

Live well in your home this winter.

irwell
valley
homes

Tell us if we
need to tailor
our services
for you.



Please scan the QR code or visit www.irwellvalley.co.uk/about-us/our-news to read this on our website. Use the 'Accessibility Tool' to translate it into your chosen language.

کوڈ کو اسکین کریں یا اسے ہماری ویب سائٹ پر پڑھنے کے لیے OR کرم ملاحظہ کریں۔ اسے www.irwellvalley.co.uk/about-us/our-news اپنی منتخب زبان میں ترجمہ کرنے کے لیے کا استعمال 'Accessibility Tool' کریں۔

Zeskanuj kod OR lub odwiedź stronę www.irwellvalley.co.uk/about-us/our-news, aby przeczytać to na naszej stronie internetowej. Użyj „Narzędzia ułatwień dostępu”, aby przetłumaczyć je na wybrany język.

لقرءة هذا على موقعنا. استخدم "أداة الوصول" لترجمتها إلى اللغة التي اخترتها www.irwellvalley.co.uk/about-us/our-news أو زيارة OR يرجى مسح رمز

را اسکن کنید یا برای خواندن آن در وب سایت ما به QR لطفاً کد www.irwellvalley.co.uk/about-us/our-news مراجعه کنید. از «ابزار دسترسی» برای ترجمه به زبان خود استفاده کنید.

અમારી વેબસાઇટ પર આ વાંચવા માટે કૃપા કરીને OR કોડ સ્કેન કરો અથવા www.irwellvalley.co.uk/about-us/our-news ની મુલાકાત લો. તેને તમારી પસંદ કરેલી ભાષામાં અનુવાદિત કરવા માટે 'એક્સેસિબિલિટી ટૂલ'નો ઉપયોગ કરો.

Por favor, digitalize o código OR ou visite www.irwellvalley.co.uk/about-us/our-news para ler isso em nosso site. Use a 'Ferramenta de Acessibilidade' para traduzi-lo para o idioma de sua escolha.

Будь ласка, відскануйте QR-код або відвідайте www.irwellvalley.co.uk/about-us/our-news, щоб прочитати це на нашому сайті. Скористайтеся «Інструментом доступності», щоб перекласти його на обрану вами мову.

QR code સ્કેન કરો અથવા www.irwellvalley.co.uk/about-us/our-news ની મુલાકાત લો. તેને તમારી પસંદ કરેલી ભાષામાં અનુવાદિત કરવા માટે 'એક્સેસિબિલિટી ટૂલ'નો ઉપયોગ કરો.

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Fadlan iskaan lambarka QR ama booqo www.irwellvalley.co.uk/about-us/our-news si aad uga akhrido boggayaga internetka. Isticmaal "Accessibility Tool" si aad ugu turjumeysa luqadaada.

Support to live well this winter

We are committed to providing you with a safe and healthy home.

From this month, this includes how we meet new legislation to ensure damp and mould is dealt with quickly and effectively. Read more on pages 2 and 3.

We know that the cost of living continues to be challenging, especially as we head into the winter months. Read about the support available on page 4.

Remember we're here to help.



Dealing with Damp and Mould

A new law comes into force this month which sets clear timescales for landlords to deal with damp and mould when tenants report it.

It is called Awaab's Law and is named after two-year-old Awaab Ishak who tragically died after being exposed to mould in his home. His family had reported the problems many times but the issues continued.

The law will enforce landlords to act quickly when a home is found to be unsafe or potentially harmful to someone's health.



From 27th October, Awaab's Law covers damp and mould, but will later be extended to cover other hazards – we'll keep you updated as this comes in.

We've worked with our Resident Scrutiny Panel and Customer Communications Group, as well as customers who have recently experienced damp and mould, to develop our approach to dealing with this.

What to expect if you report damp or mould

We'll ask you a series of questions to help us understand the problem.

If we believe there is damp and mould that could be harmful to your health, this is what will happen:

1

We will visit and remove the mould within 24 hours.



2

A property inspector will visit within 10 working days to work out the cause of the problem and how to fix it.



3

We'll provide you with a copy of the inspector's report within 3 working days of the inspection.



4

The repairs will be booked in and we will take steps to begin work within 5 working days of the inspection. We will work as quickly as we can and must ensure all works are completed within 12 weeks of the inspection.

5

We'll contact you 6 weeks after the repairs to check everything has stayed fixed and the problem hasn't returned. Please let us know straight away if the damp or mould returns.

6

We'll then check in with you again 3 months from the repairs being completed.



If the answers you give suggest that repairs are needed but there isn't an immediate risk to your health or safety, this is what will happen:

1

We will visit within 28 working days to work out what is causing the problem and how to fix it.



2

Repairs will be organised with you.

Routine jobs should be done within 28 working days and non-routine within 60 working days.



3

We'll check with you 3 months after the repairs are completed to check everything has stayed fixed and the problem hasn't returned. Please let us know straight away if the damp or mould returns.

Please help us to help you by being at home for appointments so we can get things sorted as quickly as possible.

Report damp and mould by calling us on **0300 561 1111**, or visit our website to report using our online options www.irwellvalley.co.uk.

Condensation, damp and mould

Damp and mould can be caused by many things – from leaking pipes to blocked gutters or excessive condensation.

Some condensation in your home in winter is normal. Managing this, will reduce the risk of mould in places like around the window frames or windowsills and there are steps you can take to help reduce it.

Visit our website for information and advice.



Update your personal details so we can meet your needs

Some people need us to do things differently when we provide services to them.

This is particularly important when dealing with hazards such as damp and mould - for example, if you have young children, or people with certain health conditions in the home, or if you need us to communicate in a certain way.

Please update your personal information using our online portal – visit our website to log in or sign up – alternatively call us on **0300 561 1111**, or email contact@irwellvalley.co.uk.

Support to keep your home warm

If you're struggling, your energy supplier can provide financial support and review your payments, as well as offer payment breaks or reductions.

You should also contact your energy supplier to check if you are eligible for the **Warm Homes Discount** - a one-off **£150** discount to help people on a low income or pension cover energy costs over the winter months.



Winter Fuel Payment and Pension Credit

Not all pensioners automatically get the Winter Fuel Payment, but if you receive Pension Credit, you will.

Many people assume they're not eligible for Pension Credit who are - contact us, we can check for you.

Call our friendly team today on 0300 561 1111 and we'll help you find out if you could be entitled to Pension Credit or other financial support.



Cold Weather Payments

You may also be eligible for cold weather payments if you receive certain benefits and the temperature drops below 0 for 7 days straight between **1st November and 31st March**.



Energy-saving advice

Top tips to help minimise your energy bills.

- Keep radiators clear, doors closed and use the radiator valves.
- Swap baths for showers and set a time limit.
- Close curtains and blinds when it goes dark.
- Wear layers - as warm air is trapped between.
- Make sure you have a full load when washing and wash at 30 if possible.
- Use energy saving lightbulbs.
- Switch appliances off standby.
- Use an air fryer or slow cooker and batch cook.
- Get more tips on the Energy Saving Trust website - <https://energysavingtrust.org.uk>



Support with food and other everyday costs

There are many organisations across Greater Manchester providing support with food and other daily essentials. Visit **www.greatermanchestertogether.org/food-find-support** to find out what's available near you.

Greater Manchester Combined Authority's Helping Hand website lists support with wellbeing, food costs, energy bills, childcare, employment and the different hardship funds offered by the local councils. Find out more: **www.greatermanchester-ca.gov.uk/helping-hand**

