

Winter Support

Your guide to staying warm, safe and well



Staying warm

Winter is a time to feel safe, cosy and comfortable at home. With the right support, you can stay warm without worrying about costs. Here's where you'll find practical tips and money saving help to make the colder months easier.

Help with energy costs



Warm Home Discount: A one off £150 discount off electricity bills. Now extended to all households receiving means tested benefits.



Scan the QR code or visit:
tinyurl.com/23mvdvzt

Winter Fuel Payment: If you were born before 22 September 1959, you could get £100 – £300 towards heating bills (Winter 2025 – 26). Paid automatically in most cases.



Scan the QR code or visit:
tinyurl.com/594x22yp

Cold Weather Payments: Extra help if temperatures are 0°C or below for 7 days. Automatically paid if you receive eligible benefits.



Scan the QR code or visit:
tinyurl.com/5ds3mkdc

Salford Assist: Emergency support if you cannot top up your meter. Open hours: 10am to 12pm and 2pm to 4pm, Monday to Friday.

Call: 0800 694 3695



Scan the QR code or visit:
tinyurl.com/2ertjynn

Affordable warmth: Check if you are eligible for affordable warmth efficiency measures, using grants from the Energy Company Obligation scheme (ECO) for home improvements.



Scan the QR code or visit:
tinyurl.com/msjkwpru

Saving energy at home



Home energy efficiency guide: Practical tips to save energy and reduce bills.



Scan the QR code or visit:
tinyurl.com/3mw8esnp

Simple energy advice: Government endorsed tips to keep your home warmer and greener.



Scan the QR code or visit:
tinyurl.com/5ds3mkdc

Energy Saving Trust: Advice on heating, insulation, and cutting costs.



Scan the QR code or visit:
tinyurl.com/37nzstdu

Top tips for keeping warm

- ✓ Layer clothing at home.
- ✓ Close curtains when it goes dark to retain heat.
- ✓ Move furniture away from radiators to allow heat to flow in the room.
- ✓ Keep doors closed to heat the rooms you use most.

Top tips for saving energy

- ✓ Turn down your thermostat by 1°C.
- ✓ Bleed your radiators.
- ✓ Wash clothes at 30°C.
- ✓ Use the timer on your thermostat.

Managing bills



Water bills: United Utilities offers support schemes.

Call: 0800 072 6765



Rent support: Our Income Management Team can help if you're struggling to pay rent this winter.

Call: 0800 218 2000

Council Tax disabled tax reduction scheme: A Council Tax discount or exemption if you or someone you live with is disabled.



Scan the QR code or visit:
tinyurl.com/5b88fee4

Check your benefits:

Use a free calculator to see what you're entitled to.



Scan the QR code or visit:
tinyurl.com/mrywmyj4

Staying safe

A safe home is a warm and happy home. With a few easy precautions, you can enjoy winter in comfort, knowing you and your home are protected.

Damp, mould and condensation

We take the condition of our homes very seriously and we are committed to making sure you have a healthy home, free from damp, mould and condensation.

If you have concerns about damp and mould in your home and the effect it could be having on the health and wellbeing of you and your family, please let us know so we can investigate it.

Report it through your MySalix account tinyurl.com/4wfvdv6d or call our freephone number **0800 218 2000**.

Find out more about damp, mould and condensation by scanning the QR code or visit tinyurl.com/2854a5h8





Fire and home safety

Smoke alarms: Test monthly – contact us by calling **0800 218 2000** if the alarm starts beeping and do not remove the batteries.

Candle safety: Never leave unattended, use holders, keep away from flammable items, try battery candles.

Heaters: No gas heaters, keep curtains/furniture clear, don't dry clothes on them, unplug at night and secure them to prevent tipping.

Electric blankets: Never use them with hot water bottles, unplug them before bed (unless thermostat controlled), store flat/rolled/loosely folded, replace after 10 years, avoid second hand blankets and always follow the manufacturer's instructions.



Christmas lights: Use safety marked lights, turn off when out/at night, don't overload sockets, replace damaged cables/bulbs.

Chargers: Don't leave chargers plugged in when unattended.

Keeping communal areas clear

Do not leave rubbish or belongings in communal areas.

Report any items left in the communal areas of your building on **0800 218 2000** or email **buildingsafety@salixhomes.co.uk**



E-bike and electric scooter safety

- ✓ **Never** charge your electric bikes or scooters while you're sleeping or not at home.
- ✓ **Unplug** your charger once it's finished charging.
- ✓ **Never** block your escape route with your e-bike or scooter.
- ✓ **Never** tamper with the battery and always follow the manufacturer's instructions.
- ✓ **Ensure** your battery and charger meets UK safety standards and always use the correct charger.
- ✓ **Never** cover your charger as this could lead to it overheating or setting on fire.



Scan the QR code or visit:
tinyurl.com/4sr9wh7z

Vaping devices

Vapes can be a dangerous fire risk and are considered hazardous waste, so you shouldn't throw them in regular rubbish bins. Here are some safe ways to dispose of your vapes:

Salford residents can take their vapes to any Household Recycling Centre, which has special bins for them.

