

# HELPING HAND GUIDE

Our handy guide is full of tips, advice and support to help your money stretch a little further.



# CONTENTS

<b>Energy costs</b> .....	4
▶ Help with energy costs.....	4
▶ Breaking down your gas and electricity charges.....	6
▶ Gas servicing.....	7
▶ Other energy advice.....	8
▶ Smart meters.....	8
▶ The cost of running different electrical items.....	9
<b>Helping hands</b> .....	11
▶ Support if you're struggling financially.....	11
▶ Foodbanks and other support.....	13
▶ Saving money on food.....	15
▶ Helpful apps for your phone.....	16
▶ Save money by managing your subscriptions.....	17
▶ Mental health.....	17
▶ Our top tips.....	18
<b>Money Matters</b> .....	19
▶ Paying your rent.....	19
▶ Difficulty paying rent.....	19
▶ Debt and financial difficulty.....	20
<b>Condensation</b> .....	21



## Introduction

The cost of living continues to be a real concern for many of us, and at Saxon Weald, we want to help our customers where we can. That's why we've produced this handy guide, full of tips, advice and support to try and make your income stretch a bit further.



Most importantly, if you are struggling, please reach out to us. It's important not to fall behind on your rent, but our friendly team are here to listen and help ensure you are getting the support you need to manage through these difficult times.

## Important!



Please note that while every effort has been made to ensure all details are correct at the time of publication, this is an evolving situation and some information and support available may be subject to change.

The Government reviews the energy price cap every three months.

We update our website regularly, as does the Government. For the most up-to-date information go to:

[www.gov.uk/cost-of-living](http://www.gov.uk/cost-of-living)

<https://helpforhouseholds.campaign.gov.uk/>

[www.gov.uk/cost-living-help-local-council](http://www.gov.uk/cost-living-help-local-council)

[www.saxonweald.com/money-matters/energy-support](http://www.saxonweald.com/money-matters/energy-support)





## ENERGY COSTS

### Help with energy costs

The Government Energy Price Guarantee has now finished. As of 31 March 2024, households were no longer able to claim because average energy bills fell below the previously price cap.



The following pages are dedicated to the benefits currently available, helping you understand your heating and appliances and how to use your energy the most efficiently.

### Winter Fuel Payment

If you were born on or before 26 September 1957, you could get support to help you pay your heating bills. This is known as a 'Winter Fuel Payment'. For more information visit: [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment).

Payments are usually made in November or December and most people get the Winter Fuel Payment automatically if they're eligible.

If you've not got the Winter Fuel Payment before or you've deferred your State Pension since your last Winter Fuel Payment, you should apply via the gov.uk website later in the year: [www.gov.uk/government/publications/winter-fuel-payment-claim-form](http://www.gov.uk/government/publications/winter-fuel-payment-claim-form).



## Warm Home Discount Scheme

You might be eligible for £150 credit towards your energy bills through the Warm Home Discount Scheme.



You can apply for the Warm Home Discount Scheme if:

- ▶ You're on a lower income
- ▶ You're getting the Guarantee Credit element of Pension Credit

You can find out more about the Warm Home Discount at:

[www.gov.uk/check-if-youre-eligible-for-warm-home-discount](http://www.gov.uk/check-if-youre-eligible-for-warm-home-discount)

## Cold Weather Payment

A Cold Weather Payment might be available to you if you're getting certain benefits. These payments are made if the temperature in your area is forecasted or recorded to be 0°C or below for over seven days in a row. If that's the case, you could be eligible for £25 credit for each seven-day period (between 1 November and 31 March).

You might be eligible for Cold Weather Payments if you're getting:

- ▶ Pension Credit
- ▶ Income Support
- ▶ Income-based Jobseeker's Allowance
- ▶ Income-related Employment and Support Allowance
- ▶ Universal Credit
- ▶ Support for Mortgage Interest

You can find out more about the cold weather payment at:

[www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment)



If you're still worried, try speaking to your energy provider. You may be eligible for a cheaper tariff or grant depending on your income/health conditions. Ofgem has lots of advice on their website here: [www.ofgem.gov.uk/information-consumers/energy-advice-households](http://www.ofgem.gov.uk/information-consumers/energy-advice-households).



