

# Wellbeing 21

News, information and advice for Oldham residents

Everyone at Housing 21 wishes you a...



*Merry Christmas and a Happy  
and Healthy New Year*



Holts Village residents' choir, 'The Oddball Howlers' are shown at practice.



**Winter and Money Advice  
Special Extended Issue**

## WHAT'S INSIDE?

- News from around the Schemes
- Holts Residents sing from the same hymn sheet
- Help with the cost of living crisis
- Warm bank locations

## AROUND THE SCHEMES

This section of our quarterly newsletter reflects the events and activities which have taken place across our Oldham schemes during the last quarter. However, this period was overshadowed by the death of Her Majesty, Queen Elizabeth II. Housing 21 issued the following communication at the time –

'We are deeply saddened to hear of the death of Her Majesty the Queen, Elizabeth II. We would like to express our deepest condolences to the Royal Family and everyone around the world mourning her loss. Her legacy will be remembered for years to come.' This was reflected in remembrance across schemes in Oldham and the rest of the country.



In other events across Oldham, residents at **Aster House** have been working with Salon 7, part of Oldham College to offer free gents' and ladies haircuts and manicures. Many of the residents have really embraced students coming in.



Also at **Aster House** resident Ann Higgins who enjoys knitting, responded to an advert by the Royal Oldham Hospital and knitted some premature baby hats. These will be taken over to the maternity ward.



**Old Mill House** resident Christine Sherrington, has led the way in making the community garden something to really behold and enjoy – so much so that she has been commended in the **Saddleworth in Bloom 2022** competition. Christine set about running a 'Gardening Club' that has been really popular this year. The garden is frequented by residents and visitors including family, friends and the odd squirrel! Everyone has really enjoyed their surroundings this summer.



Also, getting in the mood for Halloween were residents and staff at **Hopwood Court** and **St. Herbert's Court**.



**School House Flats** residents held an afternoon of play your cards right, with afternoon tea and a raffle, raising £370 for the Maggie's Oldham, which offers cancer support at the Royal Oldham Hospital.



At **Tandle View Court** resident Phyllis Grime celebrated turning 100 years young on 28th September 2022 with a visit from Oldham Mayor, Elaine Garry and her consort Cllr Graham Shuttleworth and representatives from the Royal British Legion. Phyllis enjoyed a lovely celebration afterwards with her family.



## AROUND THE SCHEMES



**Violet Hill Court** residents got in the mood for some Halloween celebrations with some scary decorations.



**At Victoria Gardens**, residents, family and friends gathered for the wedding of John and Sandra on Friday 7th October. We all wish the couple many happy and healthy years together. John and Sandra run a very busy Thursday coffee morning at Victoria Gardens Community room and everyone is grateful to them for all their hard work.



**Tandle View Court** raised a fantastic £350 for their chosen charity Macmillan Cancer Support. They held a coffee and cake afternoon. Thank you to all staff and residents who helped make it a success.



**St Herbert's Court** held an autumn fair on a brilliant Friday afternoon. Thanks to everybody that helped make it so enjoyable. Over £400 was raised, which is a massive help towards future trips and activities.



At **Springlees Court** residents now have their own little Paddington Bear, who had been left alone and abandoned. They came to the rescue, cleaned him up and now he lives there!

Our second 'Stay Warm' event for residents living in bungalows in Oldham was held at **Victoria Gardens**. The event was a partnership with Warm Homes Oldham, Housing 21's property team and contractor, Dynamic FM. Advice on ways to reduce energy bills, using boilers and thermostats smartly and accessing the correct benefit entitlements were discussed, as well as a myth busting session at the end. Everyone left with a blanket and hot water bottle, thanks to funding from Action Together.



**Violet Hill Court** residents also held a Macmillan coffee afternoon, again another good turnout, a lovely afternoon, chatting, eating cake and drinking tea, raising £200.70, for the charity. They then enjoyed an afternoon of Halloween pumpkin carving. They had a fantastic turnout for the event, the children looked amazing in their fancy dress outfits and they had a great time. Thank you to the social committee for all their hard work, donations and dressing up, to help create a fun afternoon.



Also, at **Springlees Court**, Barclays Bank delivered a very informative fraud scam awareness coffee afternoon, reminding everyone what to watch out for, with the message 'think before you click'!



Residents at **Hopwood Court** held a brilliant sports day event. They had the egg and spoon race, dress up relay and balance a bean bag on your head race! Great teamwork Hopwood! And some competitiveness!!

Thanks to  
our contractor  
**Dynamic**  
for kindly installing  
shelving in the store  
room at Old Mill  
House to help with  
their archiving.



## All Holts Residents Sing From The Same Hymn Sheet

A group of residents at Holts Village have recently formed a choir – “The Oddball Howlers,” with the intention of bringing people together to help reduce isolation have fun and help with their breathing.