Some vape shops and retailers have collection points where you can return used vapes, including the shop where you bought yours.



You might find dedicated recycling bins for vapes at retail stores or e-waste collection sites.



For more information on how to dispose of vaping devices safely, you can scan the QR code or visit: tinyurl.com/czhxzsw

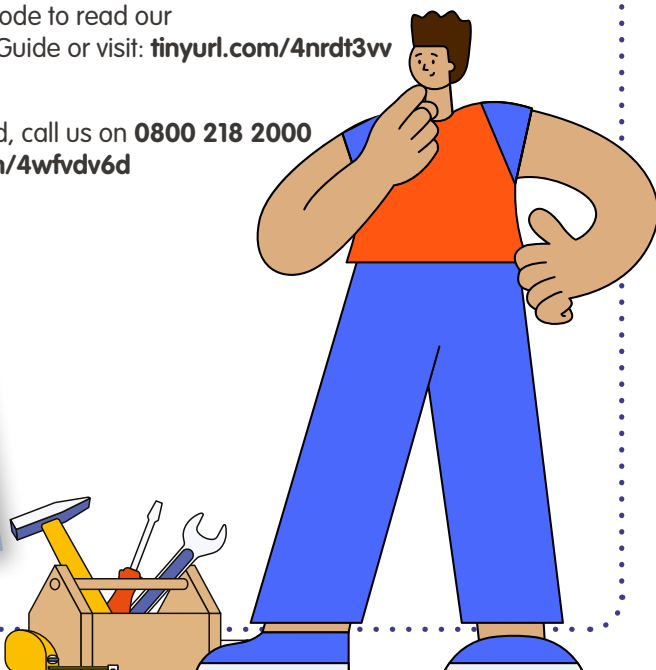
DIY jobs

Your safety comes first. Please don't carry out any DIY jobs or alterations without permission – it could impact the safety of your home.



Scan the QR code to read our Home Safety Guide or visit: tinyurl.com/4nrdf3vv

To report a repair or hazard, call us on **0800 218 2000** or visit MySalix: tinyurl.com/4wfvdv6d



Staying well – Food support



Salford Foodbank:
Emergency food parcels
across Salford.



Scan the QR code or visit:
tinyurl.com/ypftc37z



**Smart shopping
and food tips:**
Olio/Too Good To Go,
BBC £1 meals, Jamie Oliver
budget recipes, and
Love Food Hate Waste for
storage and leftover tips.

Scan the QR codes



Food waste apps:
tinyurl.com/5fw4xs8b



BBC budget meals:
tinyurl.com/4jkcfv7y



Love Food Hate Waste:
tinyurl.com/47nacwaa

Mental Health Support



Manbassadors:
A mens mental health support
network in Salford.



Scan the QR code or visit:
tinyurl.com/cby65zv6

Shine a Light on Suicide:

Resources and information for both
men and women struggling with
mental health.



Scan the QR code or visit:
tinyurl.com/3b7n8f9d

Partners in Salford:

Mental health and wellbeing info.



Scan the QR code or visit:
tinyurl.com/yc55ca42

Useful websites:



**Greater Manchester
Mental Health 24/7 Helpline:**
www.gmmh.nhs.uk/247-helpline/
Samaritans: www.samaritans.org
Mind: www.mind.org.uk



Staying connected



Salix Homes Events Calendar:



Scan the QR code or visit:
www.salixhomes.co.uk/events/

Salford CVS: Online directories for local groups and activities.



Scan the QR code or visit:
www.salfordcvs.co.uk/whats-salford

Independent Age: Winterwise Guide.



Scan the QR code or visit:
www.independentage.org/get-advice/winterwise

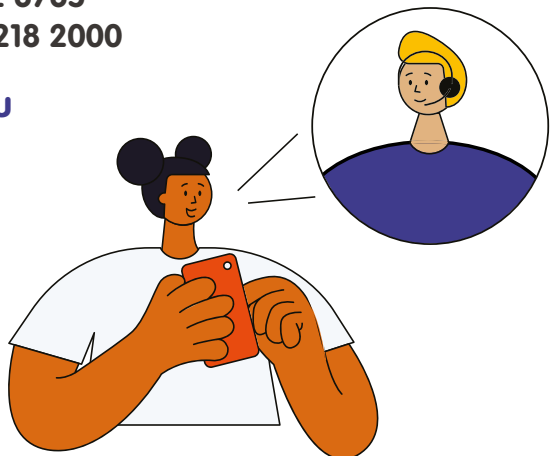
Need help now?

Water bills Call: 0800 072 6765

Rent support: Call: 0800 218 2000

Ways we can help you

Scan the QR code or visit:
tinyurl.com/53v7at5a





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2 Peel Cross Road
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Telephone:

0800 218 2000



Email: **myhome@salixhomes.co.uk**



Website: **www.salixhomes.co.uk**



If you would like to see this information in another format go to tinyurl.com/3xaa6hn7 or call us on **0800 218 2000**.