## Breaking down your gas and electricity costs



If you're on a standard variable tariff paying by Direct Debit the average unit price for electricity will be frozen at 34p/kWh and 10.3p/kWh for gas.

	Previous energy price per unit (1 January to 31 March 2024)	Current energy price per unit (1 April to 30 June 2024)
Electricity	£0.29 per kWh Daily standing charge £0.50	£0.25 per kWh Daily standing charge: £0.63
Gas	8 pence (£0.08) per kWh Daily standing charge: £0.30	6 pence (£0.06) per kWh Daily standing charge: £0.31

Please note that prices are based on the Southern region rates, and have been rounded up or down to the nearest pence. Prices may vary if you pay by different means or have multi-rate energy costs.

Please note that in the following pages all running costs are estimated and will depend on the exact model you use. Please refer to the manufacturer's instructions for more detailed information.

### Gas – 6p (£0.06) per kw

**Costs based on a 30 kw Combi boiler:**  $30 \times £0.06p = £1.80$  per hour  
(A combi boiler is usually thermostatically controlled, meaning it is likely to be on for around 30 minutes per hour. Therefore, the average running cost should be around £0.90 per hour.

### Electric – 25p (£0.25) per kwh (1000w for 1 hour)

- ▶ 1 kw heater - £0.25 per hour
- ▶ 2 kw heater - £0.50 per hour

### Economy 7 (Off Peak Electric)

A large storage heater (3.4 kw) costs £2.00 - £3.00 per heater, to heat overnight.

- ▶ **Standing charges** are 5.2% more expensive on Economy 7 tariffs than Standard tariffs
- ▶ **Day unit charges** are usually 16.7% more expensive on Economy 7 tariffs than Standard tariffs
- ▶ **Night unit charges** are usually 41.3% cheaper on Economy 7 tariffs than Standard tariffs

Prices may vary so please check with your energy provider for your charges.



## Cost per hour for electric heaters (standard day rate)

(Cost at 25 pence per Kw)

Room	Kw average	Cost per hour
Lounge	3	£0.75
Kitchen/dining	2	£0.50
Hall/landing	2	£0.50
Bedroom 1	1.5	£0.38
Bedroom 2	1	£0.25
Bedroom 3	1	£0.25
<b>TOTAL (if heating all rooms)</b>		<b>£2.63</b>

<b>Electric water heater</b>	<b>3</b>	<b>£0.75</b>
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The cost of running electric heaters varies, as the thermostat works by turning on and off to maintain the set temperature. For example, using the lounge heater for seven hours could draw one hour at 3Kw then, once the room is up to temperature, the thermostat would switch the heater off, reducing the power consumption. Then when it cools down it will automatically turn back on until it reaches the set temperature.

### Gas servicing with a pre-paid meter



As your landlord, Saxon Weald is required by law to ensure all gas appliances and boilers in your property are safe by carrying out a gas safety check every year.

It is really important that you allow us or our contractors to attend the appointment or, if it isn't possible for you to be there, contact us to reschedule it to a better time. If we cannot gain access to check your boiler and appliances, we will have to (by law) cap your gas supply until we can deem it safe.

If you have a pre-paid meter, it is important that it has a small amount of credit on it while we run the checks. If you are struggling, please get in touch and we will try to find a solution with you.





Running heaters at higher temperatures is likely to increase running time and costs, so we recommend that a good starting temperature would be 21°C. The minimum temperature recommended by the World Health Organisation is 18°C.

## Other energy guides

Are you using your hot water/heating efficiently? There is a useful heating guide on our website: [www.saxonweald.com/storage/downloads/heating\\_guide-1711617067.pdf](http://www.saxonweald.com/storage/downloads/heating_guide-1711617067.pdf)

The following websites also provide lots of tips and advice on how to save energy, as well as having other money saving ideas:

Energy Trust: [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

Money Saving Expert: [www.moneysavingexpert.com](http://www.moneysavingexpert.com)

## Saving water = saving money too!

Whether you're on a water meter or just want to save money heating your water, there are some handy tips and free gadgets out there to help you on your way. From shower timers to water flow regulators, leaky toilet strips to cistern bags and more. Just contact your water provider or visit: [www.getwaterfit.co.uk](http://www.getwaterfit.co.uk).

