

Your Newsletter

The tenants' newsletter for Denbighshire Housing



Issue twelve – Autumn 2023

Council energy efficient homes ready for tenants

Our new energy efficient apartments in Prestatyn are ready to welcome residents through the front door.

Construction work has been completed on the four, one-bedroom apartments on the site of the former Bodnant School canteen, on Caradoc Road.

Our low carbon apartments are certified to the energy efficient Passivhaus standard. Their construction, undertaken by North Wales based Peter T Griffiths Building Contractors, was part funded by the Welsh Government through its Innovative Housing Programme.

The new homes are part of the Council's drive to tackle the waiting times for accommodation by fully addressing the need for more housing provision.

They have been built with high energy efficiency to reduce our Tenant's cost of living pressures and simultaneously help Denbighshire and Wales achieve its net carbon zero targets.

Cllr Rhys Thomas, Lead Member for Housing and Communities at Denbighshire County Council said: "We are delighted to be in a position to welcome residents to these new council homes in Prestatyn and grateful for all the support of our partners who worked on this project."



"Ensuring there are homes available to meet the needs of county residents is a priority for us. These apartments will help meet the housing needs of residents by providing quality accommodation that is affordable as well as offering the highest levels of build quality to help reduce energy consumption and minimise carbon emissions and lower household bills."

The first residents at the complex are expected to take the keys for their new homes this autumn/winter.



Llywodraeth Cymru
Welsh Government

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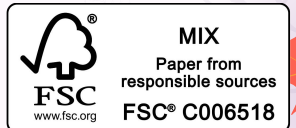
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Bulletin Board

To report any maintenance issues, contact Customer Services:

Mon-Thu 9:00am – 5:00pm 01824 706000

Fri 9:00am – 4:30pm

Out of Hours Emergency 0300 123 3068

Galw Gofal (Careline) 0300 123 6688

Single Point Of Access (SPOA) for support referrals 0300 456 1000

Gas Emergency 0800 111 999

Electricity Emergency 080031 63 105

NHS Direct Wales
111

Floodline
0345 988 1188

Type talk
0345 602 6340



Message from Geoff Davies, Lead Officer, Community Housing

Welcome to the latest edition of your newsletter.

We hope you find it interesting. If you have any suggestions or ideas of things you would like to see in the newsletters, we'd love to hear from you.

Now the weather is starting to get colder, it is important that everyone keeps warm in their home. Household bills are still high, so we wanted to let you know that we work with Citizens Advice Denbighshire. They have a dedicated worker for Denbighshire tenants. They can give advice on household finances, energy bills, including tariffs or any worries about money and debt generally. This is a free and independent service, and no information is shared with us if you don't want it to. Have a look at their article on page 16 for more information.

We know that tenants worry about their heating costs, which can lead to homes being cold. This can cause condensation problems, which can be difficult to resolve. It isn't always a simple repair that is the solution. It is a balance between heating and ventilation in your home. There is some great advice and information on page 14-15. If you'd like anymore advice, please let us know.

I would like to say thanks to those of you who took the time to complete our recent Survey of Tenants and Residents (STAR). We do this every 2 years, asking for your feedback on how we are doing, what we can do better and what your priorities are that we should focus on. This information informs what we do. The results will be in the



Spring 2024 newsletter and on our social media accounts, so keep an eye out.

Next year, we are going to review your newsletter. With everything being available online, we will be looking at how we create a digital version. We know some of you prefer a paper copy to read and keep handy. So we are still planning on designing this as well, but it may be that you need to opt-in to have it posted. It is important that we continue to keep in touch with you, so if you have any feedback or suggestions, please let us know.

Denbighshire Tenant and Residents Federation (DTARF) Update:

Hello everyone. At DTARF we continue to meet as a group and invite managers from the Denbighshire Housing Team every month to discuss issues, concerns, and any changes in the service we get from them.

We have met about the repairs service, gas safety, fire safety and heard about the community resilience work of the team.

