



SPRING MAGAZINE 2023



More inside:

- Martyn's Column
- Prize raffle and puzzles
- The King's Coronation
- Rent Payment information

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MARTYN'S COLUMN



Martyn Pearl Chief Executive, Vectis Housing

Welcome to the latest edition of your tenants' magazine. We continue to do what we can to keep you informed about things that either are or maybe of interest. And to update you on things relevant to your tenancy.

You will by now have received notification of the rent increase for the coming year. Like most years, it is a mixture of good and bad news. The bad news is that it puts further pressure on your already stretched household budgets, the good news is that it could have been worse, but a cap was placed on it which limited increases to 7%.

For my part, I would have preferred an even lower increase. But the reality is that we couldn't impose a cap on the bills we face, so our income, which is all from rents and service charges is less than our outgoings. So, we have to manage what we are able to do with the money very tightly.

We have consistently invited anyone who is finding their finances particularly hard to come to us and we will see how we might offer advice and support. That offer remains open and it is not a good choice to hope debt suddenly disappears by themselves.

We remain on the lookout for anyone who may be interested in being involved in our Tenants' Panel or as a prospective Board Member. If you are interested contact Jo Sandells joanne@vectishousing.co.uk.

Hopefully the long winter will soon be behind us. The good news is that we have nearly completed our new properties at Branstone and Blanchards, which will give excellent homes to 56 households. So, if you are one of those moving in to one of these new properties, enjoy your home and surroundings as Spring arrives.

Martyn Pearl
Chief Executive, Vectis Housing



WELCOME CATHY HAYES TO THE FINANCE TEAM



Cathy joined Vectis Housing Association at the beginning of January 2023 as a Finance Assistant and is working alongside Lynne Freeborn (Finance Officer) & Carina Squibb (Management Accountant), to help ensure the smooth running of the Finance Department.

Working 16 hours each week, Cathy will be responsible for entering all payments onto the rent accounts, which requires a keen eye for detail.

In her spare time, Cathy enjoys walking her dog Rolo, and spending time with her grandchildren.

Welcome to the team Cathy.



SERVICE CHARGES 2023/2024

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?



The service charge that you pay, are known as 'Variable Service Charges'. This charge can vary each year and is based on an estimate of the service costs provided. If the cost of the service increases or decreases, the charge can be changed accordingly to ensure that you only pay the true cost of the service provided. In these cases, the (surplus) / deficit will be carried forwards into the following year.



Example of how a service charge is calculated:

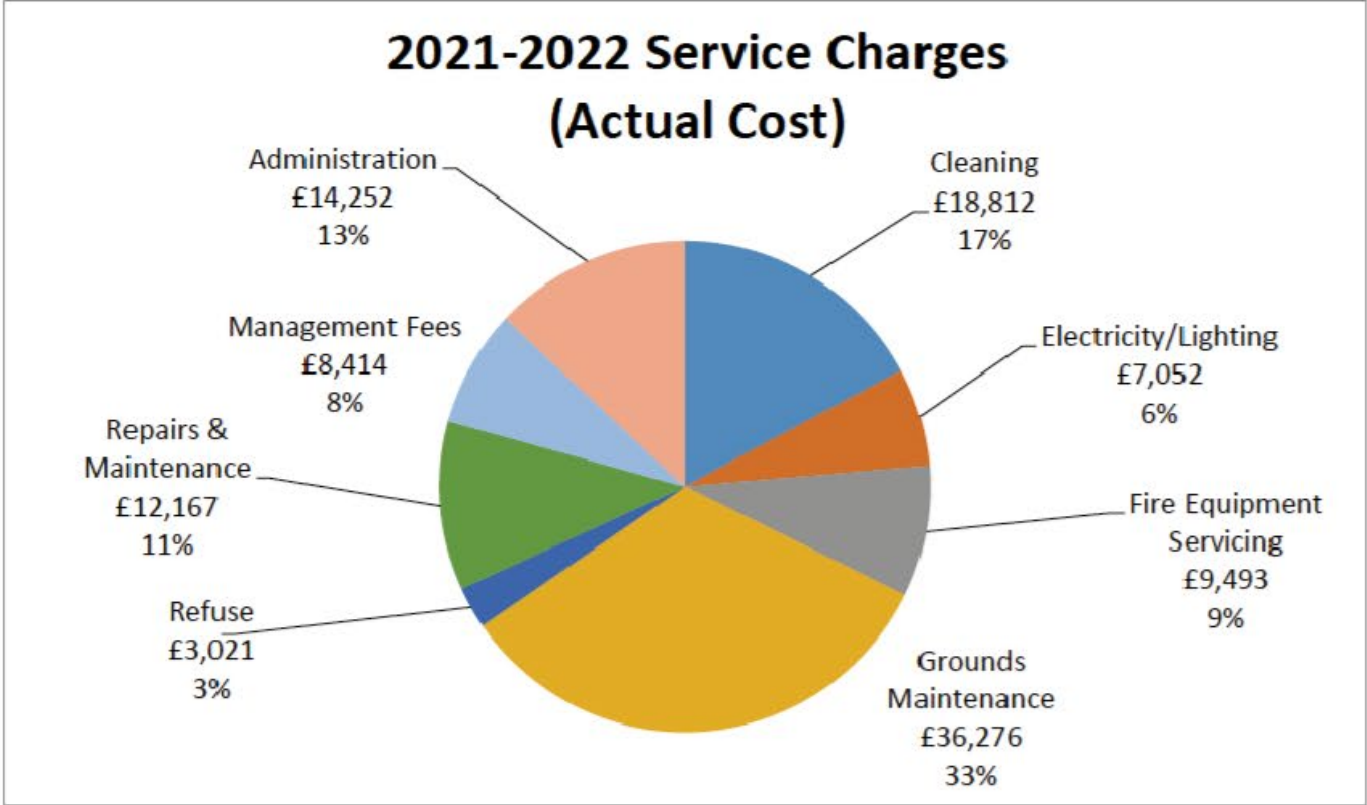
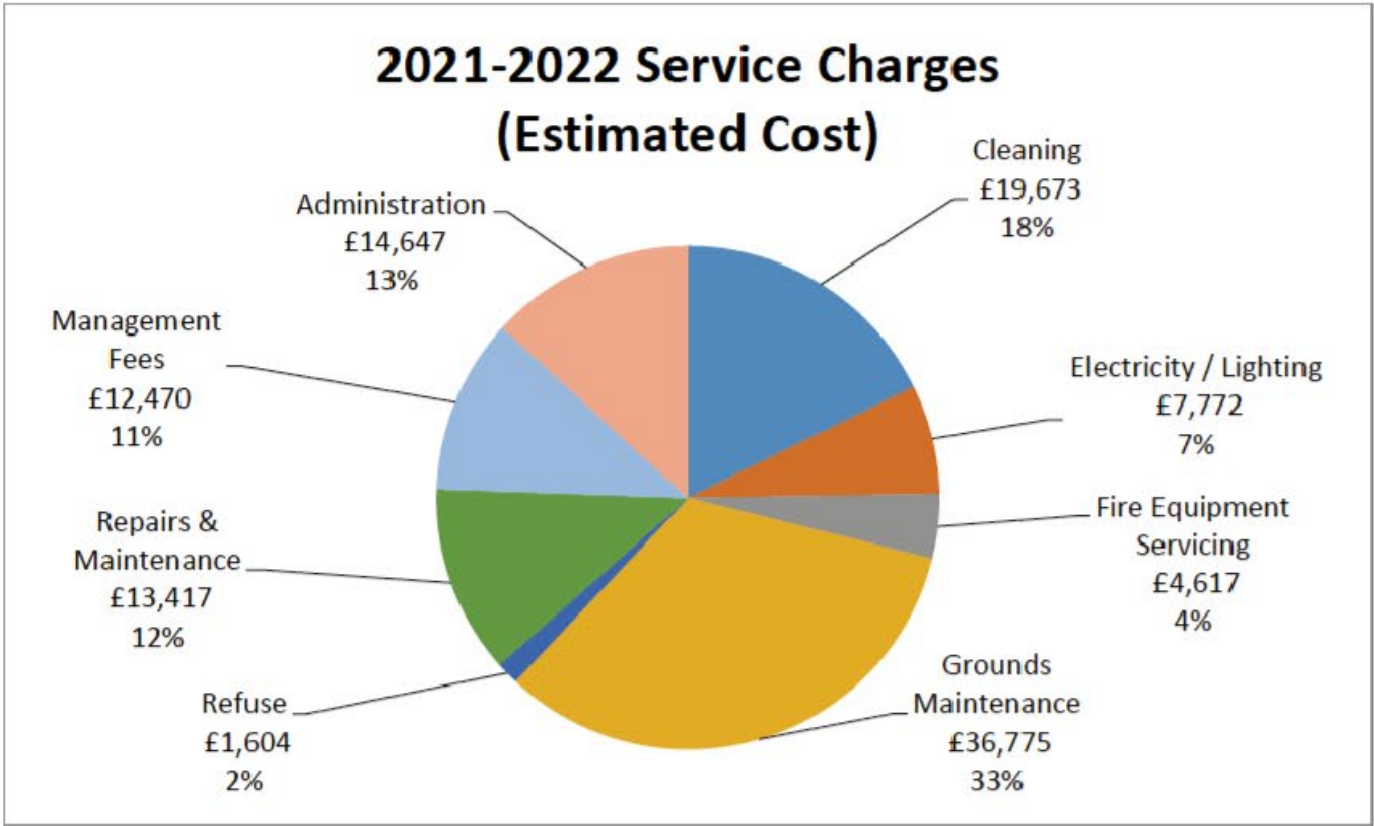
April 2021 to March 2022 Estimated Costs	Per Week (£)
April 2021 to March 2022 Actual Costs	5.00
Overcharged (Surplus) - actual costs were lower than expected	4.50
** A positive number denotes an undercharged, or deficit	(0.50) **

