



AUTUMN NEWSLETTER 2022



More inside:

- Martyn's Column
- STAR Survey results
- Community Pantry information
- Puzzles

CONTENTS



- Martyn's Column 3
- Important information about how you pay your rent 4
- Star Survey 5
- Branstone Day 6
- Community Events 9
- Muddy Boots 10
- Painting Workshop 11
- Adult Learning 12
- Housing Benefit Reviews 14
- RCS Employment Support 14
- Equality, Diversity & Inclusion 16
- Three Community Pantries now open 17
- Help and advice from our property services team 19
- Halloween 20
- Time for a break 21
- Something for the kids! 22
- Seasons Greetings to all! 23

MARTYN'S COLUMN



As we move into the Autumn and Winter months, the nights become longer and concerns become more focused. Without being the harbinger of doom, worries about the cost of living, concerns of another Covid wave overwhelming the health system and uncertainty in the economy will make us all sleep a little less soundly at nights.

Added to all of this, the deep sadness felt by many of us following the death of the Queen will also take some time to pass.

But not all is bad news. You will know and may have participated in the recent STAR Survey we conducted to test the views of our residents about your homes and the services you receive. Many thanks if you did take

the time to return your survey form as over 50% of you did. The overall response was very encouraging with an upturn in levels of satisfaction in nearly all aspects of our work. More details are contained in the article later in the newsletter.

We also held the first Branstone Day, which will be an annual event to celebrate the heritage and diversity of the environment and community in our new Branstone Farm development. The attendance was very good, with prospective occupants, local groups and other interested parties all coming along and getting involved with the events and taking the opportunity to view the new homes. Once again, more information later in the newsletter.

I will sign off with two topics that I tend to repeat in most of these columns. The first is an invitation for any resident, whether in rented housing or shared ownership, who wishes to play a role in influencing what we do and how we do it please get in touch. You can contact me, Sharon or Jo direct or through your Neighbourhood Housing Officer.

Secondly, we recognize that the coming months are likely to be hard for most people. If you need help, advice or support do contact us. We are here to help. The worst thing you can do is hope that debt worries will sort themselves out by themselves.

The mince pies have already started to appear on supermarket shelves and this is the last newsletter of 2022, so I will take the opportunity to wish you all a very happy festive season.

Martyn Pearl
Chief Executive, Vectis Housing



IMPORTANT INFORMATION ABOUT HOW YOU PAY YOUR RENT

Due to increased regulation for PCI compliance relating to processing card payments, Vectis Housing will no longer be able to take credit card or debit card payments over the telephone as has previously been possible.



We strongly recommend that all those who pay over the telephone with a debit card to set up a direct debit with us or pay on-line through your bank.

If you wish to continue to pay by card over the telephone your bank or credit card provider may require a further verification check, such as authorisation via a mobile banking app, or a code sent via a text message. You would need to be able to do this whilst you are on the telephone to us. If you are not sure how this works, we advise you to contact your bank or credit card provider to assist you with this process.