## Smart meters

Smart meters measure how much gas and electricity you're using via a remote connection to your energy supplier. They come with an in-home display screen to help you visualise your energy use and support you to reduce it.



They are free and will be installed and demonstrated for you by the engineer in your home. Contact your energy provider, who will be able to arrange this with you.

*Please note that some energy companies may offer to carry out an energy efficiency inspection of your home when they install your smart meter, but you don't have to take up any of the recommendations or buy any suggested products.*





## Costs to run other electrical household items

Appliance	Wattage average	Cost per hour based on 25p / Kw
Fridge-freezer	300	£0.08 (thermostatically controlled)
Iron	2000	£0.25 (thermostatically controlled)
Electric shower	9000	£2.25
Kettle	1800	£0.04 (per boil)
Washing machine	2100	£0.53
Tumble dryer (rough guide as it depends on your model)	3000	£0.75 (thermostatically controlled)
Oven	2000	£0.50
Microwave oven	800	£0.20
Air fryer	900	£0.23
Halogen oven	1300	£0.33
Hob (per ring)	1500	£0.38
Slow cooker	200	£0.05
Extractor fan	20	£0.05 (10 hours)
Standard lightbulb (60w)	60	£0.15 (10 hours)
LED lightbulb (5w)	5	£0.01 (10 hours)
Hairdryer	2000	£0.50
Games Console	150	£0.04
40 inch LED TV	100	£0.03

All running costs are estimated. For more accurate information, please refer to the manufacturer's instructions.



There is a handy calculator on the Citizens Advice website, which allows you to see how much energy your appliances and household electrical items cost to run. Find out what you're using here: [www.citizensadvice.org.uk/consumer/energy/energy-supply/](http://www.citizensadvice.org.uk/consumer/energy/energy-supply/)



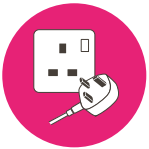
## Advice on gadgets and electrical items



Did you know that having your brightness and contrast turned up high on your TV can use more energy? Just by turning it to eco mode, the usage can drop from 100 watts down to 50 watts. Also the bigger your TV - the more energy it uses!



Investing in a slow cooker, halogen oven or air fryer, might cost you money in the first instance, but using these instead of your traditional oven and hob can significantly reduce your energy usage and bills. Both halogen ovens and air fryers also reduce the heating up and cooking time too! They are easy to use and even easier to clean than your oven!



Of course, remember to turn your gadgets and appliances off at the wall when they're not in use and you could make £100s of savings over the course of a year. Leaving TVs and computers on standby, or phones and tablets on charge, uses energy that will end up costing you.



Using LED lightbulbs save 90% energy costs against older standard bulbs. Just remember to switch your lights off when you're not in the room!



Try using your washing machine on a 30 degree setting. This could save you 40% of electricity.



Your dishwasher uses the same energy full, as half-full so wait until you have a full load before turning on.





## HELPING HANDS

### Support if you're struggling financially

Sometimes, you might need a little extra support after paying your bills.

What is available can vary, depending on your local council and the supporting charities in your area. It's worth searching online for help if you can, or ask a family member or friend to help you do so if you can't go online yourself. Most information is updated on the internet regularly, so that way you can ensure you're getting the most current details. You can check what support your local council can offer at: [www.gov.uk/cost-living-help-local-council](http://www.gov.uk/cost-living-help-local-council)



Here's some information on support that is currently available.

### Saxon Weald support



#### Money Matters team

You can contact our Money Matters team directly, who may be able to help you find support in your local area. Please give us as much information as possible.

Email:

[money.matters@saxonweald.com](mailto:money.matters@saxonweald.com)

Telephone: 01403 226000

#### Financial support fund

Saxon Weald has set up this fund to support our residents who need it most, with one-off payments/vouchers to help get them back on their feet.

Email:

[money.matters@saxonweald.com](mailto:money.matters@saxonweald.com)

Telephone: 01403 226000



# Household Support fund

Most local authorities have been provided with a Household Support Fund to help those most in need and in a difficult situation. Depending on your eligibility, you may be entitled to food parcels, help buying essential household items or support with utility bills or debts. Please get in touch with them if you are really struggling to get by.



