

# QuarterTurn

A photograph of two elderly men standing outdoors in front of a large brick building. The man on the left is older, with white hair, wearing a blue jacket and a light blue shirt. The man on the right is younger, with a grey beard and glasses, wearing a blue jacket, a black flat cap, and a red shirt. He has his arm around the shoulder of the older man. Both are holding walking sticks. The background shows a brick wall and a building with many windows.

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**Staying  
connected:**

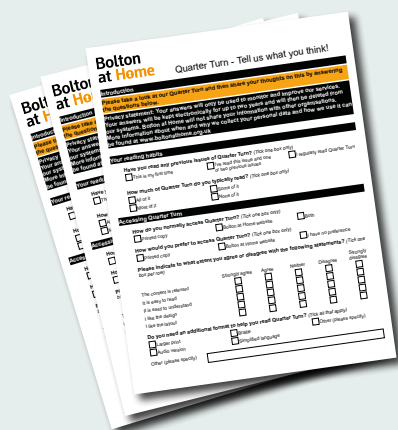
**Your social  
events updates**

**Take our survey  
for a chance to  
win a £50 voucher!**

**Bolton  
at Home**

Issue 15





## Take part in our survey and be in with a chance of winning a £50 voucher!

We want to hear what you think of Quarter Turn. Inside this edition, you'll find a short survey where you can tell us what you enjoy, what could be better, and how we can improve future issues.

Complete the survey by filling out the enclosed form and returning it using the prepaid envelope provided. You can also take part online by scanning the QR code or visiting:

<https://BoltonAtHome.welcomesyourfeedback.net/m9gb8i>

Return your completed survey by **27/5/25** and you'll be entered into a draw to win a **£50 Love2Shop** voucher!



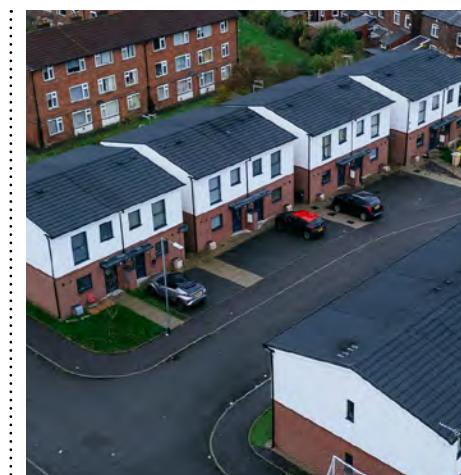
# Investing in homes and keeping you safe

**We've made important changes to our 30-year business plan to better address your priorities. Results from our recent stock condition survey have highlighted the need to redirect our spending toward critical areas like damp and mould remediation, building safety, and home improvements.**

## Key facts about our investments

- We need to find an additional £10 million per annum in some years to tackle critical areas.
- We're investing over £58 million every year for the next 5 years in repairing, maintaining, and improving existing homes.
- We've already spent over £4 million on damp and mould prevention.

Most of our income comes from your rent, so we're carefully balancing our spending to focus on what matters most to you – keeping your homes safe, comfortable, and well-maintained.



## Giving you a decent home

The Decent Homes Standard requires all social housing to be safe, warm, weatherproof, in good repair, and have modern facilities. To ensure we meet these standards we've:

- inspected more than 80% of our older homes through an independent stock condition survey;
- assessed the age and condition of key components like kitchens and bathrooms;
- created a long term improvement programme based on these findings.

Please note: Improvements will be scheduled based on need. Some homes may not require immediate work in the first few years. We'll use external contractors for some projects so our repairs teams can focus on day-to-day issues and damp prevention.

**How you can help:** Report any repairs promptly before they become bigger problems.

## Keeping you safe

Every year, we complete numerous safety checks to keep your homes healthy and secure, including:

- gas safety inspections and carbon monoxide alarm checks for approximately 17,000 homes;
- smoke alarm checks in more than 17,000 homes;
- fire risk assessments of more than 600 communal areas;
- regular inspections of fire doors, lifts, electrics and water systems.