Costs received during the first 7 months of the current financial year (2022/2023) are used to project the cost of your service charge for the following year (2023/2024)

April 2022 to October 2022 Actual Costs	5.00
November 2022 to March 2023 Projected Costs for the remainder of the current financial year	4.50
Estimate of costs for the 2022/2023 financial year	9.50
Inflation applied to uplift the costs for the next financial year	0.96
Estimated Service Charge - 2023/2024	10.46
Adjusted for any (Surplus) / Deficit	(0.50)
This is the amount you will be charged from April 2021	9.96

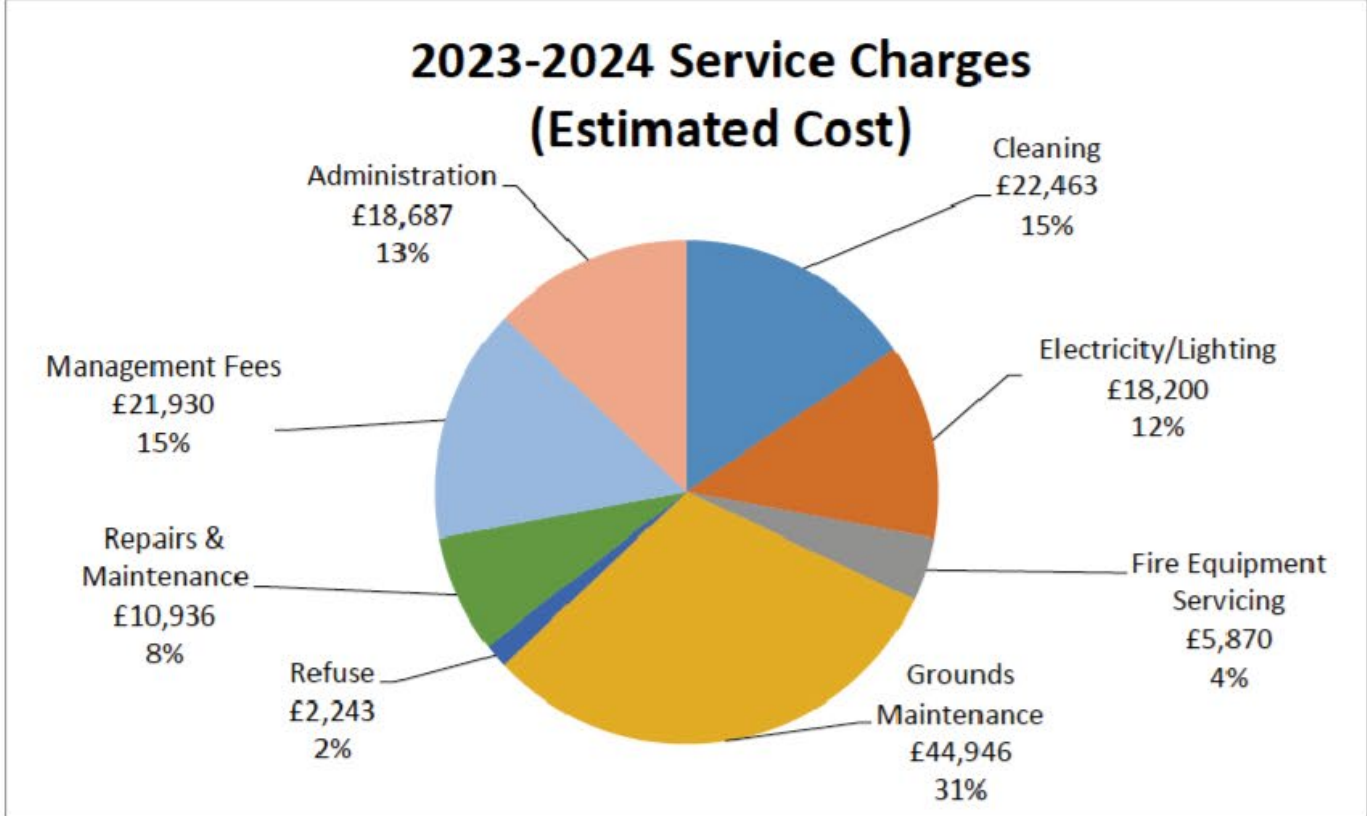
MONITORING SERVICES PROVIDED

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. We are continuing to improve the way we manage service charges and ensure that they offer value for money.



