



Vectis

Housing News
Spring 2020



SPRING NEWSLETTER 2020



More inside:

- Martyn's Column
- Community Events
 - Keeping Safe
- Advice on Coronavirus
- What you need to know about Rent and Service Charges
- STAR Survey results

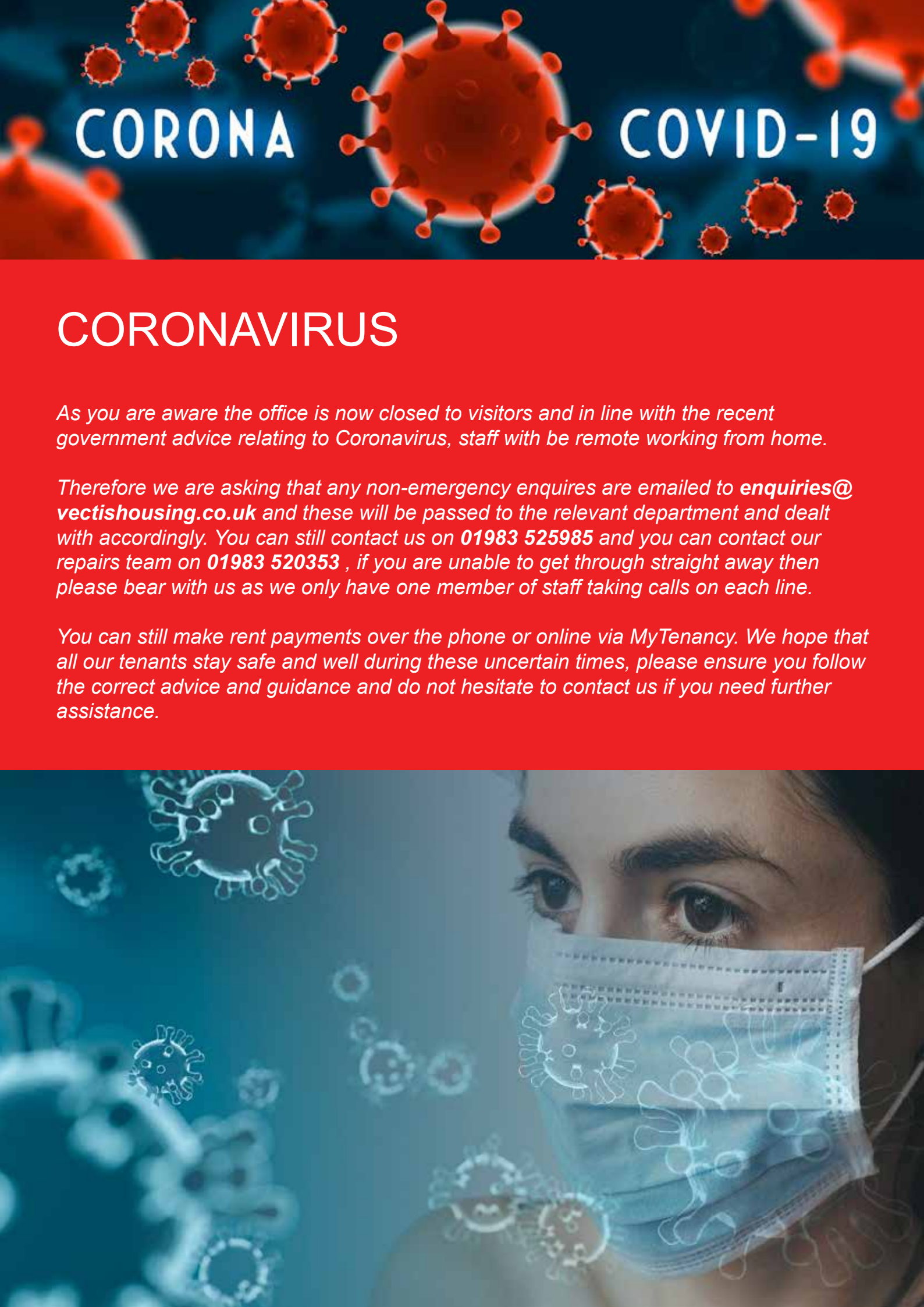
CONTENTS



| | |
|--|----|
| Coronavirus | 3 |
| Martyn's Column | 4 |
| Star Survey | 5 |
| Community Events And Information | 6 |
| CV Writing | 8 |
| Write For Your Newsletter | 9 |
| Staying Safe | 9 |
| Fire - make your home safe | 10 |
| Hate Crime | 11 |
| Service Charges 2020/21 | 13 |
| April 2020 Rental Change | 16 |
| VHA Business Plan | 17 |
| Word Search | 18 |
| Citizens Advice Isle of Wight | 19 |
| Scam Message | 21 |
| Possible Discounts On Your Water Bill | 23 |

The content of this newsletter was compiled before the Government-ordered lockdown. 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.