## West Sussex

Horsham District, Mid Sussex, Adur and Worthing, Arun District and Brighton and Hove.

## West Sussex Community Hub

If you are in an emergency situation and have less than three days' food or medicine you can call **West Sussex Community Hub** on **033 022 27980**.

To apply directly online go to:  
[www.westsussex.gov.uk/  
fire-emergencies-and-crime/  
coronavirus-covid-19-information/  
advice-and-support/community-  
hub/#apply-for-support](http://www.westsussex.gov.uk/fire-emergencies-and-crime/coronavirus-covid-19-information/advice-and-support/community-hub/#apply-for-support).

## Southampton Council

Southampton are taking new applications to access the Household Support Fund from the middle of January.

Online: [www.southampton.gov.  
uk/benefits-welfare/money-advice/  
household-support-fund/](http://www.southampton.gov.uk/benefits-welfare/money-advice/household-support-fund/)

Telephone: 023 9401 6642

Monday to Friday 9am to 2pm.

## Basingstoke and Deane Borough Council

Online: [www.basingstoke.gov.uk/  
applyhousehold-support-grant-fund](http://www.basingstoke.gov.uk/applyhousehold-support-grant-fund)

Telephone: 01256 844844

## Wealden District Council

Online: [www.wealden.gov.uk/  
benefits/household-support-fund/](http://www.wealden.gov.uk/benefits/household-support-fund/)

Telephone: 01323 443322

## Lewes and Eastbourne Council

Online: [lewes-eastbourne.gov.uk/  
cost-of-living](http://lewes-eastbourne.gov.uk/cost-of-living)

Telephone: 01323 415047

Lewes and Eastbourne also offer a **Warm homes check service**. If you're worried about keeping warm at home and you are on a low income, contact the team to get free advice and see if you qualify for help with any upgrades to things like windows, boilers, or insulation.

Text WARM to 80011 or phone  
0800 464 7307.



## Foodbanks and other support

Foodbanks and local charities are seeing an increasing number of people turn to them and can really help put a meal on the table when you need it most. Some offer further support with things like white goods for the home, fuel vouchers and clothing.



### The Trussell Trust

The Trussell Trust is a national charity that has a list of foodbanks in your area. Get in touch and you will be given any vouchers or codes you may need. To find your nearest, go to:

[www.trusselltrust.org/get-help/find-a-foodbank/](http://www.trusselltrust.org/get-help/find-a-foodbank/) or call: 01722 580 180.

## Horsham District foodbank centres



In the Horsham District, **Horsham Matters** can provide emergency food parcels to residents of Horsham District, and can sometimes offer a fuel voucher, if available.

Contact Horsham Matters by emailing [info@horsham-matters.org.uk](mailto:info@horsham-matters.org.uk), or call them on **300 124 0204**.

- ▶ **United Reform Church,**  
Springfield Road, RH12 1PT  
Monday: 2:30pm - 4:30pm
- ▶ **Horsham Matters,**  
Redkirk Close, RH135QL  
Tuesday, Wednesday and Friday:  
10am - 12pm
- ▶ **Lavinia House,**  
6 Denne Parade, RH12 1JD.  
Thursday: 4pm - 6pm  
Saturday: 10am - 12pm
- ▶ **Pulborough Hub on the move**  
Sports Pavilion Car Park,  
Rectory Close, RH20 2AJ  
Thursday 10am - 11am
- ▶ **Storrington Hub on the move**  
Storrington Library Car Park,  
Ryecroft Lane, RH20 4PA  
Monday & Wednesday 2pm - 3pm
- ▶ **Henfield Hub on the Move,**  
Henfield Library Car Park,  
Off High Street, BN5 9HN  
Friday 11:45am - 1pm



## Community fridges

Community fridges are independent charities that work like a foodbank, providing food parcels to those in need. Here's a selection:



### Horsham Community fridge

London Road Methodist Church,  
London Road, Horsham, RH12 1AN

Tuesday 10 am - 11 am  
Thursday 1pm - 2 pm

### Steyping Community Fridge

The Church Cottage,  
Vicarage Ln, BN44 3RS

Monday 6 pm - 7 pm  
Thursday 10 am - 12pm

### Uckfield Community Fridge

The Source/ Hub garden, Civic  
Approach, Uckfield TN221AL

Tue, Fri & Sat: 10 am - 12 pm  
Wednesday: 4 pm - 5.30 pm

### Littlehampton Community Fridge

Saint James the Great Church, 1,  
East Ham Road, Littlehampton, West  
Sussex, BN17 7AN