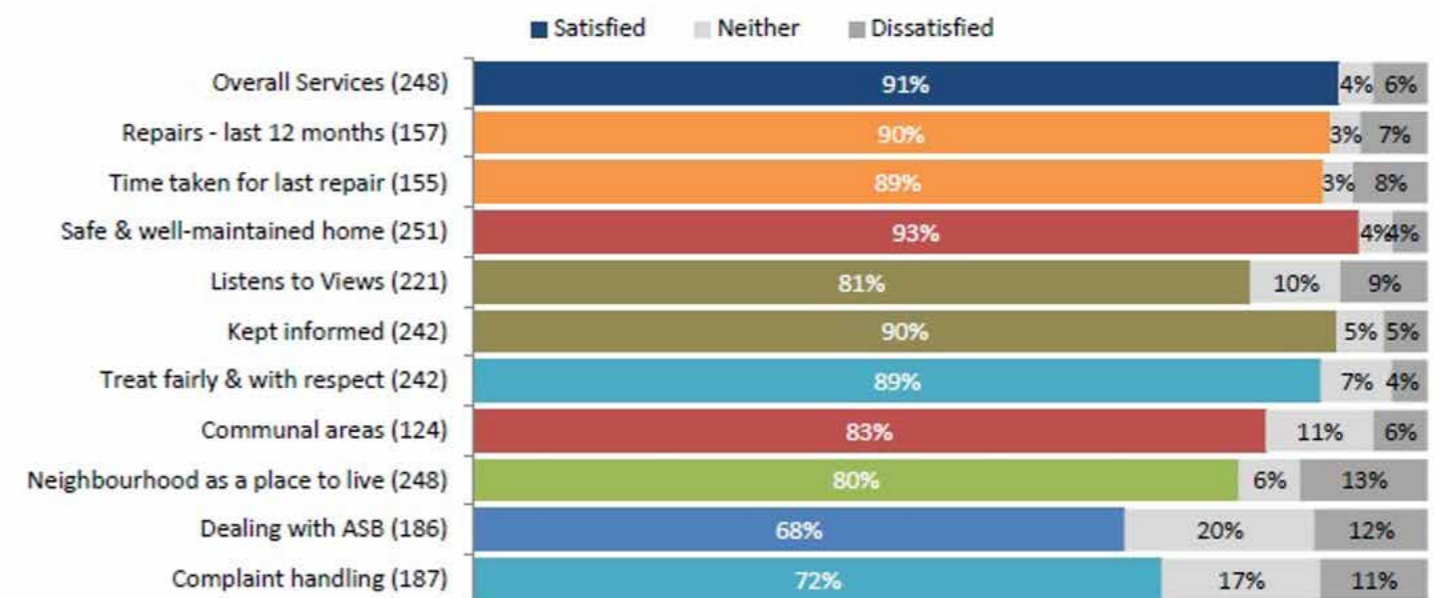
STAR SURVEY

As part of our continued aim to deliver excellent services that are valued by our residents and represent great value, we conduct a STAR Survey (short for Study of Tenant and Residents) on a three-year rolling cycle.

For our current 2022 survey we commissioned Acuity, known as experts in the field and completely independent to conduct the survey. Our requirement was that we aim to achieve at least a 50% response rate, which would provide a good representation of residents' views. This was achieved through a combination of postal, on-line and phone surveys each of which was rewarded with a gift voucher as an incentive.

The outcome was very positive, with an increase in levels of satisfaction in nearly all the aspects consulted on. The main exception was a very slight decrease in satisfaction with the neighbourhoods in which you reside. We recognise that issues such as problems with car parking and incidents of anti-social behaviour can be unsettling and we will always look to resolve them where we can.

A brief summary of results is contained in the figure below:



The summary from Acuity was:

The results from the survey are very positive and satisfaction has increased a little since the previous surveys in 2019, they compare very well with other landlords and look even better when seen in the context of generally lower satisfaction across the country. (Acuity 2022)

You can get a fuller version of the Executive Summary of Acuity's report on our website at <https://vectishousing.co.uk/images/STAR-Executive-Summary.pdf>



Despite the generally positive outcome from the survey, we are not complacent and recognise that there are things that we need to improve and can do better. We would be keen to involve any resident who feels they have something to offer to help us in this journey. If you would like to work with us, please contact jennifer@vectishousing.co.uk

BRANSTONE DAY

As the new homes in phase 1 of the development come to completion, we held an inaugural Branstone Day, to introduce the new occupants and those with whom we have worked in partnership to date and in the future to the excellent environment that has been created. The day was a joint event to celebrate the new homes and a celebration of the biosphere and the integration with the business park. Below are some photos of the event.





COMMUNITY EVENTS

The Community Team has been busy coming up with events for you, please see the list below:



- **Art Classes/workshops** - **October '22**
- **Resident Panels** - **30th November 22** (virtual), **22nd March 2023** (at Chapel House)
- **Community Panels** - **9th November 2022** and **8th February 2023** (at Chapel House) 1-4pm

If you are interested in joining in any of the above events, please contact us on **01983 525985** or email us via **communities@vectishousing.co.uk**.



MUDDY BOOTS

Vectis Housing continues to take a group of volunteers every Thursday morning to the Muddy Boots gardening project at Quarr Abbey. We spend three hours a week helping to take care of two rather wonderful allotment plots, where a huge variety of fruits, vegetables, plants and flowers are grown. It's been very special to see the end results of all our labours recently, as we've been harvesting lots of crops. All the produce is then cleaned and weighed and taken to the on-site farm shop to be sold to visitors. Any money raised is put straight back into the project and the cycle of turning over the land, planting, weeding, watering and nurturing begins again.

We also, occasionally, do some woodwork; making planters, bird boxes and even Christmas decorations from old pieces of timber that would otherwise be discarded. It is amazing to see the transformations.

We would love some more hands to help out, so if you enjoy being outside in the fresh air in a very peaceful and tranquil setting, why not join us? Our sessions are every Thursday from 09:30am - 12:30 come rain or shine. We'll even take you to the café afterwards for tea and cake! If transport is an issue, we can arrange this too. If you would like to try a session, please contact Sarah Bonser on **01983 525985**. Everyone is welcome.



