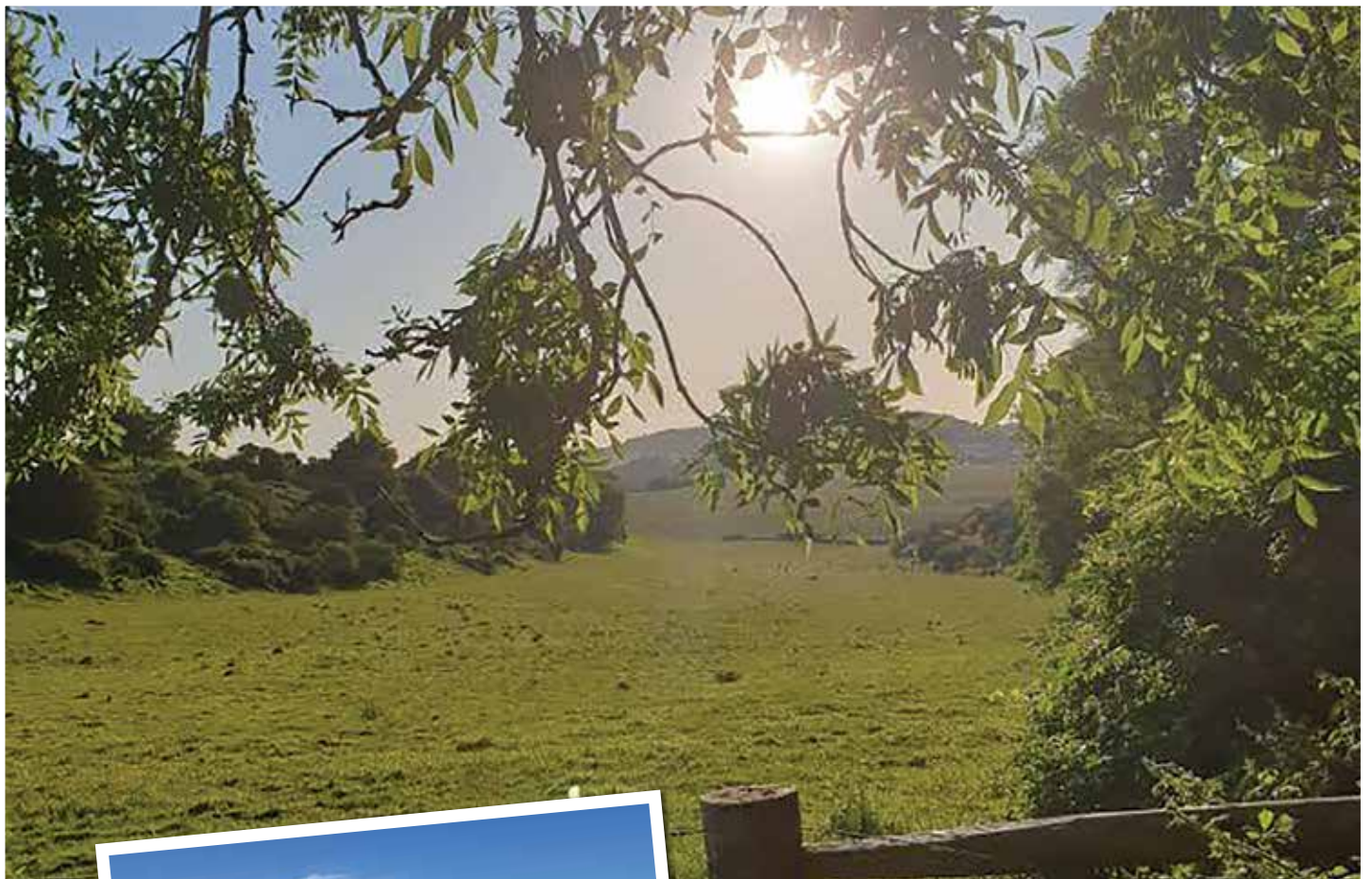




SUMMER NEWSLETTER 2021



More inside:

- Martyn's Column
- Community Events
- Invitation to become a Board Member
- Planned Neighbourhood Walkabouts

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CORONAVIRUS

As you are probably aware, the office currently remains closed to visits other than in exceptional, pre-arranged occasions. We will be following the Government's Covid roadmap timescales, so we would hope to have some level of access from July.