MARTYN'S COLUMN



The end of 2019 and the beginning of 2020 has certainly been a momentous period of time. Brexit, floods, coronavirus and a new Government have contributed to a busy few months. We have continued to do the things that we do, hopefully in a way that enables you to live safely and securely in your homes. A number of you will have come across Sarah Crosbie in her new role of Community Housing Officer. Both Sarah and Yas White have been extremely busy in developing a series of small-scale local events to provide support and networking opportunities to VHA tenants. Keep an eye out for details posted on our website, social media or newsletters. We are seeing more and more tenants finding it hard to cope and we are doing all we can to offer assistance where we are able.

We also received the results of our STAR survey to which a number of you have contributed. These are outlined later in the newsletter. However, although satisfaction remains high, I am disappointed to see some areas where this has dropped since 2015. We remain committed to providing high quality services and to work collaboratively with both individuals and groups of tenants to address outstanding issues and make improvements where we can.

We are continuing with our ambitious programme of providing new homes. We have just completed 13 new properties at Bouldnor Mead, near Yarmouth and we are on site with 18 more houses and flats at Ash Lane and 8 in Alvington Manor View, both in Newport.

Finally, I have to make reference to the two things that I continue to bang on about. If you are finding it hard to pay your rent, then please contact us early rather than building up debts that you will struggle to repay. We do not want you to put your home in danger. Secondly, the age-old plea for those of you who are able, please engage with us through our Residents' Forum or one of the community events we are hosting. Help us to deliver the homes and services you are seeking.

Martyn Pearl
Chief Executive, Vectis Housing

STAR SURVEY

During the course of 2019 we invited all tenants to complete a satisfaction survey. This was called the STAR Survey which is widely used by housing associations nationally and is usually undertaken every three years.

We offered the incentive to complete the survey of a £5 shopping voucher and ultimately 161 tenants submitted returns (33%) compared to a 45% response rate in 2015. Of these, 68 (42%) were postal and 93 (58%) were online electronic responses. The response to the headline questions are detailed in the table below. The full results are available on request.

While the overall satisfaction with services remains high, broadly in line with 2015, there are some notable responses that are lower. That is clearly disappointing.

| | | | |
|--|-----|------|-----|
| Overall satisfaction with services | 91% | 90% | -1 |
| Satisfied with the quality of home | 91% | 87% | -4 |
| Satisfied with their neighbourhood | 93% | 82% | -11 |
| Satisfied that the rent represents value for money | 91% | 88% | -3 |
| Satisfied that their service charge represents value for money | 70% | 75% | +5 |
| Satisfied with the way repairs and maintenance is delivered | 86% | 86 % | |
| Satisfied that VHA listens to views and acts on them | 78% | 79% | +1 |

While we believe that there are some external factors to explain this reduction in satisfaction, we recognise that it represents a legitimate set of views from a number of our tenants. We are clear that whenever things go wrong, we are keen to put them right. So, we have responded to anyone who submitted a detailed comment, either trying to put problems right or explaining why we are not able to deliver what was requested.

We will continue in our objective to get as many tenants involved with us through our Residents Panel and other related scrutiny opportunities. If you were someone who felt critical of the service you received, then please take the opportunity to work with us to try and put it right.

On a positive note, following the provision of a clearer explanation of what service charges are and what comprises them, we have seen a rise in satisfaction that they represent value for money. There is also a slight rise in the view that we listen to tenants and act on their views. Also worthy of note is the of those tenants who were satisfied, they were more likely to be very satisfied.

We will use this feedback to review those areas of lower satisfaction but need your help if we are to do that properly. If you would like to know more about the opportunities for resident engagement contact our office on **01983 525985** and ask for Sarah or Yas, who will be pleased to provide further details.



COMMUNITY EVENTS AND INFORMATION

**FREE EVENTS FOR VECTIS RESIDENTS – DATES FOR YOUR DIARY!
VECTIS HAS ORGANISED SOME GREAT EVENTS FOR YOUR CALENDAR.**

FOR WOMEN OF ALL AGES

Singing brings joy to many people - but did you know that it can lead to incredible benefits in your physical, emotional, and social health?

For example, singing strengthens the immune system as it is a workout for your lungs, it strengthens your diaphragm and stimulates your overall circulation. Since you pull in a greater amount of oxygen while singing it can also increase your aerobic capacity and stamina.

Singing also improves your posture and helps with sleep. As it strengthens the throat and palate muscles and can even help stop snoring and sleep apnoea!

There are also psychological and emotional benefits to singing as it realises endorphins, the feel-good brain chemical that makes you feel uplifted. In addition, it can simply take your mind off the day's troubles to boost your mood and increase confidence. Making music in any form is relaxing and singing releases stored muscle tension and decreases the levels of a stress hormone called cortisol in your blood stream. It also improves mental alertness, concentration, and memory. The Alzheimer's Society has even established a "Singing for the Brain" service to help people with dementia and Alzheimer's maintain their memories.

