

Your latest rent statement



Tackling your rent arrears. We can help.

Tackling your arrears and paying your rent is really important, but we understand this isn't always easy – especially at the moment given the rising costs of household bills.

We can provide support with your energy bills and food, and we can help you to access additional financial support from the government and other organisations. We can only do this if you reach out to us.

We want to help you to clear your arrears and get back on track. If you're not already engaging with us, please speak to our friendly team today and take the first step.

If you are already on a repayment plan, thank you for working with us and remember to reach out again if your situation changes, or you need any further support.



Support with the high cost of living.

Page 3

A move to Universal Credit this summer.

Page 4

Your safety is our top priority.

Page 6

Help to access this information

irwell valley homes



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; 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 – their details are on page 7.

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

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.

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

ਇਹ ਇਰਵੈਲ ਵੈਲੀ ਹੋਮਸ ਤੋਂ ਤੁਹਾਡਾ ਨਵੀਨਤਮ ਕਿਰਾਇਆ ਬਿਆਨ ਅਤੇ ਨਿਊਜ਼ਲੈਟਰ ਹੈ। ਸਾਡੀ ਵੈਬਸਾਈਟ 'ਤੇ ਪਹੁੰਚਯੋਗਤਾ ਟੂਲ ਦੀ ਵਰਤੋਂ ਕਰਕੇ ਇਸ ਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਪੜ੍ਹਨ ਲਈ QR ਕੋਡ ਨੂੰ ਸਕੈਨ ਕਰੋ।

છરવેલ 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.

Este é o seu mais recente extrato de aluguel e boletim informativo da Irwell Valley Homes. Escaneie o código QR para lê-lo em português usando a ferramenta de acessibilidade em nosso site.

这是 Irwell Valley Homes 最新的租金报表和时事通讯。使用我们网站上的辅助工具扫描二维码以中文阅读

Esta es su última declaración de renta y boletín informativo de Irwell Valley Homes. Escanee el código QR para leerlo en español usando la herramienta de accesibilidad en nuestro sitio web.

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

Aceasta este cea mai recentă declarație de chirie și buletin informativ de la Irwell Valley Homes. Scanează codul QR pentru a-l citi în limba română folosind instrumentul de accesibilitate de pe site-ul nostru.

Ez az Ön legújabb bérleti nyilatkozata és hírlevele az Irwell Valley Homes-tól. Olvassa be a QR-kódot, és olvassa el magyarul a weboldalunkon található akadálymentesítési eszköz segítségével.

Ev daxuyanî û bultena weya kirê ya herî dawî ye ji Irwell Valley Homes. QR-kodê bişopînin da ku bi kurdî bi amûra gihîştinê ya li ser malpera me bixwinin.

Kun ibsa kiraa manaa fi barruu oduu keessan isa haaraa Irwell Valley Homes irraa. Meeshaa dhaqqabummaa marsariiit keenya irratti argamu fayyadamuun Afaan Oromoo dubbisuuf QR code scan godhaa.

Support with your rent

If you contact us, we can work together to tackle your arrears and get back on track with your rent payments.

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.
- Referrals to money specialists and debt advisors.
- 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 rent support officer is **Tracy Brown**. Get in touch with us through our app; talk to us via live chat on our website www.irwellvalley.co.uk; send us a direct message on social media [@IrwellValleyHomes](https://www.instagram.com/IrwellValleyHomes); email contact@irwellvalley.co.uk or call **0300 561 1111** to get in touch with them.



***“I’ve been given a fresh start”:
How we helped Joanne stay in
her home and clear her arrears***

Single mum-of-two Joanne had been issued a possession order due to significant rent arrears. An eviction warrant was being considered, because she had buried her head in the sand rather than face up to the problem.

When she finally reached out to her Rent Support Officer for advice, we helped with an application to Manchester City Council for hardship funding, and another to the Winter Support Fund.

She was delighted and relieved when she was awarded financial support that cleared her arrears in full.

***“Now I don’t have to worry about losing
our home – I’ve been given a fresh
start,” she said.***

To take the first step towards taking back control of your rent account, contact us today – we’re here and ready to help.

Ongoing support with the high cost of living

Greater Manchester Combined Authority has published the support available across the region to help with the rising cost of living.

On their Helping Hand web pages you can find details of how to access a wide range of help - from support with food and energy costs, to help accessing childcare and employment, as well as details of the various hardship funds offered by the different local authority areas. Visit www.greatermanchester-ca.gov.uk/helping-hand to find out more.

The government's Help for Households website contains information about what support is available from the government to help with increasing living costs.

It includes details of their cost-of-living payments for those on certain benefits or tax credits. If you receive these benefits you should have also received a £300 cost of living payment in May. People with disabilities should also receive a £150 payment in June or July.



Visit www.greatermanchester-ca.gov.uk/helping-hand or scan the QR code.



Energy and bills



Food



Mental health



Warm spaces



Childcare



Housing



Help with money



Older people



Home safety



Get online

Free mobile data, texts and calls to keep you connected.

The National Databank provides free mobile data, texts and calls for up to 12 months to people in need via the Good Things Foundation. It works like a 'food bank' but for internet connectivity data.

To access this free mobile service, you must be 18 or over, living in a low-income household and either:

- Have no access or insufficient access to the internet
- Be unable to afford your existing monthly contract or top up

For more information visit

www.goodthingsfoundation.org/databank/ or scan the QR code.