The choir was started by volunteers Beryl, Alwyn and Ian and they have been joined by a number of Housing 21 and other local community residents. They meet up every Tuesday afternoon from 1pm to 3pm at Brown Edge Communal Room. Currently the choir has 11 members and hope to encourage many more to join once the refurbishment of the communal room is complete and extended.

They use printed song sheets and sing along to backing music provided by the volunteers and enjoy refreshments to discuss how they are performing.

The choir originated a few years ago as part of an NHS campaign called “Breathe Easy” to assist people who experience breathing difficulties through singing. The choir called the “Jolly Wheezers” has been running for several years at Honeywell Centre, Ashton Road, Hathershaw and continued after funding ended. However, Beryl, Alwyn and Ian realised that this venue might be difficult for Housing 21 residents and friends of the local community to access, when they discovered that a lot of local residents were interested in forming the new choir at Brown Edge Communal Room -hence – “The Oddballs Howlers” was born.

The choir benefits from the help of another volunteer, Wyn, a former speech therapist who is able to offer expert advice in the use of singing as an aid to breathing.

Eventually the choir hope to visit other Housing 21 schemes in the borough to perform for residents. See front cover.

# Helping Hands Fund now available

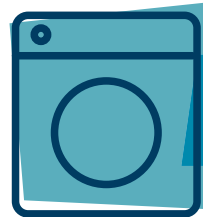
## Are you facing financial challenges as the result of an emergency situation?

Housing 21 is offering a one off grant of £250 for emergencies or unexpected bills to help you through these challenging times.

Some of the things the fund can be used for:



Utility debts



White goods

Food vouchers



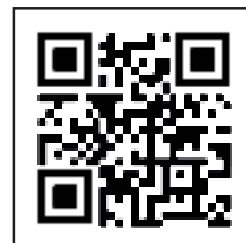
Travel costs to  
get to essential  
appointments



As part of the application process you will be asked to undertake a benefit assessment to identify whether you are eligible for any additional sources of income.

### How to apply:

- Speak to your Scheme Manager
- Email: [businessimprovementteam@housing21.org.uk](mailto:businessimprovementteam@housing21.org.uk)
- Visit: [housing21.org.uk/helpinghands](https://housing21.org.uk/helpinghands)



Scan me! 



Housing 21

If you believe that you qualify for and would benefit from a Helping Hands grant, please contact your Court Manager, who can help with completing a simple application form.





# AGE WELL WITH ABL



Our highly skilled staff deliver a range of **FREE** nutrition and exercise sessions supporting anyone over the age of 65 who would like to improve their health and wellbeing. ABL Health can help you lose weight safely and effectively by making long term lifestyle changes.

- **FREE 12 week programme**
- **Strength, balance and low level exercises**
- **Fully qualified Exercise and Nutrition Professionals**
- **Make friends, group support and have a social tea and coffee**

## For More Information

Call: **0161 960 0255** Email: [www.yourhealtholdham.co.uk](http://www.yourhealtholdham.co.uk)

### STAY UP TO DATE



@YHOldham



@YourHealthOldham



@YourHealthOldham

# Housing 21 Greenfingers

We are looking for **Green Inspectors** who would like to have more involvement with the grounds maintenance service, provide feedback and help shape the service in the future.

**What is a Green Inspector?** – Green Inspectors will be asked to provide feedback on grounds maintenance services to other residents, Housing 21 and the grounds maintenance contractor, Greenfingers. You would join us in inspecting the local schemes periodically to inspect the grounds maintenance work. You would then provide updates from these inspections to residents within your scheme/community and be able to provide Housing 21 and the grounds maintenance contractor with constructive feedback.

If you are interested in becoming a **Green Inspector**, please speak to your Court Manager.



## A change to Christmas bin collections

If your waste and recycling bins are due to be emptied on Boxing Day (Monday, December 26) then please be aware there is a change to your collection this year.

Instead, you need to put them out for collection two days earlier – on Christmas Eve (Saturday, December 24) except for green bins and food caddies which will be collected on Monday January 2.

Collections on Monday, January 2 will take place as normal. Please share this information with your neighbours.



Once you have taken your Christmas tree down you can recycle it by putting it in your green bin. Just chop it into small pieces, remove the wooden block from the base of the tree as this is too big to be composted, and take off any lights and decorations. Alternatively, you can take it to Arkwright Street Household Waste and Recycling Centre or leave it at one of our collection points in the following parks (from December 28 to January 31):

**Higher Memorial Park (car park), Joseph Street, Failsworth (open 7.30am until dusk).**

**Royton Park (car park) off Bleasdale Street, Royton. (open 7.30am until dusk).**

**Werneth Park (car park) off Frederick Street, Werneth (open 7.30am until dusk).**

**Churchill Playing Fields (car park), Wellington Road, Greenfield. Anytime access.**

**George Street Playing Fields (car park), off Milnrow Road, Shaw. Anytime access.**

# Regular events at Housing 21 schemes in Oldham



If you want to keep warm or just join in, there are activities across a number of our schemes in Oldham which are open for any Housing 21 resident to visit –