Monday: 11 am - 12 pm  
Wednesday: 2.30 pm - 3.30 pm  
Thursday: 10.30 am - 11.30 am  
Friday: 11am - 12pm  
Saturday: 10.30am - 12pm

### Southampton Monty's Community Pantry

59 Montague Ave, Sholing,  
Southampton SO19 0QB

**Tel: 07493 306046**

[www.montys.org.uk/](http://www.montys.org.uk/)

More Community Fridge pop-up locations are being added all the time, so please check the Community Fridge website for more details:

<https://faredivide.org.uk/> or  
call 0300 030 9376.



# Saving money on food



## Tips on how to save money and waste less food

Here are some common reasons why we end up wasting food:

- ▶ serving bigger portions than necessary
- ▶ throwing away leftovers instead of eating them
- ▶ not keeping things in the fridge
- ▶ letting food expire without using it

And here are some ways to avoid spending too much on food:



**Set a budget:** When you get paid – set aside a certain amount for food. Make sure it's realistic.



**Store your food carefully:** Check use-by dates. If you don't have a plan to use something

before its use-by date, can you freeze it? Batch cooking and freezing portions will also help you save money and food.



**Plan your meals:** Make a list of your main meals for the coming week, including the ingredients

you'll need. Check which ingredients you already have in and add the rest to your shopping list.



**Go online:** Shopping online is a good way to manage your budget, as you can monitor how

much you're spending with every item you add to your basket. You can also do this in some supermarkets using their hand scanner devices, which add up your shopping spend as you go.



**Think about when and where you'll shop:**

Shopping less often can help you think more carefully about what you buy and save you money. Try to find the right shops for you – ones that have the types of food you want at prices that fit with your budget.



## Budget friendly recipes

Jamie Oliver has produced a range of budget-friendly recipes for all the family to enjoy. Go to [www.jamieoliver.com/family/money-saving-recipes/](http://www.jamieoliver.com/family/money-saving-recipes/).

Want to save even more?

He's even created some meals for under £1 a portion! Go online at [www.jamieoliver.com/features/budget-friendly-dinner-ideas/](http://www.jamieoliver.com/features/budget-friendly-dinner-ideas/) and get cooking!



## Helpful apps for your phone

If you have a smart phone, there are a few apps that can help you stretch your budget a little bit further with discounted or free food, and price comparisons on fuel. Here are a few of our favourites:



**OLIO** connects neighbours with each other and with local businesses, so surplus food (and other items) can be shared - not thrown away. For more information go to [www.olioex.com](http://www.olioex.com) or visit the app store on your phone.



**PETROL PRICES:** there's no free fuel here, but this helpful app does let you know the prices of fuel in your area so you can find the cheapest! Go to [www.petrolprices.com](http://www.petrolprices.com) or download the app.



**TOO GOOD TO GO** is another anti-food waste app, which lets you rescue delicious, unsold food from businesses to save it from going to waste. For more information go to: [www.toogoodtogo.co.uk/en-gb/consumer](http://www.toogoodtogo.co.uk/en-gb/consumer) or visit the app store on your phone.



**FACEBOOK MARKETPLACE:** search second-hand items for sale in and around where you live.



**PRE-OWNED CLOTHING APPS:** rather than splashing the cash on an entirely new wardrobe, you can shop in a more sustainable way (and for a lot less) by using apps such as Vinted and Depop.



**FREecycle:** search for free things in your area [www.freecycle.org](http://www.freecycle.org).





# Save money by managing your subscriptions



If you're looking to cut back on your spending, managing your subscriptions can be a good place to start. Subscriptions such as apps on your phone, music, Amazon Prime and Netflix may be convenient, but can also be easy to forget.


