

Your latest rent statement

irwell
valley
homes

We're here
to help you
with your
arrears

Take the first step towards tackling your arrears and securing your home for the future.

We are here. We understand that your situation might feel daunting and maybe even out of your control, but this year, we can work together to get your rent account back on track.

Our friendly and approachable team can help you to access extra income and sign post you to partners who may also be able to help financially. Plus, our customer support fund is available to customers who reach out to us to work with them to tackle their arrears.

Rent debt doesn't need to lead to legal action or the risk of losing your home.

It's never too late to get help - speak with us today.

If you're already on a repayment plan, thank you. 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.



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 Community Co-ordinator.

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 Irwell Valley Homes. اسح 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.

धरवेळ वेळी होम्स तरङ्गथी आ तमारं नवीनतम भाडुं निवेदन अने -यूज्वेटर छे. अमारी वेबसाइट पर सुलभता साधननो उपयोग करीने तेने गुजरातीमां वांचव्या माटे QR कोड स्कॅन करो.

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

How our rents team can help
Page 3

Advice on staying well at home this winter
Page 4

Opportunities to get involved in 2024
Page 6



using
electric
heaters
safely

It's important to keep warm, but always stay safe.

If you need to use a portable electric heater in your home, here are some simple steps to keep you safe:

- Turn the heater off when you leave the room, go to bed, or go out.
- Always plug your heater directly into a socket, never use an extension lead as they can overheat.
- Don't sit too close to the heater and keep it at least a metre away from furniture and curtains.
- Never use your heater to dry clothes or other items.
- Make sure the cable will not be a trip hazard.
- If your heater breaks, don't try to repair it, it's much safer to buy a new one.
- If you have children or pets, use a fire guard to keep them safe and away from the heat.

If your heater or plug socket starts to smoke or spark:

- Turn off the power straight away (*if it is safe to do so*) or isolate the power at the main fuse box.
- Never throw water over the heater.
- Only move the heater once it has cooled down.
- If the heater catches fire, leave the room and close the door, get out of your home as quickly as possible and call the fire service on 999.



scan me

Watch our short films with Greater Manchester Fire and Rescue Service for more tips on how to stay safe at home.

www.irwellvalley.co.uk/customers-residents/health-and-safety/fire-safety

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.

Reach out to our team today.



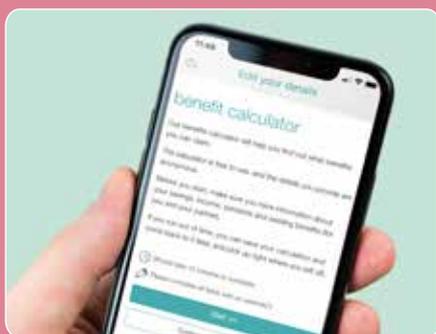
When you get in touch with us, we can work together to help you to pay your rent.

Our knowledgeable and approachable team may be able to help with:

- 👉 Cash vouchers for food, fuel, furniture and other essential household items depending on your circumstances.
- 👉 Referrals to money specialists and debt advisors.
- 👉 Applications to additional financial support from trust funds, hardship funds and charities.
- 👉 Opening a bank account
- 👉 Ensuring you're receiving all the welfare benefits that you're entitled to.
- 👉 Putting you in touch with affordable sources of credit.
- 👉 Budgeting and managing your bills.
- 👉 Saving energy and lowering your household bills.

To get in touch with them, Live Chat with us on our website www.irwellvalley.co.uk, email contact@irwellvalley.co.uk; send us a direct message on social media or call us on **0300 561 1111**.

Last year we supported customers to access £168,859 in extra income they were entitled to.



Receive the financial support you're entitled to in 2024.

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 takes just 10 minutes to check benefits, grants and other support you or your family may be entitled to.

Visit <https://irwellvalleyha.entitledto.co.uk/home/start> to check today.



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

Your local Credit Union offers 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 a full 12 months to budget and plan ahead for next year's festive season.

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

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.



Support to stay well this winter

As your landlord 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.

You can 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.



If you need us to send you a copy of this, please let us know.

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/for-customers/your-safety/damp-and-condensation

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.

