

Your latest rent statement

irwell
valley
homes



Take the first step towards tackling your rent arrears.

We understand being in rent arrears can be worrying and the prospect of clearing the debt can feel daunting. But we can work together to help you take back control, get your rent account back on track and secure your home for the future.

Our friendly team can explore all the options available to you – from accessing extra income to putting you in touch with other partners who might be able to help.

If you're not already on a repayment plan, please contact us today so we can discuss your circumstances and put an arrangement in place.

If you're already on a repayment plan, thanks for working with us to tackle your arrears. It's important you continue to keep to the schedule we've agreed. If your circumstances have recently changed, please get in touch to discuss if there is any further support we can provide.

Work with
us to clear
your
arrears.

We are
here to
help.



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

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 من امسح رمز الاستجابة السريعة ضوئياً لقراءته باللغة العربية. باستخدام أداة الوصول الموجودة على موقعنا.

Irwell Valley Homes بين 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 ન્યૂઝલેટર 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 ایکسیسیبیلیٹی ٹول کا استعمال کرتے ہوئے QR کو اسکرین کریں۔



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your rent

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Reach out to our team today

When you contact us, we can work together to tackle your arrears and get your rent account back on track.

Our knowledgeable and approachable team can help with:

- £ Applications to additional financial support from trust funds, hardship funds and charities.
- 👤 Ensuring you're receiving all the welfare benefits that you're entitled to.
- 📅 Budgeting and managing your bills.
- 🏦 Opening a bank account.
- 🏠 Finding affordable sources of credit.
- 💡 Saving energy and lowering your household bills.

Contact us today and let us help you.

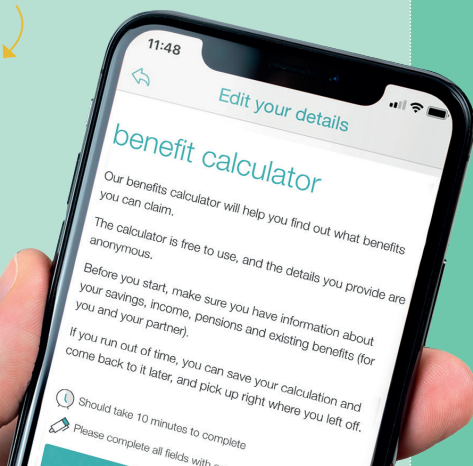
Your Specialist Debt Recovery Officer is Tracey Buckels.

If you need any support with your rent account you can contact them through Live Chat on our website; by sending a direct message on social media @IrwellValleyHomes; by emailing contact@irwellvalley.co.uk or calling 0300 561 1111.



Make sure you're receiving all the money you're entitled to in 2025.

Our easy-to-use benefits calculator takes just 10 minutes to check benefits, grants and other support you or your family may be entitled to. Find out more at <https://irwellvalleyha.entitledto.co.uk/home/start> or scan the QR code.



Start 2025 on the right foot by checking you're receiving all the benefits and financial support you're entitled to.

Last year we helped our customers to access
£502,656
in extra income.



#CostOfLiving

If you need help checking your eligibility or can't get online, call us on 0300 561 1111 and we can help.



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 in September last year.

This ensures you don't miss out on any housing payments you're entitled to.

Please take a couple of minutes today to update this important information if you've not already done so.

If you manage your Universal Credit online, all you need to do is log into your UC journal to report a change of circumstance –visit **www.gov.uk/sign-in-universal-credit** to log in.

If you manage your claim over the phone, then please contact the Universal Credit Helpline on freephone **0800 328 5644**.

If you are unsure about what your rent and eligible service charges are, please contact our Customer Service Team, who will be happy to help. You can live chat with them at **www.irwellvalley.co.uk** or call them on **0300 561 1111**.

Remember there are 53 weeks in this rent year.

There are usually 52 weeks in a financial year, but in 2024/2025 there are 53.

If you receive Universal Credit, the Department for Work and Pensions (DWP) calculates your housing cost payment based on a 52-week year. The DWP has confirmed it won't alter how they calculate your benefit entitlement to cover the extra week.

This means that you will need to pay the additional week's rent to us, even if your housing costs are paid directly to Irwell Valley Homes.

If you receive Housing Benefit, you don't need to do anything as your Local Authority will pay the extra week.

If you need to discuss the extra payment with us, just reach out to your rent support officer using the details opposite.

It's never too early to plan ahead for the festive season!



Why not try your local credit union for smarter saving this year?

They offer a variety of affordable loans and savings solutions which also support the community. January is the perfect time to sign up for a savings account, giving you nearly a year to budget and plan ahead for next year's festive season.

To find your local Credit Union visit www.soundpound.co.uk.

Could you be entitled to cheaper broadband?

Did you know that many mobile and broadband providers offer what are known as 'social tariffs' for people who receive certain benefits, such as Universal Credit and Pension Credit.

Social tariffs are cheaper broadband and phone packages and typically cost between £10 and £20 a month. Some providers call them 'essential' or 'basic' broadband.

