








Tips to stay warm this winter


Wear several thin layers rather than one heavy layer of clothing 

 Check on neighbours and encourage them to call us if they are struggling

Heat your home to between 18°C and 21°C in the rooms you use the most 

 Stay active - walk around or move your limbs regularly

Deal with draughts - affordable DIY products can keep you cosy 

 Close the curtains at dusk and tuck them behind radiators to trap heat

Keep Shropshire Warm is your local energy advice service working in partnership with Shropshire Council and registered charity Marches Energy Agency.

Keep Shropshire Warm services include:

- General advice and support
- Home visits
- Financial help and crisis support
- Grants for energy efficiency improvements
- Help with supplier issues

If you are worried about keeping warm this winter, please don't hesitate to get in touch with us. Our team of friendly and impartial energy advisors want to help.


Contact us with your energy query, no matter how big or small.


Call us on 0800 112 3743 or email advice@mea.org.uk

We are available Mon-Fri - 9am-5pm.



Customer Newsletter

 Like us on Facebook for regular updates and advice **Shropshire Towns and Rural Housing**

 Follow us on twitter @star_housing

Visit us online at www.starhousing.org.uk

Don't forget to tell us if there are any changes to the people living in your house



Help Us Improve Our Services!



We are carrying out an automated phone survey and we need you to take part! It's called 'Voicescape' and the information you give us helps us to improve our services, which means better facilities for you. If you get a call, please take part. There are fewer than five questions and it only takes two minutes to make your homes better.

We've "Bin" Around

Over the summer we've "bin" all over the county with our skip, giving our residents the opportunity to have a declutter! Visiting 20 different locations we managed to fill 22 skips!

These items will be sorted and recycled by PG Skips – preventing a lot of waste going to landfill.



Did you find this event useful? We'd love to hear your thoughts, please contact Sarah or Emma at involvement@starhousing.org.uk or on 01743 210204.



Amazing Neighbours

Congratulations to **Geoff and Pam Sunderland**, from Sandpit Lane, Bridgnorth, who are the very worthy winners of our 'Amazing Neighbour' competition.

Nominated by their neighbour **Francis Maddocks** who says the couple are 'just golden' and have been so supportive of her – helping her with travel to hospital appointments and grocery shopping when she needed it the most.

Geoff said "we came to Shropshire around 10 years ago and I never thought places like this existed! It's a proper community, we are so lucky. I was very surprised by the nomination, I kept waiting for the punchline!"

Thank you for being stars!

To nominate an Amazing Neighbour email us on involvement@starhousing.org or phone 01743 210 204

NHS Test and Trace Support Payments



If you are told that you must self-isolate and stay at home by Test and Trace, then you may be eligible for a £500 grant to help you and your family during the isolation period.

Go to www.shropshire.gov.uk/benefits to apply.

If you need to isolate because of Covid call Shropshire Council Covid Helpline on 0345 678 9028 as soon as possible to get help and advice.

Concerned about your energy provider?

Here's what to do:



What do I do if my supplier goes bust?

First of all – don't panic. You will still get electricity and gas if you use it. **You will not be cut off.** Ofgem, the regulator, will move you to a new supplier automatically and this process usually takes a few weeks. Your new supplier will then contact you.

In the meantime

- Check your gas & electric tariff with your current supplier
- Take a meter reading. It is useful to take a photo of the meter reading, if possible, so you have a record
- Find an old bill showing your account balance, you can download this from your online account if you have one. This will help prove your payment history and show any credit or debt on your account
- If you pay by direct debit, wait until your new account is set up before cancelling your current direct debit
- If you are in credit on your account – your money is safe. Don't switch supplier, wait until you are automatically switched, otherwise it may be harder for you to get your money back
- You can also email our team at moneyadvice@starhousing.org.uk

If you are struggling, it is important to remember you are not alone. Don't ignore any problems you are having – they won't go away. Talk to us. We can help you and if we can't we know someone who can.

Sustainability is one of those words that you hear a lot about, but it can be quite difficult to know where to start if you want to live 'sustainably'.



Turning your heating down by even one degree can reduce your carbon 'footprint' but that is not helpful if you are cold. Make sure your home is properly insulated. We have almost finished the process of insulating our homes, so contact your energy supplier to see if there is anything they can do. They might even be able to offer you a grant to carry out the work.

Saving water can seem difficult but taking a few simple steps can make a big difference to your bills if you are on a meter. Severn Trent has lots of ideas for saving water, visit their website www.stwater.co.uk



Fire Door Safety Assessors

We are very proud to announce that **Darryl Davies** and **Will Lagdon** have completed the very intensive and difficult Fire Door Safety training. This means that Will and Darryl will be able to make sure that our fire safety doors are up to spec and following the law. The training was provided by Trada, the governing body, and they will be doing occasional spot checks to make sure we are keeping you safe.

Do you have condensation in your home?

As the weather turns colder, condensation and mould can form more easily. Here are some tips to help you reduce condensation in your home this winter and prevent mould on your windows, walls and ceilings.

Preventative Measures

Cooking

- ✓ Extractor fan on
- ✓ Lids on saucepans
- ✓ Kitchen window open
- ✓ Kitchen door shut

Laundry

- ✓ Tumble dryer vented outside
- ✓ Clothes hung outside
- OR
- ✓ Clothes hung on a dryer in bathroom with window open and door shut
- ✓ Clothes not hung on radiators

Bathing

- ✓ Extractor fan on
- ✓ Bathroom window open
- ✓ Kitchen door shut

General

- ✓ Open window trickle vents
- ✓ Open windows in the morning if there is condensation
- ✓ Wipe condensation off windows in the morning
- ✓ Heating on for at least several hours a day
- ✓ Furniture not pushed up against external walls
- ✓ Black mould cleaned as soon as it appears
- ✓ Lid on fish tanks

Re-roofing Programme

We are three years into a ten-year programme to put new roofs on all of our pre-World War 2 homes, to make sure these homes are watertight, warm and still a lovely place to live. This work is happening all over the county and we have already fixed

99 roofs so far...



Recycling

Not all rubbish needs to be thrown away, a lot can be reused or recycled. It can be very confusing to know what can and can't be recycled and this website can be extremely helpful www.recyclenow.com

In Shropshire we have four different containers

Blue Bag
for paper & cardboard

Green or Black Box
for glass, cans & some plastics

Green Wheelie Bin
for garden waste

Black Wheelie Bin
for landfill