PAINTING WORKSHOP

We recently ran a 4 session Painting Workshop with the wonderful Independent Arts. Our first session was on location down by the riverside at Newport Quay, the weather was perfect for it and we enjoyed a dry sunny morning before the temperatures rose. Attendees spent this first session trying their hand at rough sketching and then dabbled with colour using an assortment of paints. The three subsequent sessions were held both at the Independent Arts Creative Hub in the High Street, Newport, and at the Vectis office.



The group worked collaboratively on a number of pieces, with each person making a valuable contribution to the overall finished pieces. This made the event fun and sociable, and took away any pressures of feeling the need to produce art of a certain standard. The brief was very simple, to just have fun and paint what you feel using a variety of colours and materials.



The workshop was a huge success and everyone who took part thoroughly enjoyed the experience. We will certainly arrange more workshops like this in the future, so if you fancy getting creative please do let us know so that we can add you to our waiting list and we can be sure to invite you to take advantage of future opportunities.

Independent Arts hold a Creative Café at their hub in the High Street Newport, every Monday from 1.30pm until 3pm. This event is ongoing and gives people the chance to socialise and make new friends, and discover new skills. Tea and coffee is provided and there is always the chance of a nice biscuit! If any of our tenants would like to attend this session, please do let us know and we can even arrange transport at no cost to you.



ADULT LEARNING

The Isle of Wight Council runs many adult learning classes throughout the year, including Literacy, Numeracy and Essential Digital Skills for Life. We've been pleased to be able to support a number of tenants in accessing these courses during the past year. If you would like to attend a course and travelling to the venue is a barrier for you, please contact us as this is something we can help you with. Here are some of the courses on offer:

ADULT LEARNING

Autumn 2022

All courses take place at
The Learning Centre, Westridge, Ryde,
PO33 1QS unless otherwise stated.

*Concessionary rates are offered to learners who are in receipt of specific means tested benefits.



CITY AND GUILDS FUNCTIONAL SKILLS FREE ENGLISH AND MATHS COURSES

Classes available in Ryde, Newport, Sandown, Freshwater and East Cowes. **For more details, please contact acl@iow.gov.uk**

FREE CAREERS APPOINTMENTS

Advice and guidance to enable you to realise your potential, so that you can confidently take the next step into learning or employment. **For more details, please contact acl@iow.gov.uk**

All courses are for adults (19+ years old)

ICT

Computers for Beginners
6 week course » Tuesday 13 September to 18 October » 9.30am to 12.30pm » Free

Computers for Beginners
Downside Centre, Furlongs, Newport PO30 2AX
6 week course » Monday 31 October to 5 December » 1pm to 4pm » Free

Essential Digital Skills For Life Level Entry 3
12 week course » Monday 12 September to 5 December » 1pm to 3.30pm » Free
12 week course » Thursday 15 September to 8 December » 6pm to 8.30pm » Free

Essential Digital Skills For Work Level 1
12 week course » Thursday 15 September to 8 December » 9.30am to 12.30pm » Free

FREE ONLINE COURSES

Short courses on offer through the Equal Learning Platform include modules in, English and Maths, Childcare and Education, Business, Leadership and Management, Health and Safety, Retail and Hospitality, Health and Social Care, Personal Development and Employability, Health and Fitness and Sustainability. Electronic certificates available on completion. **For more details, please contact acl@iow.gov.uk**



For more information and to book your place please get in touch.

iow.gov.uk/ACLcourses
01983 817280
acl@iow.gov.uk
IWCACL



ICT (CONTINUED)

ICDL Word Processing Level 1 and 2
6 week course » Monday 12 September to 17 October » 9.30am to 12.30pm » Free

ICDL Spreadsheets Level 1 and 2
6 week course » Tuesday 13 September to 18 October » 1pm to 4pm » Free

ICDL Presentation Software Level 1 and 2
6 week course » Tuesday 1 November to 6 December » 9.30am to 12.30pm » Free

Researching your Family History for Beginners
3 week course » Sunday 6 to 20 November » 10.30am to 12.30pm » £35/£20*

ART (CONTINUED)

Acrylic Seascapes
Workshop » Monday 7 November » 10am to 3pm » £35/£22*

Encaustic Art
Workshop » Saturday 12 November » 10am to 3pm » £35/£22*

CRAFT (CONTINUED)

Air Dry Clay
2 week course » Wednesday 7 December » 6 to 8pm » Wednesday 14 December » 6 to 7pm » £20/£16*

ICT (CONTINUED)

ICDL Word Processing Level 1 and 2
6 week course » Monday 12 September to 17 October » 9.30am to 12.30pm » Free

ICDL Spreadsheets Level 1 and 2
6 week course » Tuesday 13 September to 18 October » 1pm to 4pm » Free

ICDL Presentation Software Level 1 and 2
6 week course » Tuesday 1 November to 6 December » 9.30am to 12.30pm » Free