We continue to work together but also make sure we raise your concerns and challenge the Housing Team about their service.

These are tough times for households and communities, so we are always here to help if you need anything. Please get in touch.

DTARF has represented all council tenants in Denbighshire since 1996 and it is important that we continue to do this, so feel free to join us or get in touch at any time.

Yours
John, Chair DTARF - dtarf1@outlook.com



First council homes in over 30 years!!

In our last newsletter we explained all about the advantages of living in a low energy Passivhaus home. Since then we have finished four apartments in Prestatyn, which have been built to the Passivhaus standard.

The Welsh Government have financially supported this project to try out a new type of construction to a Passivhaus standard.

The apartments are heated using a technique called Mechanical Ventilation with Heat Recovery (MVHR). This system provides fresh filtered air into a building, whilst retaining most of the energy that has already been used. For example, things like bathing and cooking and electrical appliances. The apartments also have electrical panel heaters to provide top up heating if required.

All the apartments are one bedroom and the ground floor apartments have been designed for wheelchair users.

These apartments have been built on the site of the school canteen, facing Caradoc Road. We will be developing proposals for building new homes on the remaining part of the site facing Marine Road in the future, so keep an eye on our website, <https://www.denbighshirehousing.co.uk/new-homes/>

Other developments:

We are continuing to progress well on our other projects, including the new apartments on the old library site, Prestatyn and the old tax office on Churton Road in Rhyl. We can't wait for these to be completed in 2024.



Llywodraeth Cymru
Welsh Government





Optimised Retrofit Programme update:

Over the last year, we have been improving some of our properties with new roofs, solar panels, external wall insulation and sensors as part of our optimised retrofit programme. This programme is funded by the Welsh Government energy improvements programme.

We have almost finished retrofit works in Rhydwen Drive, Rhyl, Canol Y Dre, Ruthin and Betws Gwerfil Goch which should help reduce drafts and the energy needed to heat these homes.

Following the completion of phase two, altogether 96 homes on Rhydwen Drive have received energy efficiency improvements.

Cllr Rhys Thomas, Lead Member for Housing and Communities at Denbighshire County Council said: "We are pleased to see the completion of phase two of this project to improve the energy efficiency of the 41 homes on Rhydwen Drive.

'I was grateful to have recently visited Rhydwen Drive and to have met with some of the tenants who have had this work done on their homes.



Requesting modifications and alterations to your home

We've recently noticed that several homes are being modified by our tenants, ranging from loft conversions, lean-to, to permanent structures being built in gardens without our permission. Some works should have had planning permission, structural engineer surveys and designed by architects.

Before any alterations or modifications can be made to your home, **you must apply to us for permission** by either calling **01824 706000** or emailing **housing@denbighshire.gov.uk**. If you start the work before getting in touch with us, then you will have to undo the work that you've done and return it to the original condition at your cost.

They were very pleased with the appearance of their homes and also with the impact that having solar panels and added insulation was having on reducing their fuel bills at this time of high energy costs'.

Our improvement works will continue next year, and include:

Gwynfryn Avenue and Brooks Avenue, Rhyl where we will be improving roofs and rendering. At the same time Scottish Power will be doing improvement works.

Lloyd Avenue, Denbigh where we will improve roofs and external wall insulation.

These projects support the Welsh Government's desire to see better insulated, warmer homes for tenants, while aiming to reduce fuel poverty by reducing energy bills.

Requesting adaptations to your home

Each year, we complete adaptations to ensure tenants can continue to live independently and safely in their homes.

Major adaptations may include:

- the removal of an existing bathroom
- the installation of a wet floor shower room
- the installation of a stair lift to make first floor accommodation more accessible.

Minor adaptations may include the installation of internal grab rails, handrails, external ramps, and key safes.