Hopefully all of these things have convinced you that singing is great for mood, body and mind and is also great fun and an excellent way to socialise and meet new people. Vectis has organised a number of free singing sessions with Independent Arts at the Newport Women's Centre on the following dates:



Wed 8th April - Easter themed singing is from 13.30 - 14.30. You can come along for a bite to eat and to make something lovely at the cake and crafts beforehand if you wish. This starts at 12.30pm.

Wed 24th June - Sing About 14.30 – 15.30

Wed 5th August - Sing About 13.30 – 14.30

Wed 14th October - Harvest themed singing is 14.30 - 15.30, with cake and crafts from 1pm.

Wed 2nd Dec - Christmas themed singing from 14.30 -15.30. There is no crafting on this day, but mince pies and cakes are available from 1.30pm

We have also teamed up with the Women's Centre to offer some fun activities for families throughout the year.

Thursday 28th May - Kids crafting with lunch provided at the WOW Centre, 11.00 - 13.00

Thursday 13th August - Teddy Bears Picnic at Seaclose Park, Newport. You bring the teddies, Vectis will bring the picnic and Amanda from WOW will also be making big bubbles!

Please note that although this event is in partnership with WOW, dads will be welcome too as this event is not taking place in the Women's Centre

Thursday 27th August - Kids crafting with lunch provided at the WOW Centre, 11.11 - 13.00

At the time of going to print we are in the process of organising some Cooking on a Budget workshops for our male residents. We plan to run more cooking sessions throughout the year for different groups; if this is something that may be of interest to you please contact Sarah Crosbie on **01983 525985** to register your interest.

These events are completely free for Vectis residents and if you need help with transport, please contact Sarah, Community Housing Officer on 01983 525985

**** These events may be subject to change or cancellation due to the current uncertainty around Coronavirus, we are waiting to hear the latest updates and guidance from the UK Government.**



CV WRITING



We know that looking for employment opportunities and writing job applications can be a very daunting experience. Having a simple and professional looking CV can help your application stand out and give you a better chance of securing an interview.



Our Community Housing Officer, Sarah Crosbie, is pleased to be offering a free CV writing service to all our tenants. If you feel you would benefit from this service, please contact the office on **525985** to speak to Sarah who will be happy to arrange a convenient time for you to come in to see her.

WHY NOT SET UP A RESIDENTS' GROUP WHERE YOU LIVE?

If there are no residents' groups where you live, we can help you start one up. We can provide advice, help survey fellow residents, put you in touch with experienced resident's groups, provide funding and more. Get in touch to find out how we can help.

We want to give our residents voice concerning local issues. So please contact Yasmin or Sarah on **01983 525985**

WRITE FOR YOUR NEWSLETTER

Do you have an idea for an article for this newsletter?

We welcome articles from residents of all ages. If we publish it we will send you £20 in vouchers of your choice! Send your article idea to yasmin@vectishousing.co.uk or post it to: Vectis Housing Association, Chapel House, 30 Chapel Street, Newport, Isle of Wight, PO30 1PZ



STAYING SAFE

Remember cannabis is illegal – and the police can take action.

Vectis sometimes receive complaints of cannabis being smoked in our properties. We would remind residents that cannabis remains an illegal substance and is categorised as a Class B drug by the Government. As a result the police can take action.



Depending on the circumstances this could be confiscation and advice, a formal warning, a penalty notice - or possible arrest. The penalty is likely to be most severe if an individual is growing or dealing in cannabis.

Vectis may also take action. If we decide the terms of your tenancy have been breached, this could impact whether or not you can remain in your home.

If you witness the smoking or dealing of cannabis then we recommend you contact the police in the first instance, as it is a criminal matter. However, you can also inform us by calling **01983 525985**. Your details will not be disclosed.



FIRE – MAKE YOUR HOME SAFE

Did you know...? A working smoke alarm could save you in a fire. 35 people die each year because their smoke alarm is not working. If you are concerned about the smoke alarm in your home, Contact Vectis and we can check this for you.

Other things to be aware of to avoid a fire starting in your home are that most fires start when people are cooking. Also, every 6 days someone dies in a home fire started by a cigarette. Faulty electrics can also cause about 6,000 fires in the home each year.

CHECK YOUR SMOKE ALARMS WORK

Each month press the button on your smoke alarms to check they still work. If you press the button and there is no sound, change the batteries. If your smoke alarm goes off by mistake, do not take out the batteries. Just wait for it to stop.

OTHER TIPS FOR PREVENTING A FIRE IN YOUR HOME

Keep children out of the kitchen when you are cooking as they may knock over a pan and get hurt. Also, stay in the kitchen if you are cooking with fat. Fat can set on fire easily. If the fat gets too hot and starts to smoke, turn off the cooker and leave it to cool. Never put water onto hot fat. Also, If you put too many plugs in 1 socket it can start a fire. 1 plug in each socket is best. This is very important for things that use a lot of electricity. For example, washing machines and electric fires.