**Hopwood Court, High Crompton** – Regular events include:

**MONDAYS** – Breakfast club 50p per person 10.00 – 10.30 am; Card making 50p per session, 1.30 pm – 3.30 pm

**TUESDAYS** – Choir every week 2.00 – 3.30 pm

**WEDNESDAY** – Making Space every fortnight 1.30 – 3.30 pm

**THURSDAYS** – Coffee afternoon with Oliver 2.00 pm

**FRIDAYS** – Coffee morning with Oliver 10.30 am; Bingo every week 2.00 pm

**Cloughgate House, Hollins** – has a ‘get together’ every Monday and Wednesday afternoon, 1.30 pm – 4.00 pm, tea and cake provided, plus a Coffee Morning from 10am – 12pm.

**Charles Morris House, Failsworth** – will be starting an armchair exercise class Monday afternoons, a small charge applies followed by tea & biscuits;  
Tuesday Mornings 10.30 am coffee and catch up;  
Friday 2.00 pm bingo.

**St Herbert’s Court, Chadderton**

- Monday 9.30am till 12 – Making Space– carers drop in (need to book with Making Space (0161) 633 2403)
- Monday 2.00 pm bingo
- Wednesday 2.00 pm film club
- Thursday 2.00 pm craft club

**Violet Hill Court, Waterhead**

- Monday: 2.00 pm – 3.30pm bingo
- Tuesday: 2.00 pm – 4.00 pm knit n natter
- Wednesday: 2pm – 4pm coffee afternoon.
- Thursday: Games (dominoes & tridominos): 2.00 pm – 4.00 pm.

**Restaurant Opening Times (also open to all) –**

- Tandle View Court, Royton restaurant is open Tuesday, Wednesday, Thursday, Friday, Sunday 12.00 – 2.00 pm.
- Charles Morris House, Failsworth – Monday to Friday 10.00am – 2.00pm.
- St Herbert’s Court, Chadderton café is open Monday to Friday 10.30am – 2pm
- Aster House, Coldhurst – Friday 12.00 – 2.00 pm
- Trinity House, Coldhurst – Monday to Friday 7.30am – 2.00 pm Closed Saturday. Sunday 8.30am – 2.00 pm
- Hopwood Court, High Crompton Monday to Friday 10.45 am – 1.30 pm
- Old Mill House, Springhead Monday to Friday 12.00 – 1.30 pm.





# We Can Help!

## Struggling with the Cost of Living?

The rising cost of basic goods, including food and bills, aren't problems you have to face alone. Oldham Council has invested £3 million to help you make the most of your money and access support if you need it –

- £40k – to prevent children in financial hardship missing school.
- £420k – doubling the Warm Homes scheme.
- £455k – increasing the numbers of specialist Helpline staff.
- £445k – support for our partners in the community who deliver vital services including Oldham Foodbank and Action Together.
- £90k – establishing Warm Banks across Oldham.
- £600k – increasing Community Engagement team.
- £310k – increasing Citizens Advice sessions in every district every week.
- £450k – additional emergency grants for food, energy, housing and childcare.
- £95k – additional digital inclusion staff and projects in libraries including more tablet lending.



## Help with accessing extra money

- Oldham Council Helpline Specialist advice, referrals, access to emergency grants and personal case workers. T: 0161 770 7007 Open Monday to Friday, 9am to 5pm
- Welfare support Oldham Welfare Rights Service Free specialist advice including benefit calculations, assistance with making a claim, help challenging benefit decisions and providing representation at appeal tribunals. T: 0161 770 6655 [www.oldham.gov.uk/welfarerights](http://www.oldham.gov.uk/welfarerights) Open Monday to Friday, 9am to 5pm
- Citizens Advice Oldham Free confidential advice on welfare benefits, financial capability, family, personal issues, housing and employment. T: 0808 278 7803
- For Universal Credit support T: 0800 144 8444 [www.casort.org](http://www.casort.org) open Monday to Friday, 8.30am to 5.30pm
- Get Oldham Working Help with writing CVs and job applications, plus personal learning mentors, info on local jobs, training and apprenticeships. T: 0161 770 4674 [employability@oldham.gov.uk](mailto:employability@oldham.gov.uk)

