



SUMMER MAGAZINE 2023



More inside:

- Branstone Day 2023
- Become a Resident Board member
- Resident Parking

CONTENTS



| | |
|--|----|
| Martyn's Column | 3 |
| Branstone Day 2023 | 4 |
| Making Changes To Your Home - Please Tell Us First | 5 |
| Residents Parking Permits - Change Over To E-Permits | 6 |
| Tenant Repair Responsibilities | 7 |
| Become A Resident Board Member | 8 |
| The Male Menopause | 10 |
| Household Support Fund | 12 |
| Cannabis | 15 |
| Summer Holidays | 15 |

MARTYN'S COLUMN



Welcome to the VHA Summer magazine. As is typical for the British climate we are getting a mixture of extreme heat and pouring rain to mark the season.

It has been a time of change at Vectis. We have now completed our major new homes projects at Branstone and Brighstone. A few are still awaiting the final legals to be sorted before the new residents can move in. So, the last three or four years where we have been heavily absorbed with delivering new homes will change for the future. We may manage a few new properties, but nothing on the scale of before.

Some changes of familiar faces as well. Carol Coleman and Steve Barnes, both long standing members of staff have or will be retiring. We wish them well for the future. They will be replaced and you will no doubt meet the new members in due course.

The Chair of the VHA board of management is also due to step down at the AGM in September, so more change there. Can I remind anyone who might be interested that we continue to look for residents either for the board or the Residents' Panel. Anyone who might be interested please contact Jo at joanna@vectishousing.co.uk.

We know the times continue to be tough as inflation remains high and food bills, utility costs and other essentials drain your resources. But please remember to come and talk to us if you are struggling. There may be ways we can help. Enjoy the rest of the summer.

Martyn Pearl
Chief Executive, Vectis Housing



BRANSTONE DAY 2023



Vectis Housing attended the Branstone Day, supporting The Common Space story trail Branstone Farm with Bran the Wild Explorer! It provided tenants at Branstone Farm, who attended the event, the opportunity to chat with staff. There was a good turn out from the wider community with a couple of households from Branstone Farm joining in the fun.

If you are looking for things to do in the summer holidays, there are three free story trails to collect:

- Iris and Shrewbert or Shrewbert & Iris - A Trail with Two Tails
- Sandown Battery Story Trail
- Bran of Branstone

Families can collect their free copies from Sandown library and other key locations around the Bay area and the IWAONB Biosphere Centre.



MAKING CHANGES TO YOUR HOME - PLEASE TELL US FIRST



Image by Lifestylememory on Freepik

In recent months it has come to light that some of our homes have had alterations, without permission from Vectis Housing. Any changes to your home that you wish to make need to have written permission from us **BEFORE** you undertake any work. It may need an inspection from us before we give permission. We won't withhold permission without good cause and will always let you know the reason why. So, we are now asking anyone

who has made any alterations to their home to let us know, so we can arrange a visit, and give retrospective permission where possible. Below is an idea of the things we need to know about, please note that this is not a definitive list.

- Disabled Facilities Grant works such as disabled showers and stairlifts.
- Additional kitchen units.
- Changes to light fittings and plug sockets, or additional lighting.
- Outside taps.
- Changed internal doors.
- Fixed flooring, such as clip lock wooden floor.

Please contact us either in writing to Property Services Department, Vectis Housing Association, Chapel House, 30 Chapel Street, Newport, Isle of Wight, PO30 1PZ or by email to enquiries@vectishousing.co.uk.