SERVICE CHARGE PROJECTIONS 2023/2024

You will have received a more detailed breakdown of your service charge along with your recent rent review letter.



IMPORTANT INFORMATION FROM OUR PROPERTY SERVICES DEPARTMENT

RECHARGES

Unfortunately, due to the number of repairs and call outs requested by residents that are not the responsibility of Vectis Housing, we need to send a reminder to all residents that damage, whether it be accidental or malicious, caused by either the tenant, a member of the household, or a visitor, will be recharged. We appreciate that times are difficult financially for some residents, but Vectis Housing cannot continue to spend large amounts of our budgets undertaking these works. It stops us from being able to undertake improvement works such as kitchen and bathroom upgrades, and means our contractors take longer to attend to the repairs we should be undertaking. Our recharges will be made up of the full costs to the association, including VAT, plus a 15% administration fee.

MISSED APPOINTMENTS

Due to the increasing number of missed appointments being reported to us by our contractors, from 1st April 2023 **ALL missed appointments will be charged at £65 per missed appointment.** Missed appointments cost Vectis Housing hundreds of pounds every month, which is a waste of valuable resources.



If you cannot keep an appointment, please either contact Vectis Housing or the contractor who made the appointment as soon as you realise you can no longer keep the arrangement.

Cancellations must be made at least 2 hours before the appointment time.

COMPLAINTS PROCESS

COMPLAINTS PROCESS

VHA is committed to providing excellent services, which meet the needs of our residents, customers, and service users. However, we know from occasion we may get things wrong. It is important when things do go wrong you are able to let us know and below is an overview of our complaint process.

STAGE ONE – STAFF RESOLUTION

If you are making a complaint about a person or service area for the first time, the member of staff you are speaking with will establish why you are unhappy, what you would like to be done to resolve the matter and a timescale when it should be resolved. If the member of staff can resolve the complaint within one working day it will be resolved as a Quick Fix.



STAGE TWO – ESCALATING YOUR COMPLAINT TO A MANAGER

If you remain unhappy with the outcome of your complaint or are unhappy with the way, it was dealt with, you can escalate your complaint to stage two; your complaint will be reviewed by a manager. They will speak with you within days or the review request and will provide a full response letter within 10 working days. The letter will also include details of who to contact if you are still unhappy.

STAGE THREE – APPEALING TO VHA BOARD

If you are unhappy with the outcome of a stage two complaint, you can apply to have your complaint reviewed by the Board of Management. If approved, your appeal will be heard at the next available meeting.

CONTACTING THE INDEPENDENT OMBUDSMAN

If the Residents Panel feel they are unable to assist in resolving the complaint, then they will refer your complaint to the Housing Ombudsman. This is an independent and free national service, which investigates complaints against Registered Housing providers.

If you do not wish to contact a designated person then you may contact the Housing Ombudsman directly, however, you must wait eight weeks from the end of the complaints process.

You can contact the Independent Housing Ombudsman at:
Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ
Telephone: **0300 111 3000**
Email: info@housing-ombudsman.org.uk





FACTS ABOUT SPRING

1. Daylight Saving Time was introduced so people could maximise sunlight throughout the year, instead of sleeping through most of it. It first came into effect in the UK in 1916 and was believed it would help save energy by reducing the amount of coal households needed.

2. The warmest spring on record was in 2011, with an average temperature of 9.2°C, whilst the coldest spring was in 1962, with an average maximum temperature of 5.8°C.



3. Snowdrops are usually the first sign of spring in gardens and woodlands across the UK with purple crocuses, iris, winter aconite, scillas, yellow daffodils, dogs mercury, yellow lesser celandine and violets soon appearing after. Bluebells are often the last spring flower, usually appearing in early May.

4. Spring marks the end of hibernation for animals like black bears.



5. Children grow faster in the spring than other seasons.

6. The autumn and spring equinoxes are the only two times during the year when the sun rises due east and sets due west.

7. Holidays that occur in spring include Easter, Passover, April Fool's Day, Earth Day, Arbor Day, Mother's Day, Father's Day, Cinco De Mayo, and Holi (festival of colours in India).

8. The myth that it is possible to balance an egg on its end on the spring equinox is just that: a myth. Trying to balance an oval-shaped object on its end is no easier on the spring equinox than on any other day.

9. Easter always falls on the first Sunday after the first full moon after the spring equinox.

10. According to tradition, if a groundhog does not see his shadow after emerging from his burrow on Groundhog Day (February 2), spring will come early; if he sees his shadow, winter will last for 6 more weeks. The day has its roots in the Neolithic Celtic festival of Imbolc, which marks a seasonal turning point and also involved animal prognostication.

11. For the Japanese, the opening of the cherry blossom, Japan's national flower, in March or April signals the start of spring.

12. During the spring, birds are more vocal as they sing to attract mates and warn away rivals.



13. The word "season" is from the Latin sationem meaning "sowing" or "seed time."

14. A "spring tide" has nothing to do with the season of spring. Rather, it connotes a "springing forth." Spring tides happen twice each lunar month all year long, regardless of the season.

15. Honeybees are more likely to swarm during the spring. They swarm to start new colonies from successful ones. Surprisingly, swarming honeybees are

very docile and the friendliest they will ever be all year.

16. March is named after Mars, the Roman god of war. In ancient Rome, this month signalled the beginning of warfare season.

17. While the origins April Fools' Day are uncertain, some believe it started in 16th century France when the observation of New Year's changed from April 1st to January 1st. Those who continued to celebrate on April 1st were called "April Fools."

18. Spring was formerly referred to as lent, which was changed to springtime around the 1300s, and eventually was shortened to spring. Spring is derived from the time of year when plants begin to grow again or spring from the earth.



19. In the North Pole, the spring equinox marks the start of six months of uninterrupted daylight.

20. Whereas in the South Pole, the spring equinox marks the start of six months of darkness.



KING CHARLES III'S CORONATION



To celebrate the Coronation, it has been confirmed that an extra bank holiday will take place on Monday 8th May 2023 - two days after the official ceremony. This is in addition to the bank holiday already in place on 1st May.

SATURDAY 6TH MAY, 2023

The Coronation Service will take place on the morning of Saturday 6th May 2023 at Westminster Abbey. The King and the Queen Consort will arrive at Westminster Abbey in procession from Buckingham Palace, known as '**The King's Procession**'.

Following the ceremony, the King and Queen Consort will return to Buckingham Palace in a larger ceremonial procession, known as '**The Coronation Procession**'. They will be joined in this procession by other members of the Royal Family. The day will end with the Royal Family appearing on the balcony.



SUNDAY 7TH MAY, 2023

On Sunday 7th May 2023, a special **Coronation Concert** will take place at Windsor Castle. Broadcast by the BBC, the concert will bring global music icons and contemporary stars together in celebration of the historic occasion. The concert will be attended by members of the public, as well as charities supported by the Monarch.