Researching your Family History for Beginners
3 week course » Sunday 6 to 20 November » 10.30am to 12.30pm » £35/£20*

ART

Travel Poster Art
3 week course » Monday 3 October to 17 October » 10am to 1pm » £55/£32*

Pen & Wash Still Life
Workshop » Wednesday 5 October » 10am to 3pm » £35/£22*

Poppy Watercolour
Workshop » Friday 14 October » 10am to 1pm » £20/£12*

Understanding & Mixing Colours
Workshop » Wednesday 19 October » 1 to 4pm » £20/£12*

Abstracts using Painting Knives
3 week course » Wednesday 2 to 16 November » 10am to 1pm » £55/£32 *

ART (CONTINUED)

Acrylic Seascapes
Workshop » Monday 7 November » 10am to 3pm » £35/£22*

Encaustic Art
Workshop » Saturday 12 November » 10am to 3pm » £35/£22*

CRAFT

Mosaic Garden/Window Suncatchers
2 week course » Saturday 17 September » 10am to 3pm » Sunday 18 September » 10am to 12pm » £45/£28*

Needle Felted Land or Seascape Picture
Workshop » Thursday 20 October » 10am to 3pm » £35/£22*

Feng Shui for your Home
5 week course » Wednesday 2 to 30 November » 6 to 8pm » £60/£35*

ART (CONTINUED)

Travel Poster Art
3 week course » Monday 3 October to 17 October » 10am to 1pm » £55/£32*

Pen & Wash Still Life
Workshop » Wednesday 5 October » 10am to 3pm » £35/£22*

Poppy Watercolour
Workshop » Friday 14 October » 10am to 1pm » £20/£12*

Understanding & Mixing Colours
Workshop » Wednesday 19 October » 1 to 4pm » £20/£12*

Abstracts using Painting Knives
3 week course » Wednesday 2 to 16 November » 10am to 1pm » £55/£32 *

CRAFT (CONTINUED)

Air Dry Clay
2 week course » Wednesday 7 December » 6 to 8pm » Wednesday 14 December » 6 to 7pm » £20/£16*

HEALTH AND WELLBEING

Warming Winter Tonics & Teas
Workshop » Saturday 15 October » 10am to 1pm » £20/£12*

WORKSHOP DAY £10/£5*

Workshop » Sunday 9 October » 10am to 12pm

CHRISTMAS THEMED WORKSHOP DAY £10/£5*

Workshop » Sunday 4 December » 10am to 12pm

FOR MORE INFORMATION AND TO BOOK YOUR PLACE PLEASE GET IN TOUCH.

iow.gov.uk/ACLcourses
01983 817280
acl@iow.gov.uk
IWCACL

WORKSHOP DAY £10/£5*

Workshop » Sunday 9 October » 10am to 12pm

CHRISTMAS THEMED WORKSHOP DAY £10/£5*

Workshop » Sunday 4 December » 10am to 12pm

Beginners Knitting - Cosy Mug Holder

Creative Collage

Decoupage Glass Jars

Mini Stocking

Needle Felted Bauble

Foliage Wreath



HOUSING BENEFIT REVIEWS

Just a reminder that at least once a year, the housing benefit office will require you to complete a housing benefit review. This is to ensure that you are receiving the correct level of benefit and to identify if there has been a change in your circumstances. The review form can be completed online, and we would urge you to complete this as soon as you are notified, to prevent your claim from being cancelled and arrears building up on your rent account. If you are unable to access the online service, please do get in touch with us as this is something we can help you with. The review will only take around 10 - 15 minutes to complete.

RCS EMPLOYMENT SUPPORT SERVICE ISLE OF WIGHT

WHO ARE WE?

Reaching Connecting Supporting is an employability service available to anybody who is 18 years or older and is unemployed or economically inactive.

WHAT DO WE DO?

We go forwards with an individual, working together towards achieving goals and overcoming barriers to gaining employment.

HOW DO WE DO IT?

We get to know an individual and develop a plan that's designed to support positive change and help that works best for them.

IN PRACTICAL TERMS?

We develop an action plan that may include supporting jobseekers with owning a CV and feeling confident with effective job searching, applying for jobs and job interviews. The plan may include community-based activities such as money advice, health and wellbeing, training or having digital skills.

WHERE ARE WE?

We will meet at an Island venue that's convenient and comfortable. Initial contact can be made over the phone, via email or in person at one of our drop-ins (the list of venues is over the page).

ANYTHING ELSE?

One more thing! Our Facebook page is RCS Employability - Isle of Wight. Why not come and join us?!

HOW TO GET IN TOUCH?