## Warm and energy efficient homes

We're committed to upgrading all our properties to at least EPC level C by 2032, through insulation works, improved heating systems and other measures. This helps to make your homes more affordable to heat. While many homes have already reached this standard, we still have around 6,000 properties that need improvement.







## Building more affordable homes

Since 2011, we've lost almost 1,600 homes to Right to Buy. To maintain the availability of affordable housing, we must build new homes. Here's why:

### • High demand:

Our new properties can each receive 400-500 expressions of interest.

### • Energy efficiency:

New homes include energy saving features like high insulation, solar panels and heat pumps.

### • Replacing ageing stock:

Some older homes have reached the end of their useful life or would be too costly to upgrade.

We're on track to deliver our target of 1,400 new homes between 2021 and 2026, having completed 1,000 by April 2024. We have a further 500 homes being built over the next two years. We also develop adapted properties to meet the specific needs of people. Recent or upcoming completions include:

- Lever Gardens Court Extra Care development with 62 new homes;
- 44 new homes in Halliwell and 94 homes in Brightmet;
- 82 affordable homes at the Moor Lane development in Bolton town centre.

New rental homes are advertised through Homes for Bolton or other choice based lettings schemes in your area. Many developments have a local lettings policy that prioritises people from the area, allowing them to stay close to family and community connections.

## Looking ahead

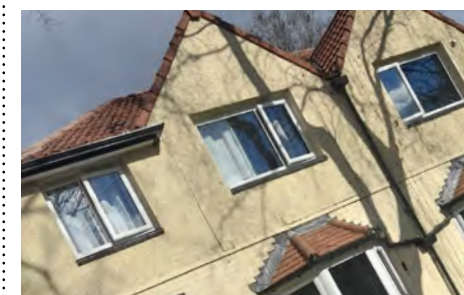
We're committed to balancing the maintenance of existing homes with the development of new affordable housing options. By carefully managing our resources, we can ensure that both current and future residents have access to safe, comfortable, and energy-efficient homes.

### Before and after roof cleaning at Hindley's Estate.

#### Before



#### After



# Be One Homes

## An update about our new identity

From summer, you might notice some new vehicles in your neighbourhood with 'Be One Repairs' displayed on the side. Don't worry – these are still our repair vans, just with a fresh new look.

### What's happening?

Bolton at Home is rebranding to become **Be One Homes** in April 2026. While we're still legally Bolton at Home until then, we're gradually introducing our new name and identity over the coming months.

### What you need to know

- All our services will continue the same as before.
- Only some repair vehicles will show the new branding initially.
- We remain legally Bolton at Home until April 2026.

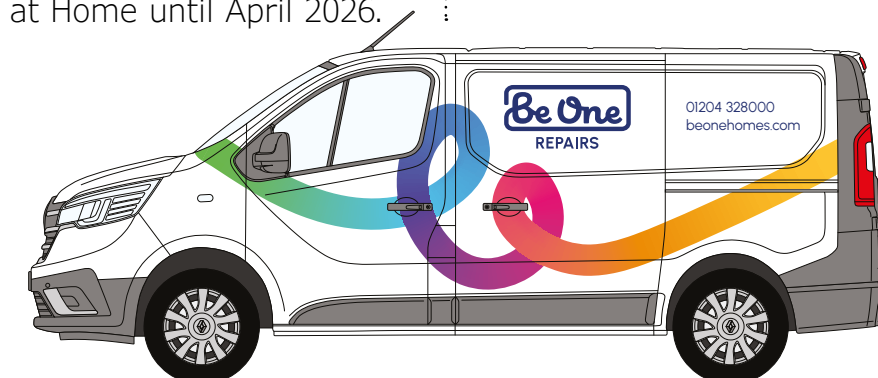
### Coming soon

These newly branded vehicles will start appearing in your neighbourhood soon.

We wanted you to see them first, so you can recognise them as part of our official repairs service when they arrive.