## Help in a crisis

- Oldham Foodbank If you're not sure how you're going to feed yourself or your family, Oldham Foodbank can help. To be referred, contact our Helpline: T: 0161 770 7007 [www.oldham.foodbank.org.uk](http://www.oldham.foodbank.org.uk) Open Monday to Friday, 9am to 5pm
- Local Welfare Provision If you have a home and need help to meet short term emergency needs, such as money for food, energy bills or housing costs, We Can Help by reviewing whether you're eligible for the Local Welfare Provision. T: 0161 770 5468 Open Monday to Friday, 9am to 5pm
- Oldham Credit Union Simple, affordable, flexible loans of £100 – £10,000 from your community lender. T: 0161 678 7245 [www.oldhamcreditunion.co.uk](http://www.oldhamcreditunion.co.uk)
- Risk of homelessness If you're at risk of losing your home, our Housing Options team can provide specialist advice and support in response to your circumstances. Contact them on: T: 0161 770 4605 [housing.options@oldham.gov.uk](mailto:housing.options@oldham.gov.uk)
- Mental health crisis support If you feel desperate and like you have nowhere to turn, help is available. call Samaritans on 116 123 • text SHOUT to 85258 If your thoughts are suicidal or if you feel you may hurt yourself or others, call 999 for an ambulance or go straight to A&E.
- Are you part of a group supporting Oldham residents during the Cost of Living Crisis? Grants between £200 and £1,000 are available for informal groups and members of Action Together in Oldham's voluntary, community, faith and social enterprise sectors (VCFSE). Find out more at: <https://www.actiontogether.org.uk/one-oldham-fund>

**Tel 0161 770 7007 [www.oldham.gov.uk/WeCanHelp](http://www.oldham.gov.uk/WeCanHelp)**

## Warm Banks

With rising costs of energy and continued pressures on household bills, we know it is getting harder to keep warm at home, but we can help. We have a number of Warm Banks available across our local libraries that you can visit to keep warm at no cost.

Take this time to browse the internet, reconnect with a book or just have a hot drink. Library staff are on hand to offer support, advice and a friendly face to chat with. So, if you are feeling cold today, visit your nearest Warm Bank.

Here are the opening times of our current Warm Banks.

### **Chadderton Library and Wellbeing Centre – Burnley Street, Chadderton, OL9 0JW**

- Monday to Thursday 9am – 8pm
- Friday and Saturday 9am – 5pm

### **Crompton Library – Farrow Street East, Shaw, Oldham, OL2 8QY**

- Monday to Thursday, 9am – 7pm
- Friday, 9am – 5pm
- Saturday, 9.30am – 1pm

### **Delph Library – Millgate, Delph, Oldham, Lancashire OL3 5JG**

- Tuesday, Wednesday and Thursday 2 – 5pm
- Friday and Saturday 10am – 1pm

### **Failsworth Library – Oldham Road, Failsworth, M35 0FJ (in the Town Hall building)**

- Monday to Thursday 9am – 7pm
- Friday 9am – 5pm
- Saturday 9.30am – 1pm

### **Fitton Hill Library – Fitton Hill Neighbourhood Centre, Fircroft Road, Fitton Hill, Oldham, OL8 2QD**

- Tuesday 2 – 5pm
- Wednesday and Thursday 2 – 7pm
- Friday and Saturday 9.30am – 1pm

### **Greenfield Library – Chew Vale, Greenfield OL3 7EQ**

- Tuesday 2 – 5pm
- Wednesday and Thursday 2 – 7pm
- Friday and Saturday 9.30am – 1pm

### **Lees Library Community Hub – Thomas Street, Lees, OL4 5DA.**

- Monday to Thursday 9am – 7pm
- Friday 9am – 5pm
- Saturday 9.30am – 1pm



**Limehurst Library – St. Chads Centre, Lime Green Parade, Limehurst, OL8 3HH**

- Tuesday 2 – 5pm
- Wednesday and Thursday 2 – 7pm
- Friday and Saturday 9.30am – 1pm

**Northmoor Library – Chadderton Way, Oldham, OL9 6DH**

- Tuesday 2 – 5pm
- Wednesday and Thursday 2 – 7pm
- Friday and Saturday 9.30am – 1pm

**Oldham Library and Lifelong Learning Centre – Cultural Quarter, Greaves Street, Oldham, OL1 1AL**

- Monday to Thursday 9am – 8pm. Express library remains open until 9.30pm with limited service.
- Friday and Saturday 9am – 5pm

**Royton Library @ Trinity Church – Radcliffe St, Royton, OL2 5QR**

- Monday to Friday 9.30am – 5pm (from 17 October 2022)

**Uppermill Library – St. Chad’s, High Street, Uppermill, OL3 6AP**

- Monday to Thursday 9am – 7pm
- Friday 9am – 5pm
- Saturday 9.30am – 1pm



# Collecting Equality Monitoring Data



Equality and diversity is a key focus for Housing 21 and we are committed to making our schemes and communities a welcoming place to live for everyone. To help us achieve this, we will shortly be asking you to complete an 'equality monitoring' form. This includes collecting personal information which will be held securely for the important purpose of allowing us to demonstrate our commitment to equality and diversity. The information collected will provide us with the data to understand who our residents are so we can remove any barriers which may lead to discrimination or prevent people from having an equal experience. The information will be collected by our Court Managers, who will be calling on you to assist in completing the form and they will carry appropriate identification.