During the concert, there will also be a special '**Lighting up the Nation**' segment, which will see the country join in celebration as iconic locations across the UK are lit up using projections, lasers, drone displays and illuminations.

The Coronation Big Lunch will also take place on Sunday 7th May. From street parties to garden get-togethers, neighbours and communities across the UK are invited to share food and fun together.



MONDAY 8TH MAY, 2023

The Big Help Out will be held on Monday 8th May 2023 - the additional bank holiday. Organised by The Together Coalition and 25 of the UK's biggest charities, The Big Help Out will highlight the positive impact volunteering has on communities across the nation. From rolling up your sleeves to help a local group, to volunteering at a food bank, this is the chance to lend a hand in your neighbourhood.



EQUALITY, DIVERSITY, INCLUSION

MENOPAUSE

Many will recognise the name Nicola Bulley who sadly came to our attention through national news for having gone missing and identified by the local police force as high risk. Nicola's partner informed the police that she had in the past suffered with some significant issues with alcohol which were brought on by her ongoing struggles with the menopause.

As a result, this in this edition of the newsletter Equality, Diversity and Inclusion focuses on menopause, helping to recognise signs and symptoms and what support is out there should they start to impact your day-to-day life and wellbeing.

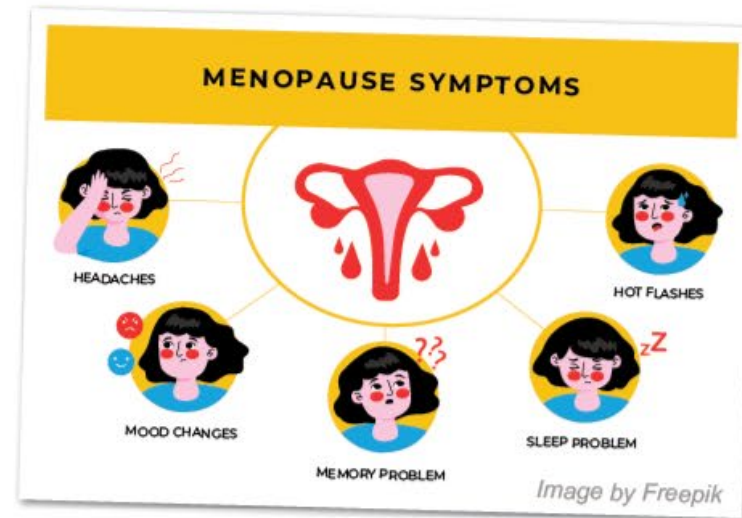
SO, WHAT IS MENOPAUSE?

Menopause is when the female period stops altogether due to lower hormone levels. This usually happens between the ages of 45 and 55, however it can happen earlier. Perimenopause is when the female has symptoms prior to their periods having stopped. A female reaches menopause when they have not had a period for 12 months.

Both menopause and perimenopause can cause symptoms such as:

- Anxiety
- Mood swings
- Brain fog
- Hot flashes
- Irregular periods (perimenopause)

These can start years before the periods stop and carry on afterwards. Both can have a big impact on life, including relationships and work.



The good news is that there are things that women can do to help with their symptoms. By ensuring you are:

- Eating well
- Exercising
- Getting enough rest
- Looking after your mental wellbeing
- Reducing your alcohol intake
- Reducing or quitting smoking

All can help with the symptoms you experience during perimenopause and menopause.

There are also medicines (Hormone replacement therapy (HRT)) that can replace the missing hormones which help to relieve symptoms the woman may be experiencing. In addition, for those suffering with their mental wellbeing there is Cognitive Behavioural Therapy (CBT) which is a talking therapy that can help with a low mood and feelings of anxiety and help with any sleep problems.

The process is unique and different for everyone, some women sail through it while others suffer immensely. The key is to be familiar with the signs so when it is your turn to go through this normal process, so you know when to get help if necessary. You are not alone, your GP/ Nurse can support you.

For further information and videos, a couple of links have been provided below:

INFORMATION:

- **NHS**
<https://www.nhs.uk/conditions/menopause/>
- **Women's Health Concern**
<https://www.womens-health-concern.org/>
- **Menopause Matters**
<https://www.menopausematters.co.uk/>
- **Daisy Network for premature menopause**
<https://www.daisynetwork.org/>
- **Menopause Café**
<https://www.menopausecafe.net/>
- **Queermenopause for people who identify as LGBT+**
<https://www.queermenopause.com/resources>



VIDEOS:

- **Menopause**
<https://youtu.be/ddzdgEUOGIk>
- **Hormone Replacement Therapy (HRT)**
<https://youtu.be/Pm4LLz8Yhss>
- **Healthtalk**, videos of women talking about living with menopause and perimenopause
<https://healthtalk.org/menopause/overview>

In our Summer Newsletter edition, we will be focusing on the 'male menopause'.



COMPETITION TIME



Image by vector4stock on Freepik

This edition we have decided the prize competition is for the younger members of our families. We have £5 Love 2 Shop vouchers to give away for the best Easter themed pieces of artwork. This can be a drawing, painting or 3-dimensional piece.

Feel free to post them to us or simply take a nice clear photo and email it to us at: enquiries@vectishousing.co.uk

We have divided entries into the following categories

- Under 7's
- 8 - 13 years
- 14 -18 years

The winners will be notified by 1st June 2023.