### Looking ahead

We'll keep you fully informed about any changes as we move towards our official name change in 2026. If you have any questions about our rebranding, please contact us on **01204 328000** or visit our website **www.boltonathome.org.uk** for updates.



Note: The final design may vary slightly from this image

## A message for our customers who are currently supported by Liberty

Some of our customers who live outside of Bolton, have their home repairs and maintenance managed by a company called Liberty. If this applies to you, we wanted to let you know that Liberty, is now owned by a company called Wates. Because of this, you might start noticing both Wates and Liberty vans and team members taking care of your repairs.

No need to worry, everything else will stay the same. You'll continue to receive the same service, and you don't need to do anything.

**Wates**



# Stay safe:

## How to spot bogus callers and scams

**Always  
ask  
for ID**

**In today's world, we all need to be cautious about who we let into our homes and what information we share. While clever scammers exist both online and on our doorsteps, there are things we can do to protect ourselves.**

**Here are some tips to help you safeguard your home and your personal information.**

### **Who are bogus callers?**

Bogus callers (also known as doorstep fraudsters or distraction burglars) pose as

legitimate service providers to gain entry to your home. They might claim to be from your utility company, a charity, the council or Bolton at Home. Once inside, these criminals may steal valuables, commit identity theft, or use intimidation to get what they want.

**Remember:** Genuine organisations won't rush you into decisions. If in doubt, take your time and seek advice from someone you trust.

By staying alert and following these simple steps, you can protect yourself from those who take advantage of others.

## **Protecting yourself**

When someone knocks on your door:

- **Always ask for ID.** Genuine Bolton at Home staff always wear ID badges. If you're expecting us, we'll have told you in advance. Even for urgent visits, our staff won't be offended if you call us on **01204 328000** to verify their identity.
- **Stay on guard.** Keep your doors locked and check who's knocking by looking through a viewer or window opening.
- **Control the situation.** If you're uncertain, don't open the door. You can speak through the letterbox or a closed door if necessary.
- **Never give out personal information to unexpected visitors.** This includes your name, address, or bank details.
- **Be wary of 'special offers'.** Unexpected deals or discounts may be tricks to gain entry to your home.

If you encounter a suspicious caller, report them by calling our Safeguarding Team on **01204 328008**, or email: **safeguarding@boltonathome.org.uk**.

We also encourage you to inform the police to help protect others in your community.

The bank announces system updates. Please update immediately. <http://banking.123/zef>

## **Digital scams**

Scammers aren't just at your door – they're reaching out through your phone and computer too. Here are some common scams to watch out for.

- **Phishing messages** on email or by text, pretending to be from banks or government agencies asking for personal details.
- **Telephone scams** from fraudsters claiming to be from your bank, HMRC, or a family member needing urgent help.
- **Fake prize notifications** requesting money or bank details to claim non-existent rewards.
- **'Too good to be true'** investment offers promising guaranteed high returns.
- **Tech support scams** claiming your computer has a virus and offering to fix it remotely.

## **Warning signs to watch out for**

- Unexpected contacts from unknown numbers or emails.
- Pressure tactics creating a false sense of urgency.
- Poor grammar and spelling errors in emails and text messages.
- Suspicious links and attachments.
- Offers that seem too good to be true.

## **What to do if you suspect a scam**

1. **Don't respond or click links** in suspicious messages.
2. **Verify information** by contacting organisations through their official channels.
3. **Report the scam** - forward texts to **7726**, emails to **report@phishing.gov.uk**, or call Action Fraud on **0300 123 2040**.
4. **Block the sender** using your phone or email settings.
5. **Share your experience** with friends and family to protect them too.



# Lots going on in Little Lever

Find out how to get your community social calendar



The Mayor of Bolton, Cllr Andy Morgan, hosted a delegation of older residents in his parlour as part of International Day of Older People on 1 October 2024.