AT NIGHT

- A lot of fires start at night. Do the following checks before you go to bed.
- Close all the inside doors. Closed doors slow down a fire.
- Un-plug things that use electricity but not things like fridges and freezers.
- Check the cooker is off.
- Do not leave the washer on at night.
- Turn off heaters.
- Check the doors to the outside are clear.
- Put keys where everyone can find them.
- Put candles and cigarettes out properly

In the event of a fire, get out, stay out and call **999**. For further fire safety information contact your local fire and rescue service (not **999**). Or visit www.facebook.com/firekills. FS069ER ©Crown Copyright 2015. Published by Communities and Local Government, March 2015. Version 3



HATE CRIME

If you've experienced an act of violence or hostility because of who you are or someone thinks you are, you may have been the victim of a hate incident or hate crime. Hate incidents and hate crime happen because of prejudice or hostility based on a person's disability, race, religion, sexual orientation or transgender identity. The law considers hate incidents and hate crime to be particularly serious. Hate incidents can take many forms.



HERE ARE EXAMPLES OF HATE INCIDENTS:

- Verbal abuse like name-calling and offensive jokes
- Harassment
- Bullying or intimidation by children, adults, neighbours or strangers
- Physical attacks such as hitting, punching, pushing, spitting
- Threats of violence
- Hoax calls, abusive phone or text messages, hate mail
- Online abuse for example on Facebook or Twitter
- Displaying or circulating discriminatory literature or posters
- Harm or damage to things such as your home, pet, vehicle
- Graffiti
- Arson
- Throwing rubbish into a garden
- Malicious complaints for example over parking, smells or noise.

If you've experienced a hate incident or hate crime you can report it to Vectis Housing and the police. You can also report a hate incident or crime even if it wasn't directed at you. For example, you could be a friend, neighbour, family member, support worker or simply a passer-by.

When reporting the incident or crime you should say whether you think it was because of disability, race, religion, transgender identity, sexual orientation or a combination of these things. This is important because it makes sure the police record it as a hate incident or crime.

You can contact the police directly on 101 or you can use an online reporting facility such as True Vision. There are also local organisations who can help you report the incident or crime.



ON THE ISLE OF WIGHT YOU CAN REPORT HATE CRIME IN THE FOLLOWING WAYS:

**IN AN EMERGENCY ALWAYS DIAL 999.
TO REPORT NON-EMERGENCY CRIMES DIAL 101.**

YOU CAN ALSO REPORT TO A THIRD PARTY REPORTING CENTRE:

A Third Party Reporting Centre is a place (which is not a police station) where victims can report hate crime and incidents. The report can be given in confidence and the details of the report will only contain the victim's personal details with their consent when passed to the police.

The benefits of setting up a third-party centre include:

- Victims will gain support and confidence
- Victims don't need to give their personal details
- Victims can be signposted to ongoing support

