



ENERGY HARDSHIP FUNDING AVAILABLE FOR VULNERABLE RESIDENTS



Trident Group has made a donation to the HACT Energy Hardship Fund. The Fund has been created by HACT (Housing Associations' Charitable Trust), who work with housing associations to deliver social value. The Trust are aiming to distribute £1 million in energy vouchers across the country, as a response to the recent increase in energy costs and cuts to Universal Credit.

The Hardship Fund is available to any resident of social housing who is struggling to cover the cost of their energy bills this winter. You may be eligible to receive vouchers from the Fund. Distribution of the fund will be facilitated through Trident Housing. If you are struggling to pay utility bills, talk to your Housing Officer or Income Officer who may be able to help. You will need to discuss your difficulties in paying your energy bills so that we can support you further. The funding may come in the form of vouchers or cash, depending on how the recipient's energy is billed and will run through the winter.

Helen Litherland, Executive Director of Housing, Care and Support, said of the donation: *"This Winter will be a difficult time for some people in our communities, added to by the increasing utility costs we are experiencing. Trident Group is proud to play a part in supporting this great initiative that will help people at risk of fuel poverty. Our donation for this cause is in line with the Group's strategic direction 'to be a Beacon of Hope' for our wider community."*

For more information, contact the Homes and Communities team on 0121 633 4633 or email EnergyHardshipFundEnquiries@tridentgroup.org.uk

TRIDENT REACH LAUNCHES NEW RESPITE ROOM SERVICE IN BIRMINGHAM

Trident Reach has been granted funding for a new Respite Room Service that will help rough sleeping women, who face or are at risk of domestic abuse, go from victim to survivor.

Last year the government announced that it would launch a trial of several Respite Rooms, and Trident Reach has been awarded funding for this trial. Trident Reach has a twelve month contract for the trial, which will help women in vulnerable situations in their personal journey from victim to survivor.

Thanks to this funding, Trident Reach is providing accommodation in Birmingham to support women who are homeless and in situations of domestic abuse. These include Respite Rooms just for women, and units of accommodation to support women as part of a move-on pathway into sustained housing and support.

Joanne Spence, Trident Group's Interim Head of Housing and Support said: *"Securing this funding will further enhance the positive collaborative working between partner*

organisations across homelessness and domestic abuse service provision in Birmingham, reducing barriers to access this intensive support and accommodation. This is a fantastic opportunity to make a positive difference to enable extremely vulnerable rough sleepers to make informed choices about their steps towards recovery and their preferred long-term pathway from rough sleeping into safe accommodation."

This trial has been created to support women who are very vulnerable rough sleepers and require specialist support to recover from their trauma. The women will be provided with short-term accommodation alongside intensive, trauma-informed support. The Service will make a positive difference that allows these women to be safe and recover from abuse. It will especially help women who would otherwise be unlikely to approach other domestic abuse support services.

For more information, please visit www.tridentreach.org.uk or call 0121 226 5800.

Are you Winter ready?



Keeping you and your family safe is our number one priority. So, here is some helpful advice around the heating of your home. As Winter is now with us, there are plenty of things you can do to ensure your property stays warm, keeping you safe through the coldest of days.

Heating system

It is best to keep your central heating running. Energy prices have been putting people off from switching on heating. But the most cost-efficient way to run your heating is to keep it running on low and using a timer to heat it up more at the times you need it most. Heating up your radiators and boiler from cold takes more power and gas and is far less efficient. Keeping your property warm also protects your water supply pipework and prevents any bursts.

Radiators

You may have a radiator that is not heating up or has a cold spot, this could be due to trapped air which means the radiator needs venting. You will need a radiator vent key and a tissue or cloth to collect any drips. Venting the radiator will release the air, which will make your system more efficient and possibly save you money. You can search for videos on YouTube for radiator venting demonstrations. Keeping your thermostatic radiator valves at a desired temperature helps the efficiency of your system too.

Boiler pressure

You need to make sure that your boiler has enough pressure to avoid a fault. Keep your boiler pressure between 1-1.5 bar. You can check this from the gauge or display located at the front of the boiler. Familiarise yourself with the filling loop/point. Again you can search for YouTube for videos on how to top-up a combi boiler.

Annual gas safety check

If you have a gas safety check due and you have received a notification, please ensure you arrange an appointment to get it completed as soon as possible. This check is for your safety and will ensure that your boiler and gas supply is safe. It will also pick up any potential issues that can be repaired to prevent a breakdown. The gas check is a legal requirement, so it is important you allow us to carry this out.

Prepare to have a “Plan B”

Should your heating fail, or your gas or power supplies get interrupted it is worth having a plan B. Have back up electric heaters, warm blankets etc. Speak with family or neighbours that may be able to help in such an instance.

If you have an issue with your heating please notify us by calling us during office hours (Monday - Friday between 9.00am - 4.00pm) on 0121 633 4633 or call our emergency repair number, outside of our working hours, on 0121 643 6060.

Can you smell gas?

Do:

- Open doors and windows to allow fresh air in.
- Turn off the gas at the mains tap, which is usually near the meter. Move the handle a quarter turn until it is at 90 degrees from the pipe to shut off the gas supply.
- Leave the property.
- Phone the National Gas Emergencies number on 0800 111 999. Only use a mobile phone from outside the property. The number is free and available 24 hours a day.
- Follow the advice given by the emergency adviser.
- Wait outside for a gas engineer to arrive.
- If you are feeling unwell, visit your GP or hospital immediately. Tell them you may have been exposed to a gas leak or carbon monoxide poisoning.

Don't:

- Smoke, light a match or use any other naked flame.
- Turn any electrical switches on or off.
- Use doorbells, mobile phones or any other electrical switches which could cause a spark.