Before we carry out any disability adaptations, we would need either an Occupational Therapist or Social Practitioner referral. They would visit and assess your home and make any recommendations. There is a strict criterion of what adaptations we can make, and in some cases, it might be more appropriate to move to a more suitable property.

If you feel you would benefit from an adaptation to your home, please contact the Single Point of Access (SPOA) team on 0300 456 1000 or email them on spoa@denbighshire.gov.uk for more information.

Community Resilience Update

Our community resilience team have been busy over the summer, getting to know our communities and putting on some great events in partnership with other local groups. Here are just a couple of things they've been up to.

Meliden Summer Youth Session

During the summer holidays we worked with the Denbighshire Youth Service to hold a fun afternoon in Meliden. The young people were able to play some sporting games, test their reaction skills on the Bat-attack machine, while our staff were present to engage and support residents of the community. The Local Councillor Julie Matthews also got involved and managed to get her name on the bat-attack leaderboard!



Clawdd Poncen Summer Event

We held a lovely community summer event in Clawdd Poncen, Corwen in partnership with Denbighshire Leisure, South Denbighshire Community Partnership, Nature for Health, and North Wales Wildlife Trust.

Everyone enjoyed the fencing taster sessions, balance bikes, arts and crafts as well as nature activities in the new community garden. Thanks to everyone who came and made the day great.



Introducing eCymru

What is eCymru?

Social landlords across Wales have come together to connect the housing community.

This new website provides digital support, training and initiatives to help digitally excluded tenants access and use the internet with confidence.

We are passionate about helping our tenants to develop their skills and hobbies, accessing online events and courses, including music, cooking lessons, art, yoga, and meditation.

How do I join?



It's easy:

Step 1: Visit <https://ecymru.co.uk/>

Step 2: Click on the 'Events' page.

Step 3: Have a look what is on offer.

Step 4: Visit <https://ecymru.co.uk/faq/> for more information.

If you'd like to know more about this, please contact our Community Resilience team on community.resilience@denbighshire.gov.uk



The Environment and Your Estates

In 2019, the Council declared a Climate Change and Ecological Emergency. As a result, it aims to become a net zero and ecologically positive council by the end of March 2030.

In support of this, we want to help enhance, preserve, and improve our natural environments to support biodiversity, and work with communities to cope with the impacts of climate change.

It's important that we increase and grow habitats for our pollinators and wildlife. This means looking after our trees and planting the right plants in the right places. Over the last 12 months, we have been working with our communities to increase our native wildflower meadows and community gardens.

Wildflower Meadows

This year, to help us know what species of wildflowers we have, we have let our grass areas grow. Unfortunately, we don't have as many as we'd have liked. Over this winter and next spring, we will be working with our colleagues in the Biodiversity and Countryside teams on projects to improve this.

Here are some of the wildflower areas that we already have in Denbighshire, we can't wait to see what more look like next year!



Community Gardens

We have been working with communities over the last 18 months to help them create community gardens. Our most recent project was at Graigfechan, where the residents have worked really hard on the space and over the summer have grown lots of their own fruit and veg.

We have also built a new community growing space in Clawdd Poncen.

If you would like to get involved, please contact Becky at the Nature for Health team on 07748 808372.

How can you help?

If you'd like to help grow habitats that our pollinators would love at home, then take a look at this wildlife gardening information pack <http://www.denbighshirecountryside.org.uk/at-home/> It has some really useful hints and tips that you can follow.



Getting to know us!

In each edition of your newsletter, we introduce a member of our team.

In this edition, we'd like you to meet **Jack Head**, a Joiner (right of picture) and **Gareth Ballinger**, Electrician (left of picture).



What is your role?

Jack: We carry out responsive repairs in tenants homes. As a joiner that could include changing locks if they're faulty or someone has lost their keys, also window repairs.

Gareth: As an electrician, I look after all the electrical items in tenant's homes, making sure everything works and is safe. We try to make sure that our tenants live in quality housing with the best living conditions.

Jack and Gareth: We do sometimes get called away to do an urgent or emergency job and thankfully our tenants understand that.