These social tariffs work in the same way as any normal package, just at a lower price. To find out more, contact your broadband provider, or visit www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs.

If you currently don't have a broadband provider, then why not visit your local library or Citizens Advice, where you can access support to help you get connected.



#CostOfLiving



Help with energy bills and utilities

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

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

For more advice and information, visit our website www.irwellvalley.co.uk/help-and-support/energy-and-utilities.



Live well at home this winter

We're committed to providing you with a safe and healthy home, so please contact us if you need our help and support.

Condensation, damp and mould

All homes are at risk of condensation, particularly in the winter. A small amount isn't usually a problem and can be managed, but excess condensation can lead to mould, which can affect your health and your home. It's important to report this to us quickly before it has chance to develop and spread.

Top tips for reducing condensation

1. Produce less moisture.

- Cover saucepans when cooking
- Dry washing outside if you can. If inside, use the bathroom and turn the extractor fan on.
- When running a bath, put cold water in first and add hot to reduce steam.

2. Ventilate your home.

- Use your extractor fans and/or Positive Input Ventilation (PIV) unit if you have one.
- Open trickle-vents on windows, using the night lock with the key removed.
- If you can, put free-standing wardrobes and other furniture against internal walls.
- Keep brick air vents clear.

3. Heat your home.

- Keep your home as warm as you can and at a consistent temperature – we know this is hard at the moment. Visit our website for details of support which can help with this.

www.irwellvalley.co.uk/help-and-support/energy-and-utilities

You can also download a copy of the Energy Saving Trust's Healthy Homes Handbook on our website featuring top tips on how to identify and manage condensation, damp and mould. www.irwellvalley.co.uk/for-customers/your-safety/damp-and-condensation

Use your extractor fans

Using extractor fans when cooking or bathing is the most effective way of removing moisture from the air. These fans are cheap to run. Even when you have them on all the time in the 'background' mode, a bathroom fan costs £9.38 a year and a kitchen fan £12.58.

You can see how that compares to other household appliances in the graphic below.



If your fans are broken or missing, please report this to us straight away.

Condensation is not the only cause of damp and mould. It could be the result of leaks, issues with guttering, cracks in walls, missing fans or rising damp.

If you are affected by any of these problems, please contact us as soon as possible so we can help.

Call us on 0300 561 1111
or scan this QR code to
fill out a form online.





Your safety is our top priority

We're committed to providing safe homes for our customers where they can live with peace of mind.

An important part of this is the programme of annual inspections we carry out in your home.

Every year we attend to complete a gas safety check of pipework, appliances and flues that we provide and issue you with a gas safety certificate.

We also attend to carry out electrical testing and – where customers live in high rise buildings – a check of flat front doors to ensure they meet fire safety standards.

It is really important to allow our teams access when they attend at your home for these reasons, as highlighted in our tenancy agreement with you. Not only does it help to keep you and your loved ones safe, completing the inspection on the first visit also saves time and resources.

To help us budget and plan for future improvements work needed in our homes, we sometimes also instruct companies to carry out surveys on our behalf. We really appreciate customers who allow access to their homes to do this, as it helps us to prioritise what work needs doing and when.

Report any issues with your alarms

For your safety, it is important to regularly check and test the batteries in your smoke and carbon monoxide detectors to make sure they work.

If you have any queries or concerns about the condition or maintenance of your alarm, or if you are concerned an alarm is missing, please contact us.

Make sure you have a smoke alarm and make sure it works.

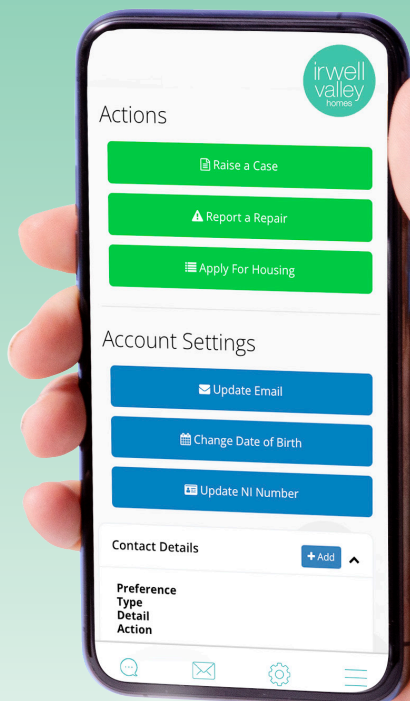
Get in touch through Live Chat or the contact form on our website; send us a direct message on social media; or call 0300 561 1111.



Contact us at any time by signing up to our online portal!