- ▶ **Review your transactions:** Go through your bank statements and make a list of all the subscriptions you're paying for and calculate the monthly (or yearly, if you pay annually) cost.
- ▶ **Cut what you don't use:** If you can't see yourself using any subscriptions in the near future, you may want to consider cancelling them. You may be using a service, but feel you don't really need it. Try going without the service for a month to judge how much value it's really adding to your life.
- ▶ **Look for cheaper alternatives:** With the remaining items on your list, are there any cheaper options or providers that would provide a similar service?

## Mental health

We know that worrying about the cost of living and debt can make some people anxious and negatively impact their mental health. Please don't suffer alone, there's lots of support available:




### The Mental Health Foundation


 [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

### Samaritans

 116 123

 [www.samaritans.org](http://www.samaritans.org)

### Mind

 0300 123 3393

 [www.mind.org.uk](http://www.mind.org.uk)



## Our top money-saving tips



The microwave is generally the most efficient way to heat up and cook food - it's quicker because it reaches higher temperatures, and its smaller size (as opposed to the oven) means heat is more directly focused on the food.



Don't use your thermostat like an on/off switch. More energy is wasted heating the room back up. Instead, you'll be more comfortable, more efficiently, if you set it and leave it on. 18-21°C is ideal, but turning down the temperature by just one degree could save up to £128 on your energy bill.



Turn the tap off when you're brushing your teeth or washing your face - it can waste more than six litres of water per minute while it's running.



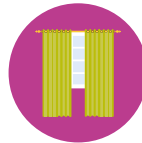
Turn your oven off for the last 10 minutes of cooking and use the residual heat to finish off your meal. Leave the door open after cooking to let some heat into the room.



Move your furniture away from radiators on the wall to enable warm air to flow more easily and efficiently around the room.



Boil your kettle less by filling a flask with the hot water, then using that throughout the day when you make your next drinks.



You'll keep more heat in your home if you pull your curtains closed before it gets dark, with up to 15% reduction in heat loss.



Get rewarded for shopping - By joining the loyalty scheme at your local supermarket, you'll enjoy points, coupons and exclusive offers in return that can free up more cash.



Cook in batches, freeze portions for another day and bulk out meals with cheaper, nutritious alternatives to meat such as vegetables, beans or lentils.





### Paying your rent

Falling into rent arrears could lead to you losing your home, so paying rent is a priority. There is funding out there for other costs/ debts, but not for rent.

We recommend that you have a direct debit or recurring card payment set up for your pay day or benefit day. Please call us on **01403 226000** or email [income.recovery@saxonweald.com](mailto:income.recovery@saxonweald.com) to discuss what works for you, based on your income dates.

Schedule your other direct debits for bills, internet, mobile phone etc to the day after your rent is paid.

If you are claiming housing benefit or have a universal credit housing element to help pay your rent, you can ask for the payment to come directly to us. This will help your own peace of mind, knowing that you are safeguarding your tenancy. We can make this request too, so let us know and the request can come from both sides.



### Difficulty paying rent

**Have you checked if you are entitled to more income / benefits?**

Many people who are working may still be eligible for a Universal Credit top up. You can check your eligibility and possible entitlements using one of the many online benefit calculators. We recommend Policy in Practice, where they have a handy budget and benefit calculator. Go to: [www.betteroffcalculator.co.uk](http://www.betteroffcalculator.co.uk). This calculator also has a great budgeting tool and offers tips on how to make savings and reduce your outgoings.



If you have any queries regarding your calculation, our Money Matters team can help you make sure you are claiming all the help and support you are entitled to. For advice or to request an appointment, please email: [moneymatters@saxonweald.com](mailto:moneymatters@saxonweald.com).



## If you're in debt or financial difficulty





- ✓ Do ask for professional help
- ✓ Do contact our Money Matters advisers for income and benefit advice
- ✓ Do contact your creditors to explain your situation
- ✓ Do prioritise your debts and pay the most important ones first
- ✓ Do work out your budget – and stick to it
- ✗ Don't ignore letters or calls from your creditors
- ✗ Don't borrow more money to repay debts
- ✗ Don't arrange to make repayments you can't afford
- ✗ Don't ignore debt, it will only get worse

We have lots more information available about debt and how we can help on our website: [www.saxonweald.com/money-matters](http://www.saxonweald.com/money-matters)

### Additional free benefits and debt advice:


Citizens Advice

 [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

 0800 144 8848


Step Change

 [www.stepchange.org](http://www.stepchange.org)

 0800 138 1111

Pay Plan

 [www.payplan.com](http://www.payplan.com)

 0800 280 2816



If you're worried about becoming homeless, support and advice is available from Crisis at [www.crisis.org.uk](http://www.crisis.org.uk).