To get in contact with us either phone or email:-

- Jayne O'Harrow **07951 835900**, j.oharrow.rcs@gmail.com
- Natalie Betchley **07951 835870**, n.betchley.rcs@gmail.com
- RCS Head Office can be contacted for further information on **01794 522106** and also by emailing bbo.rcs@gmail.com

Simply turn up to have a chat at one of our drop-ins (these are listed on the next page) but do feel free to get in touch at any time using the contact information above. This one-to-one support service is free.

WHERE WILL WE BE DURING THE NEXT COUPLE OF MONTHS?

- 5 July** - **Salisbury Gardens, Ventnor**, 10:30 - 12:30 (First Tuesday of every month)
- 5 July** - **Parkside Pavilion, Vectis Road, East Cowes**, 1:30 - 3:30 (First Tuesday of every month)
- 11 July** - **East Cowes Town Hall**, 10 - 12 (Second Monday of every month)
- 12 July** - **Aspire Ryde, Dover Street, Ryde**, 10:30 - 12:30 (Second Tuesday of every month)
- 19 July** - **Lord Louis Library, Orchard Street, Newport**, 10:30 - 12:30 (Third Tuesday of every month)
- 25 July** - **Cowes Library**, 1.30 - 4 pm (Last Monday of every month)
- 26 July** - **Our Place, Freshwater, West Wight Sports and Community Centre**, 10:30 - 12:30 (Last Tuesday every month)
- 2 August** - **Salisbury Gardens, Ventnor**, 10:30 - 12:30 (First Tuesday of every month)
- 2 August** - **Parkside Pavilion, Vectis Road, East Cowes**, 1:30 - 3:30 (First Tuesday of every month)
- 8 August** - **East Cowes Town Hall**, 10 - 12 (Second Monday of every month)
- 9 August** - **Aspire Ryde, Dover Street, Ryde**, 10:30 - 12:30 (Second Tuesday of every month)
- 16 August** - **Lord Louis Library, Orchard Street, Newport**, 10:30 - 12:30 (Third Tuesday of every month)
- 22 August** - **Cowes Library**, 1.30 - 4 pm (Usually the last Monday of every month, brought forward for August only, due to the Bank Holiday)



EQUALITY, DIVERSITY & INCLUSION

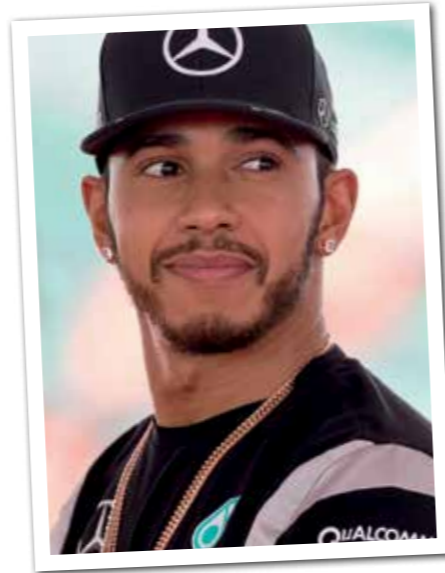
Did you know **1st October to 31st October** is **Black History Month**?

What is Black History Month and why is it celebrated?

Every October marks the beginning of Black History Month. Promoting and celebrating the history, achievements, and contributions of those with African and Caribbean heritage living within the UK. Below are three people with their achievements:

Sir Lewis Hamilton MBE

Lewis was born 7 January 1985. He is a British racing driver in Formula One, becoming the youngest ever Formula One World Champion. He has won seven World Drivers' Championship titles, holds the records for the most wins, 103 in total, taking 103 pole positions and 188 podium finishes.



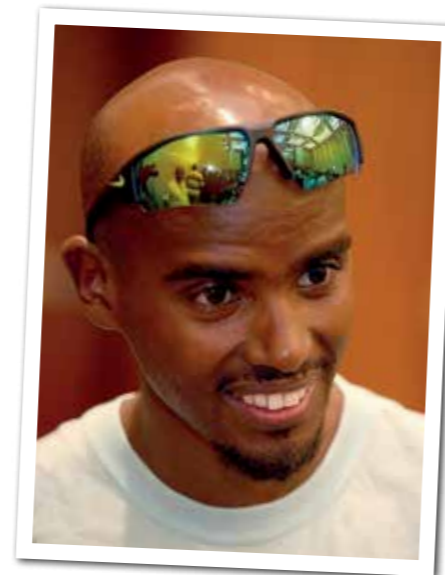
Naomi Campbell

Naomi was born 22 May 1970. Naomi is a model, actress, singer and businesswoman. She began her career at the age of 15 and was one of six models of her generation declared as a supermodel by the fashion industry and the international press.