The best thing about your job?

Jack: Working with my colleagues, the different variation in my working day, two days are rarely the same and doing a good job for tenants.

Gareth: Meeting different people from all walks of life. Having a good relationship with our tenants. The variety of works from small jobs to rewires and the different challenges it throws at us.

Describe a typical day:

Jack: Call and arrange visit times with tenants. Make sure I have the correct materials for the jobs ahead and stock up if I need to. Then attend to any urgent or emergency jobs before carrying on with my routine work.

Gareth: Ring tenants and book the jobs in. Once I've met the tenant, make sure that the area I'll be working in is safe before starting work. I also need to follow up on materials and liaise with other maintenance team members to get jobs done.

Some jobs can be interesting, such as with children who like to help! They can be inquisitive and intrigued about what we're doing, and they can get engrossed.

I've even been invited for tea and cake before leaving and tenants can be quite insistent! Sometimes we're the only person that they may see for a few days. Other tenants like to talk about how things were 'back in the day' or to put the world to rights!





Reporting a repair

We know it can be stressful when something breaks down in your home. Whether it's a fault with your electric, boiler, plumbing or roof, we are here to help.



We always aim to repair any faults in your home, that are our responsibility within 20 working days.

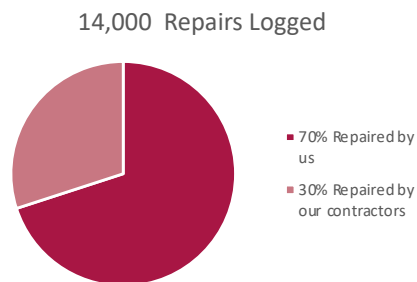
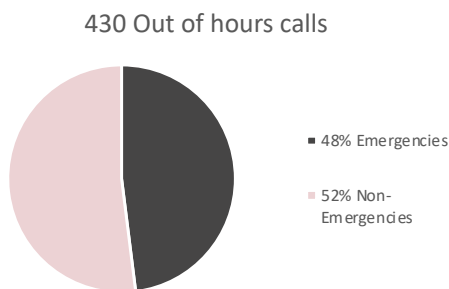
Here are some useful hints and tips about reporting a repair

- If your repair is urgent**, please call us on 01824 706000 during working hours. Please bear with us on Mondays as it can get very busy on the phone lines.
If it is out of hours and **emergencies only**, call **0300 123 3068**.
If your repair is not urgent, please complete an online form at <https://www.denbighshirehousing.co.uk/formbuilder/report-repair/view/> and we will aim to respond within 10 working days.
- Once your repair has been logged, a member of our team will contact you to arrange a convenient date and time to carry out your repair.
Please note, if you see a number on your phone, which you don't recognise, or the number is withheld, this may be our team calling to make arrangements. Please answer the call or ring the number back.

For more information about types of repairs, emergencies etc, please visit www.denbighshirehousing.co.uk

For a list of useful phone numbers including gas, water and out of hours, please see page 2 of the newsletter.

We answer around 24,000 phone calls a year!



Housing Disrepair Claims – Beware of scammers

We know people are knocking on doors offering to help tenants by suggesting compensation may be due on a "no win no fee basis" for disrepair claims.

We don't want to frighten people and certainly do not want to stop tenants from challenging us, but please be cautious.

You may be liable for costs if you change your mind and if you are unsuccessful in court.

If you do have an outstanding repair, please:

- Let us know by calling us on **01824 706000** or email housing@denbighshire.gov.uk
- If you are unhappy with how we are dealing with it, please use our complaints procedure and we will look into it.
- If you are still not happy, please contact the Ombudsman for Wales, who can award compensation and there will be no cost for any of this.

Getting your home ready for winter!

It's that time of year again, the weather is getting colder, so we start putting the heating on! Here are some hints and tips to get your home winter ready!

