

Happy New Year from your Neighbourhoods Team!

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New year, new name! Your Community Co-ordinator is now known as your Neighbourhood Officer.

As your first point of contact for your home and neighbourhood, we want to ensure they have a title which better matches their role and so we've introduced the change this month.

Your Neighbourhood Officer will still be there to support you to manage your tenancy and help ensure your neighbourhood is a good place to live.

You will receive further community newsletters from your specific Neighbourhood Officer throughout the year, containing updates about what they've been up to, local issues, and information about what's going on in your local area.

They will also carry out neighbourhood inspections throughout the year to gather information about any tenancy or community issues. We love to see customers when carrying out these audits, so please get in touch if you'd like to join us for a walkabout in your area. We are currently finalising our audit schedule, and this will be published on our website at the end of the month.

Shaban Talib and Rachel Buckley, your Neighbourhood Managers



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Help with energy bills and utilities

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If you are struggling to keep your home warm, contact your energy supplier as soon as possible. They can provide financial support and review your payments, offer payment breaks, or reductions.

They can also see if you are eligible for the [Warm Homes Discount](#). This is a one-off £150 discount from the Government taken off your electricity bill, to help people living on a lower income or pension over the winter months.

You may also be eligible for a [Winter Fuel Payment](#) if you're over a certain age and [Cold Weather Payments](#) if you receive certain benefits. For most people these will be paid automatically, but find out what to if you don't receive them, or check your eligibility through the links above.

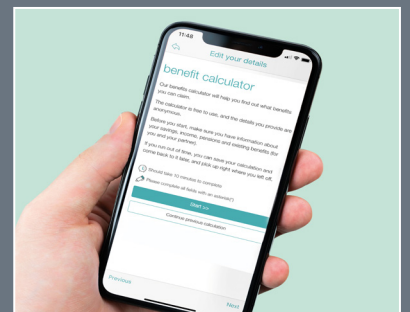
No matter which supplier you are with, the [British Gas Energy Trust](#) may also be able to help.

If you're struggling to meet the costs of your water bills and are a United Utilities customer, you can apply to United Utilities for help. [Click here](#) for the application form.

Are you receiving all the support you're entitled to?

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Start 2024 off the right way by making sure you're receiving all the benefits and financial support you're entitled to. Our easy-to-use benefits calculator today takes just 10 minutes to check benefits, grants and other support you or your family may be entitled to.

[Click here to check today.](#)



Protect your personal belongings with home contents insurance

We take out insurance to cover the structure of your home, but customers are responsible for ensuring they have contents insurance. This ensures personal belongings are covered against damage and theft and provides peace of mind that your possessions are protected.

The Crystal Insurance Scheme is a specialist policy for tenants living in social housing. Provided by Thistle Tenant Risks and Great Lakes Insurance UK Limited, it protects household goods and contents – including furniture, electrical items, carpets, clothing, jewellery and ornaments – against specific events, for example fire, theft or burst pipes.

It also covers replacement of external locks if keys are lost or stolen and the contents of the fridge and freezer in the event of a breakdown.

You can also use price comparison sites like Money Supermarket and Compare the Market to research packages and prices available from other insurance companies.



Making a difference in the communities we serve



New year, new you? The Irwell Valley Foundation may be able to help!

If you're determined to make 2024 count, but need some support to make that happen, our charitable investment fund might be able to help.

A personal grant from the Irwell Valley Foundation could be the first step towards a new job, training course, or business opportunity this year.

Individuals can apply for up to £5,000 to pay for things like, training or college courses, books or equipment for your studies, work uniforms, tools or equipment, an outfit for an interview, support to set up a business, and more.

Voluntary and community groups working in the areas we serve can also apply for up to £10,000.

For more information and to check the criteria visit www.irwellvalley.co.uk/our-foundation.

