

# Better and Stronger Together



## Are you ready for winter?

Cold weather is just around the corner and with energy prices rising, we know it's going to be tough financially.

Homes that aren't heated and managed properly can cause problems like damp, mould and condensation, which can affect your health and the health of your home.

We want to help you beat the energy crisis and overcome those challenges so **please read and keep this handy guide.**

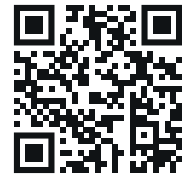
It sets out all the support we have available, provides top tips on how to manage your home and explains how you can report problems and get them resolved.



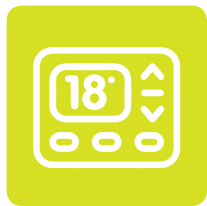
# Customer Service Principles

## What should the new Riverside Group look like?

Scan the QR code to have your say



## Love your home – Five top tips



### Setting the temperature

Set your thermostat to a minimum of 18 degrees to ensure your home is sufficiently heated. Use your heating controls to set the heating to come on only

when you're at home. You may have thermostatic radiator valves (TRVs) on your radiators. You can also use these to turn down the temperature in rooms you don't use very often.



### Don't waste water

Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle). A dripping hot water tap wastes energy and can

waste enough water to fill half a bath in less than a week. If you do ever find a leak, please report it to us straight away via My Riverside (see back page for how).



### Smart meter

Smart meters mean accurate energy bills and they allow you to see your usage and reduce energy consumption by displaying

how much money you have spent. You also won't need someone to enter your home to read your meter. You can use your smart meter to identify any spikes in energy usage and tackle them proactively. They also allow you to identify any appliances that are consuming energy even when you're not using them.



### Reduce draughts

Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.



### Switch off unused appliances

Don't leave appliances on standby as many devices continue to use electricity unless they are switched off at the socket. Make sure

you don't leave devices like laptops and phone chargers on when you're not using them as they will still use energy, most phones and small devices are fully charged within just two hours.

### Preventing condensation, damp and mould

- ✓ Try to avoid drying clothes inside and over radiators. If you can't do this, place the clothes on a rack in a room next to an open window, with the door closed and where possible the extractor fan switched on.
- ✓ Ensure ventilation devices are used, leaving trickle vents in windows open and keeping extractor fans on at all times.
- ✓ Keep lids on pans to prevent the moisture in the air from going into colder rooms which will cause condensation to form if it touches a cold surface.
- ✓ Remember to wipe moisture from windows in the morning and open windows to ventilate for 20 minutes.



# How to get help – Let's Talk Energy



If you find yourself affected by an energy crisis, like energy bill debt, incorrect billing or pricing or if you are disconnected altogether, we can help and provide advice.

Through our new Let's Talk campaign and our £500K Helping Hand Fund, we can also provide small grants and other practical short-term support for households facing difficulties.

All you have to do is remember one thing – don't suffer in silence.... Let's Talk.



Just open your smartphone camera and scan the QR code to book an appointment to talk to us at a time that suits you.



We also offer support with a range of other challenges through our Let's Talk campaign.

Check out:

[www.riverside.org.uk/letstalk](http://www.riverside.org.uk/letstalk)





# My Riverside

Anytime | Anywhere | Any device



# Report a repair without any hanging around

**My Riverside. The quick and easy way to get things sorted. Leaving more time for the finer things in life.**

- ✓ Report repairs quickly and easily
- ✓ Check and manage your account and charges
- ✓ Pay securely online
- ✓ Update your contact details
- ✓ Live Chat with us

Register now at  
[my.riverside.org.uk/register](https://my.riverside.org.uk/register)

**Already registered?**  
Download the app and make life even easier