Sir Mohamed Farah CBE

Mohamed was born 26 July 1993 and is a British long-distance runner. He has ten global championship gold medals (four Olympic and six World titles) making him the most successful male track distance runner ever.



THREE COMMUNITY PANTRIES NOW OPEN ON THE ISLE OF WIGHT

If you know someone who would benefit from using the Community Pantry, pass this on to them.

There are three Community Pantries now operating on the Isle of Wight, with the option for two more to be opened in the future. East Cowes was the first Community Pantry to open, back in April, with Ventnor following during the half-term holiday. Ryde Community Pantry also opened last week.

What's a Community Pantry?

Community pantries provide groceries at a lower cost than supermarkets or shops, offering a range of fresh, frozen, and general foods which will change on a weekly basis.

To use a Community Pantry, you become a member of your closest Pantry and are then able each week to collect £15 worth of groceries in return for just £5.



Where are the Community Pantries?

Contact the nearest Pantry to you to become a member and benefit from the discounts on your weekly food shopping.

TOWN	POSTCODE	DESCRIPTION	PHONE
East Cowes	PO32 6HN	A community pantry at Community Spirited opens on 26 April. The pantry will initially open on a smaller scale initially. It is currently open every week on: Tuesday: 1.30pm to 3.30pm Wednesday and Thursday: 10.30am to 12.30pm	01983 296592
Ryde	PO33 1NE	A community pantry is being established at Oakfield CE Primary School. It opens on 9 June.	01983 563732
Ventnor	PO38 1EJ	Baby Box in Ventnor are setting up a community pantry. It opens on 16 June. Tuesday and Thursday 2pm to 4pm. Saturday Midday to 2pm	07961 959003

Volunteer to help out

If you have spare time that could be put to good use, contact the Community Pantry nearest to you to offer your support. For more information see the Website.

HELP AND ADVICE FROM OUR PROPERTY SERVICES TEAM

SPIDER SEASON

Spiders usually start to come out in early September, with their presence noticeable in homes until around mid- late October. After this, they tend to be spotted indoors less often. Female spiders are known to stay in one place for all their lives, but males are always on the move. If you're not a fan of our eight-legged friends, try this to help keep them away: Grab a spray bottle and mix white vinegar and water together. Go around the house and spray your mixture into all the little crevices around your home to deter them - it'll work a treat. Don't worry about the smell, that will disappear as soon as it dries.

The main thing to remember is never to kill spiders. They are extremely important to our ecosystem. They are small predators who keep the numbers of insects down and they are also important nutritious prey for birds, lizards and hedgehogs, which want a protein-rich snack.

TURNING YOUR BOILER BACK ON AFTER SUMMER

Although we're currently enjoying warm weather in some places around the UK, it won't be long until the weather turns and we're having to switch our heating back on. 1 October marks the start of Boiler Switch on Month when we start to think about the colder months ahead.

If you've had your boiler switched off for the summer months, you might find when you come to switch it back on that your system could have developed faults or in the worst-case scenario, not work at all. If you have any problems, just let us know by calling the repairs telephone line or report your repair online via our website.

MISSED APPOINTMENTS

Due to the high number of missed appointment charges we receive; we have taken the decision to recharge **ALL** missed appointments with our contractors. The charge will be £55 per missed appointment. Please make sure that you let the contractor know as soon as possible if it is no longer possible for you to keep your appointment.



HALLOWEEN

Halloween is celebrated each year on October 31, and Halloween 2022 will occur on Monday, October 31. The tradition originated with the ancient Celtic festival of **Samhain**, when people would light bonfires and wear costumes to ward off ghosts. In the eighth century, Pope Gregory III designated November 1 as a time to honour all saints. Soon, All Saints Day incorporated some of the traditions of Samhain. The evening before was known as All Hallows Eve, and later Halloween. Over time, Halloween evolved into a day of activities like trick-or-treating, carving jack-o-lanterns, festive gatherings, donning costumes and eating treats.

HALLOWEEN FILM QUIZ:

1. In Hocus Pocus, what are the names of the three Sanderson sisters and the actresses who play them? **[Answer: Bette Midler as Winifred, Sarah Jessica Parker as Sarah, and Kathy Najimy as Mary]**

2. Which other scary '90s film did Scream's Neve Campbell and Skeet Ulrich star in? **[Answer: The Craft]**

3. In which 1982 horror film did Carol Anne start talking to the television set? **[Answer: Poltergeist]**

4. In the film adaptation of Roald Dahl's The Witches, Anjelica Huston's Grand High Witch plans to turn children into what? **[Answer: Mice]**



5. Which actor played the role of Hannibal Lecter on screen before Anthony Hopkins made it his own? **[Answer: Brian Cox]**