Adjusting the temperature

During winter, the Energy Saving Trust recommends that your heating should be set to between 18 degrees and 21 degrees centigrade. Try seeing what temperature is comfortable for you and increase it if needed.

Check your radiators

Once the heating is on, give it a few minutes to start working. Then check each radiator to see if it is getting warm. If not, then your heating may need attention, below are some common problems and possible quick fixes that you can do.

Common problems

Radiator cold spots

If you notice cold spots at the top of your radiator, it might need bleeding. We advise that you get in touch with us if you notice these.

Pressure loss

Gas combi boilers are pressurised, so your boiler needs to be around 1 to 1.5 bar. Check the pressure gauge, if the pressure is lower than this, it may need re-pressuring.

Time settings

Your thermostat & timer might be set to come on at a specific time. On warmer days you can turn the thermostat down. This stops your heating from coming back on during a cooler spell.

If you notice low pressure, get in touch with our contractors, Liberty on 0330 333 8384.

If your boiler does not automatically come back on when you'd expect it to, check the thermostat has been turned back up.



Tips for winter

Boilers can sometimes stop working if they are not used regularly. We recommended that you turn your central heating on for at least one hour, every day throughout winter to make sure it continues to run smoothly.

The water in your outside pipes can freeze in very cold weather. This can stop the boiler working and even causes pipes to burst. If this happens, you can try to gently thaw the pipe with warm water.

When to ask for help

If you have followed the above advice and you are still unable to get your central heating working, then please call Liberty on **0330 333 8384**.

Also remember, each year, Liberty will do a check to make sure your boiler is safe and working efficiently. It's important that you answer their calls and let them into your home to do this.



Service charges explained

What is a service charge?

This pays for things that tenants benefit from and use, like:

Communal areas:

- lighting and heating
- fixture and fitting improvements
- laundry facilities
- repairing door entry systems
- cleaning
- fire safety costs
- water and sewage
- grounds maintenance on estates – ranging from the inspection and repairs of our play areas to grass cutting.

that tenants benefit from and use. This cost is on top of your basic rent. If you get Housing Benefit or Universal Credit, these charges are eligible. Individual water, heating and sewage charges do not qualify under either Housing Benefit or Universal Credit. You can see how much you are paying towards these costs on your rent statement.

If you live in a property with no shared or additional services, and we don't maintain any communal grounds outside your property or on your estate, you will not have to pay any service charges.

How do we calculate service charges?

We will calculate your service charges each year by looking at the actual costs of providing the service to you in the previous financial year. We get back the charge in the following year. This way we are only recovering the true costs of providing the services from those tenants who benefit from them. Over the past 12 months, we have seen an increase in utility costs such as heating and lighting.

To make sure we provide value for money, we regularly look at costs and how we deliver them. This could include installing LED lighting in communal areas, finding better landlord electricity suppliers and so on.

If you have any questions about your service charge, get in touch with us on [01824 706000](tel:01824706000).



Grounds Maintenance Update

Last year, Greenfingers Landscape Ltd won our grounds maintenance contract, initially for 3 years. Unfortunately, due to unforeseen circumstances they are no longer able to deliver this service for us and our tenants.

We are now in the process of looking for a new provider to continue maintaining our estates and communal areas for next year. More information will be available in our spring 2024 newsletter.

For more information about the work we are doing to support wildflower meadows, improving habitats for bees and pollinators, as well as biodiversity please see page 6.



Getting to know us!

Getting to know one of our tenants and member of Denbighshire Tenant and Residents federation (DTARF).

Debbie Holmes

Please tell us about your role in the community

Hi, I'm Debbie Holmes, I work full time and take pride in where I have lived for the last 38 years.

Any spare time I get, I manage the Bruton Park, Rhyl & surrounding areas Facebook page with another tenant. Also, if there's a common issue that is affecting a number of tenants, I will make representations to either council officers or ward councillors.