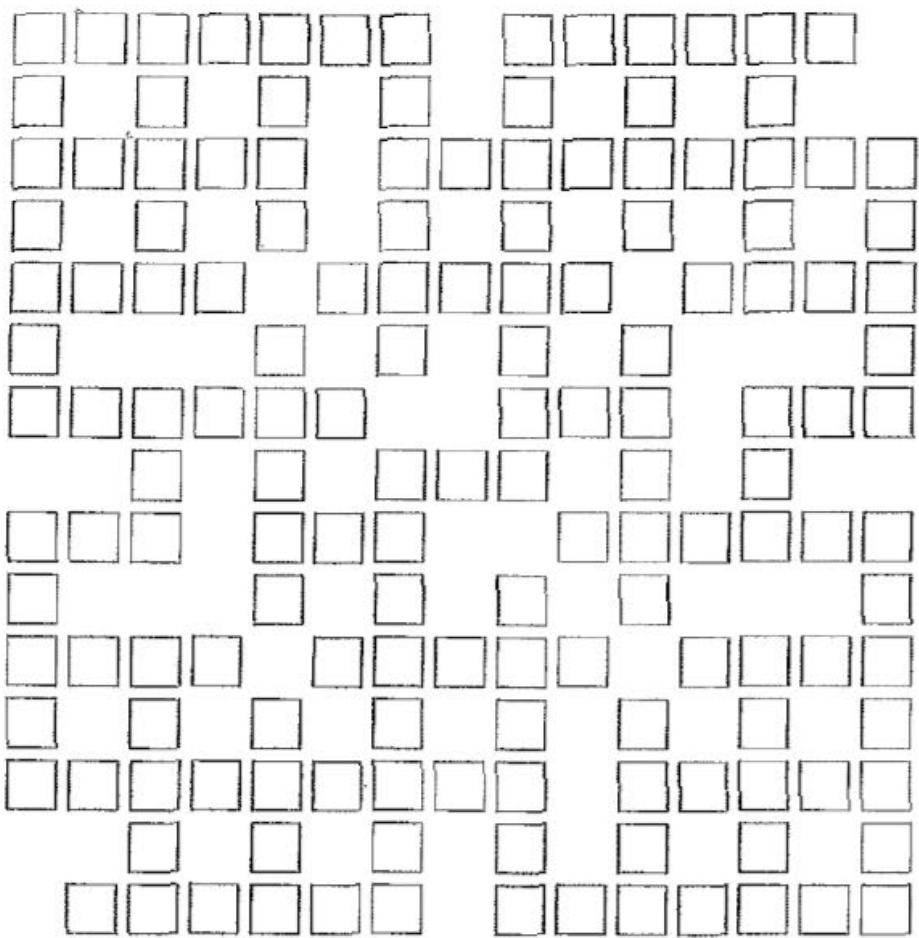


Image by starline on Freepik



Photo created by wayhomestudio - www.freepik.com

TIME FOR A BREAK



Criss Cross

Place all of the listed words into the grid, crossword-style.

3 Letters	Pray	Matre	7 Letters
Ads	Star	Rhino	Almanac
Bus	Tear	Shift	Amusing
Ebb	Uses	Utter	Defrost
Eke			Thought
Emu	5 Letters	6 Letters	8 Letters
Fox	Alone	Ceased	Catacomb
Moa	Array	Couple	Extremes
	Bases	Earned	
4 Letters	Coypu	Graphs	9 Letters
Brio	Later	Hearts	Authentic
Clef	Lying	Priest	Spokasman
Item	Marry		
Nerd	Mercy		



COMMUNITY EVENTS AND WELFARE



ADULT LEARNING OPPORTUNITIES

Did you know that you can access lots of free courses at Westridge Community Learning Centre in Ryde? They offer a very wide range of courses, including numeracy and literacy. The learning space is a dedicated space for use by the community, it is a warm and welcoming environment and some people find it far less daunting than attending a college, as all the other learners are grown-ups too.

We are so thrilled that two of our tenants recently completed the Essential Digital Skills for Life course, which is a 10-week programme exploring things like using devices and handling information, safely shopping online, and communicating.

We would like to say a huge congratulations to Anthony Burgess, who not only completed the course and passed the final exam with flying colours, he was also nominated for a special award which he went on to win! Here is the citation from the tutor:



LEARNING THROUGH TECHNOLOGY AWARD

The Winner of this category is :

Anthony Burgess

“Anthony asked to come in and check out the ICT suite and meet the tutor before he came to start the Essential Digital Skills for Life course, to see if he would be comfortable in the environment, due to his anxiety. He felt that he would be happy to join the group and started the course with us in April 2022.

Anthony has had a history of various health issues and behaviour problems, however throughout the course he had the biggest sunniest disposition, which rubbed off onto the other learners within the group.

A special friendship grew between Anthony and another learner, which help this learner through a difficult time struggling with his PTSD and we feel that he would have left the course if it had not been for Anthony's encouragement.

Anthony worked hard throughout the course and strived to do his best despite not having a computer to practice on at home. He was determined to gain 100% in the mock test and managed to get in the high 90's. He continued to strive and passed the exam with flying colours. He is now enrolled onto the Essential Digital Skills for Work course and also on functional skills, in the hope that he will eventually be able to become a



support worker and help people who have been in the same position as him. I have no doubt that with his drive and determination he will succeed in the future."

Anthony is continuing his learning journey and we are all very excited to see what the future holds for him. Well done Anthony, keep up the good work, you know you can do it! If any of our tenants or members of their households are interested in learning opportunities, please do contact us. We can put you in touch with the right people, and our Community Welfare Officer can even arrange to meet you at the learning centre to have a look around and meet the tutor before starting. We know it can be daunting to get back into learning if it's been a while since you left school, but it can also be extremely rewarding and lots of fun, boosting your confidence and giving you new skills and qualifications to add to a CV if you are looking to get back into work or volunteering.

COFFEE MORNINGS



We have now started holding a number of coffee mornings at our office in Chapel Street. Once a month we have a general drop in coffee morning, where you can pop in for some tea/coffee, cake, a warm welcome and some company. We have lots of puzzle books and adult colouring books, and a very warm boardroom for you to come and sit in. Once a month we also hold an arts and craft coffee morning. You don't have to be an expert artist to enjoy this, it is open to everyone and we have enjoyed a range of crafts so far including making Christmas cards, painting china mugs and decorating pretty wooden hearts for Valentine's Day.

If you have a craft project at home that you are working on, such as knitting, crochet, painting, scrap booking or anything else, you are more than welcome to bring this along with you to work on. There's always plenty of tea, coffee and cake, and good company. The coffee mornings are just about bringing people together. Sometimes it is nice to have some company, especially if you live alone and are unable to get out much. If transport is an issue, please let us know as this is something we can help with.



Please call us on **01983 525985** if you would like to come to a coffee morning and you can find out when they'll be running.

MUDDY BOOTS

It might be cold, it might be wet and windy, but we are still attending the Muddy Boots gardening project at Quarr Abbey every Thursday, come rain or shine! Through the winter we have been busy creating a new poly tunnel, crafting bird boxes, planters and bottle carriers and preparing the ground for the next round of planting. Spring is



on its way, and soon there will be lots of fruits, flowers and vegetables to plant. This activity is designed to be inclusive to everyone. You don't have to be extremely fit or agile to take part, we can adapt activities to suit your individual needs and want everyone to have the same opportunities to enjoy the outdoors. This is very much about working together, getting out in the fresh air and having a chance to meet new people. It is a small and friendly group, and everyone is welcome. If you think

you would like to take part, or even just pop along for a taster session to see what it's all about, please do not hesitate to contact us. We always enjoy a nice tea break with plenty of biscuits! Again, if transport is an issue, don't let this be a barrier to you getting in touch as we can help.



CHRISTMAS HAMPERS



We were absolutely thrilled to have been awarded £1000 from Tesco Community Grants, after our competition entry came second in their last round of community grant funding.

We were able to use this money to make up 28 very large Christmas food hampers, which included lots of basic food items to make balanced meals, as well lots of delicious Christmas treats such as chocolates, mince pies, crisps and dips. It was our absolute pleasure to be able to deliver these well-deserved hampers to some of our families, and if you received one, we hope it brightened your Christmas and you enjoyed it.



SLOW COOKER WORKSHOP



Image by Sylwester Lukaszczek from Pixabay



We were absolutely thrilled to have been approached by our friends at The Footprint Trust and offered the opportunity to have 10 tenants to attend a slow cooker workshop at our office.