6. Which actress is reprising her iconic role - made famous over two decades ago - for Halloween Kills? **[Answer: Jamie Lee Curtis]**

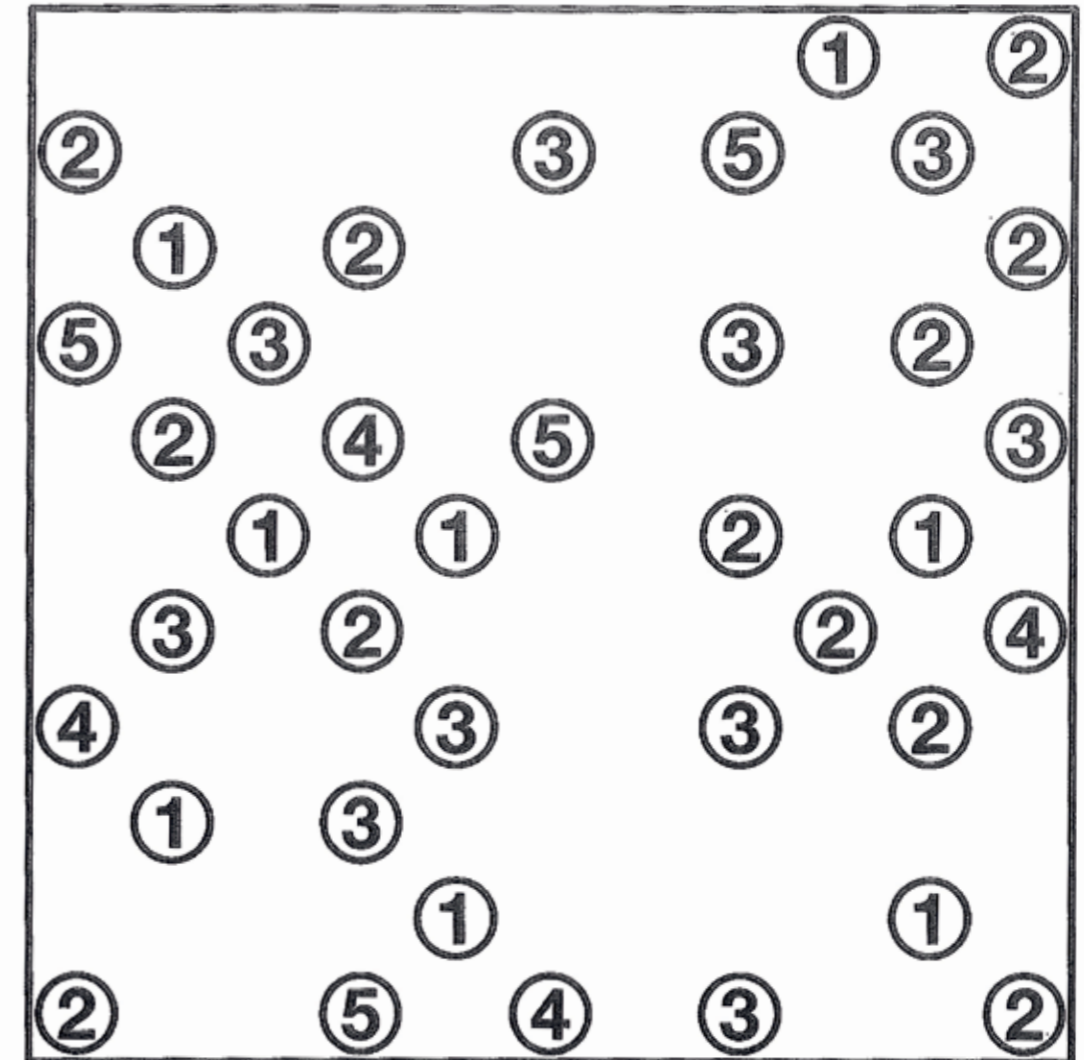
7. Name the eerie hotel in Stanley Kubrick's The Shining [Answer: The Overlook Hotel]

8. What We Do in the Shadows is based on the ordinary and at times, banal lives of what... **[Answer: Vampires]**

9. What's the name of the terrifying clown in Stephen King's It, which was recently remade starring Bill Skarsgard in the title role? **[Answer: Pennywise]**

10. In Harry Potter And The Philosopher's Stone, can you name the creature that breaks into Hogwarts on Halloween night? **[Answer: Mountain troll]**