THIRD PARTY REPORTING CENTRE - WEBSITE AND ADDRESS

Victim Support

www.victimsupport.org.uk

Newport Advice Hub, 7 High St, Newport Isle of Wight PO30

Broadlea Primary School

www.broadleaprimary.co.uk

Sandown Newport Road, Lake,
Sandown, Isle of Wight, PO36 9PE

The Riverside Centre

www.communityactionisleofwight.org.uk

Newport The Quay, Newport, Isle of
Wight, PO30 2QR

Citizen's Advice Bureau

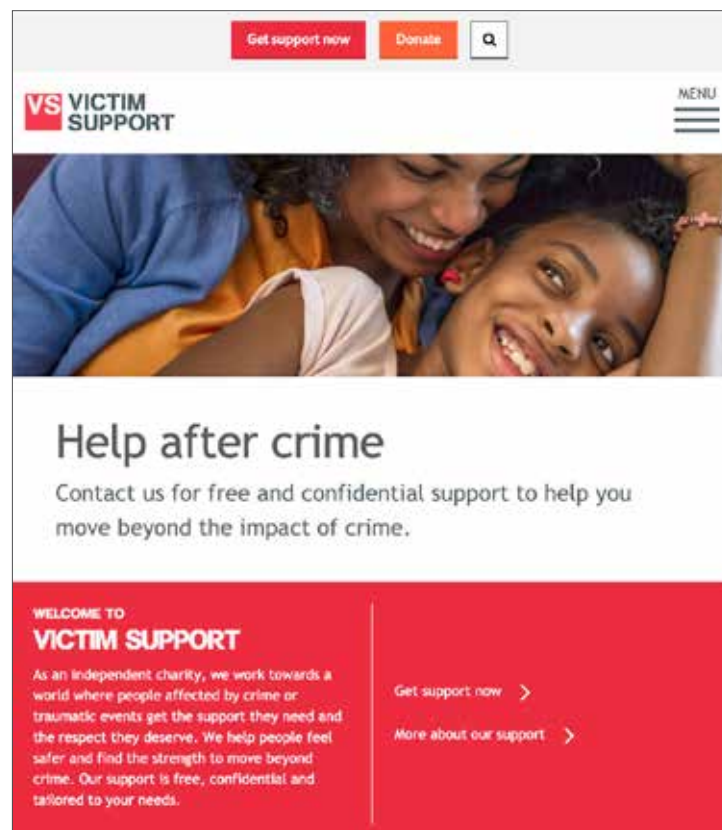
www.citizensadviceiw.org.uk

Newport Advice Hub, 7 High St, Newport
Isle of Wight

IOW PRIDE

www.iowpride.org

Island wide Matt@iowpride.org



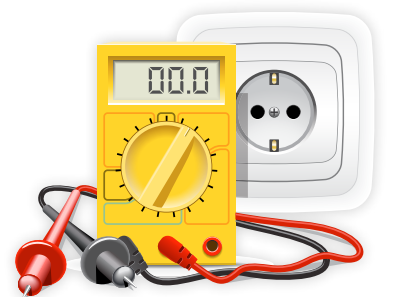
SERVICE CHARGES 2020/21

WHAT ARE SERVICE CHARGES?

Service charges cover the cost of managing, maintaining, repairing, insuring and providing services to residents beyond the benefit of occupying their own home. These include items such as cleaning, grounds maintenance, communal repair costs, fire equipment servicing, management costs and any other running expenses to the area in which you live. Services will vary according to where you live. You will only be charged if your home benefits from that service. Leaseholders also pay their share of building insurance and the maintenance of the building through the service charge.

WE AIM TO:

- Deliver value for money on your services
- Consult you about any significant changes to your services
- Give you clear information about how your services are managed



HOW ARE SERVICE CHARGES CALCULATED?

Charges normally change in April and we will give you a month's notice of any changes. Estimates are based on spending in previous years, adding projected increases for inflation, plus any changes in spending that we know about for the coming year. Any surplus or deficit at the end of the year is carried forward and included in the service charge for the following year.



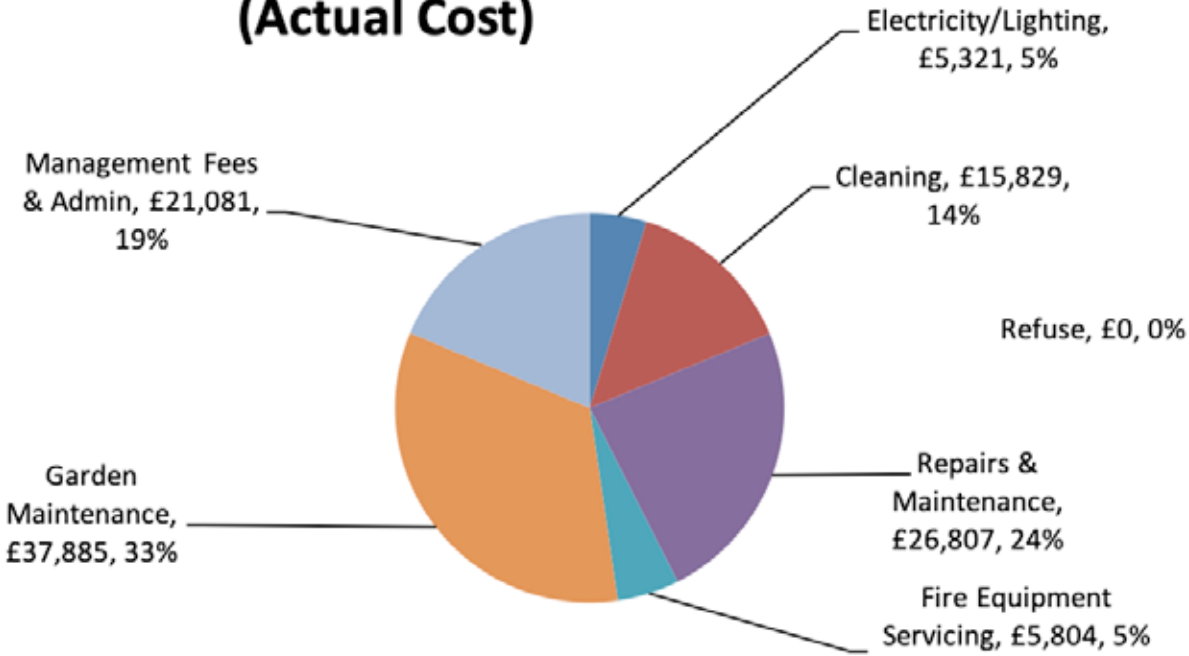
For 2019/20 the actual costs for the year were higher than estimated, causing a deficit. This was due to a combination of: higher than expected responsive repairs, both in number of repairs required and cost (building related costs in the UK generally have increased substantially over the past year) and further changes to the cleaning contract in some schemes to improve service levels. In addition, fire equipment in many communal areas has had to be replaced as it had reached the end of its life. Vectis has again absorbed (not passed on to tenants) a proportion of the repair costs in order to minimise service charge increases in 2020/21. The differences in costs are shown on the following charts.



MONITORING SERVICES PROVIDED

The contractors we use to undertake the work are actively managed by our Property Services team and undergo rigorous checking procedures both in terms of cost and level of service.