The Footprint Trust delivered the workshop was informative and fun, with a live cooking demo of how to make the most amazing looking scotch eggs in a Ninja food appliance. It was very interesting to hear how much using an air fryer/slow cooker can help reduce your electricity costs. Everyone who attended was then given a £100 supermarket voucher and brand-new Ninja.



We hope everyone who attended enjoyed the sessions and are continuing to create new and exciting recipes with your Ninjas. Huge thanks go to The Footprint Trust for making this happen.

The Footprint Trust are an amazing charity based on the island, and they are dedicated to helping islanders reduce the cost of their utilities and offer free and impartial advice on saving energy and water in the home. You can call them on **01983 822282**.



ISLE OF WIGHT RADIO TOY APPEAL

The generosity shown by islanders never ceases to amaze us. Despite the cost of living crisis and the added pressures we are all experiencing, people still donated huge amounts of brand new toys and gifts for island children to receive. We just love it when we go to collect our toys and see them all laid out in our boardroom! We were able to wrap and deliver 60 gifts to children in Vectis households this year. Special thanks must go to Kev from Mountjoy who gave up a whole day of his time, helped us load the gifts into his van, donned a Santa hat and drove us all around the island so we could deliver the presents. If your children received a gift from us, we really hope they liked it and that it helped spread a little Christmas magic and joy your way.



CARE PACKAGES

We were thrilled to receive a very generous donation from PC Consultants which enabled us to put together 40 care packages, that we delivered to tenants across the Island. Each pack contained a soft blanket, hot water bottle with fluffy cover, hat, gloves, household cleaning items and a large selection of toiletries. We hope that everyone who received one has found them useful and that they went some way towards helping with the ongoing cost of living crisis.



Image by studiostock on Freepik

COMMUNITY PANTRIES



WHAT IS A COMMUNITY PANTRY?

Through funding provided by the DWP Household Support Fund, the Isle of Wight Council has financed the set-up of community pantries across the Island. A community pantry works on the basis of a 'helping hand' to those in need and is a bridge between a foodbank and a supermarket, providing a range of food to those in need. Applications for membership are managed directly through the pantries, and for a weekly contribution of £5, members will receive in excess of £15 worth of food. Visits are limited to once per week where a range of fresh, frozen and general food can be purchased. The range of food available will change on a weekly basis, dependent on deliveries received. The pantry may stock items which are passed their best before date. Best before dates are about quality not safety. When this date has passed, it doesn't mean that the item will be harmful, but it may begin to lose texture/flavour.

There are currently 3 pantries opening on the Island and can be found at the locations listed below. They would be happy to receive both queries and membership requests from you.

Community Spirited Pantry

Tuesday 1.30pm to 3.30pm, Wednesday and Thursday 10.30am to 12.30pm

Parkside Pavilion, Vectis Road, East Cowes, PO32 6HN

Contact Details: 01983 296592 or email communityspirited@hotmail.co.uk

Oakfield Community Pantry

Monday, Wednesday and Friday: 3pm to 4.30pm

Oakfield Ce Primary School, Appley Road, Ryde, PO33 1NE

Contact Details: 01983 563732 or email pantry@oakfieldcepri.iow.sch.uk



Baby Box Community Pantry

Tuesdays 3pm to 6pm and Saturdays: 11am to 2pm

Victoria Street, Ventnor, PO38 1EJ

Contact Details: **07961 959003** or email vcpantryiow@gmail.com

Search for Ventnor Community Pantry at Baby Box

The Pyle Street Pantry

Newport Congregational Church, 98 Pyle Street, Newport, PO30 1UH

The pantry is looking to open around the Easter period.

Contact Details: email pylestpantry@gmail.com

HOUSING BENEFIT REVIEWS



If you are in receipt of housing benefit once a year the housing benefit office will ask you to complete a housing benefit review. This is to check if there have been any changes in your circumstances, and to ensure that you are receiving the correct amount of benefit. They will usually ask you to complete the review online, which is a smoother and fast process, however we know that not everyone has access to the internet.

If you are worried about your housing benefit review, and would like some support to complete it, please do get in touch and our Community Welfare Officer can arrange to help you. The most important thing to do is to not ignore the letter, as the review has to be done within a set time frame and failure to complete it in time can result in your claim being cancelled. Help is available so don't hesitate to ask!

WARM SPACES



Here is a list of places across the island offering a warm space for people:

EAST WIGHT

Brading Youth and Community Centre, High St, Brading, PO36 0DH

Monday and Thursday, 10am to 1pm

Contact: Brading Community Partnership

Brading Methodist Church, 54 Station Rd, Brading, Sandown PO36 0DY

Tuesday 8.30am to 12.30pm

Community Cafe, refreshments & chatter, homemade soup from 11am to enjoy with others or take away. All welcome.

St John's Church, High Park Road, Ryde PO33 1BP

Thursdays 12.30pm to 4pm

Free soup and a roll, hot drinks, activities including board games and crafts, info about local services and organisations.

Contact: St Johns Church

Ryde Library, George St, Ryde PO33 2JE

Monday, Tuesday, Friday 9.00am to 5.30pm,

Wednesday 10.30am to 7pm, Saturday 9.00am to 5pm

Free Wi-Fi, free computer use, free charging, advice and information, people to chat to, space to work, free activities, free hot drinks. Contact: Isle of Wight libraries

Tel: **01983 823825**



Aspire Ryde, Dover Street, Ryde PO33 2BN

Tuesday to Friday 11.30am to 1.30pm

Seating, chat, access to advice, and a free hot meal.

Contact: Aspire Ryde

Tel. **01983 716020**



Ryde Veterans Lounge, High St, Ryde, PO33 2HT

Monday to Saturday 9am to 3pm

Contact: Veterans Hub Isle of Wight

You, Me and a Cuppa, Ryde Methodist Church Hall, 14 Garfield Road, Ryde, PO33 2PT

Wednesday 1pm to 3.30pm

Warm drinks, refreshments, friendly chat, activities like board and card games, jigsaws.

Johns Club, Oakfield Football Club, Slade Road, Ryde PO33 1EG

Monday to Saturday, 10am to 8pm

Welcoming warm place with entertainment, TV. Paid for refreshments.

Contact: John's Club

Tel: **01983 865865**

St James's Church, Lind Street, Ryde, PO33 2NG

Wednesday 12.30pm, 8 and 22 March and 5 April

Warm lunch, warm welcome and good news of God.

Contact: office@stjamesryde.com



East Side Curve, York Avenue, East Cowes PO32 6RU

Monday to Friday 9am to 5pm, Saturday 9am to 1pm

(Community Activities permitting)

Friendly welcome, free tea, coffee and packet soup, community Library, general advice, public computer access, newspapers and board games.

East Cowes Town Council

St Mildred's Church Coffee Shop, Whippingham PO32 6LW

Tuesday and Wednesday, 10.30am to 3pm

Tea and coffee, rolls and homemade cakes. Warm location and friendly atmosphere.