## What will I be asked about?

Under the Equality Act 2010, there are nine features about a person, known as protected characteristics, which are illegal to discriminate against. They define the term 'diversity'. You will be asked questions about these characteristics, which are:

1. **Sex** – You will be asked what sex you are – this is the sex that is written on your birth certificate. Although one percent of the population are born intersex (with male and female sex organs) they are usually operated on and assigned a sex at birth.
2. **Gender Reassignment** – You will be asked what gender you identify as. The 'gender reassignment' characteristic refers to whether you identify with a different gender to the sex that is on their birth certificate. People do not have to have undertaken an operation in order to live as another gender.
3. **Age** – You will be asked how old you are. When analysing equality monitoring data, we group ages into bands, for example 55 to 64, to help protect anonymity.
4. **Marriage and civil partnership** – You will be asked what your marital status is. People who are married or in a civil partnership are identified as being protected from discrimination under the 2010 Equality Act.
5. **Disability** – You will be asked if you consider yourself to have a disability. A disability means a condition that lasts or is expected to last 12 months or longer and has an impact on how you go about your day-to-day life. Discriminating against someone based on a disability could include not housing someone because of their disability or failing to make reasonable adjustments to give them the same experience as others. A disability can be invisible and include a long-term health condition. We have chosen to break this question into two parts to ask firstly if you consider yourself to have a disability, and if so, to categorise it.



6. **Pregnancy and maternity** – Because pregnancy and maternity are so temporary, we have chosen not to include questions relating to this in our equality monitoring form as we collect the information separately.

7. **Ethnicity** – You will be asked what your ethnicity is. Ethnicity and nationality are not the same. Previously referred to as race, ethnicity reflects your cultural heritage. We use the data from these responses to make sure we are not excluding people of different ethnicities from living in our schemes.

8. **Sexual orientation** – You will be asked what your sexual orientation is. There are now many categories that you could identify as. Sexual orientation is different to transgender status (which is gender identity). We use this data to monitor how many of these groups live with us and compare it to national data.

9. **Religion or belief** – You will be asked about your religion or belief. As well as traditional religions, this category has been extended to include beliefs which can be considered a way of life, such as veganism. This data is important to help us see whether we are creating spaces where many different religions can flourish.

It is important to stress that individual data is not analysed; it is added to the data of other residents so that it can be looked at by area, or regionally and viewed in percentages. For example, 30 percent of all of our residents have a disability.

Completing this form will be of great help to Housing 21. It means that we can provide more inclusive services where everyone feels welcome. It helps us to understand who is and isn't accessing our services. We want to provide safe homes for as many older adults as possible. The more people who provide us with this information, the clearer it is whether we are succeeding at this.

However, there is no obligation to complete this form. One of the options under the categories is 'prefer not to say' and it is perfectly ok to choose this option.

## **What is so important about diversity and inclusion?**

The UK is an increasingly diverse country and we can expect to see much more diversity among our residents over the coming years. For example, the amount of lesbian, gay or bisexual people over 65 is expected to rise from about 0.7 percent at the moment, to 2 percent within the next few years. There is also going to be a large rise in the amount of Black, Asian or Minority Ethnic people aged 65+ in the coming 10 years.

Every resident comes with perspectives and experiences that need to be considered to ensure they have a positive, safe experience living with us. This could be a lifetime of fear for LGBT adults, mockery for having a disability, or racism for Black, Asian and Minority Ethnic people.

We believe that everyone has the right to be themselves without fear. Collecting this data is an important step towards helping us ensure all our schemes and communities are inclusive, welcoming places for everyone to live

# Pension Credit

What is Pension Credit? Pension Credit is a means-tested benefit for older people, it's based on your income and your savings. There are two parts to Pension Credit: Guarantee Credit – this tops up your weekly income to a minimum level.

Savings Credit – this is a bit of extra money if you have some savings or your income is higher than the basic State Pension. You may be eligible for one or both parts.

How much will I get? Depending on your eligibility, you can claim one or both parts of Pension Credit. The amounts depend on whether you're single or a couple.

Guarantee Credit	Single	Couple
Weekly top up to:.....	£182.60	£278.70
Savings Credit Weekly extra of:.....	£14.48	£16.20

Don't be put off if you discover you're only eligible for a small amount of Pension Credit. By claiming it, you may become eligible for other benefits, such as Housing Benefit or Council Tax Support (also known as Council Tax Reduction).