**AGEING  
IN PLACE  
PATHFINDER**  
DOING THINGS DIFFERENTLY  
FOR GREATER MANCHESTER

**If you live in Little Lever, you might have heard about a new initiative designed to improve the quality of life for you and your community.**

The Ageing in Place Pathfinder programme, led by Greater Manchester Combined Authority (GMCA), aims to help older people live well for longer, with better health and social connections.

Ten local authorities across Greater Manchester are involved in the pathfinder.

In Bolton, this work is being led by Bolton Council, Bolton at Home and Age UK Bolton, and is taking place in Little Lever.

Your experiences, ideas, and concerns are at the heart of this work and, so far, we've consulted more than 400 older people across the Little Lever area.

We know that life events such as retirement, bereavement, health challenges, or reduced mobility can sometimes lead to feelings of isolation. That's why we've created welcoming spaces where you can meet others, build confidence, and develop meaningful connections.

With input from the community, we now have a vibrant social calendar with a



variety of activities at venues across Little Lever. This is the start of a wider pathfinder programme that will also bring improvements to services and the physical environment.

## Something for everyone

Activities are being held in accessible venues, where you can relax and enjoy yourself, and include:

- strength and balance sessions
- chair-based exercise classes
- arts and crafts
- singing groups
- quizzes
- men's groups, and much more.

## To find out more

To get your copy of the most up-to-date community calendar, contact Nazira Patel:

- Phone: **0782451334**
- Email: **[nazira.patel@boltonathome.org.uk](mailto:nazira.patel@boltonathome.org.uk)**

The Ageing in Place Pathfinder is about creating an age-friendly Little Lever where everyone can live well in later life. Join us at an upcoming activity – you'll be warmly welcomed.



## Join our monthly supper club

**Have you missed the simple pleasure of enjoying a meal out with good company?**

After talking to residents at one of our community activities, we discovered that many people had stopped going out for meals following life changes or a bereavement. What was once a cherished experience had become uncomfortable or intimidating when facing it alone.

That's why we created the Little Lever Supper Club – a warm, welcoming gathering where neighbours become friends over delicious food in a relaxed setting.

Every second Wednesday of the month, around 15 local residents gather at Exotica Lounge in Little Lever for good conversation and a mouthwatering curry. To join our next gathering, please contact Age UK Ageing Well Coordinator Keith on **07592423721**, or Club Co-Ordinators Lorraine (**01204 792137**) or Joan (**07580944386**).





## Brian's story

**After the death of his wife and a stay in hospital, Brian found himself isolated and unhappy. Using Age UK's Home from Hospital scheme, he was referred to the pathfinder team and wanted to know more about the social activities in the Little Lever area.**

From here, Brian became more involved with the project and is now a founding member of the Little Lever Men's Fellowship as well as a singer at our Village Voices group. Now busier than ever, Brian once thought he'd spend the rest of his life alone. After making new friends, he now feels supported and much happier. Plus, by taking time to concentrate on his health, Brian's now lost five stone. He can walk further and move around quicker.

**"I've realised it's OK to talk about my late wife," says Brian. "I can say I miss her and know that other people have had the same experience. Without the groups, I would probably still be at home. I enjoy them all and have made lots of new friends."**



You, Me & A Cup of Tea group

Little Lever Men's Fellowship members



## Tom's story

**While visiting his GP surgery last year, Tom got talking to the receptionist and explained that his wife had recently passed away. The receptionist mentioned a new drop-in style group, You, Me & A Cup of Tea, set up by the pathfinder that Tom might like to try.**



Tom gave it a go and was soon attending every session because, as he says, it gave him companionship and broke the monotony of being alone.

After the pathfinder team told Tom about other groups and activities in Little Lever, he joined the Village Voices singing group (held every Wednesday 1.30pm-2.30pm).

Tom, like Brian, is also a founding member of the Little Lever Men's Fellowship, which meets every Thursday afternoon, and he also takes part in other community activities.

According to Tom, being part of these groups has enriched his life, and has connected him with people in his community that he wouldn't normally have met.

