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 on electricity bills.

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

Winter Fuel Payment: If you were born on or before 27 June 1960 you could get between £100 and £300 to help you pay your heating bills for winter 2026 to 2027. 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 over seven consecutive days. Automatically paid if you receive eligible benefits.

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

Salford Assist: Emergency support if you cannot top up your meter.
Opening 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 energy 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/bdz57efs

Top tips for keeping warm

- ✔ Layer clothing at home.
- ✔ Close curtains when it gets dark to retain heat.
- ✔ Move furniture away from radiators to allow heat to circulate 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 your thermostat timer.

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 benefits calculator to check what you could be entitled to.

Scan the QR code or visit: **tinyurl.com/mrywmjy4**

Staying safe

With a few easy precautions, you can enjoy winter in comfort.

If you have a fall

If you fall, try to stay calm and check yourself for injuries.

If you're hurt or cannot get up, use your phone or personal alarm to call for help.

If you can't reach your phone, try to get someone's attention by banging on a wall or floor.

Keep yourself warm while you wait for help.

If you have serious injuries or are in immediate danger, call **999**.

Damp, mould and condensation

We take the condition of our homes very seriously and we are committed to making sure your home is safe and healthy. If you have damp, mould or condensation, please let us know.

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 your smoke alarm every month. If it starts beeping, contact us on **0800 218 2000**.

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

Heaters: Don't use 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 them 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 e-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.
- **Make sure** your battery and charger meet UK safety standards and always use the correct charger.
- **Never** cover your charger as this could lead to it overheating or catching 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/czhxzxsw**

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/4nrdt3vv**

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 for people across Salford.

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

Smart shopping and food tips:
Olio and 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

BBC budget meals:
tinyurl.com/4jkcfv7y

Love Food Hate Waste:
tinyurl.com/47nacwaa

Mental Health Support

Manbassadors:
A men's mental health support network in Salford.

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

Shine a Light on Suicide:
Resources and information for people struggling with mental health.

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

Partners in Salford:
Mental health and wellbeing information.

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.

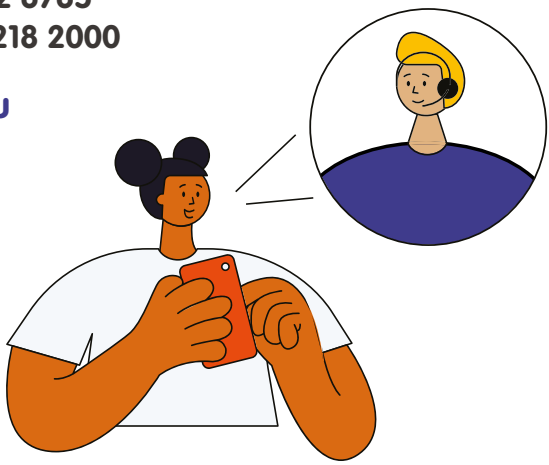
Scan the QR code or visit:
www.independentage.org/sites/default/files/2026-10/Advice-guide-Winterwise-2026_0.pdf

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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Telephone:
0800 218 2000

Email: **enquiries@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.