



STAYING WARM AND HEATING YOUR HOME

We know times are tough for people at the moment. While we can't change energy prices or food costs, we can point you in the direction of some practical things you can do from the comfort of your own home.

Energy support

With the cost of energy rising, we're all feeling the pinch when it comes to powering our homes.

Here's a simple checklist to cut your usage where you can:

- Turn your thermostat down one degree to reduce your heating bill by up to 10%.
- Have a combi boiler? Reduce the flow temperature to 60°C.
- Heat the room you're in, not the whole home.
- Find and block drafts to cut up to 2.5% off energy bills.
- Shut doors around the home to keep the warmth in.

Appliance costs

From 1 October 2022, most people will pay around 34p per kW per hour for their energy.

Your appliance should say how many kW it uses in the manual. These running costs are based on standard appliances.

Appliance	kW per hour	£ per hour
Convector heater (3000W)	3	£1.02
Tumble dryer (3000W)	3	£1.02
Fan heater (2000W)	2	68p
Electric clothes airer (250W)	0.25	8.5p
Electric blanket (100w)	0.1	3.4p

CONTACT MONEY MATTERS

0300 5000 600

hello@connecthousing.org.uk

www.connecthousing.org.uk/moneymatters



Warm spaces

Local authorities are working with businesses and venues to set up warm spaces you can go to if you're struggling to heat your home.

There are already lists of these from the local authorities in Bradford, Kirklees & Leeds:

costoflivingbradford.co.uk/warm-spaces-directory

kirklees.gov.uk/beta/cost-of-living/warm-spaces

leeds.gov.uk/campaign/warm-spaces

We know not all of you live in these areas but keep searching online for warm spaces in your neighbourhood. Councils across the region are still working on setting them up.

Things to watch out for...

Don't Pay Campaign

Don't Pay UK is encouraging people to not pay their energy bills in December. We strongly discourage this. Not paying bills may put you in debt, lower your credit score, and risk you being put on prepayment meter.

Energy scams

Energy scammers may pretend to be from energy companies and pressure you for an immediate payment, or your personal info and bank details. If you're concerned, contact your supplier directly to check it's legitimate.

Condensation

Cutting down on heating can mean cold homes becoming damp homes. Make sure to keep yours ventilated and heat it where you can to avoid mould forming.

What support is available for my bills?

Energy Bills Support Scheme

£400 for all households with a domestic electricity connection.

You don't need to apply for this. The discount will be taken off your bill each month.

This started in October 2022 and will go until March 2023.

Prepayment meters

If you are on a prepayment meter you are still eligible for the Energy Support Scheme. Contact your supplier to find out if your energy support is an automatic top up, or sent to you as vouchers.

Money Matters

If you're feeling concerned about the costs of powering your home, contact our Money Matters team. They can help with specialist advice and support.

Let's get through this together.

Please don't hesitate to contact us if you're struggling, we're here to help.

Keeping warm

Try to keep your heating on low and keep your home heated. The government recommends setting your thermostat at 18°C or above.

Heating tips

Close your curtains and blinds

Keep your curtains and blinds closed once it's dark and tuck them behind radiators if possible. This can reduce heat loss by as much as 17%!

Wipe windows

When it's cold outside you will get more condensation on windows and walls. If left, this can turn to mould. Keep an old towel spare to wipe your windows and walls when they're wet.

Block the drafts

Keeping out drafts from the gaps under doors is a cheap and effective way to keep the heat in your home. If you don't have a draft excluder, you can use old clothes or fabric to make one.

Check your loft

If you have loft insulation, make sure it's not being flattened down by anything you're storing.

Getting the most from your heaters

TRVs

If you have TRV's (thermostatic radiator valves), use them. Keep rooms you don't use often very low and only heat the room you're in. Keep doors closed on empty rooms to stop heat escaping.

Storage heaters

If you have electric storage heaters, always turn the dial to the lowest setting during the night and when you go out through the day. If it gets colder in the evening, turn the dial up higher to let the remaining heat escape.

Electric fan heaters

These are small but very expensive to run. If you need a burst of heat, a hot water bottle or blanket is a cheaper option. If you decide to use an electric fan heater, use it on its lowest setting for a short time.





Let us know about your repairs

You never know how we might be able to help you with keeping your bills down.

Got a broken door or window? Will keeping it shut help keep your energy bills down? Let us know and we can try and get it sorted as soon as possible.

Report a repair by calling us on 0300 5000 600, or fill out a form on our website - connecthousing.org.uk

Staying safe this winter

It can be tempting to find alternative ways to heat your home, or stop heating it all together, but these options can be very unsafe.

Carbon monoxide

Using old fireplaces or bringing a garden heater indoors can cause a build up of carbon monoxide (CO) in your home. It's a poisonous gas and can be fatal.

Tampering

If you suspect someone of tampering with an energy supply such as a gas or electricity meter, please contact us urgently. Not only is it illegal, it's very dangerous and puts people's lives at risk.

Condensation, damp and mould

Cold homes can soon become damp due to condensation. Keep your home at 18°C or above and let damp air out through extractor fans and windows. This should help to stop damp air from settling and causing mould.



Thanks for taking the time to speak to us. We hope this helps.

Let's get through this together.

Please don't hesitate to contact us if you're struggling, we're here to help.



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