vectis residents and the panel is always looking for new members and welcome interest from all sections of the community.

If you are interested in getting involved with the Residents' Panel and like the idea of doing some Tenant Scrutiny please contact Yasmin White, Head of Neighbourhoods and Communities on **01983 525985** or email **enquiries@vectishousing.co.uk**.

Training will be made available in fun and informal sessions and Residents' Panel members will never be out of pocket in any way through being involved, as expenses for travel, training and other costs are met by the Housing Association.



EQUALITY AND DIVERSITY

We are committed to treating everyone fairly and equally when offering our homes, services, employment and contracts. We will ensure that no one is treated less favourably for any reason.

There have been many news reports recently about the 'Black Lives Matter' campaign and here at Vectis, we believe that everyone is entitled to respect and dignity and we are committed to building an environment where our employees, customers, contractors and visitors are treated in this way. In short, we want to create a business and a working environment which is free from discrimination, harassment and bullying,

HOW WILL WE DO THIS? WE AIM TO:

- Prevent discrimination
- Be fair in our dealings with all people
- Understand and appreciate the diverse nature of different cultural backgrounds
- Ensure equality, diversity and inclusion is embedded in everything we do

Although we follow and implement all Equality legislation, our commitment to equality and diversity is driven not by the law but by good business practice and need.

TREATING YOU AS AN INDIVIDUAL AND MEETING YOUR NEEDS



No two people are the same. We are all different, we have different needs, come from different backgrounds and have different interests. The more we know about you the easier it is to provide our services in ways which suit your needs. Therefore, from time to time we will ask you to complete a customer profile form to ensure we have all your details up to date and can make sure you have equal access to all of our staff and services.

CITIZENS ADVICE ISLE OF WIGHT

Citizens advice Isle of Wight provides free confidential and impartial advice and campaign on big issues affecting people's lives, they support over 7,000 people a year with a range of issues including.



Money Advice team

The Money Advice team can help you to take control of your finances and provide you with solutions for dealing with your priority and non-priority debts.

Welfare Service

The Citizens Advice Isle of Wight Welfare team provides specialist advice and representation, with particular focus on disability benefits.

Help Through Crisis

Help Through Crisis (HTC) aims to provide assistance for island residents who are in genuine hardship, enabling them to quickly access help with food, gas and electricity in an emergency.



Tax Team Service

Citizens Advice Isle of Wight Tax Team deliver the first face to face tax service on the Isle of Wight since 2014.

They can help you with a range of tax enquiries including: Self-Assessment, PAYE, Tax Codes, Tax Credits, National Insurance, Capital Gains and navigating online HMRC resources.

For General Advice appointments or to find out more about volunteering with us please call **01983 823898** ext: **2828**

DROP IN

To get in touch, drop in and see an advisor at:

Citizens Advice Isle of Wight

Isle Help Advice Centre, County Hall, High Street, Newport, Isle of Wight, PO30 1UD

Our drop-in service is open Monday to Friday 9.30am until 3.30pm

Please ensure you arrive no later than 2.45pm so that we have adequate time to deal with your enquiry.



Give us a Call

Or call Adviceline on **03444 111 444***

* Calls to the Adviceline 03 number cost the same as calling 01/02 numbers & may be included as part of your mobile or landline call package. If you do not have a package, calls from a landline can cost up to 9p per minute. Mobiles may be considerably more expensive.

Type Talk number for the hard of hearing: **03444 111 445**

Adviceline is open 9am until 5pm Monday to Friday
Citizens Advice Centre - outreach venues