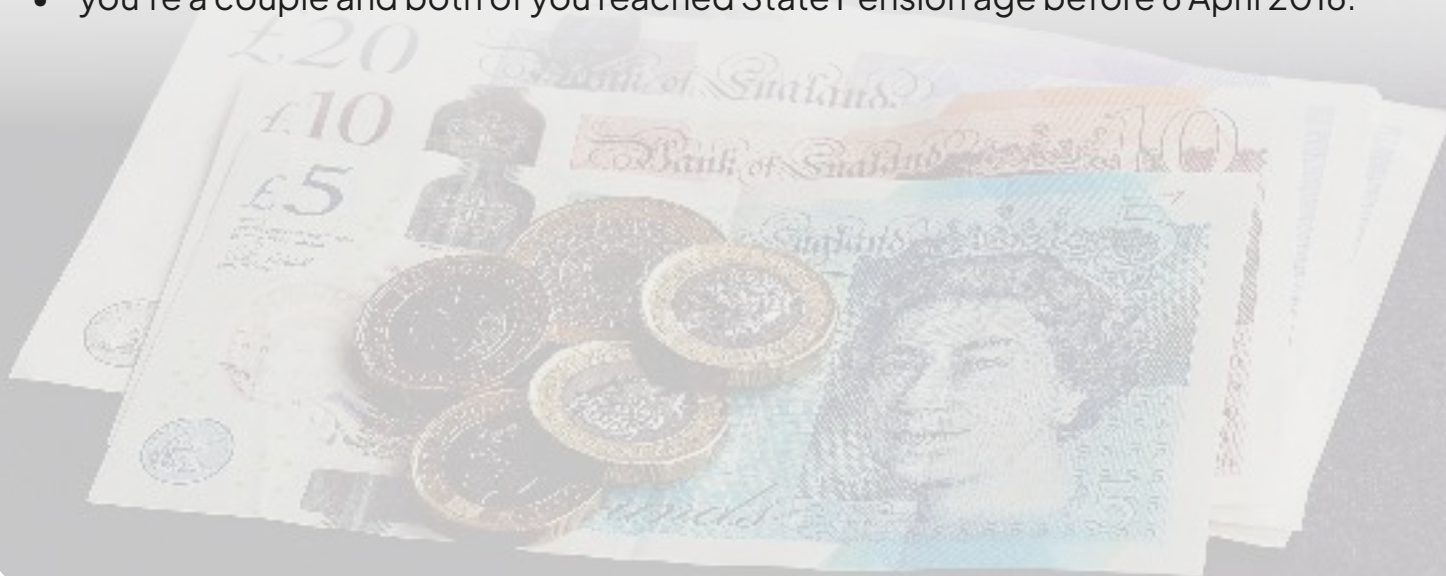
## Which part can I claim?

You may be eligible for Guarantee Credit if:

- You've reached State Pension age. This is currently 66 years old for both men and women.
- Your weekly income is less than £182.60 if you're single, or less than £278.70 if you're a couple.

## You may be eligible for Savings Credit if:

- You reached State Pension age before 6 April 2016
- you're a couple and both of you reached State Pension age before 6 April 2016.





There isn't a savings limit for Pension Credit, but if you have more than £10,000 this will affect how much you get. If you have a disability, care for someone, have dependent children or have certain housing costs, you may be eligible for Pension Credit, even if your income is higher than the amounts above.

If you're a mixed-aged couple (meaning only one of you is over State Pension age), you normally have to claim Universal Credit until you've both reached State Pension age, at which time you can claim Pension Credit.

## Why should I claim Pension Credit?

You have nothing to lose by applying, but potentially a lot to gain. Pension Credit doesn't just top up your income. It's also your passport to other benefits:

You'll get free NHS dental treatment. You can also claim help towards the cost of glasses and transport to hospital.

You'll get a Cold Weather Payment of £25 when the average temperature in your area is 0°C or below for seven days in a row between 1 November and 31 March.

- If you rent your home, you may get Housing Benefit to help towards paying your rent.
- If you own your home, you may be eligible for help with housing costs, or a loan to help with mortgage interest payments.
- If you care for someone, you may get an extra amount known as Carer Addition. This may be up to £38.85 a week.
- If you have a disability, you may get an extra amount known as Severe Disability Addition. This may be up to £69.40 a week.
- If you're responsible for a child, you may get an extra amount known as Child Addition depending on your circumstances

## How do I claim?

Call the Pension Credit claim line on 0800 99 1234. (textphone 0800 169 0133) You'll need to have the following details to hand:

- Your National Insurance Number
- Your bank account details
- Information about your income, savings and investments
- Information about your pension (if you have one)
- Details of any housing costs (such as mortgage, interest payments, service charges) and your partner's details (if you have a partner).

