

You can get all our information in large print, in Braille or on tape by calling **023 9283 4129**.

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For translated information, please call:

- the Bengali answerphone service on 023 9284 1651; or
- the Cantonese answerphone service on 023 9284 1652.

আপনি পোর্টসমাউথ সিটি কাউন্সিলের সকল তথ্যের অনুবাদ, বড় অক্ষরে অথবা কেসেটে পেতে পারেন। দয়াকরে বিস্তারিত জানার জন্য এই নাম্বারে যোগাযোগ করুন **023 9284 1651**

樸茨茅斯市政府的一切資料，均備有翻譯本、大字書刊或映音帶，如有需要，請致電 **023 9284 1652**

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Don't be left out in the cold this winter

Portsmouth City Council could help turn your home into a safe and cosy haven





It's time to face a few chilling realities.

Did you know 140 people die in Portsmouth every winter because of the cold and hundreds more will become ill, many seriously?

Did you know that 22,750 homes right here in our city are not properly heated?

At Portsmouth City Council, we don't just want to change these chilling statistics; we want to change people's lives. We don't believe anyone should die or become ill because of the cold and we don't think anyone should have to shiver their way through the winter in a freezing home. We think you and those you care about deserve a happier and healthier life than that.

That's why, depending on your circumstances, we can offer you FREE or subsidised central heating and all kinds of insulation that can help turn your home into a safe and cosy haven.

How can we help?

We can give you a bit of friendly advice on ways to keep your home warm and help pay for some, or even all, of the cost of your cosy home improvements. We may also be able to help make sure you are claiming all the benefits you are entitled to and even arrange for a reliable and professional company to come and do the work. All you need to do is sit back and enjoy the warmth.

Who is eligible?

As long as you don't already have adequate central heating and insulation, you will be eligible for some financial help, although how much depends on your personal circumstances. It doesn't matter whether you are a homeowner, a council tenant or a private landlord; we have different packages to meet everyone's needs.

As well as being safe and warm, you could even cut your heating bills...

• Gas fire + water heater + no insulation	annual energy costs £847
• Gas fire + water heater + wall and roof insulation	annual energy costs £783
• Gas central heating + wall and roof insulation	annual energy costs £644

Comparisons are based on a three bed terrace house occupied by a family of four using an average amount of gas.

I am interested. What do I do now?

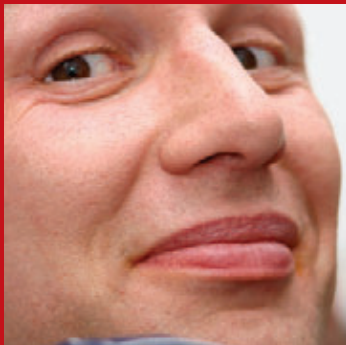
If someone you care about could be at risk from the winter cold, or you think you would benefit from some cosy home improvements, call our Winter Warmth hotline now on 023 92 688 007 or visit the website at www.portsmouth.gov.uk - it costs only a few pence to make a call and find out more and, who knows, it might just save a life.

Here are some examples of how we could help...



A lone parent is on a low income and lives in a private rented house with old central heating. It costs so much to run she is forced into fuel poverty because her energy bills eat up more than a tenth of her income.

With the agreement of her landlord, we could pay the total cost of new central heating and insulation, lifting the family out of fuel poverty and keeping them safe and warm.



A person with a disability lives with his partner in a council owned house that has electric night storage heaters and an immersion heater. In this instance, we could provide new central heating and insulation that is completely free of charge and much more efficient. Plus, his rent won't go up as a result.



A pensioner gets a small income from an occupational pension. He owns his home and relies on a gas fire and water heater, which aren't enough to keep him warm. We could provide new central heating and insulation that is paid for in part by a grant and in part by an equity loan. The equity, interest-free loan does not need to be repaid until he decides to sell his house. There is nothing to repay each month.



A pensioner lives in her own flat but is on a low income and claims council tax benefit. Her boiler has broken down, leaving her with no heating or hot water. In this situation, we could pay the full cost of a new boiler and even arrange for the work to be done, keeping her home safe and cosy much to her daughter's delight.



A child lives with his parents in a council-owned two bedroom flat. It's currently heated by a gas fire in the lounge and bedrooms and has a multi-point water heater. We could install new central heating and insulation at no cost to the family and they won't even see any increases in their rent because of the work.