#CostOfLiving





A move to **UC** *Universal Credit* in Greater Manchester this summer

The Department for Work and Pensions (DWP) is moving most people who claim benefits onto Universal Credit (UC) by March 2028.

The focus for the next 12 months is on moving people who currently receive Tax Credits over to Universal Credit.

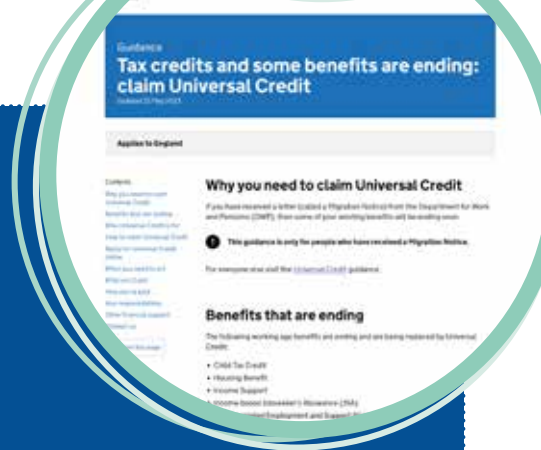
In Greater Manchester, 'migration notices' – letters advising of this move – started to land with people who receive Tax Credits in June 2023.

This includes people living in Bolton, Manchester, Tameside, Bury, Trafford, Salford and Stockport.

We don't know yet when people in Greater Manchester who receive other benefits – including housing benefit, income support, job seeker's allowance and employment and support allowance – will move onto Universal Credit.

If you receive a migration notice, it means your Tax Credits are going to end.

The letter will include information about how to make a claim for Universal Credit instead.



Don't miss out - apply within the deadlines they set in the letter to ensure you get the money you're entitled to. You have 3 months from the date of the letter to set up your UC account and make a claim.

It may take time to gather all your documents and evidence to make your claim online, so it's best to act as soon as possible.

There are steps you can take to help you prepare for the switch over.



How to prepare for a move to Universal Credit

Even if you're not eligible to move as part of the first wave, it's a good idea to tick these things off now as the move is coming at some point in the future.

- UC claims are usually made and managed online so you will need access to the internet on a mobile device or computer. If you need help to get online, your local library can help and see [page 5](#) about the [Data Bank](#) which may also be able to help with free mobile data. In some circumstances, you may be allowed to manage your claim over the phone, for example if a disability means you can't access online services.
- You will need an email address. Getting one is free and easy to do using such websites as <https://signup.live.com/> or <https://accounts.google.com>.
- UC is paid directly into your bank account so you will need to ensure you have a bank account that will accept payments from the DWP.
- UC is usually paid monthly, not fortnightly, so you may need to look at how this could affect your household budget and the timings of any payments you have set up.
- Your UC payment will include help towards your rent if eligible – unlike Housing Benefit which is normally paid directly to us you will need to make your rent payment to us yourself. Paying your rent by monthly Direct Debit is the easiest way to make sure this is paid on time, and you don't miss a payment.
- Further advice can be found at www.understandinguniversalcredit.gov.uk, which includes video guidance.

To find out more about Universal Credit migration scan the QR code or visit:
www.gov.uk/guidance/tax-credits-and-some-benefits-are-ending-move-to-universal-credit

scan me



Help us keep up to date with your circumstances

Our customers are at the heart of everything we do, and we want to provide a personalised service which meets your needs.

To help us improve our service for you and your household, please let us know of any changes in your circumstances which might impact on how you live in your home.

For example, any disabilities or access needs we might not be aware of, or any adjustments needed in how we communicate with you.

All the personal information you provide us with will be stored securely and in line with General Data Protection Regulation (GDPR) and will only be used by us as part of our dealings with you.

To report any changes please get in touch with your Community Co-ordinator.

Their name is **Avery Santoro** and their email is **Avery.Santoro@irwellvalley.co.uk**



Alternatively, contact our Customer Service and Support Team - they offer a number of digital channels where you can reach them online:

- Use Live Chat on our website www.irwellvalley.co.uk
- Email contact@irwellvalley.co.uk
- Send a direct message on social media @IrwellValleyHomes
- If you'd prefer to speak with someone, you can also call us on 0300 561 1111.



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 important to allow our teams access when they attend at your home.

Not only does it help to keep you and your loved ones safe, completing the inspection on the first visit saves time and resources that we can then spend on improving homes and neighbourhoods. As a not-for-profit housing provider, this is also important.

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.



Important fire safety advice

With a rise in the popularity of electric bikes and scooters, and an increase in the number of fires linked to the lithium-ion batteries they use, we have put together some top tips around how to stay safe if you use one. Visit our website customer news feed to read more.

- Unplug your charger when the battery is full – be careful not to overcharge.
- Stay with the battery when it's charging – don't leave them on when you're asleep or away from home.
- Keep battery packs clear when charging – covering them could cause overheating and lead to a fire - and in a safe place away from anything combustible or flammable.
- Charge it in a room where you could close the door on it in the event of a fire and never charge within a communal area where it could block fire exits or escape routes.
- Regularly check your battery for any signs of damage and replace if you find any. Damaged batteries can overheat more easily and could cause a fire.

Raise any issues with damp and mould with us

Although the warmer weather is here, it's important to remain alert to any issues you experience with damp and mould in your home.

You can read more on our website about steps you can take to reduce moisture in your home and help manage condensation that can lead to mould.

Condensation is not the only cause - for example, it may 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. Our specially trained teams can come out to investigate the cause and see what we can do together to resolve the issue.