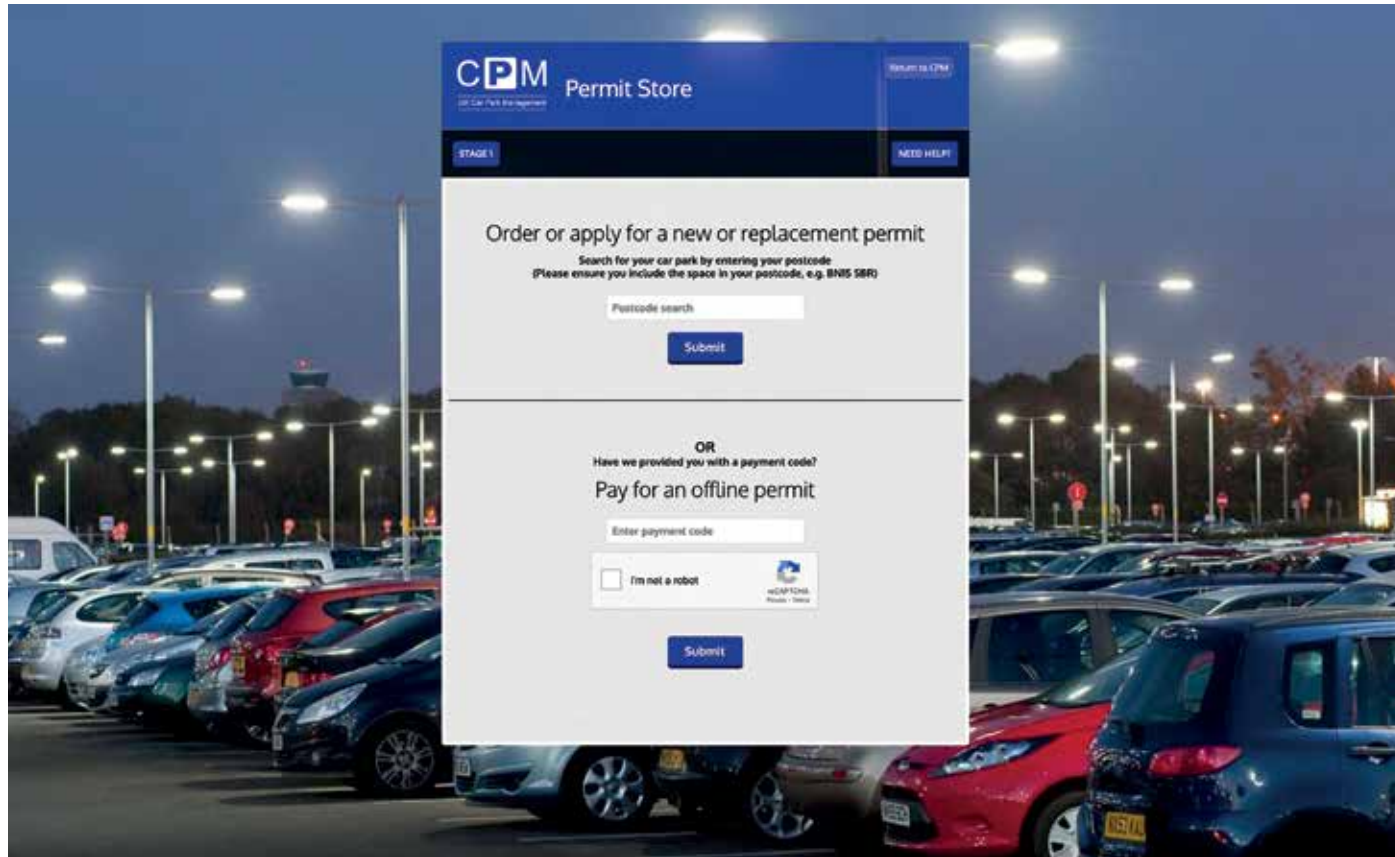
Verbal permission cannot be granted, as records need to be kept for future use.



Image by DCStudio on Freepik



RESIDENTS PARKING PERMITS - CHANGE OVER TO E-PERMITS



A handful of our tenants are issued with a car permit when they first move into our properties. We will be continuing to issue a permit for new tenants moving into our properties where they require a car permit for their vehicles. However, CPM (UK Car Park Management) are moving over to an on-line system which creates an e-permit for the tenants and so tenants will no longer be issued with a paper car permit.

For tenants who need visitor's car permits, they will need to apply online to CPM for paper permits. Over time this service will be moving over to an on-line app and once Vectis Housing has the details, we will forward this on. In the meantime, it is tenants' responsibility to ensure they have visitors paper permits which can be ordered and paid for by following the below link:

www.uk-carparkmanagement.co.uk/permit-order/stage1.php

Over time Vectis Housing will be in touch with tenants who have a paper permit for their vehicles to transfer them over to the e-permit.

TENANT REPAIR RESPONSIBILITIES

Here is a quick reminder of the repairs you as residents are responsible for in and around your home. Please note that you may be recharged if these works are undertaken by our contractors!!



- Drain blockages within the property boundary
- Bath, wash basin, toilet and sink blockages
- Sweeping of chimneys/flues
- Minor plasterwork repairs - such as cracks along wall and ceiling joints
- Keys (replacement or additional) including gaining access if required
- Broken glass to both windows and doors
- Toilet seats and fittings
- Bath, sink, and wash basin plugs and chains
- All aerals excluding communal facilities
- Replacement lightbulbs and tubes
- Replacement batteries
- Hat and coat rails and hooks
- Floor coverings (other than supplied nonslip flooring in bathrooms, toilets and kitchens)
- Blinds, curtains, curtain tracks, window battens
- All repairs required to fixtures and fittings owned by you the resident, both fitted as "new" by you the resident or "gifted" by the Association
- All works to remove pests, including wasp and bee nests and ants
- Clothes post or lines and rotary driers (other than where provided by the Association)
- Taking all reasonable precautions to prevent water pipes being damaged by frost



BECOME 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
- Ensuring that the organisation is well run



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 525985**.

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 2: 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 3: 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 4: 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.



THE MALE MENOPAUSE



In our Spring Newsletter, we focused on Menopause.

In this Newsletter we are going to explore the 'male menopause'.

Some men develop depression, loss of sex drive, erectile dysfunction, and other physical and emotional symptoms when they reach their late 40s to early 50s.

Symptoms that are generally common in men in this age range include:

- Mood swings and irritability,
- Loss of muscle mass and reduce ability to exercise,
- Fat redistribution, such as developing a large belly or "man boobs",
- A general lack of enthusiasm or energy,
- Difficulty sleeping (insomnia) or increased tiredness,
- Poor concentration and short-term memory,

Such symptoms can interfere with everyday life and happiness so it is necessary to establish the underlying cause and work out what can be done to resolve it.