For example these could be parking issues, the grass cutting or fly tipping, or helping tenants who want advice. Only today a tenant asked me if I could help her with her CV for applying for jobs.

I've been asked how I went back into education by another tenant, so sometimes I can use my work skills to help neighbours and tenants. People sometimes ask for support that maybe I can't help with, but I am able to signpost them to an organisation that can. I have an extensive knowledge of local organisations in Denbighshire so can point tenants in the right direction.

I will also liaise with council departments if, for example, there's a fly tipping issue. I'm on hand along with other residents to deliver leaflets about activities the council are arranging for the estate.



What do you enjoy about helping in your community?

I'm solution focussed with a 'can-do' attitude, so I look to find solutions for issues affecting people. It helps my well-being, by being able to connect with others. It's ok to sit and moan about whose responsibility to do this or that, but it's worth thinking how, as a tenant, I can help the situation.

Describe a typical day.

A typical day includes work for me, but also checking the estates Facebook page with other admin, trying to provide interesting and informative content. It might be speaking to a neighbour about an issue they may be having or liaising with a councillor about common issues on the estate. My days don't end after work as I could be babysitting any of my 4 grandchildren or volunteering for other organisations.

What is your favourite film?

Dirty Dancing – "Nobody puts baby in the corner"!

What is your favourite music?

My 9-year-old grandson's guitar playing (but then I could be seen as biased)



County Voice

As part of the Council, we wanted to let you know about County Voice, Denbighshire's residents' newsletter. It gives you all the latest news, updates about the Council's services and information about community events, activities and much more.

If you would like to subscribe to ensure you receive your copy via e-mail, sign up at <https://countyvoice.denbighshire.gov.uk/english/subscribe>.

You can read the latest edition here <https://countyvoice.denbighshire.gov.uk/english>



Residents Stakeholder Survey

How is the council doing?

It's time to have your say! This September saw the launch of the Council's Stakeholder Survey for 2023 to 2024. We want to know what Denbighshire residents think of the work we are doing in all aspects, including housing, well-being, learning and the environment.

The survey is a great opportunity for the Council to learn and improve so we hope you'll help us by answering a few questions.

It's also a great way for you to find out more about the themes that make up the Council's current Corporate Plan. To take part and have your say, please complete the survey by visiting countyconversation.denbighshire.gov.uk.



Aerated Concrete (RACC) survey update

You may have read or heard about a problem with concrete in some buildings that were built between 1950 and the 1990s.

The type of concrete being talked about is aerated concrete, sometimes shortened to RAAC. RAAC is a lightweight, 'bubbly' form of concrete commonly used in construction between the 1950s and mid-1990s. It is predominantly found as precast panels in roofs (commonly flat roofs, sometimes pitched) and occasionally in floors and walls. There is a risk that RAAC can fail, particularly if it has been damaged by water from leaking roofs or if it was not formed correctly when originally made.

Whilst we are relatively confident that we have none of this type of concrete in our houses, we do have some houses constructed during this period. Our Housing Maintenance team have identified these potential houses and we are asking an independent expert to arrange to visit a sample of these homes to check for us.

For clarity, Denbighshire Housing Contact Centre will be contacting tenants directly to arrange a suitable time for a survey. Should you be contacted by another organisation, please let us know. Do not pay anyone to do the survey for you.

Here are our top tips for reducing mould and condensation in your homes this winter

What is mould and condensation?

- Mould and condensation appear in your home when the air is too wet.
- Condensation often occurs on windows when they steam up. This is when warm, moist air comes into contact with a cooler surface.
- Black spot mould can start to grow in your home when there is too much condensation. It can grow on walls, ceilings and furniture.
- Black spot mould is prejudicial to health.



Where does condensation come from?

Moisture in your home can come from people, simply by breathing, as well as activities such as cooking, drying your clothes and showering or bathing. This moisture can create condensation.

Important things to know:

By working together we can all reduce mould and condensation in our homes. To help with this, please remember:

Our responsibilities are to:

- Respond promptly to reports of mould and condensation.
- Provide you with information and advice to reduce condensation in your home.