TIME FOR A BREAK



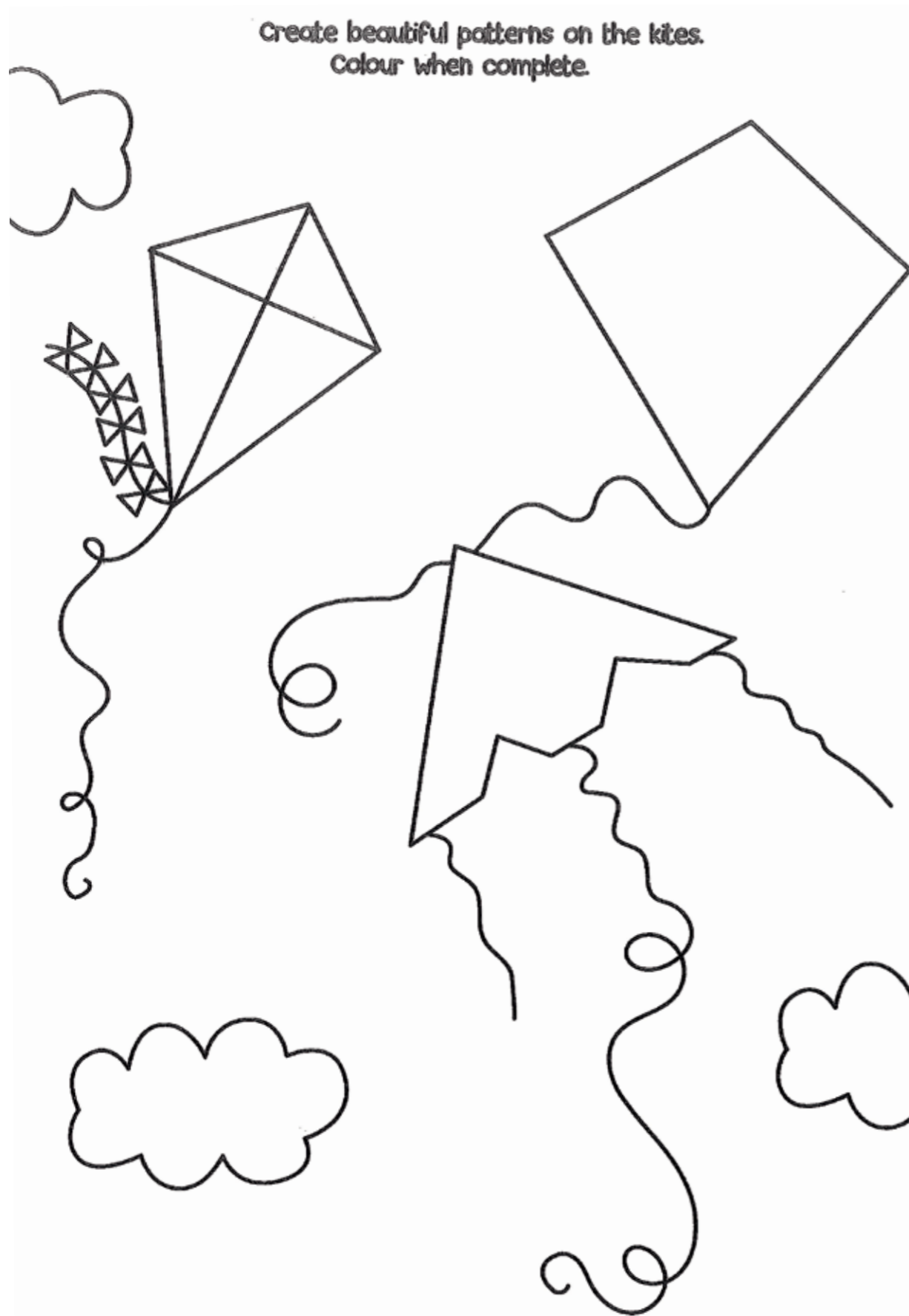
Hashi

Join circled numbers with horizontal or vertical lines:

- Each number must have as many lines connected to it as specified by its value.
- No more than two lines may join any pair of numbers.
- No lines may cross.
- The finished layout must allow you to travel from any number to any other number just by following one or more lines.



SOMETHING FOR THE KIDS!



CHRISTMAS OPENING 2022

Seasons Greetings to all!

*Please note during the Christmas period
our offices will be closed from
5pm on Thursday 22nd December 2022 and
will reopen 9am Tuesday 3rd January 2023*

Please accept our apologies for any inconvenience caused.

For **emergency repairs** please telephone: **01983 520353**



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:

1



Join the website

2



...we find you potential swaps

3



You get match e-mail or SMS alerts

4



Find your new home!

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



Our office at Chapel Street no longer operates on a drop-in basis but we welcome personal visits by appointment.

Please contact us on 01983 525985 if you would like to see a member of staff in person and we will be happy to arrange a mutually suitable date and time

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