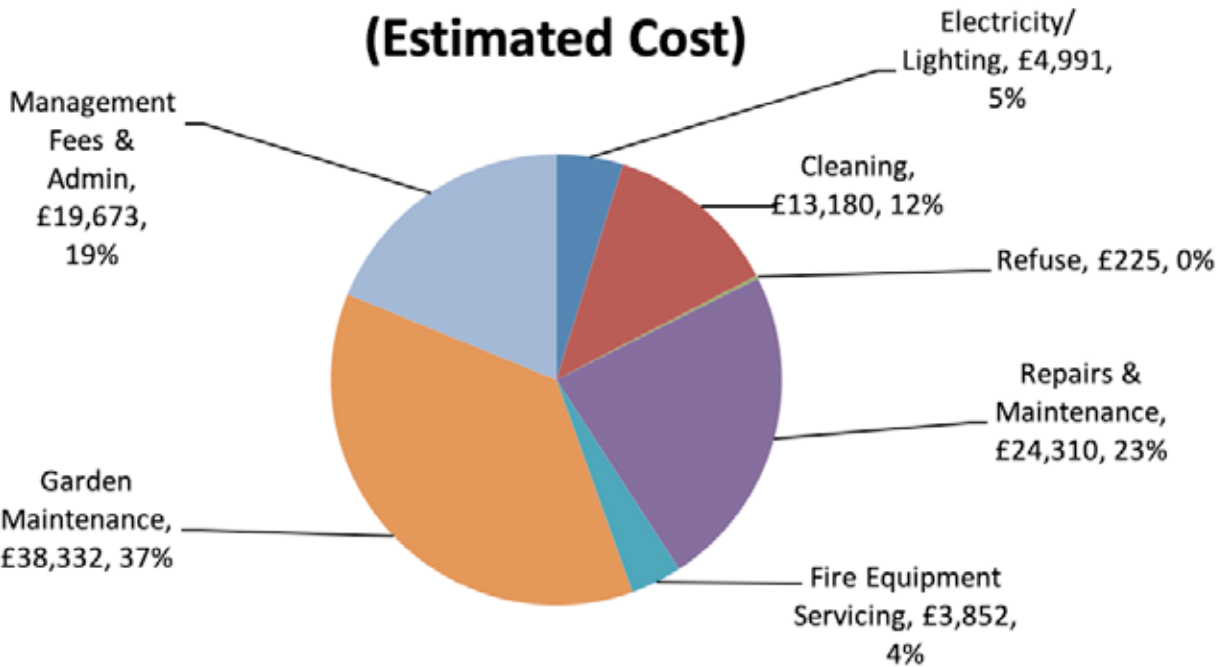
2019-20 Service Charges (Actual Cost)



SERVICE CHARGE PROJECTIONS 2020/21

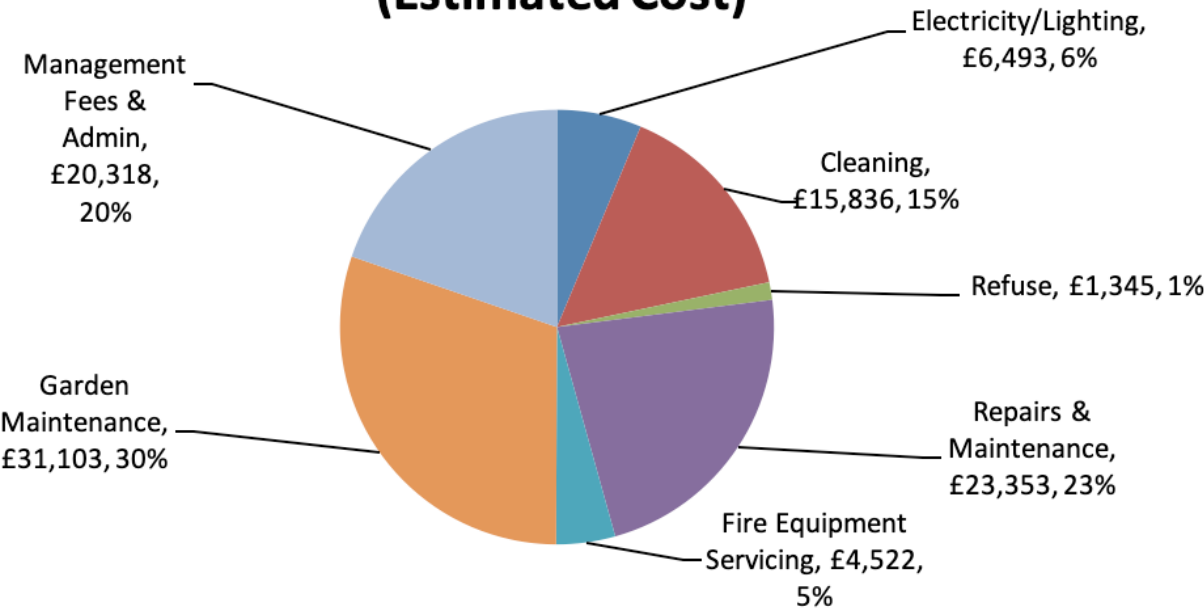
You will have received a more detailed breakdown of your service charge along with your recent rent review letter. Just a small point to note, we are now splitting out extra refuse collections made to clear rubbish from communal areas against 'Refuse', as you will see from the chart below.

