



Keep Warm Keep Well

**A helpful guide to staying safe
and well this winter**

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www.rykneldhomes.org.uk

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A helpful guide to staying safe and well this winter

There may be financial help available during the winter months to help with the cost of heating your home. Find out more on Page 4 of this leaflet:

Winter Fuel Payment

- > To stay warm and healthy, keep your home heated above 18 degrees centigrade
- > Visit the Government website to find out if you are entitled to receive financial support towards the cost of your heating bills
- > Keep basic items such as soup, long life milk and teabags in the cupboard in case you can't get to the shop
- > Have plenty of hot food and drinks to keep you warm
- > Take advantage of the winter flu jab available through the NHS or in some cases your employer

Cold Weather Payment

- > Try to keep active to stay warm. If you cannot walk around, try chair-based exercises
- > Layer up - several thin layers are better at keeping you warm than one thick layer
- > Know where your stop tap is located - you'll need to turn it off quickly in the event of a burst pipe
- > Keep your kettle filled and store bottles of water in case your water is turned off
- > Be a good neighbour - keep an eye on others living around you and if you have any concerns, please let us know.

Warm Home Discount Scheme



Frozen Pipes

To prevent pipes freezing, you should insulate them using pipe lagging. Frozen pipes can cause your heating to stop working and result in bursts. If pipes inside your home freeze, you can gradually introduce heat to the frozen pipe to avoid bursts, using a hair dryer or fan heater. Turn off the main water supply at the stop tap until the pipe is thawed.

If the pipe bursts, make sure the stop tap is off and drain the system by opening all the taps to the basin, sink and bath.

Outside taps - It is recommended that you turn off the water supply to your outside tap using its stop tap. Open the tap to drain any water from the pipes and lag exposed pipework to prevent frozen and potential burst pipes.



Frozen Condensing Boiler

If your condensing boiler stops working in very cold weather, the condenser waste pipe outside your home may have frozen. Try defrosting it with hot water. Once thawed, the boiler must be reset.

Resetting the boiler can be done by holding the reset button for 10 seconds and then waiting for the boiler to fire.

In the event of heavy snow, we may offer a limited emergency repairs service only - allowing us to channel resources to the most urgent cases.

Anyone telephoning our Contact Centre during severe weather will be told the level of service we are operating and the likely timescales.

You can report an emergency repair by calling 08000 121 621 24 hours a day 7 days a week.

We will put information on our website and social media:

Website: www.rykneldhomes.org.uk

Twitter: @Rykneld_Homes

Facebook: @ RykneldHomes

Useful Contacts and Advice Lines

Rykneld Homes Emergency Repairs

Tel: 08000 121 621

Website: www.rykneldhomes.org.uk

Government Keep Warm Keep Well Advice and Information

Website: gov.uk

Winter Fuel Payments

If you were born on or before 25 Sept 1956 you could get between £250 and £600 to help pay your heating bills. The amount you'll get includes a 'Pensioner Cost of Living Payment' of between £150-300. You'll only get this extra amount in winter 2022 to 2023. This is in addition to any Cost of Living Payment you get with your benefit or tax credits. You will get your Winter Fuel Payment automatically if you're eligible for the State Pension or another social security benefit. Further information and claim forms are available online www.gov.uk/winter-fuel-payment.

Cold Weather Payments

If you are in receipt of certain benefits you may be eligible for a Cold Weather Payment if the weather in your area falls to 0 degrees centigrade or below for seven consecutive days. You will receive £25 for each seven day period of very cold weather as outlined above - between 1 November 2022 and 31 March 2023. If you are eligible you will be paid automatically. Find out more online www.gov.uk/cold-weather-payment.

Warm Home Discount Scheme

You could get £140 off your electricity bill for winter 2022/23 under the Warm Home Discount Scheme. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. This discount does not effect any Cold Weather Payment that you may be entitled to. Contact your energy supplier for further information or contact: Warm Home Discount Helpline on: Tel: 0800 731 0214

Energy Saving Trust

For things you can do over winter and for impartial energy advice
www.energysavingtrust.org.uk

NHS Winter Health Advice

Website: www.nhs.uk or tel: 111

MET Office Updates

Tel: 0370 900 0100

Website: www.metoffice.gov.uk

Call Derbyshire

If you have concerns about an older person

Tel: 01629 533 190

In an emergency call 999

Age UK - Winter Health Tips

Tel: 0800 678 1602 or visit the website to view a range of information about how you can keep well this winter
www.ageuk.org.uk.

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Updated October 2022