## CONDENSATION

During the colder months, condensation can become more of a problem. If it is left untreated, condensation can sometimes lead to mould growth and cause damage to our homes and belongings.



### Here are a few handy tips:

- ▶ Open windows to let steam escape while cooking or after showering/bathing.
- ▶ Extractor fans are very economic to run and are great for getting rid of excess moisture, making rooms easier to heat. It's always advisable to use them if you have them.
- ▶ Keep lids on pans. This helps prevent steam getting into the air and also heats your food faster, saving energy.
- ▶ If you can't dry your clothes on an outside washing line, use an airer to dry them, and keep this in a room with the door closed and window slightly open if possible. You could also dry items on hangers from a curtain rail with the window open. Avoid drying clothes on radiators, as this pushes moisture into the air and can make your boiler work harder. You should never use an electric radiator to dry clothing, as this is a fire risk.
- ▶ If there are air vents in your home, don't cover them as this prevents damp air from escaping, and can lead to an increase in condensation.

For more information, we have a handy guide on our website:

[www.saxonweald.com/condensation](http://www.saxonweald.com/condensation).

Penetrating damp, which is much less common, is caused by moisture entering the home from an external source, such as leaking plumbing or moisture from the ground. If you are concerned your property is experiencing damp or mould, please get in touch and let us know. We will investigate and get it resolved for you as quickly as possible. Please email [homefix@saxonweald.com](mailto:homefix@saxonweald.com).



One of the best budget humidifiers we've seen is the UniBond AERO 360 moisture absorber. This helps absorb moisture from your home and can be purchased for £9 - £12 online.



# Domestic abuse

## No one needs to suffer alone

If you're experiencing domestic abuse or concerned about someone you know, please talk to us. All disclosures of domestic abuse will be dealt with quickly, effectively and sympathetically, by a trained member of staff.



## FOR SUPPORT

### HOURLASS HELPLINE

Providing advise and support for vulnerable older people experiencing domestic abuse.

**T: 0808 808 8141**

### NATIONAL DOMESTIC ABUSE HELPLINE

Providing 24 hour help for anyone experiencing domestic abuse.

**T: 0808 2000 247**

### GO TO OUR WEBSITE

**[www.saxonweald.com/DA-support-services](http://www.saxonweald.com/DA-support-services)**



# Need help getting online?

There are a number of websites, including Barclays Digital Wings, Age UK and Digital Unite that can help improve your digital skills. They provide free and useful “how to” guides and online courses which are easy to understand.



You can also try visiting your local library. Many have digital volunteers/champions, who can help you master digital skills.

You don't have to be a customer and the courses cost nothing!

## Barclays Digital Wings

 [digitalwings@barclays.com](mailto:digitalwings@barclays.com)

 <https://digital.wings.uk.barclays/>

## Age UK

 0800 678 1602

## Digital Unite

 [du@digitalunite.com](mailto:du@digitalunite.com)

 <https://www.digitalunite.com/>

 0800 228 9272

## Finally...

We hope you have found this information useful. Please feel free to let us know your thoughts. Email: [hello@saxonweald.com](mailto:hello@saxonweald.com)

Just a reminder that for the most up-to-date information go to:

[www.gov.uk/cost-of-living](http://www.gov.uk/cost-of-living)

[www.helpforhouseholds.campaign.gov.uk/](http://www.helpforhouseholds.campaign.gov.uk/)

[www.gov.uk/cost-of-living-help-local-council](http://www.gov.uk/cost-of-living-help-local-council)

or [www.saxonweald.com/money-matters/extra-support](http://www.saxonweald.com/money-matters/extra-support)





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## Saxon Weald

Head office: Saxon Weald House,

38-42 Worthing Road, Horsham, West Sussex RH12 1DT

Tel: 01403 226000 | Email: [hello@saxonweald.com](mailto:hello@saxonweald.com) | [www.saxonweald.com](http://www.saxonweald.com)