Similarly, as restrictions are removed, we will be extending our repairs service to cover routine repairs and hopefully, looking to arrange a range of safe and socially distanced community events. We will also hope to be safely out and about and undertaking some of our normal duties such as home visits and estate walkabouts and in the not-too-distant future, please keep a look out on our website and Facebook page for the latest updates.

However, it is unlikely that we will completely return to the previous ways of working straight away, so if you are in any doubt, please check our website or social media or phone to check the current position.

*In the meantime, please continue to contact us on **01983 525985**, or our repairs team can be contacted on **01983 520353**. If you are unable to get through straight away, please bear with us.*

You can still make rent payments over the phone or online using MyTenancy. We hope that you are all keeping safe and well, please ensure you follow the correct advice and guidance and contact if you need any support.



MARTYN'S COLUMN



Welcome to our Summer Newsletter. The world is slowly returning to some form of normality although what is considered normal moving forward may be different from what we have been used to.

I sincerely hope that you have not been negatively affected by Covid and its consequences. If you have and there is something we can help with then please get in contact and we will see what we can do. If you have suffered loss of someone close to you then you have my heartfelt condolences. Hopefully, many of you will have taken the opportunity to be vaccinated and are now less vulnerable to the worst of the pandemic.

Life has continued at pace for VHA. We have made great progress on our development at Branstone Farm, completed our properties at Ash Lane and Alvington Manor View and are just about to sign up to a scheme in Brighstone. Collectively, these will bring over 80 new homes into our stock.

We have taken on board some of the experience of a changed service through the pandemic. We will be retaining some element of flexible working for staff. That will not initially affect the hours the office is open but may affect some staff availability. So, if you wish to pop in and see someone specific, I recommend that you contact us before you travel to make sure of availability.

Following consultations, we will also no longer be accepting cash at Chapel House. You are most welcome still to come in and pay by card or use the other options available to you. Obviously, you will all have made alternative arrangements during lockdown, so this should not be too much of an issue. It improves staff safety and security and is an efficiency saving. We will be retaining our standard pattern of rent payments following the response to changing to rent-free weeks.

So, can I wish you a great summer and hope the weather is kind.

Martyn Pearl
Chief Executive, Vectis Housing

A WARM WELCOME TO AMANDA COLLOPY

PROPERTY SERVICES MANAGER

Hi, my name is Amanda and I am your new Property Services Manager, I joined Vectis Housing on 4th May and what a time to start a new job, lockdown number 3 and zoom calls to meet my new colleagues! A little bit about me, I have been working in and around social housing for over 20 years and I am looking forward to getting to know our stock and more importantly all of you over the coming months and years. So, if you see me out and about with Sam or Steve please do come over and say hello, socially distanced of course.

Amanda Collopy
Property Services Manager



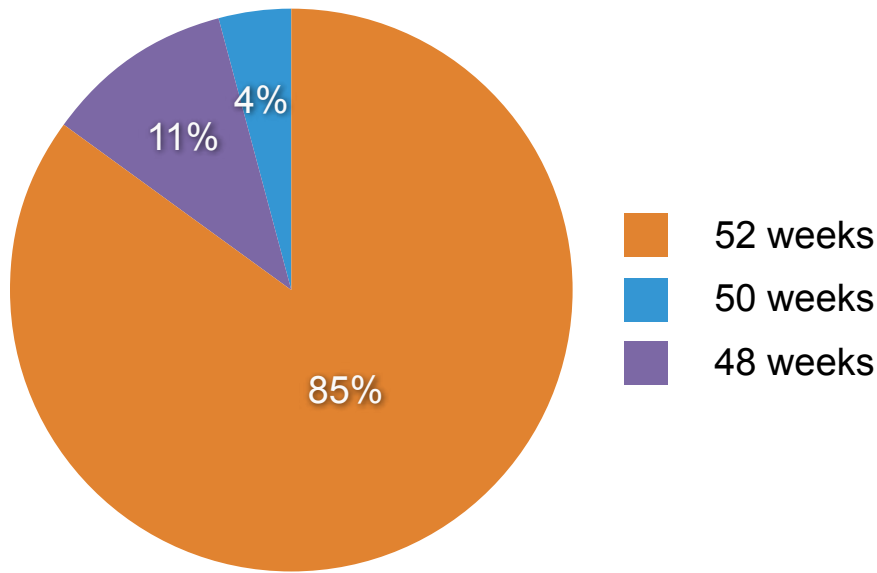
RENT CONSULTATION RESULTS



Photo created by jcomp - www.freepik.com

Thank you to everyone who responded to our recent rent charge consultation, we had 47 responses in total with an overall majority requesting that rent charges stay the same. At this time, we will not be implementing the 48/50-week charge period for all rents.