NEWPORT, COWES AND WEST WIGHT

West Wight Sports and Community Centre, Moa Place, Freshwater, PO40 9XH

7 days a week.

Monday, Wednesday, Friday and Saturday open at 7am.

Tuesday, Thursday, Sunday open at 9am. Monday, Tuesday, Wednesday, Thursday, Friday closes at 8pm. Saturday and Sunday closes at 3pm.

Cafe open. Pay it forward scheme means you can have a free hot drink if you can't pay.

Contact: West Wight Sports and Community Centre

Tel: **01983 752168**



Portland Inn, 2 Worsley Road, Gurnard, Cowes PO31 8JN

Tuesday to Sunday 12pm to 10.30pm

Warm place to sit, friendly chat, friendship group afternoons.

Contact: The Portland Inn

Tel: **01983 243300**

Three Bishops. Main Rd, Brighstone, PO30 4AH

7 days a week, 11am to 10pm

Friendly chat, hot and cold drinks and food available to buy.

Contact: Three Bishops

Tel: **01983 740226**



Green Meadows, Colwell Road, Freshwater, PO40 9GG

Tuesday 11am to 2pm

A nice warm space, advice, company, soup and a roll and hot drinks.

Contact: carol.stone@southernhousing.org.uk

Tel: 01983 753005

Our Place Community Cafe Freshwater, West Wight Sports & Community Centre, Moa Place, Freshwater, PO40 9XH

Tuesday 10.30am to 12.30pm

Hot drink and biscuits free of charge, chat and companionship, advice if needed, access to professionals if needed.

Contact: Our Place - West Wight Sports and Community Centre

Tel: Adam on 01983 240722

Our Place Community Café Totland, Christ Church, Alum Bay New Road, Totland Bay, PO39 0ES

Mondays 2pm to 4pm

Hot drink and biscuits free of charge, chat and companionship, advice if needed, access to professionals if needed.

Contact: Our Place - West Wight Sports and Community Centre

Tel: Adam on 01983 240722

Freshwater Parish Hall, 12 Victoria Road, Freshwater, Isle of Wight, PO40 9HZ

Friday 1pm to 3pm apart from some holidays

The West Wight Community Market including: tea, coffee and cakes every week, soup once a month, food from supermarkets on a pay as you feel basis from 2pm by The Real Junk Food Project IW, a craft table, drop and swap table, coffee and chat table, eco refill scheme.

St Mary's Church Hall, Carisbrooke High Street, Carisbrooke PO30 1NN

Monday 10am to 12:30pm, Wednesday 10am to 12:30pm

Friendly chat with free tea, coffee and biscuits (donations welcome).

Contact: St Mary's Church, Carisbrooke

Carisbrooke Priory, 39 Whitcombe Road, Newport PO30 1YS

Tuesday, Wednesday, and Friday 10am to 4pm

Warm space to sit in, warm drink.

Contact: Carisbrooke Priory

Newport Parish Centre, Town Lane, Newport PO30 1JU

Friday 10am to 12:30pm

Friendly chat with free tea, coffee and biscuits (donations welcome).

Contact: Minster Church of St Thomas, Newport

Wessex Cancer Trust 21A, Lugley Street, Newport PO30 5HD

Tuesday to Friday, 10am to 4pm

Friendly chat, puzzles, seated exercise and crafting, free tea and coffee for those with or affected by a cancer diagnosis.

Contact: Isle of Wight Cancer Support Centre

Newport Congregational Church, 98 Pyle Street, Newport PO30 1UH

Tuesday 7pm to 9pm, Thursdays 6pm to 8pm

A warm and friendly space to relax or chat with cheap or free refreshments.

Contact: Newport Congregational Church

Tel. 07909 590370

Lord Louis Library, Orchard St, Newport PO30 1LL

Monday, Tuesday, Thursday, Friday 9.00am to 5.30pm, Saturday 9.00am to 5.00pm

Free Wi-Fi, free computer use, free charging, advice and information, people to chat to, space to work, free activities.

Contact: Isle of Wight libraries

Tel: 01983 823823



Holyrood Hall, 70 High Street, Newport, PO30 1BA

Tuesday and Friday 10am to 2pm, Saturday 10am to 12pm, 6pm to 8pm

Church on the Roundabout, Coppins Bridge, Newport. PO30 2BX

Wednesday 10am to 12pm, Thursday 6pm to 8pm

A warm and friendly space to relax or chat with cheap or free refreshments.

Contact: 01983 717967

Carers Centre, Riverside Centre, Newport PO30 2QR

Thursday 1.30pm to 3.00pm

Friendly chat, free tea, biscuits, advice for unpaid carers.

Contact: Carers IW

Tel: 01983 533173



The Salvation Army Hall, Pyle St, Newport, PO30 1UJ

Friday 10am to 2pm

A safe space in a warm and friendly environment for people in housing crisis to speak face-to-face to those who can help.

Tuesday 11am to 1pm

A warm and friendly space to relax or chat with cheap or free refreshments.

Contact: Rough sleepers advice

Tel. **01983 526312**

Castlehold Baptist Church, 81 High Street, Newport, PO30 1BH

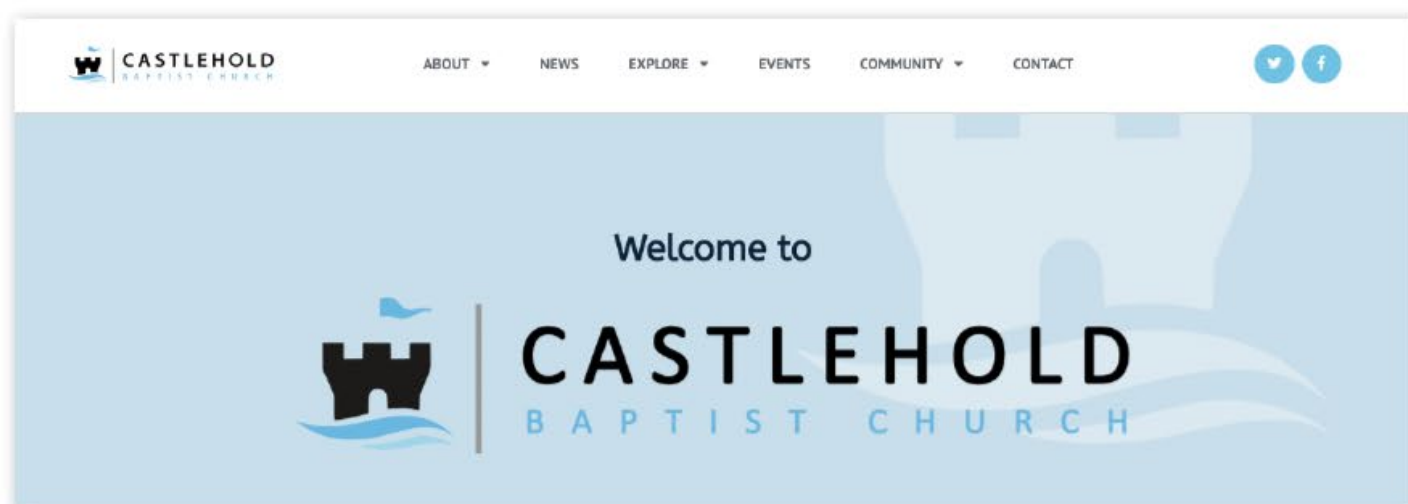
First Friday in the month 10am to 12pm

Knit and Natter, small donation towards tea and coffee.