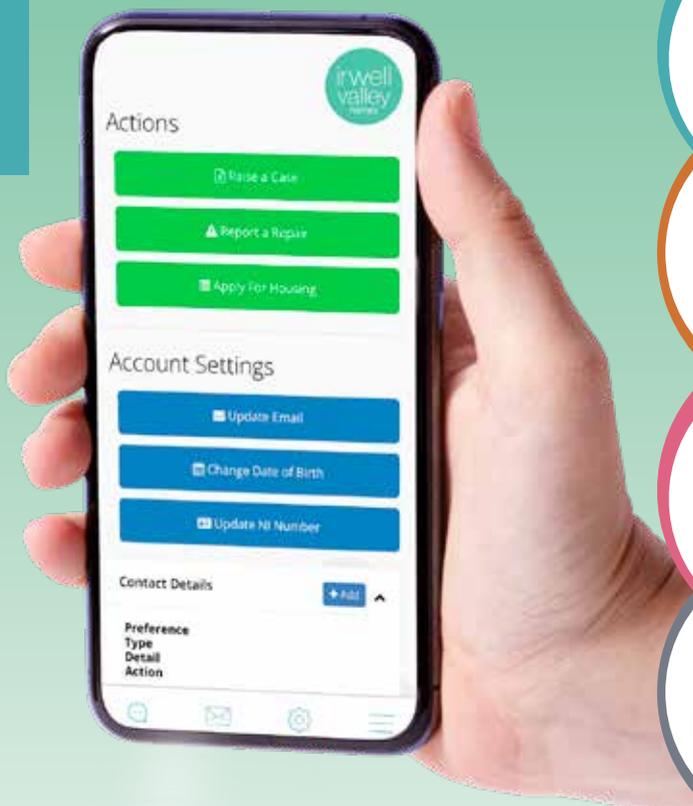
If you are affected by any of these problems, please contact us as soon as possible so we can help.

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



New customer portal launches next month!

The portal will replace our Irwell Valley Homes app once it is live.



Access neighbourhood services & report anti-social behaviour

Order and manage your repairs

Check your rent account & make payments

Update your personal details any time

Irwell Valley Homes is launching a new customer portal next month, offering a way to manage your home and tenancy online.

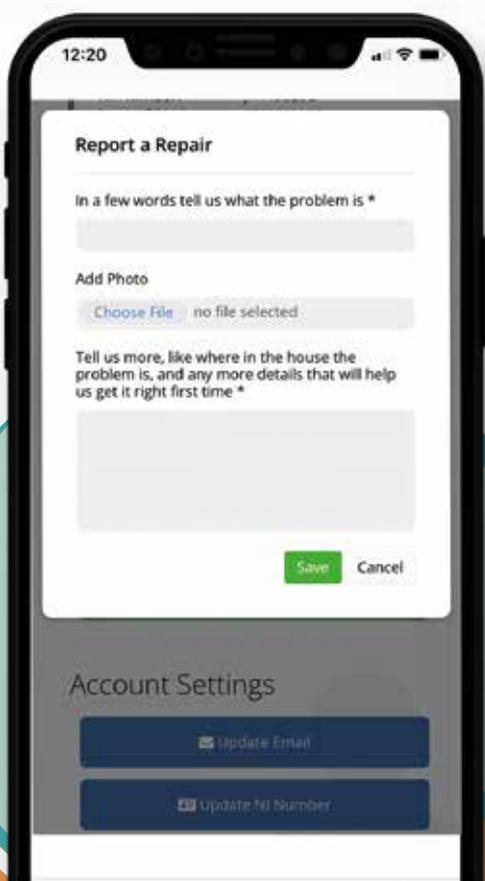
If you currently use our Irwell Valley Homes customer app, we'll send you your log-in information via email.

If you are not a current app user but are interested in signing up to the portal, then please contact us to confirm your email address and we will create an account for you.



Find out more by scanning this code.

Live chat with us at www.irwellvalley.co.uk; send us a direct message on Facebook @IrwellValleyHomes or call us on 0300 561 1111.



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.



Use your experience to make a difference in 2024

There are lots of ways you can get involved and use your voice to help Irwell Valley Homes to improve this year.

New for 2024 is our Communications Group where we'll be asking for feedback on the different letters, leaflets and newsletters we produce to make them as useful and accessible for customers as possible.



To read more about other opportunities – including other formal customer groups; mystery shopping and feedback surveys – visit www.irwellvalley.co.uk/for-customers/-get-involved and contact us if you'd like to find out more.

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:

- Training or college courses.
- Books or equipment you need for your studies.
- Work uniform.
- Tools or equipment.
- An outfit for an interview.
- Support to set up a business.



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.



scan me