2019-20 Service Charges (Estimated Cost)



We are continuing to improve the way we manage service charges and ensure that they offer value for money. We hope you've already noticed some improvements over recent years and we will continue to implement improvements at every opportunity.

2020-21 Service Charges (Estimated Cost)



APRIL 2020 RENTAL CHANGE

In accordance with the terms of your Tenancy Agreement and in line with Rental Regulations, the Association have recently sent all residents there rent change notice, this change will take place from **Monday 6th April 2020**.



If you are currently in receipt of Housing Benefit, the Association will notify them of this rent change. **However, if you are in receipt of Universal Credit please make sure you notify them of your new weekly rent accordingly as we are unable to do this on your behalf.**

If you have a Direct Debit this will be changed by Vectis to reflect your new weekly charge. You will be informed by Allpay before the first payment leaves your bank account. Please do not cancel your existing Direct Debit.

Finally, **if your rent account is in arrears** and you have a repayment agreement with us but do not pay by Direct Debit, you will need to adjust your payments accordingly as this will not be automatically adjusted by Vectis.

VHA BUSINESS PLAN

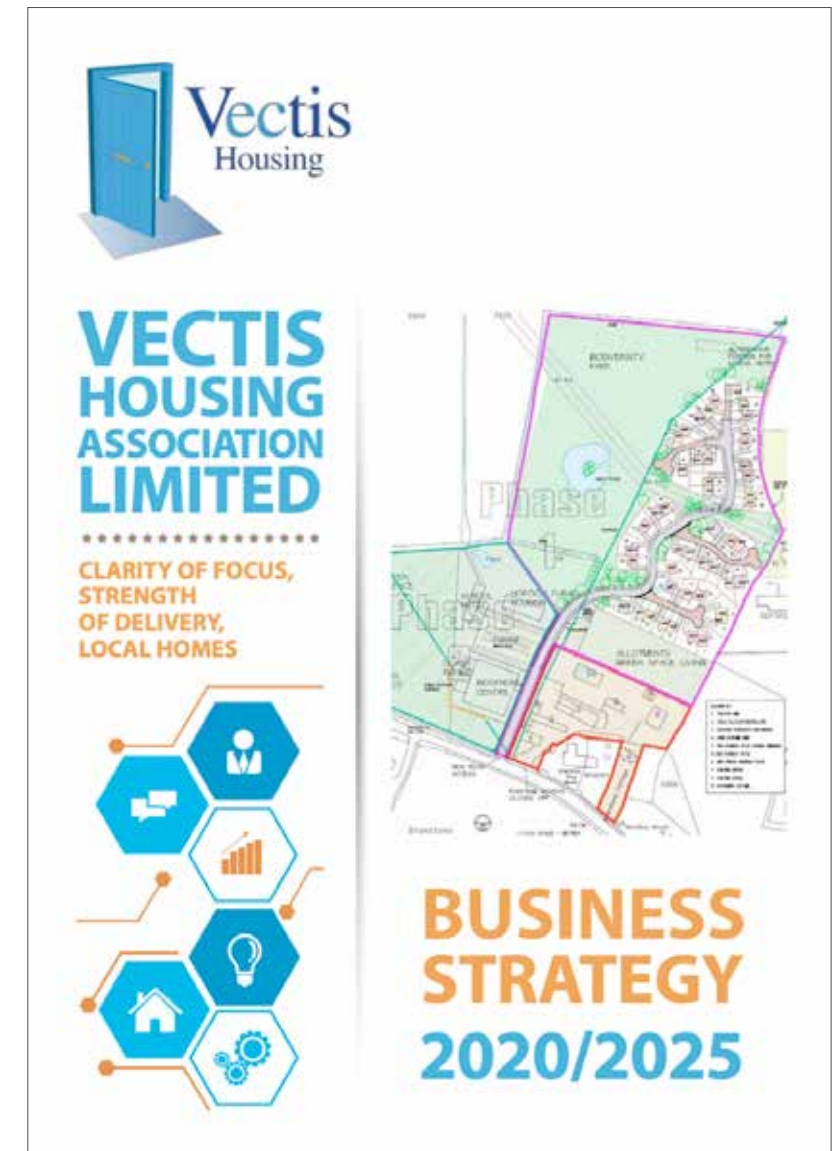
Following very detailed analysis of VHA's activities, objectives and focus, we have now published our new 5-year Business Plan. This document sets out what we will look to achieve between now and 2025 and how we will go about it.

On this occasion we have reviewed our mission statement and strategic objectives and outlines an ambitious programme of building new homes for those Island households who are desperate for suitable affordable housing.