Friday 10am to 12pm, tea, coffee and biscuits.

Contact: Castlehold Baptist Church coffee mornings

Tel. **01983 521751**



Revive Community Hub, 82/83 High St, Newport, PO30 1BH

Monday and Thursday 11am to 2pm

A warm and friendly space to relax or chat with cheap or free refreshments.

Contact: Revive Community Hub

Tel. **01983 522596**

Music Craft CIC, 98 High St, Newport, PO30 1BQ

Monday 1pm onwards

Coffee, chat and free craft session.

Contact: **07593 257317**

Unitarian Meeting House, High St, Newport PO30 1SS

The Artful Drumming Cafe with Nature Therapy Isle of Wight

Saturday morning 10am to 12.30pm

For families. Free hot buttered toast, endless cuppas, good company and fun and laughter.

John Cheverton Centre, Mountbatten Hospice, Halberry Lane, Newport, PO30 2ER

Monday to Sunday, 9am to 5pm

A warm space with cafe seating or comfortable armchairs and reasonably priced food and drink from our cafe (hot and cold options). Charity shop with reasonably priced clothing plus support and company from staff and volunteers.

Contact: Mountbatten Isle of Wight

Tel: **01983 529511**

Northwood Scout Hut, Wyatts Lane, Northwood, PO31 8QA

Second Thursday in the month 2pm to 4pm (in association with Northwood Church).

Free coffee & chat.

First Thursday in the month 10am to 12pm (in association with Northwood Church).

Free coffee, craft and cake.

Northwood Village Hall, 364 Newport Rd, Northwood, PO31 8PL

Tuesday, 1:30pm to 5:00pm

Warm welcome, free refreshments, free hot soup and roll and Wi-Fi available.

Tel: **07961 829159**

Cowes Library, Beckford Rd, Cowes PO31 7SG

Monday, Tuesday, Friday 10am to 12.30pm and 1.30pm to 5.00pm, Saturday 10am to 4.30pm

Free Wi-Fi, free computers, free charging, advice and information, people to chat to, space to work, free activities.

Contact: Isle of Wight libraries

Tel: **01983 293341**

Freshwater Library, School Green Rd, Freshwater, PO40 8AP

Monday, Saturday 9.30am to 12.30pm, Tuesday, Wednesday,

Friday 9.30am to 12.30pm and 1.30pm to 4.30pm

Free Wi-Fi, free computer use, free charging, advice and information, people to chat to, free activities.

Contact: Isle of Wight libraries

Tel: **01983 752377**

Freshwater, Kerith Church, Methodist Church Hall, Freshwater

Monday 2pm to 4pm

Freshwater Café, offering tea and biscuits.

Gunville Methodist Church, Gunville Road, Newport, PO30 5LS

Friday 10.30am to 1pm. Nellie's Coffee Afternoon, Wednesday 2pm to 4pm

Warm drinks, cakes, soup, toast (Fridays). Friendly chat and information.

Contact: gunville.org.uk

Tel: **01983 529697** or **07734 743683**



Memorial Hall, Avenue Road, Freshwater, PO40 9UU

Friday 9am to 12pm, until 24 February

Warm space to sit in, free hot drinks, biscuits and charging points.

Contact: Totland Parish Council

Tel: **01983 756028**

Freshwater Methodist Church, Brookside Road, Freshwater PO40 9ER

Mondays 10am to 12pm except for bank holidays

Enjoy a meal on the first Monday of the month.

Warm drinks, biscuits, knitting/craft group, scrabble and other board games, jigsaw table, friendly atmosphere.

Tel: **07582054201**

Brighstone Methodist Church, 2 Wilberforce Road, Brighstone, PO30 4BD

Monday 10am to 12pm, coffee morning

Contact: laypastormike@outlook.com

THE BAY

Lake Methodist Church, Sandown Rd, Lake, PO36 9JT

Tuesday 31 January, Tuesday 14 and 28 February, Tuesday 14 and 28 March from 2pm

Music, games, bingo, knitting, colouring, tea and biscuits £2.

1st Thursday of each month; Community lunch 12pm. 2nd & 4th Thursday of each month; Cafe Library 10am to 12pm

Contact: Lake Methodist Church diary

Tel: **07817154147**

Sandown Library, High St, Sandown PO36 8AF

Tuesday, Thursday, Friday 9am to 12.30pm and 1.30pm to 5.00pm,

Saturday 9am to 12.30pm and 1.30pm to 4.30pm

Free Wi-Fi, free computer use, free charging, advice and information, people to chat to, space to work, free activities.

Contact: Isle of Wight libraries

Tel: **01983 402748**

Christ Church, The Broadway, Sandown, PO36 9ET

Mondays 11am to 3pm

Soup and a roll and somewhere warm to relax and chat.

Christ Church, Sandown

Age Concern, 50+, 106 Regent St, Shanklin, PO37 7AP

Monday to Friday 10am to 4pm

Low-cost lunches Monday, Wednesday and Friday. Snacks and Soup, Tuesdays.

Light refreshments, Thursdays. Tea, Coffee and chat always available.

Free WiFi.



SOUTH WIGHT

Ventnor Library, High St, Ventnor, PO38 1LZ

Tuesday, Wednesday, Friday 9.30am to 12.30pm and 1.30pm to 5.00pm, Saturday 9.30am to 12.30pm and 1.30pm to 4.30pm

Free Wi-Fi, free computer use, free charging, advice and information, people to chat to, space to work, free activities

Contact: Isle of Wight libraries

Tel: **01983 852039**

Better Days Café, 64 High St, Ventnor, PO38 1LT

Monday to Saturday 10am to 5pm

Warm environment, tea and coffee, hot soup, jacket potatoes, games, jigsaws, books and a huge friendly welcome

Contact: The Better Days Cafe



Edward Edwards Library, Old School House, Church Street, Niton, PO38 2AZ

Monday 2pm to 4.30pm. Wednesday, 9.30am to 12pm

A warm space and a warm welcome, hot drinks available. Display of local history material, magazines and newspapers to read, blankets to keep you extra cosy and books to read and borrow

Contact: janeclutty@hotmail.com

Tel: **01983 730748**

Wellbeing Café, Salisbury Gardens Ventnor, PO38 1EJ

Monday and Wednesday 10am to 2pm, Friday 12am to 4pm

A safe space for people with anxiety or mental health issues

Contact: Ventnor Well-being Cafe



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www.vectishousing.co.uk



We are closed:

From 5pm Thursday 6th April to 9am
Tuesday 11th April for Easter

May 1st and May 29th Bank holidays

Monday 8th May for the coronation of
King Charles 3rd

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.

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