



Tenant Newsletter Winter 2012

Saving you money by reducing your bills

Insulation & Cavity Wall Grants: there are a variety of government funded schemes operating that will survey and report on what you can do to increase the effectiveness of your heating through loft and cavity wall insulation. However, you as the tenant must apply for these- Contact your utility company (and ask Fiona if you need help) as soon as possible as rumour has it that money is running out so you will need to be quick!

A more efficient boiler: If you are in receipt of certain benefits and meet the qualifying conditions then Warmfront Grants should be your first contact, however **Warmfront is publicised to cease in December 2012!** According to the Government website the qualifying criteria are currently:

Benefits

To qualify, you must get one of the following:

- Pension Credit - the Guaranteed Credit or Savings Credit element
- the support or work related element of income-related Employment and Support Allowance
- Child Tax Credit - and your income is £15,860 or less
- Working Tax Credit - and one of the extra conditions below
- Income Support or income-based Jobseeker's Allowance - and one of the extra conditions below

Extra conditions

If you get Working Tax Credit, Income Support or income-based Jobseeker's Allowance there are extra conditions you need to meet.

Working Tax Credit

Your income must be £15,860 or less and one of the following must apply:

- you're responsible for a child under 16 who ordinarily lives with you (or under 20 if they're in [education or training](#))
- you get the Disabled worker or severe disability element of Working Tax Credit
- you're 60 or over

Income Support or income-based Jobseeker's Allowance

One of the following must apply:

- you're responsible for a child under 16 who ordinarily lives with you (or under 20 if they're in [education or training](#))
- you get the disability or severe disability element of Child Tax Credit
- you get Disabled Child Premium
- you get the severe or enhanced element of Disability Premium
- you get the higher or enhanced premium of Pensioner Premium

Please note that as far we can make out the criteria have recently changed to increase eligibility so if you applied before but were not eligible please do try again (for example the currently publicised child age is now under 16 whereas previously it had been under 5! It would appear the range of benefits has been increased to include working tax credits)

If you need help applying please contact Fiona.

Warmfront can be contacted Monday to Friday, 8am to 6pm, Saturday, 9am to 5pm:

enquiry@carillionplc.com

Telephone: 0300 123 1234

Textphone: 0800 072 0156

Downloadable .pdf form available here if you are reading this newsletter electronically.

http://www.direct.gov.uk/prod_consum_dg/groups/dg_digitalassets/@dg/@en/documents/digitalasset/dg_197033.pdf

Baby Boom?

Congratulations to all those tenants who have had new additions this year. Fiona is also expecting to double her number of grandchildren before Christmas!

More Houses

We are always looking for more properties to purchase, probate and properties where people are relocating are ideal. We are also looking for landlords with residential property portfolio's who require experienced and committed management. If you know of anyone, or recommend us and we are successful in getting them on board we will of course offer a finders fee.

Drains

We have had a couple of call outs to blocked and mis-behaving drains in the past year and would remind tenants that baby wipes, nappies and feminine sanitary products should be disposed of separately and NOT flushed down the toilet. If this is found to be the cause of any reported blockage you could be billed for the cost of unblocking!

Gutters

If you have not already done so please ensure that gutters and drains are clear of fallen leaves, moss and other debris which if left can cause gutters to leak and may lead to water ingress and damage.

Mould Prevention

Please ensure that any 'trickle vents' fitted to windows are kept open and that your property is well ventilated during the winter, do not cover up or seal vents or air-bricks. If you do find mould (which loves the damp atmosphere in bathrooms and will prosper behind furniture especially if airflow is restricted due to items being stored there) please wipe down using mould preventative treatments which can be found in the cleaning section of most supermarkets. More information will be found very soon on the website.

Website

Over the next couple of weeks we will be working on new area on the website for current tenants. This will include archive and current newsletters and the information sheets we periodically send out to tenants- eg for mould prevention etc.

Please do feedback any comments or even requests if there is any information you would like to see there which we have not already uploaded.

Finally.....

We would like to be the first to wish you all a very Merry Christmas and a Prosperous New Year!

Nigel & Fiona