RENT CHARGE CONSULTATION RESULTS



HOUSING DEVELOPMENT



Works are progressing well at our Branstone Farm site with foundations in place and timber frames shortly to be constructed. Despite materials and labour shortages, the project is on track to finish as anticipated with the first 16 homes being delivered during March 2022. The remaining 26 homes will be completed during July 2022. Further details of our Branstone site can be found at www.branstonefarm.co.uk/homes



In addition to this site, we are completing the purchase of land in Brighstone where we will deliver 14 new homes. Works are due to start at the end of July 2021 and complete 14 months later.

For further updates please keep an eye on our website and Facebook page.



COMMUNITY EVENTS

MUDDY BOOTS

We are still busy looking at opportunities we can bring to our residents and their families. The pandemic has caused us difficulty in finding activities we can run safely and in line with Government guidelines and restrictions.



Food photo created by cookie_studio - www.freepik.com

Over the last few months, we have sent out surveys to find out from you, what you would like to see on offer. You may have received this via text or email, or possibly seen it on our Facebook page if you follow us. One of the main themes to have come out of the survey was a desire to do some form of gardening project.

We are very excited to be working in partnership with Southern Housing Group on their 'Muddy Boots' gardening initiative. Muddy Boots is a fabulous allotment plot set in the tranquil grounds of the beautiful Quarr Abbey. We plan to start taking groups of people over to the allotment once a week for a few hours. We will be watering, planting and carrying out any other tasks the scheme manager needs our help with. If you just want to sit quietly and enjoy the peace and quiet; that is fine too! Details have yet to be finalised, but this project is for the grown-ups only.

If you would like to be a part of this, please call our Community Housing Officer Sarah Crosbie on **01983 525985** to be added to the waiting list, and we will contact you once we have further details. We will be able to provide transport for anyone who needs it.



FORTHCOMING ACTIVITIES

Keep an eye on our Facebook page and website for details of activities coming up in the future. We are making plans to hold monthly coffee mornings at our offices, where you will be able to enjoy playing board games, sharing conversation, enjoying tea/coffee and biscuits, and speaking to members of the Vectis team. The start date for these will be dependent upon restrictions, and whether there is a need for social distancing.

Weather permitting, we also intend to run some family Teddy Bear Picnics throughout the summer holidays. These will be held in different locations across the island to give everyone a chance to take part.



Food photo created by freepik - www.freepik.com

Don't forget we are here to help and support you. We can help with Foodbank vouchers, referrals to the Citizens Advice Bureau for debt advice, signpost you to training and employment schemes and assist with CV writing. If you are experiencing financial difficulty, please do contact your housing officer as we may be able to offer some help.



Find a job that makes you smile

If you are not in work and want a new career, Skills4Work can help with:

- Free 1-2-1 support and coaching to improve your job-search, CV and interviews
- Access to IT equipment and help to get online
- Online and face-to-face training and develop your English, mathematics and IT skills
- Self-employment and business start-up support

Call us now on 0300 5000 926
or email: skills4work@sovereign.org.uk

IN PARTNERSHIP



Sovereign Housing Association Limited is charitable.

H&C-31388 Mar21nh



Home-Start IOW is looking for volunteers in your area.

Our volunteers visit a family with young children each week for a couple of hours to help them with the challenges of family life.

If you have some time to spare and want to make a big difference in your community we would love to hear from you.