DAY	TIME	VENUE	FURTHER INFORMATION
Monday	1pm -3.30pm	Ventnor Outreach Ventnor Town Council, 1 Dudley Road Ventnor, Isle of Wight PO38 1EJ	1st Monday of each month, by appointment only tel 01983 823898 Ext 2828
Thursday	1.15pm - 4pm	East Cowes Town Hall, York Avenue, East Cowes, Isle of Wight, PO32 6RU	Alternate Thursday afternoons by appointment only Tel: 01983 823898 Ext 2828
Tuesday	9.15am - 12pm	Community and Leisure Centre Moa Place Freshwater Isle of Wight PO40 9XH	Alternate Tuesday Mornings by appointment only. To book an appointment tel 01983 823898 Ext 2828
Thursday	10am - 1pm	Sandown Town Council Broadway Centre, 1 Broadway, Sandown, PO36 9GG	Alternate Thursday afternoons by appointment only tel 01983 823898 Ext 2828
Wednesday	10am - 12.30pm	Aspire Melton Hall, 43 Dover St, Ryde PO33 2BN	Drop in service
Wednesday	1pm - 3pm	Ryde Town Hall 10 Lind Street RYDE, Isle Of Wight PO33 2NQ	General advice by appointment only - telephone 01983 823898 Ext 2828 for an appointment
Friday	10am - 1pm	Ryde Town Hall 10 Lind Street RYDE, Isle Of Wight PO33 2NQ	General advice by appointment only - alternate Fridays telephone 01983 823898 Ext 2828 for an appt

Veterans Outreach

Address The Riverside Centre, The Quay,
Newport PO30 2Q **About Our Advice
Service** Veterans Outreach Support (VOS)
is a registered charity providing welfare
advocacy and mental health support to
Armed Forces (Regulars and Reserves),
Merchant Navy and Royal Fleet Auxiliary
veterans and their dependants. **Advice
Session Times** Drop in is every 3rd Wednesday of every month from 12pm until 4pm.



NEW HOMES UPDATE

Over the course of the next 2 years, Vectis aims to build an additional 97 new affordable homes in various locations across the Island.

We have recently completed a scheme at Bouldnor, near Yarmouth, that provided 13 homes, including 3 shared ownership houses that have now been sold.



Construction of 18 new homes underway at Ash Lane, Newport

Work is progressing well with our schemes at Ash Lane and Alvington Manor View, Newport where we are building 28 high quality and energy efficient 1, 2 and 3 bedroom homes. We are aiming to have these completed before the end of the 2020, following an initial delay as a result of Covid19.



As mentioned in the local press, Vectis are also progressing a scheme that will provide 42 new homes on the site of Branstone Farm in Arreton. The scheme, that includes 2, 3 and 4 bedroom homes along with a few bungalows, will also provide a number of shared ownership properties. We aim to take the scheme to planners in July and hope to start works in March 2021. Further details of this will be provided once we have secured planning approval.



Construction of 18 new homes underway at Ash Lane, Newport

The Branstone project is an exciting new approach to developing homes on the Island in harmony with the surrounding areas of natural beauty. We are working in close partnership with the IoW Council and local environmental groups to ensure the development reflects the Island's status as a Biosphere, which is a special designation relating to our natural heritage. In addition to new homes, there will be a park, an area designated for community environmental projects and small workshop facilities. We are very proud of our involvement in this ground-breaking scheme. Branstone Farm site layout

We are also planning further schemes in Brightstone, Wootton, Ryde and Calbourne and will keep you advised of progress at a future date.

If you would like to discuss any of these schemes please contact Grahame Law - Head of Assets on **01983 520353**.



Branstone Farm



Home Swapper

The mutual exchange solutions for tenants and landlords

Want to Move Home?

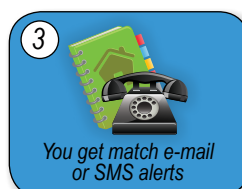
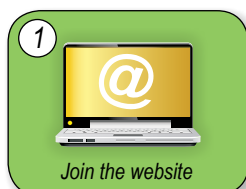
HomeSwapper.co.uk's local & national service means mutual exchange is better than ever. It's the UK's largest community of social housing tenants looking to swap homes.

• **Tenants from over 1,000 landlords are registered**

• **2 out of 3 matched to potential swaps in 24 hours**

• **hundreds of households move every month**

How it works:



HOME SWAPPER

If you have an assured tenancy with Vectis you have free access to the services offered by HomeSwapper. The system is easy to use and has already helped many residents find a new home better suited to their needs.

VISIT US:

www.facebook.com/VectisHousing
www.vectishousing.co.uk

CONTACT US:

Emergency Repairs
Phone Vectis Repair Line:
01983 520353



Please call this number to report emergency repairs. Inappropriate use may result in any additional costs being re-charged to you.

Please do not use the text service for emergencies, especially over bank holidays as we will not receive them out of hours.

*Please phone these through on the maintenance line **01983 520353**.*

All other enquiries: **01983 525985**
enquiries@vectishousing.co.uk