# Staying connected:

Your social events update





**Our social calendar continues to bloom this spring. Whether you're looking to meet new friends, reconnect with familiar faces, or simply enjoy an afternoon of entertainment, there are some exciting events on the horizon.**

Read on to catch up on some of the events we've held over the last few months and find out what's coming up.



## Seniors in Partnership trips

Thanks to nearly £10,000 in lottery funding, the Seniors in Partnership group has organised several memorable outings over the last few months. These popular trips included visits to:

- Liverpool Docks
- Port Sunlight
- Skipton
- Blackpool Viva (featuring a cabaret show and sit-down meal)

More than 600 residents benefited from these trips. Many of them formed new friendships, while others joyfully reconnected with old acquaintances from different schemes. The feedback has been overwhelmingly positive from all those who participated.



## Christmas celebrations - a festive success

The holiday season was truly magical across all our schemes. Each one hosted a wonderful Christmas party complete with festive music, delicious food, and plenty of holiday cheer. Some schemes treated residents to hot sit-down meals, while others offered help-yourself buffets. The festivities were rounded off with Christmas gifts at some locations and exciting raffles at others. Judging by the smiles in the photos, everyone had a brilliant time.



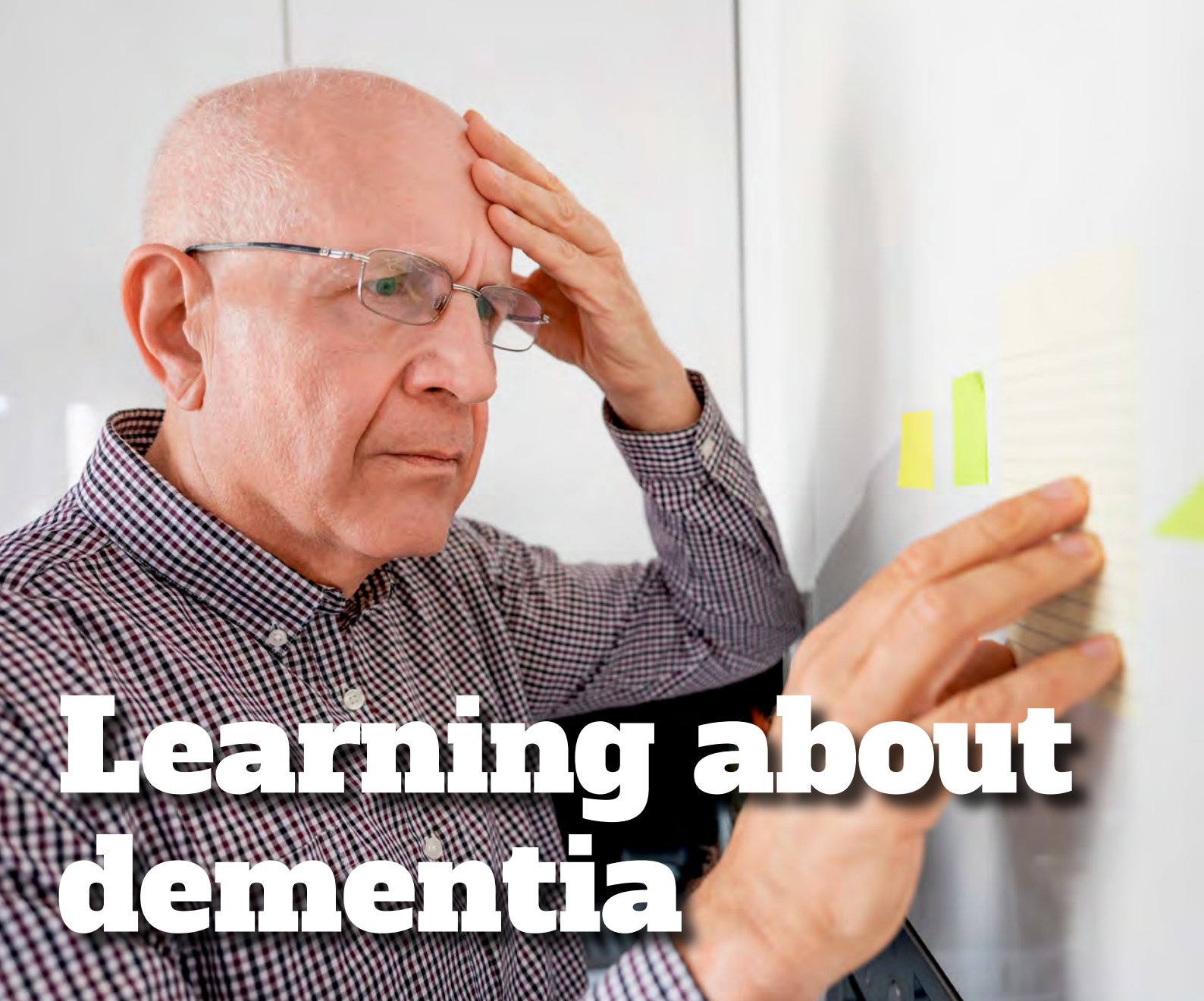
## Coming up

The Seniors in Partnership group is currently consulting with residents about future activities. They're preparing a new grant application to fund subsidised trips later this year. Your input is valuable, so please share your thoughts and suggestions with your scheme manager or group representatives.

Keep an eye on your notice boards for details about upcoming events and remember, these gatherings are all about bringing the community together. We hope to see you there.