Contact us today to find out more

www.homestartisleofwight.org.uk
07511859577

Charity no. 1113958
Exchange House, St Cross Lane, NEWPORT, PO30 5BZ



CSCS CARD



Brockenhurst College



SOVEREIGN



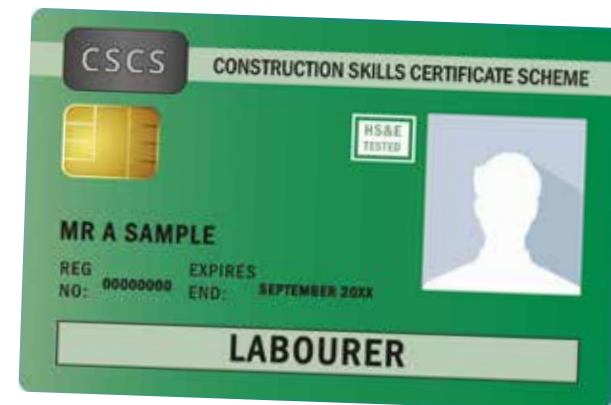
This course is suitable for candidates looking to gain their CSCS card to allow them to work in a construction environment.

As a candidate you will complete:

- CSCS Health, Safety and Environment for Operatives Test
- City and Guilds Health and Safety in a Construction Environment Level 1 Award
- City and Guilds Employability Skills qualifications

During the four day training programme you will complete one day of Employability Skills, followed by three days of tutor led sessions preparing you for your Health and Safety Level 1 exam and CSCS test.

Whilst on the course you will have the opportunity to complete a mock test before we book your CSCS test at your local testing centre. Once you have passed both Health and Safety elements of the course we will then apply and pay for your CSCS card.



If you have previously complete any NVQ Level 2 or equivalent qualification which would entitle you to a skilled card then please provide us with a copy of your certificates during the course to enable us to apply for this card.

Through Brockenhurst College

To book an initial Provider Interview for this course please call **02380682571**
Course spaces available subject to availability.

JOIN THE TEAM

WE NEED YOU!

We are currently recruiting for a Tenant Board Member. Vectis is governed by people from the local community who give their time voluntarily. The purpose of our board is to provide direction and guidance on the overall running of our organisation, monitoring how well we perform and ensuring that deliver good value for your rent.



The Board work collectively as a team in the best interests of our organisation to ensure our success in delivering our aims and promises. Their role is to review what we do and provide constructive challenge to help us improve where we are able. They also work in partnership to support the Management Team and staff to ensure that we continue to deliver the high-quality services that we are committed to.

As a Board member, you would be supported and trained to achieve the knowledge and skills needed to make a positive contribution.

The Board currently meets every six to eight weeks and there are also two committees and some other training and related activities. We aim to make attendance as easy as possible and we would pay for travel expenses and any child care costs you might incur.

If this something you would be interested in please contact Sarah or Sharon on **01983 525985** or email us on residentinvolvement@vectishousing.co.uk for a Tenant Board Member Recruitment Pack.



EQUALITY, DIVERSITY & INCLUSION

Did you know 27 June - 3 July is Deafblind Awareness Week?

Deafblindness is far more common than many people realise... around 400,000 people are affected by sight and hearing loss in the UK. That is enough to fill Wembley Stadium nearly five times!



It affects everyone differently, some might need to adjust the settings on their TV or turn up the volume on the phone, and others might need assistance dogs, canes and care that is more formal.

However, for anyone affected, everyday activities can be difficult and time consuming. Imagine trying to book a doctor's appointment, meet a friend for coffee, or even make dinner if you cannot see or hear very well.