Personal and/or lifestyle can be responsible for many of these systems. For example, Erectile dysfunction, low sex drive and mood swings may be the result of:

- Stress
- Depression
- Anxiety
- Smoking
- Heart problems
- Relationship issues
- Money problems
- Worrying about ageing parents
- Lack of sleep
- A poor diet
- Lack of exercise
- Drinking too much alcohol
- Low self-esteem



In some cases, where lifestyle or psychological problems do not seem to be responsible, the symptoms of the "male menopause" may be the result of hypogonadism, where the testes produce few or no hormones.

If you're experiencing any of these symptoms, see your GP. They'll ask about your work and personal life to see if your symptoms may be caused by mental health issues, lifestyle habits or a hormone deficiency.

Further information can be found on the:
NHS website www.nhs.uk/conditions/male-menopause

or The British Association of Urological Surgeons
www.baus.org.uk/patients/conditions/7/male_menopause_androgen_deficiency_in_the_ageing_male/



HOUSEHOLD SUPPORT FUND - ROUND 4

LAURA HALES, CONNECT4COMMUNITIES PROJECT MANAGER
CONNECT4COMMUNITIES@IOW.GOV.UK

THE FOOTPRINT TRUST

Providing an Island wide service, delivering outreach support and advice on how to reduce energy costs, working alongside the budget management advice provided by Citizens Advice. They will also be able to assist with energy efficient white goods and domestic insulation. The Footprint Trust are also being funded to assist residents reduce their water costs by providing water butts to collect rainwater which can be used for gardens etc., along with suitable planters, compost, and vegetable seed etc to get residents growing their own vegetables, subsequently reducing their food bills whilst offering healthy fresh vegetables will also be provided.



Worried about your household bills?

Contact Island Charity Footprint Trust to cut your bills by £200*!
01983 822282
info@footprint-trust.co.uk

The Footprint Trust is an Isle of Wight charity. We give FREE, impartial guidance to help you reduce your home energy use and lower your bills. We help most households save around £200 on gas, water and electric bills.
 *Figures based on our home visits service 2020-21



The Footprint Trust
 Isle of Wight
www.footprint-trust.co.uk
 Reg. Charity No. 1106024

Kindly funded by:

Energy Industry Voluntary Redress Scheme



Powering our community



Local People Helping Local People in Crisis



COWES . FRESHWATER . NEWPORT . RYDE . THE BAY
 See our About section for latest opening hours and contact details



IOW FOODBANK

We are funding the IOW Foodbank cafés to purchase food to increase their stock, following a decrease in donations. They will also be able to help those visiting with small kitchen appliances such as microwaves and air fryers. The IOW Foodbank HQ in Cowes will be establishing a community garden, run by volunteers to provide longer-term fresh fruit and vegetables which can be picked by those that visit. Working to develop the connection between the foodbanks and community pantries on the Island, we have also issued community pantry vouchers to the foodbank which they can give to those in crisis needing more than the specified number of visits to the Foodbank. This will encourage the 'Food Ladder' approach to help residents out of food poverty.

AGE UK

Pensioners in need will be issued with hygiene packs which will include items such as incontinence products, soaps, shampoos etc. The packs will be given to other organisations, such as the hospice and IW carers, along with the pantries so further the reach.



NEW PANTRIES

We are looking to open a further 3 pantries across the Island in West Wight, Cowes and Sandown/Shanklin. Any community groups / charities interested in running a pantry can approach us for further information.



PANTRY COLLABORATIVE WORKING

We have been working with the libraries in towns where pantries are located who have agreed to be donation points for dried/ambient food. The pantries will also be working with Keert cargo bikes to reach rural/elderly residents who are unable to visit the pantry. This will be a targeted service promoted by organisations that already work with these clients.

CONTINUING PROJECTS INCLUDE:

- Proactive food voucher schemes - though new cohorts are being targeted
- Citizens Advice funding for advice, food vouchers and utility support
- Community grants applications for tangible items, vouchers, and advice.
- School discretionary funding
- Exceptional Housing Costs



CANNABIS

With summer now in full swing, we hope all our residents are enjoying the lovely weather. However, we would like to take this opportunity to remind you all of your responsibilities during the busy summer months.

We would like to remind all residents that smoking Cannabis in your properties, gardens and the surrounding communal areas is strictly prohibited. Cannabis is an illegal substance, and the association will be forced to take tenancy action against you if you are caught abusing it. If you suspect a neighbour of smoking Cannabis, please file a report with the police's 101 service.



SUMMER HOLIDAYS



We appreciate that the summer holidays can prove very busy for families. But please be mindful of your neighbours and the association's rules. You must ensure your children are not playing in the association's car parks and must be supervised at all times if they are in any of our communal areas.

The association thanks you for your continued cooperation and we hope you enjoy the sunshine!



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



We are closed:

Summer Bank Holiday
28th August 2023

Chapel House operates on an appointment basis. If you would like to speak to a member of staff face to face, please call **01983 525985** so that we may book a suitable date and time for you to visit us.

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