

# Your latest rent statement

irwell  
valley  
homes

Work with  
us to clear  
your arrears

We are  
here to  
help



This newsletter has been  
uploaded to our website [www.irwellvalley.co.uk](http://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.



Accessibility  
Tools

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](mailto: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 رسالة إخبارية من  
امسح رمز الاستجابة السريعة ضوئياً لقراءته باللغة العربية.  
باستخدام أداة الوصول الموجودة على موقعنا.

Irwell Valley Homes این آخرين بيانه 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.

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

کا نیوز Irwell Valley Homes اپ کا تازہ ترین کرایہ کا بیان اور  
لیٹر ہے۔ بیماری ویب سائٹ پر ایکسیسیبیلیٹی ٹول کا استعمال کرئے  
کوڈ کو اسکین کریں۔ QR ہوئے اردو میں پڑھنے کے لیے



Support with  
your rent

Page 5

New involvement  
opportunities

Page 7

Support to live well  
this winter

Page 8



# your rent statement

Hello

**This is your latest statement from Irwell Valley Homes. It shows what you have been charged and what you have paid.** If you receive housing benefit or Universal Credit and your rent is paid directly to us, your statement may show that you are in arrears, this is because it is paid in arrears.

This statement covers any charges from **06/10/2025** to **04/01/26**. If you have any queries please call **0300 561 1111** or email **[contact@irwellvalley.co.uk](mailto:contact@irwellvalley.co.uk)**.

You will need this when you request a log-in for our customer portal. In the past, this might have been called a Tenancy Sequence Number or Tenancy Reference Number.

# 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 My Home contents insurance 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.



## 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.

**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.**





# How our team helped Holly secure her home

When Holly, one of our customers from Bury, had her Housing Benefit payments stopped in 2025, her arrears quickly mounted. Her personal details weren't up to date which had caused the problem, but it meant she wasn't receiving the benefits she was entitled to. Feeling overwhelmed and unsure where to turn, her arrears quickly spiralled to more than £2,000 – putting her home at risk.

That's when Nicola, one of our dedicated Rent Support Officers, stepped in.

Nicola contacted Housing Benefit and the local authority directly, explaining Holly's situation and the risk of her losing her home. Thanks to Nicola's help and support, a new claim was set up, backdated, and Holly's arrears were cleared in full.

**Don't let the stress of rent arrears overwhelm you like Holly.  
Contact our rents team today and see how they can help.**

## Don't forget to update 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 October 2025.

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](https://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](http://www.irwellvalley.co.uk) or call them on **0300 561 1111**.

# 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, just like we did with Holly.**

Our supportive and friendly team can help you with:

- £ Applications for 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.



## We're here for you

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

# Introducing... our new home

We have a  
new head  
office for the  
new year!

Our new home is at: **Oaklands House, 34 Washway Road Sale, M33 6FS**

Our postal address remains unchanged: **Irwell Valley Homes, PO Box 10783, Nottingham, NG6 6EF**

The move won't impact how you access our services. Our colleagues will continue to be out and about in your community as usual, and the way you contact us remains the same.

Your neighbourhood officer also hosts regular drop-ins each month, as well as neighbourhood inspections. To find out their plans in your area this year, visit our website: [www.irwellvalley.co.uk/for-customers/your-neighbourhood](http://www.irwellvalley.co.uk/for-customers/your-neighbourhood).

The new office also offers a great customer space for meetings, focus groups and workshops. Find out more about some exciting new ways to get involved **on page 7** and we hope to welcome you there soon.

## Live well in your home this winter

You can read more about our commitments under **Awaab's Law** and the process we'll follow when you report damp and mould to us on our website:

[www.irwellvalley.co.uk/awaabslaw](http://www.irwellvalley.co.uk/awaabslaw)

We are committed to providing you with a safe and healthy home. This includes how we meet legislation which came in last year to ensure damp and mould is dealt with quickly and effectively.

Damp and mould can be caused by many things – from leaking pipes and faulty extractor fans to blocked gutters or excessive condensation. Please report any of these issues to us as soon as you notice them so we can help.

Some condensation in your home, especially over the winter months, is normal. Managing this will reduce the risk of mould in places like around the window frames or windowsills. Visit our website for more information about steps you can take to reduce it: [www.irwellvalley.co.uk/for-customers/your-safety/damp-and-condensation](http://www.irwellvalley.co.uk/for-customers/your-safety/damp-and-condensation).

# New involvement opportunities for 2026

Join us as a **Community Connector** this year!

As we start the new year, we have an exciting new opportunity for you to get involved in making your community a great place to live.

Our Community Connectors will help us to drive the improvements which matter most where you are.

It's all part of our latest **Communities Strategy**, which we launched last year, with three goals:

- **Promoting safe and peaceful neighbourhoods.**
- **Maintaining clean and green spaces.**
- **Working with customers and our partners to make a difference.**

Our Community Connectors will be our eyes and ears on the ground ensuring our Neighbourhood Officers and Customer Engagement Lead respond to what's needed.

Whether that's working with our partners to tackle hotspot areas of anti-social behaviour or putting forward ideas for community projects which could benefit from grant funding from our **Irwell Valley Foundation** charitable investment fund and anything else in between!



## Live in a home with a shared space?

This year we will also launch a new customer group focused on the issues and priorities of people who live in a building with shared spaces.

Our new communal living group needs you!

The **Communal Living Group** will be focused on tapping into issues and trends affecting our buildings and the customers living there. From bin stores to building safety and communal cleaning to considerate neighbours, this new group will gather insight and experience to help us improve our homes and services.

For more information or to register your interest in any of these opportunities please:

Email [involveme@irwellvalley.co.uk](mailto:involveme@irwellvalley.co.uk) or give us a call on 0300 561 1111. We're looking forward to hearing from you!

### What's involved?

- One meeting every three months, normally in person.

### Why does it matter?

- We know that satisfaction among our customers who live in a place with a shared space is lower. We want to better understand what is driving this so we can make improvements.

### What's in it for me?

- The chance to have a positive impact on you and your neighbours.
- The opportunity to meet new people and develop new skills.
- A £20 retail voucher for each meeting you attend.

### Anything else I should know?

- We'll reimburse the cost of any mileage or arrange transport for you to attend meetings if needed.
- Meetings may be held in the day-time or the evening depending on the commitments and preferences of members. If you would be unavailable during the day due to other commitments, please flag this when you apply – thank you.

## 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.



## Cold weather payments

You may also be eligible for cold weather payments if you receive certain benefits and the temperature drops below zero for seven 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°C 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](http://www.energysavingtrust.org.uk)



## 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, even when they are.



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

## Get all the benefits you're entitled to in 2026

Last year we helped customers unlock more than £500,000 in extra income using our benefits calculator. It only takes a few minutes to check you are receiving everything you're entitled to - **scan the QR code to check today!**



## 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](http://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](http://www.greatermanchester-ca.gov.uk/helping-hand)