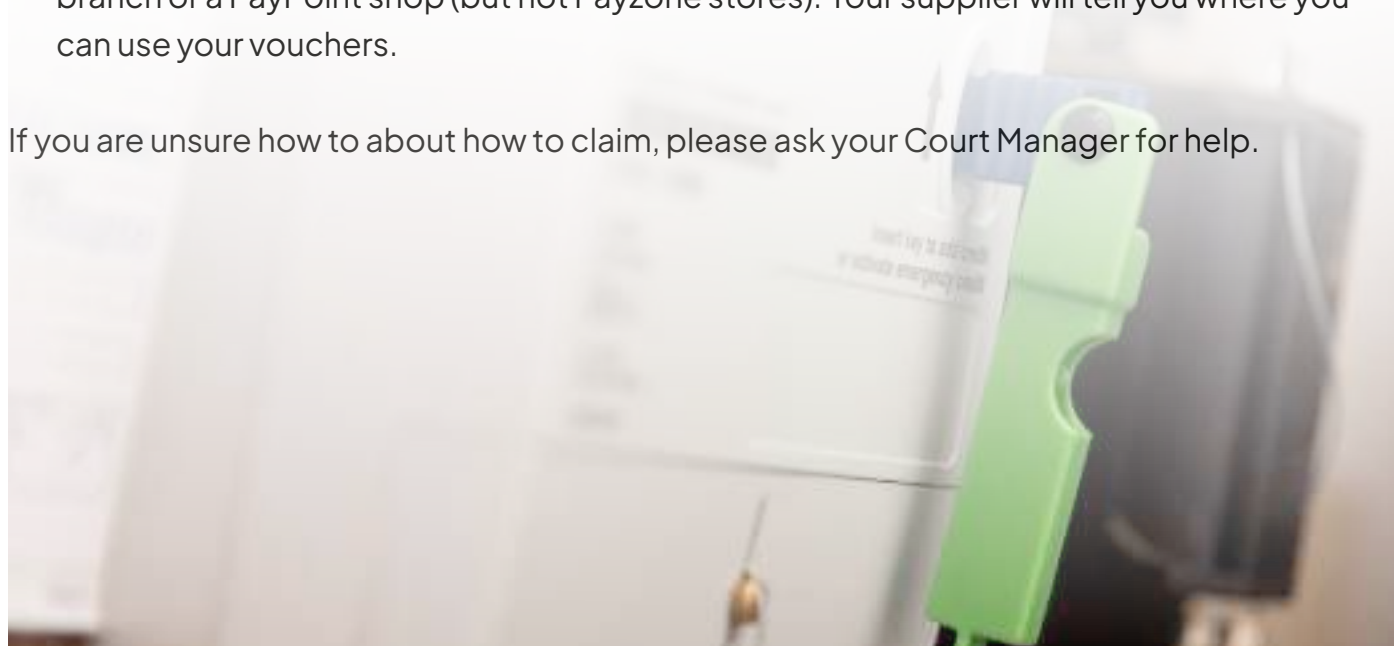
# Energy Bill Support Scheme – Pre-Payment Meters

From October 2022 to March 2023, most homes in England, Scotland and Wales will get a £400 non-repayable discount on their electricity bills. This is known as the Energy Bills Support Scheme, and it will be delivered in six monthly instalments.

Pre-payment customers do qualify for the discount, but many have not yet claimed their entitlement. Here's how you can access it.

- Check that your energy supplier has your correct contact details – Your energy supplier should have contacted you before the 1 October 2022 about how you'll get your discount. If you aren't sure if your supplier has your correct contact details, get in touch with them and check. This is important because otherwise they won't be able to tell you how to access the discount.
- Get the information from your supplier – If your supplier has your correct details, they should have already let you know how you'll get your discount, which will be either through vouchers or a credit. If you get discount vouchers, these will be sent to you by text message, email or post. Alternatively, you might have been told that you'll be credited automatically when you top up at your usual top-up point. Get in touch with your supplier now if they haven't already contacted you about how you'll get your discount.
- Receive your discount – You should get the discount in the first week of each month. In October and November 2022, the amount will be £66 and then this will change to £67 each month from December through to March 2023. Either look out for vouchers from your supplier, or top-up your prepayment meter as usual if you're getting an automatic credit. If you get vouchers, you'll need to use them at a top-up point, such as a Post Office branch or a PayPoint shop (but not Payzone stores). Your supplier will tell you where you can use your vouchers.

If you are unsure how to about how to claim, please ask your Court Manager for help.





# How to Save Money on Your Energy Bills

The cost of living is at its highest level in a decade, with household energy bills being the largest expense. In England, Scotland and Wales, under the UK Government's Energy Price Guarantee, typical energy bills will now cost around £2,500 until October 2024.

## Ways to Reduce Your Energy Bill

- Switch off standby. Almost all electrical appliances can be turned off at the plug without upsetting their programming. Some satellite and digital TV recorders may need to be left plugged in so they can keep track of any programmes you want to record.
- Draught-proof windows and doors.
- Turn off lights when you're not using them or when you leave a room.
- Washing machines - use a 30-degree cycle instead of higher temperatures. Reduce your use by one run per week for a year.
- Avoid using a tumble dryer for your clothes: dry clothes on racks inside.
- Spend less time in the shower.
- Be savvy in the kitchen. Avoid overfilling the kettle. Only run your dishwasher when it is full to reduce the amount of water you use.





## Housing(21) Suggestions, Comments and Complaints

There were six informal complaints during the quarter. Five were related to grounds maintenance, one related to a neighbour problem. All were resolved at the first stage.

We also received seven compliments during the quarter, one about the Court Manager service, five relating to repairs and one in respect of grounds maintenance.