You can help by:

- Following our advice to minimise condensation in your home.
- Promptly reporting any issues with mould and condensation in your home.
- To report a problem, you can:
 - * Call us on: **01824 706000**
 - * Email us at: **housing@denbighshire.gov.uk**
 - * Visit us online: **www.denbighshirehousing.co.uk**



The good news is you can reduce the moisture in your home by following these top tips!



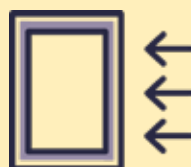
Tip 1: Try to keep your home warm and at a constant temperature. Leave internal doors open so air can flow around your home.



Tip 2: If you can, hang washing outside to dry.



Tip 3: Put a lid on your pans when cooking, and only use as much water as you need.



Tip 5: Open your windows when cooking, showering or having a bath. When running a bath, put cold water in first, then add the hot. This reduces steam by up to 90%.



Tip 4: If you have window vents, make sure they are open to help the airflow in your home.



Tip 6: If you use a tumble dryer, make sure you have a vent to outside, unless you have a condenser dryer.



Tip 7: Use your extractor fan if you have one. If not, open a window to let steam out.



Tip 8: Wipe away any water lying on your windows and sills in the morning.



Tip 9: Don't put furniture or beds directly against a wall to allow air to circulate.



Tip 10: If you're drying your clothes inside, please:

- Do not put wet clothes on your radiators.
- Put them in the bathroom with the heating on.
- Use a clothes drier.
- Close the bathroom door and keep a window slightly open or put the extractor fan on.

Cost of living Crisis advice

Citizen's Advice Denbighshire

The cost-of-living crisis has an impact on all of us. The price of food and goods is higher, the amount it costs to heat our homes has increased, fuel is more expensive, and people's income just isn't stretching as far as it used to.

If you're finding it hard to keep on top of your bills, struggling with debt management, aren't sure whether your home is as energy efficient as possible, or would just like peace of mind knowing you're claiming everything you're entitled to, Citizens Advice Denbighshire is here to help. We are able to offer free, confidential, impartial advice and support.

With an income maximisation session, we'll help make sure you're claiming what is yours and that you're receiving the correct amount of benefit. We'll help identify and manage any debts and arrears you might have. We can refer you on to larger schemes and projects (whether that's for new boilers or insulation through Nest, or helping with whatever grants are available), and we'll help you with practical energy efficiency advice and small measures you can take.

With the cost of living continuing to increase, it's important that you have access to all the support you need before crisis, so get in touch today for free, independent, impartial, and confidential advice. Call us on **08082 787 933** or **email advice@dcab.co.uk**

Here are some helpful websites for more advice and support:

Denbighshire County Council

www.denbighshire.gov.uk/cost-of-living

Money Helper UK

<https://www.moneyhelper.org.uk/en>

MoneyHelper joins up money and pensions guidance to make it quicker and easier to find the right help, MoneyHelper brings together the support and services of three government-backed financial guidance providers: the Money Advice Service, the Pensions Advisory Service and Pension Wise.

Turn2us - <https://www.turn2us.org.uk/>

Turn2us is a national charity, which tackles financial insecurity. It offers services to calculate what benefits you may be entitled to and runs a helpline to give support and information to people who don't have access to the internet or find it hard to get online. Their helpline is 0808 802 2000.

StepChange - <https://www.stepchange.org/>

StepChange provides free, expert debt advice either online or via the phone. You can speak to them about your debts, and they will look at your financial situation and advise you on what you can do next. Their debt advice helpline is 0800 138 111.

Mental Health – Samaritans

<https://www.samaritans.org/?nation=wales>

If you think it's an emergency or you would like to speak to someone on the phone, call the Samaritans. You can call the Samaritans helpline on 116 123 Monday to Sunday at any time, calls are free from mobiles and landlines.

