

Support to live well this winter

irwell
valley
homes

As your landlord, we're committed to providing you with a safe and healthy home.

As we move towards the colder months, there are a few quick and simple checks you can do now to help avoid common issues over winter.

- **Turn on your heating system** to ensure everything is working.
- **If you have a boiler, check the pressure.** Most boilers work best when the pressure is between 1 and 1.5 bar. You can usually check this using the pressure gauge on the front of the boiler.
- **Check your radiators.** If they're warm at the bottom but cold at the top, they may need bleeding to release trapped air and improve their performance. Visit www.irwellvalley.co.uk/heatingandhotwater for a how-to clip showing you how to do this.



If you're having problems with your heating, please report this to us as soon as possible.

Call us on **0300 561 1111**, message live chat on www.irwellvalley.co.uk, contact us via our online portal, or email contact@irwellvalley.co.uk.



This newsletter has been uploaded to our website www.irwellvalley.co.uk where you can use our accessibility tool to read it.

The tool will allow you to translate into your preferred language; increase / decrease the font; change the font type and spacing; change the colour contrast or have the content read aloud.



Click on the icon  to open the tool and select what you need.

If you need us to communicate or provide services in a particular way, please let us know. Email contact@irwellvalley.co.uk, call us on **0300 561 1111** or discuss with your Neighbourhood Officer.

To jest Twoje ostatnie zestawienie czynszu i biuletyn z Irwell Valley Homes. Zeskanuj kod QR, aby przeczytać go w języku polskim, korzystając z narzędzia ułatwień dostępu na naszej stronie internetowej.

Irwell Valley Homes هذا هو أحدث بيان إيجار ورسالة إخبارية امسح رمز الاستجابة السريعة ضوئياً لقراءته باللغة العربية. باستخدام أداة الوصول الموجودة على موقعنا.

Irwell Valley Homes این آخرین بیانیہ اجاره و خبرنامه شما از را اسکن کنید تا با استفاده از ابزار دسترسی در وب QR است. کد. سایت ما، آن را به فارسی بخوانید.

ઇરવેલ વેલી હોમ્સ તરફથી આ તમારું નવીનતમ ભાડું નિવેદન અને -ચૂઝલેટર છે. અમારી વેબસાઇટ પર સુલભતા સાધનનો ઉપયોગ કરીને તેને ગુજરાતીમાં વાંચવા માટે QR કોડ સ્કેન કરો.

Irwell Valley Homes کا نیوز ہ آپ کا تازہ ترین کرایہ کا بیان اور لیٹر ہے۔ ہماری ویب سائٹ پر ایکسیسیبلٹی ٹول کا استعمال کرتے ہوئے اردو میں پڑھنے کے لیے QR کو اسکن کریں۔

Reducing condensation to help avoid damp and mould

Condensation is more common during the winter months because warm air inside your home meets colder surfaces, such as windows and walls. If left untreated, condensation can lead to damp and mould, which can affect both your home and your health.

There are simple things you can do to reduce condensation, including keeping your home as warm as you can, using extractor fans where possible, and avoiding drying clothes indoors without ventilation.

Condensation is not the only cause of damp and mould. Other common causes include leaks, cracks around windows or damaged roof or guttering. Please report any issues to us quickly so we can identify the cause and find the right solution.

You can find more information about how to limit condensation by scanning the QR code here:



Our repairs service in winter



When you need a repair, we always want to attend when we say we will. There may be times when we need to change your appointment at short notice, including during very bad weather when it's not safe to complete some repairs, such as roofing. We'll always rearrange for as soon as possible.

Thank you for your patience and understanding if this happens.

An update about our contractors



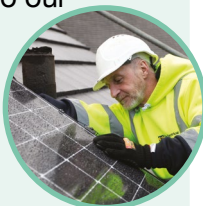
Following feedback from our Resident Scrutiny Panel during their recent repairs review, we're providing an update about the contractors we use and the services they provide.

We have a group of approved contractors we work with, alongside the Irwell Valley Homes repairs team.

Having a framework in place means we can quickly allocate work to trusted companies who meet our standards for quality, customer service, safety and value for money. It also gives us more flexibility, helping repairs to be completed efficiently even during busy periods.

We've recently appointed the following contractors to our framework to support with general repairs:

- **Proactive**
- **Advanced**
- **Vision Property Experts**



A big thank you to the customers who joined us for the interviews and scoring process.

We've also appointed new specialist contractors for two key services:

- **AGS** is our primary glazing contractor.
- **North West Drains** is our primary drainage contractor.

Supporting you and your money

We know winter can bring extra financial pressure for many households. If you're concerned about paying your rent or the rising cost of living, our rents team is here to support you.



How we helped Peter* get his finances back on track

When Peter, one of our customers in Trafford, found himself having to cover an unexpected payment of £1,000, it left him unable to pay his rent. He was stressed and anxious and unsure where to turn.

Peter eventually contacted our rents team and explained his situation. Our Rent Support Officer (RSO) looked into his circumstances and found he was entitled to an extra £100 a week in housing benefits.

The extra money has helped Peter get his finances back on track and put his mind at ease that he can continue to pay his rent

** Name has been changed.*

Reach out to our team today

When you contact us, we can work together to help you get the most out of your finances. Our supportive team can help with:

- Applications for additional financial support from trust funds, hardship funds, and charities.
- Ensuring you're receiving all the welfare benefits you're entitled to.
- Budgeting and managing your bills.
- Finding affordable sources of credit.
- Saving energy and lowering your household bills.

We may also be able to help with vouchers to help with food and fuel costs.

Don't forget to update your circumstances on your UC Journal

If you receive Universal Credit, don't forget you need to tell them about the changes to your rent and/or service charges which began at the start of October. This ensures you don't miss out on any housing payments you're entitled to.

You can update online at: www.gov.uk/sign-in-universal-credit or by calling the **Universal Credit Helpline** on freephone 0800 328 5644.



Discretionary housing payments

From April, Discretionary Housing Payments (DHPs) became Housing Payments under the new **Crisis and Resilience Fund**. The support on offer hasn't changed - if you receive Housing Benefit or the housing element of Universal Credit and are struggling with housing costs the fund could help.

Applications are still made through your local council, who look at your circumstances and decide what support may be available. If you need help applying for a housing payment from the Crisis and Resilience Fund, reach out to your Rent Support Officer.



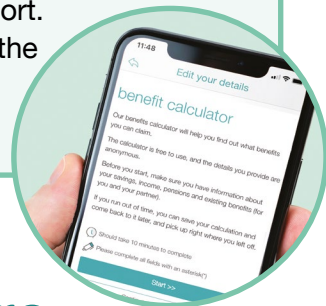
Cold weather payments

You may also be eligible for cold weather payments if you receive certain benefits and the temperature drops below 0°C for seven days in a row, between 1st November and 31st March.

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 think they won't qualify for **Pension Credit** when they do. 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. Not of pension age? Spread the word to family or friends who might benefit.



Get all the benefits you're entitled to

Last year we helped customers unlock more than £250,000 in extra income using our benefits calculator. It takes a few minutes to check you are receiving everything you're entitled to – scan the QR code to check today.



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 www.energysavingtrust.org.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.