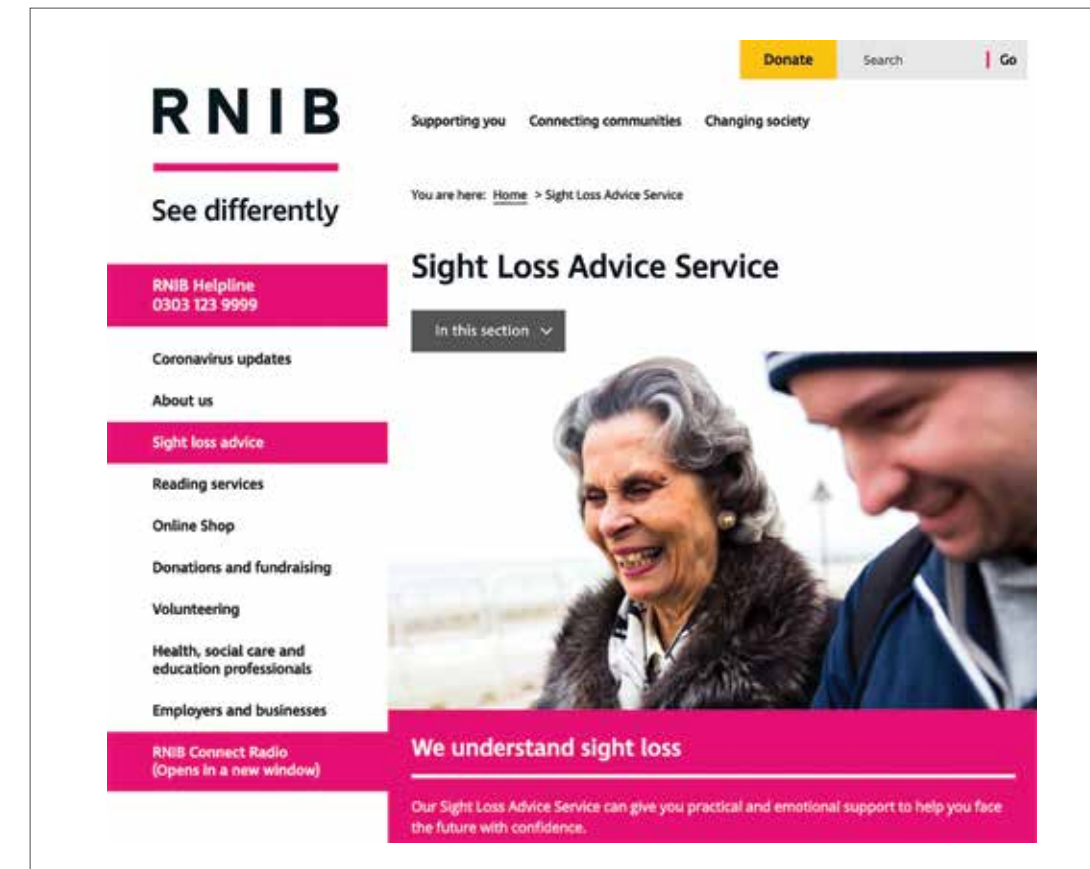
At Vectis, we are able to offer a range of services to support and ensure communication to tenants is accessible for all. We are able to provide large font or Braille for written communication. We have BrowseAloud Plus for our website, which can be used on a Smartphone, Tablet, PC or Mac. It enables tenants to have the content read out aloud, as well as providing a translator, simplifier, screen masking for touch screens and the ability to personalise the settings to suit individual needs and preferences. For more information, please visit our website: www.vectishousing.co.uk/accessibility

Should you require support with accessibility please do not hesitate to contact your Housing Officer direct or email us at enquiries@vectishousing.co.uk.

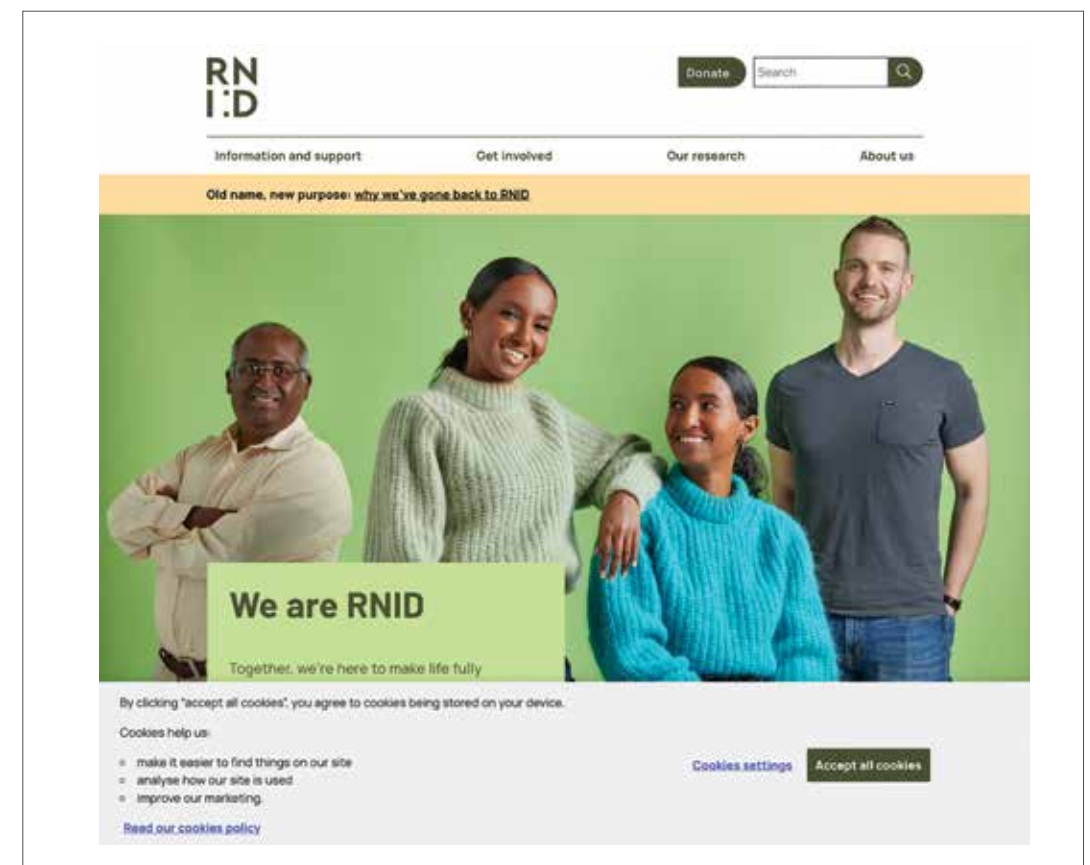
Further information and advice can be found on the Royal National Institute of Blind People and Royal National Institute for Deaf People websites:



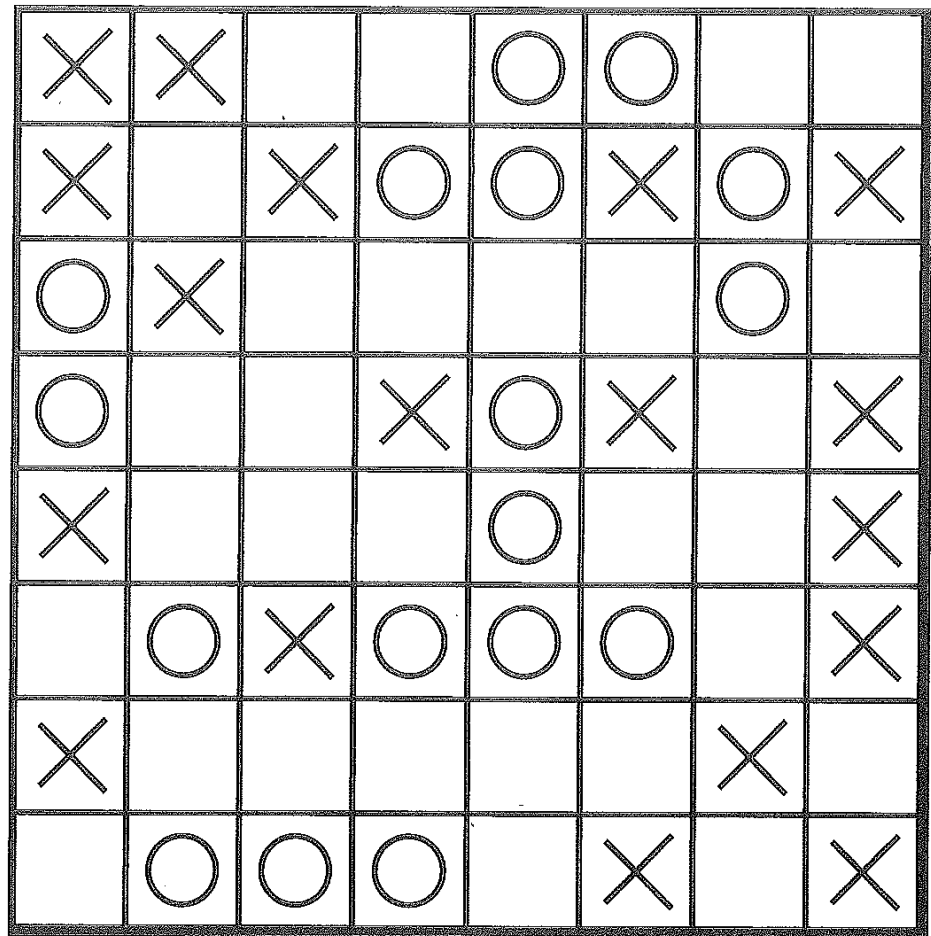
Royal National Institute of Blind People - www.rnib.org.uk/advice