Check your rent account & make payments

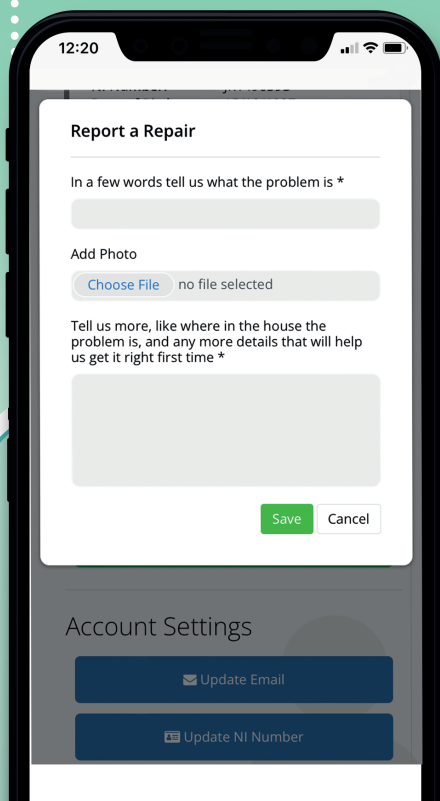
Update your personal details any time



Access neighbourhood services & report anti-social behaviour

Order and manage your repairs

Our online portal is a one-stop-shop for managing your home and tenancy – from paying your rent and raising repairs, to keeping track of the information we send to you and contacting our team.



If you'd like to join thousands of other customers using this new online service, visit our website to set up an account: www.irwellvalley.co.uk/contact-us/customer-portal or scan the QR code.



Your neighbourhood team

In December, we wrote to you with information about your neighbourhood team.

We have listened to feedback and understand you want us to be more approachable and accessible in our neighbourhoods.

Your neighbourhood officer is Chelsea Newton



The tenancy sustainment coach covering your area is Kate Bardsley.



They are your first point of contact for anything related to your home or tenancy.

Each area also has a rent support officer – whose details are on **page 2** – and a tenancy sustainment coach. We want customers to successfully manage their tenancies but recognise that sometimes people need some support to help with this. This is where our tenancy sustainment coaches can help.

Members of each area group host monthly community drop-in sessions in neighbourhood locations across their patch.

These are a chance to meet the team working in your area. It's a place where you can raise any issues, ask questions and share ideas about improvements we could make.

Neighbourhood officers also carry out community check-ins every three months, designed to pick up tenancy or neighbourhood issues.

You can view the dates, times and locations for these events on our website www.irwellvalley.co.uk/your-neighbourhood. We'd love for you to join us!

Use your voice to make a difference this year.

We want our customers' experiences to be at the heart of everything we do.

Could you help us shape our homes and services in 2025 by sharing your feedback and helping us understand what matters to you?

There are various opportunities available – whether you're interested in joining one of our customer groups, or after something more ad-hoc, like mystery shopping our services or reviewing the communications we send out.



To find out more about the different opportunities available, visit www.irwellvalley.co.uk/for-customers/-get-involved and contact us if you'd like to find out more.

Tell us how we can tailor our services to you

We want to provide homes and services that meet your needs.

We know everyone is different and some people may need us to do things a bit differently when we communicate with you or provide services to you in your home. So we can do this we're asking you to complete a short survey which will help us get to know you a little better.

The survey will only take a couple of minutes to do, and the details you share will help us to tailor our services to meet your needs.

The information you share will be stored securely and in line with General Data Protection Regulations. We'll only use the information to help us deliver a more personal and effective service for you.

As a thank you for keeping us up to date, everyone who completes the survey will be entered into our prize draw where we have two £250 shopping vouchers up for grabs.

Take two minutes to update us and you could win £250!

Check your inbox for a message from noreply@qemailserver.com containing the survey. If you don't receive one, it's because you updated your details in our customer portal last autumn – thank you for doing this. We'll still enter you into the prize draw, but you don't need to update us again unless anything has changed.



An update about our repairs service

We know our repairs service is a top priority for you, just as providing safe and well-maintained homes is a top priority for us.

We're pleased that the changes we have made in recent months have resulted in a better service for you.

You should have waited less time for a repairs appointment and more jobs are being completed successfully on the first visit which we know is really important too.

Demand into the service remains high, but we continue to move forward with other changes to help us improve the service you receive further.

This includes moving to a new system where our tradespeople are based in the different areas of Greater Manchester where we have homes.

The new system should help us to make the service more efficient by reducing travel time between jobs and building up a better knowledge of our homes. We hope it will also enhance relationships between our colleagues and our customers.

We are currently working through the new arrangements and will be in touch again in the spring with the details of your new area-based team.

In the meantime, please continue to report repairs we're responsible for to us in the usual ways:

- Log them through our online portal – sign up or log-in at www.irwellvalley.co.uk.
- Live chat with us on our website www.irwellvalley.co.uk.
- Send us a direct message on social @IrwellValleyHomes or email us at contact@irwellvalley.co.uk.
- Call us on 0300 561 1111.



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There are some repairs and maintenance jobs in your home which you are responsible for as the tenant for example, internal painting and decorating.

You can find out more about who is responsible for what in a handy chart we have published on our website here: www.irwellvalley.co.uk/for-customers/tenant-information/repairs-and-maintenance