### How to tell us what you think about the services we provide in Oldham.



We genuinely welcome any feedback about our employees and services. In the first instance if you have feedback about our housing or care services you should contact your Court Manager.

You can write, telephone, email or speak in person to the Court Manager; there is no requirement to fill in a form.

More information on providing feedback and our complaints procedure is available by either speaking to your Court Manager or contacting the Oldham office.

Contact details are on the back page of this newsletter.

## A Polite Reminder about Reporting Repairs

# Housing(21)

We would please ask you to phone the repairs line telephone number 0800 032 1215, which is a 24/7 line to report repairs, when you need to report a repair. In recent weeks, a number of residents have phoned contractors directly. In some cases, where residents have phoned directly over the weekend and left messages on the contractor's answerphone, the message has not been picked up until the Monday when the offices reopen, and this has delayed the response in dealing with your issue.

# COMPETITION TIME!

ENTER OUR CHRISTMAS WORDSEARCH COMPETITION TO WIN A  
£25 ONE4ALL GIFT CARD.

Simply enter your contact details below and post your answers, to –Vince Sexton,  
Housing 21, Chambers Business Centre, Chapel Road, Oldham OL8 4QQ

The closing date for entries is Friday 6th January 2023\*.



NAME: .....

ADDRESS: .....

TELEPHONE: .....

## A Christmas Wordsearch

O	L	F	R	A	N	K	I	N	C	E	N	S	E
L	T	U	R	K	E	Y	T	S	A	E	E	L	S
D	L	A	H	N	H	P	L	O	D	U	R	N	T
O	I	S	S	R	E	E	D	N	I	E	R	U	O
N	N	D	T	T	O	D	S	S	L	O	R	A	C
K	E	Y	D	N	N	S	E	L	B	A	T	S	K
E	K	T	B	T	O	E	A	T	N	A	S	Y	I
Y	T	I	M	E	H	E	L	H	T	E	B	S	N
A	R	V	D	Y	V	I	U	L	T	D	N	H	G
D	E	I	M	I	S	T	L	E	T	O	E	G	D
V	E	T	T	N	E	A	N	G	E	L	O	R	R
E	S	A	S	S	L	E	I	G	H	M	A	D	D
N	H	N	R	G	T	R	S	C	R	O	O	G	E
T	O	N	T	S	N	O	W	Y	R	E	F	R	L

ANGEL  
SCROOGE  
BETHLEHEM  
SNOW  
SANTA  
IVY  
TURKEY  
TREE  
NOEL  
SLEIGH  
ADVENT  
STABLE  
MISTLETOE  
FRANKINCENSE  
CAROLS  
NATIVITY  
DONKEY  
STOCKING  
RUDOLPH  
REINDEER

\*Only Housing 21 residents are able to submit entries for the competition.

THE WINNER OF OUR AUTUMN QUIZ  
WAS MRS JANET FAGAN, OF  
WILDMOOR AVE, HOLTS VILLAGE.



# Housing 21

Our office address:

Housing 21  
Units 403/404  
Chambers Business Centre  
Chapel Road  
Oldham  
OL8 4QQ

Email: [OldhamEnquiries@housing21.org.uk](mailto:OldhamEnquiries@housing21.org.uk)

Customer Services Telephone: 0345 604 4447

## OTHER USEFUL TELEPHONE NUMBERS:

### Repairs Line (24 hours)

0800 032 1215

### Oldham Council main switchboard

0161 770 3000

[www.oldham.gov.uk](http://www.oldham.gov.uk)

### Council Tax

0161 770 6622

[council.tax@oldham.gov.uk](mailto:council.tax@oldham.gov.uk)

### Environmental Health

0161 770 2244

[environmentalhealth@oldham.gov.uk](mailto:environmentalhealth@oldham.gov.uk)

### Housing Benefits and Council Tax

#### Reduction Scheme

0161 770 6633

[benefits@oldham.gov.uk](mailto:benefits@oldham.gov.uk)

### Payment line

0161 770 6611

24 hour automated payment service

### Registrars

0161 770 8960

### Waste and recycling

0161 770 6644

[waste@oldham.gov.uk](mailto:waste@oldham.gov.uk)

### Age UK Oldham

0161 633 0213

[info@ageukoldham.org.uk](mailto:info@ageukoldham.org.uk)

### Ring & Ride

0161 200 6001

### Dial-a-ride

0161 633 0097

### Citizens Advice Bureau

0300 330 9073

(Adviceline)

### Silverline

(confidential friendship support)

0800 470 8090

### NHS Advice

111

### Police non-emergency

101

### Oldham Community Leisure

0161 207 7000

### Action Together

0161 339 2345

### Oldham Library

Greaves St

0161 770 8000

### Making Space

Tandle View, Royton

0161 633 2403

### Greater Manchester Fire & Rescue Service

Book a free Home Fire

Safety Assessment

0800 555 815

<https://www.manchesterfire.gov.uk/your-safety/hfsa/>