



9:00 on 2nd January 2014
 to
 17:00 on 23rd December 2013
 from

**Sorry We're
 CLOSED**

Please only use this number to report
 emergency repairs
 inappropriate use of this number may
 result in the additional cost being
 recharged to you.

EMERGENCY Repairs
 Phone Vectis
 Repair Line
 01983 520353



**Happy Christmas
 from all at
 Vectis Housing**

Dear Tenants

As you are aware, the rising cost of living is affecting all of us, and this is beginning to show in the level of rent arrears the Association is experiencing. If allowed to continue, it has the effect of reducing what can be spent on repairs, other day to day services and new homes.

Where there are difficulties, those who have in place a repayment plan and are keeping to the arrangement will be contacted in the New Year to make sure the plan is still appropriate. Those of you who have not been able to follow what has been agreed, and you have failed to make contact, may expect action which could lead to you losing your home. Please get in touch if there is a problem.

Bearing in mind that times ahead are going to be even more challenging than in previous years, and whilst I know you will want to enjoy the festive season, at this time of the year in particular, please remember the payment of your rent has to remain a priority.

Isabelle



Staff Meetings

Please be aware that the office will be opening at 10am on alternative Mondays starting from 16th December 2013, to help with staff meetings.

Dear Tenants

If you are due to have your boiler serviced and have a pre-payment gas meter, please make sure there is sufficient credit on your meter for the servicing to take place.

As the weather is turning please take extra care during frosty conditions when walking on communal pathways and stairs.

Martyn Pearl – Deputy Chief Executive

We are very pleased to welcome Martyn Pearl who joins us in December month as Deputy Chief Executive, in succession to Lynda Purkis, who left us in August to start a new life with her family in Australia.

Martyn first came to work on the Island in 2003 as Head of Housing at the Isle of Wight Council, after which he was recruited by Spectrum Medina as its Managing Director. Martyn says he is looking forward to the challenge of his new role, meeting the tenants, and helping the Association with its future plans.

He brings with him a wealth of experience in the housing world, and we all wish him every success.

Paul Hann
Chief Executive

RUBBISH STORAGE

We will all be generating more rubbish over the festive period so please make sure that your waste is stored considerately and put out for collection on the correct day.

You will need to contact the Council direct for any change in your collection day.



If you have a full Assured tenancy with Vectis you have free access to the services offered by HomeSwapper.

Just register your details at

Homeswapper.co.uk

The system is easy to use and has helped many of our residents find a new home.

If you don't have access to the internet please call in and use the computer at our office.