We will continue to invest heavily in our existing stock and are continuing our programme of updating bathrooms and kitchens in a managed way.

We are also maintaining our commitment to support the development of communities through a targeted range of resident-focused activities.

The full document can be downloaded from our website at www.vectishousing.co.uk/images/Business-Plan-Nov-2019-v7.pdf or a hard copy can be obtained on request.



Word Search

N W D G M N V S C N T X B D A I F C T C
 Y A Z P H S R E E A C E E I S Z Y O N O
 Q H I T F I W I C M R S N L P R U M E A
 K E P C A S G B G T A P E A R F Y M M S
 B R W P I H G T T B I O E F N T X U P U
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 N F D H O U S I N G M A N A G M E N T S

BOULDNORMEAD
 CARPENTER
 COMMUNITY
 CONTRACTOR
 DEVELOPMENT
 ELECTRICIAN
 HOMES
 HOUSINGMANAGMENT
 ISLANDBASED
 ISLEOFWIGHT

MAINTENANCE
 NEIGHBOUR
 PLUMBER
 RENT
 REPAIRS
 RESIDENT
 TENANCY
 TENANT
 VECTISHOUSING
 YARMOUTH

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



Photo by peoplecreations - www.freepik.com

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 you 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.

SCAM MESSAGE

It hasn't taken long for the scammers to try to cash in on the fear and concern surrounding the Coronavirus.

Cyber criminals are targeting individuals as well as industries.

In common with most other crisis situations, criminals are using emails, text messages, social media posts, online advertisements and phone calls to defraud their unsuspecting victims.



1. Click here for a cure - emails are being sent purporting to be from a doctor claiming to have details about a vaccine being covered up by the UK and Chinese Governments. You will be taken to a fake web page where your details will be harvested. NEVER click on links in emails.

2. Covid-19 Tax Refund Email - this has links to access a refund and you will be asked to put in all of your financial information. The HMRC will never advise you of a tax refund in this way. NEVER click on links in emails

3. Fake Online Advertisements - these include, protective masks, sanitising gel, vaccines (these do not currently exist) and appeals from fake charities

4. Criminals are also knocking on doors selling Coronavirus tests. These are fake and won't tell you anything. We haven't had any reports yet on the Island but please be aware anyone acting legitimately would not be going door to door trying to get you to part with money.

DON'T get tempted into ordering any of these items - it is unlikely that you will receive your product and your money will be gone.



DON'T believe everything you read – for accurate and up to date information use reliable and official sources such as the Government Official website and the NHS

www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public
www.nhs.uk/conditions/coronavirus-covid-19/

In these worrying times look after your money and look after yourselves.

Sally

Sally Ash | Fair Trading Officer | Planning and Regulatory Services |
Isle of Wight Council | Jubilee Stores| The Quay | Newport | Isle of Wight PO30 2EH
Tel: **(01983) 823000** Option 3
Email: sally.ash@iow.gov.uk | Web: www.iwight.com

Check out our approved traders list at www.iwight.com/tas/

www.iwasp.org.uk



PROTECTING ISLAND RESIDENTS

The Trading Standards team have been made aware that the HMRC scam is doing the rounds again. Residents are contacted and told 'this is a serious call regarding a court case in connection to a claim against you'. This is a SCAM – do not respond – hang up immediately. The HMRC would NEVER contact you in this way.



IWASP
Isle of Wight Against Scams Partnership

Isle of Wight Council Trading Standards working in partnership with IWASP.

4005 PLA 05/18 LP

POSSIBLE DISCOUNTS ON YOUR WATER BILL

Southern Water have discounts available if you are on certain benefits, the details of which can be found on their website: southernwater.co.uk or by telephoning them on **0330 303 0277**. The benefit varies according to personal circumstance e.g age, health, number of dependants etc. Pension Credit definitely qualifies for a discount, as well as 3 or more children under 19 living at home, or a medical condition that means your household use a large amount of water.

How to spot a loan shark

-  No paperwork such as a credit agreement or record of payments
-  Extortionate interest rates and refuse to give you information about the loan
-  They might get nasty and threaten you if you fall behind on payments

Report - 0300 555 2222

STOPLOANSHARKS
Intervention . Support . Education



Stop Loan Sharks helpline is open 24/7
Get advice and support

0300 555 2222

STOPLOANSHARKS
Intervention . Support . Education



Home Swapper

The mutual exchange solutions for tenants and landlords

Want to Move Home?

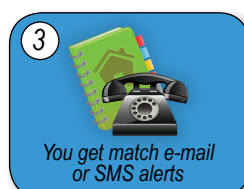
HomeSwapper.co.uk's local & national service means mutual exchange is better than ever. It's the UK's largest community of social housing tenants looking to swap homes.

• 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**.*

SORRY WE ARE CLOSED

EASTER BREAK:

• *The office will close at 5pm on Thursday 9th April 2020 and reopen at 9am on Tuesday 14th April 2020*

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