# Learning about dementia

**Dementia, is a term that affects memory, thinking, and social abilities that affect daily life. Whilst dementia is not a specific disease it's a term that covers many conditions, including Alzheimer's disease.**

By increasing awareness and knowledge around dementia you can help support and empower those affected by dementia.

## Understanding dementia

Dementia is more than just memory loss. It's a condition that can affect how you speak, think, feel, and behave.

According to the NHS symptoms of dementia include:

- Memory loss
- Thinking speed
- Mental sharpness and quickness
- Language, such as

using words incorrectly, or trouble speaking

- Understanding
- Judgement
- Mood
- Movement
- Difficulty doing daily activities

Getting diagnosed early can help manage symptoms and improve quality of life. This is why awareness and understanding of dementia is essential for individuals and families.



## Reducing your dementia risk

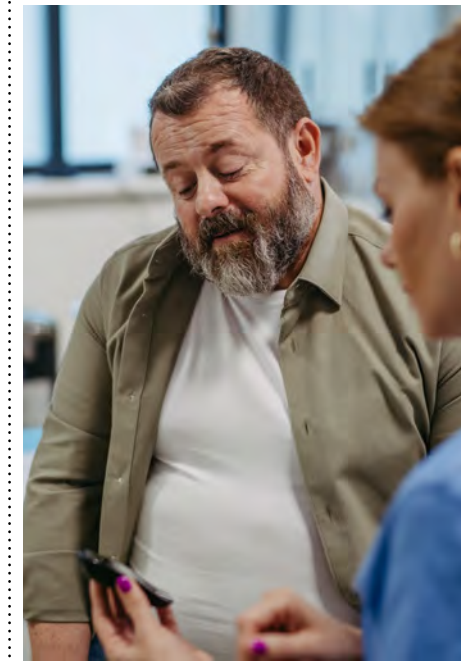
Whilst there is no way to prevent all types of dementia, a healthy lifestyle can help reduce your risk of developing dementia as you get older.

- Try eating a balanced diet
- Maintain a healthy weight
- Exercise regularly
- Keep alcohol within recommended daily limits
- Stop smoking
- Check your blood pressure and try to keep it at a healthy level.



## Get a lifestyle check

A health check and lifestyle advice are available to people aged 40-74. Contact your GP to make an appointment.



## Local support

### • Let's Keep Bolton Moving:

Have you been thinking about becoming more active, but don't know where to start? The Let's Keep Bolton Moving initiative offers ways for you to get active, try new things, and improve both your mental and physical health. Visit **www.letskeepboltonmoving.co.uk** to find out about events and activities in your area. If you live outside Bolton, please check with your local authority for similar initiatives.