Royal National Institute for Deaf People - www.rnid.org.uk



TIME FOR A BREAK

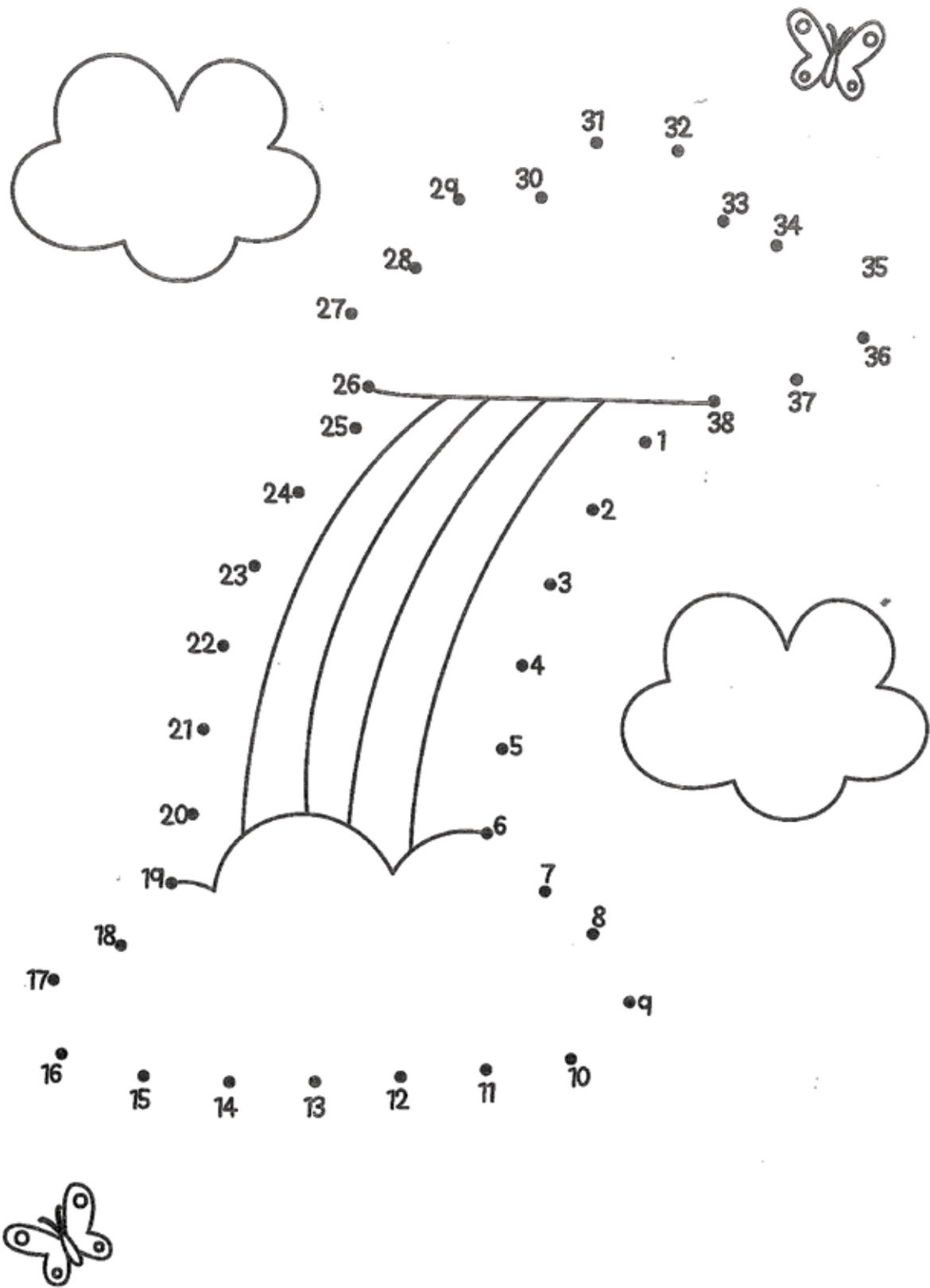


No Four in a Row

Place either an 'X' or an 'O' into each empty cell such that four consecutive 'X's or 'O's do not appear horizontally, vertically or diagonally.

SOMETHING FOR THE KIDS

79. Colour and complete the dot-to-dot.



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.



Photo by peoplecreations - www.freepik.com

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***

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.



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

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