

## Don't get left in the cold – keep up with our winter updates!

Time to check your boiler and heating system is working correctly.

If you've not used your heating system yet since the spring, it's a good idea to turn it on and test everything is working as it should do.

There are some helpful videos on our website containing information about how to fix some common problems and also get the most out of your system. If there's a problem, please contact us between 8am and 6pm Monday to Thursday, and 8am and 5pm on Friday. Ways to contact us:

- Live chat with us on our website at [www.irwellvalley.co.uk](http://www.irwellvalley.co.uk)
- Send us a direct message on social media @IrwellValleyHomes.
- Call us on 0300 561 1111.

For more information on how we can support you this winter, please head over to our website: <https://www.irwellvalley.co.uk/about-us/our-news/updates-for-customers/time-to-check-your-boiler-and-heating-system-is-working-correctly/>



## Support for you this winter!

**Warm Homes Discount-** Check with your energy supplier to see if you are eligible for this. This is a one-off, £150 discount, from the Government to help people living on a low income or pension over the winter months. You are also entitled to this discount if you have pre-pay or pay-as-you-go meters. This does not affect your winter fuel payment or cold weather payment.

**Cold Weather Payment-** You may be eligible for this if you receive certain benefits. You will receive a payment if the average temperature in your area is recorded, or forecast to be, 0 degrees Celsius or below, for 7 consecutive days. You could get £25 for each 7-day period of very cold weather between 1st November and 31st March. Check if your eligible and find out how to claim here <https://www.gov.uk/cold-weather-payment>

**Winter Fuel Payment-** If you were born on or before 26th September 1957, you could get between £250 and £600 to help you pay your heating bills during the winter months. If you are eligible, payments should be made automatically. If you do not receive your payment, please call 0800 731 0160.



## Say "Hello" to Hamilton Avenue!

As part of our regeneration programme, we have a new road which will link Epsom Avenue to Hurst Avenue. It has been named Hamilton Avenue, after another famous UK racecourse. If you want any further information, or have any queries, please contact Jenni Pocsai on 0300 561 1111 or [contact@irwellvalley.co.uk](mailto:contact@irwellvalley.co.uk).

On 18th September 2023, we also held an evening consultation with colleagues from across Irwell Valley Homes, as well as a 3 week online consultation event. This was to give you an opportunity to express your thoughts and opinions on phase 3 of the development programme. We thank you all for attending and sharing your feedback with us!



### What's on at the Sale West Community Centre?

If you're an older resident living in or around Sale West, join us at the Sunshine Café every Tuesday and Thursday from 12pm for some company and a home-cooked two-course meal - which costs just £2.50.

The Bread and Butter Thing social supermarket: Monday afternoons.

Citizens Advice sessions: Thursday AM drop-in; Thursday PM, by appointment.

Food Bank emergency packages: Tuesdays 11am-1pm.

Food Share: Free surplus food from supermarkets - Fridays from 10:30am.

The Sunshine Café is open from 09:00 until 13:30 where you can get a full cooked breakfast from just £3.50. There are home cooked specials also available on Monday-Thursday, also from £3.50.

### Advice if you're affected by the Cost of Living Crisis.

Trafford Council's, Money Advice Referral Tool, has been developed to boost household income by getting more money into people's pockets and helping them access the support they are entitled to. You can find out about the different support available here:

<https://www.trafford.gov.uk/residents/Cost-of-living/MART.aspx>