## Join a Bolton at Home group

Visit our website at **www.boltonathome.org.uk**, join our Facebook page or speak to your scheme manager to find out what groups are operating in your area.

### Remember:

You have the power to take positive steps for your brain health, independence and wellbeing.

## Further support

If you're concerned about yourself or a loved one, **contact your GP**. Your doctor can refer you to the Memory Assessment Service, where:

- you'll receive a professional assessment;
- get a diagnosis;
- be given support for you and your carer;
- receive guidance from trained professionals, including a dementia advisor.

For more information and advice, visit **www.boltonjsna.org.uk/ageingwell** or the NHS website

This information is from reputable sources and intended for awareness. We recommend consulting a healthcare professional for personalised advice.



## Recipe



# Spring courgette and pea frittata

Welcome spring to your table with this vibrant, protein-packed frittata, ready in 30 minutes.

This easy dish transforms humble ingredients into something spectacular, celebrating the season's freshest produce. The partnership of sweet peas, courgette and aromatic mint creates a refreshing dish – perfect for lunch or, for a teatime meal, just add a mixed salad with boiled or roasted potatoes. You'll need an oven-proof skillet or pan, with metal handles, for this recipe.

### Ingredients

(4-6 servings):

- 8 large eggs
- 1/4 cup milk (cow's or plant-based milk)
- 2 cups fresh or frozen peas
- 1 medium leek, white and light green parts thinly sliced
- 1 small courgette, grated and excess moisture squeezed out
- 3 tablespoons fresh mint, chopped
- 2 tablespoons fresh chives, snipped
- 1/2 cup crumbled feta cheese (or dairy-free alternative)
- 2 tablespoons olive oil
- 1 clove garlic, minced
- 1/2 lemon, zest only
- Salt and freshly ground black pepper to taste

### Method:

#### 1. Prepare your base:

Preheat your oven to 375°F (190°C). In a large bowl, whisk together eggs and milk. Season with salt and pepper.

#### 2. Cook the vegetables:

Heat olive oil in a 10-inch oven-safe pan over medium heat (a cast iron or non-stick skillet is best – if you use a stainless steel pan, add extra olive oil to make sure the mixture doesn't stick to the pan). Add the sliced leek and cook until softened, about 3-4 minutes. Add garlic and cook for 30 seconds until fragrant.

#### 3. Add the spring elements:

Stir in the peas and cook for 2 minutes until bright green. Add the grated courgette and cook for another minute.

#### 4. Add herbs and seasoning:

Remove from heat and stir in half the mint, all the chives, and lemon zest. Season with additional salt and pepper if needed.

#### 5. Prepare for baking:

Pour the egg mixture over the vegetables in the pan. Gently stir to ensure even distribution. Sprinkle the crumbled feta evenly over the top.

#### 6. Bake to perfection:

Transfer the pan/skillet to the preheated oven and bake for 15-18 minutes, until the eggs are set and the top is slightly golden.

#### 7. Finish with freshness:

Let the frittata cool slightly (about 5 minutes). Sprinkle with remaining fresh mint and optional pea shoots.

#### 8. Serve and enjoy:

Cut into wedges and serve warm or at room temperature.

**The frittata keeps well in the fridge for up to three days, making it perfect for meal prep and quick, healthy lunches throughout the week.**



# Breaking the silence:



**ON  
YOUR  
SIDE**

In a world where men are often expected to 'man up' and keep their problems to themselves, Bolton is pioneering a different approach. With men being significantly more likely to take their own lives than women, two groundbreaking local initiatives are creating safe spaces where men can talk openly about their mental health challenges, without judgment.

## Bolton Manbassadors

The Bolton Manbassadors project has transformed everyday locations – barbers, gyms, pubs, and cafes – into vital lifelines for men struggling with their mental health. Originally launched in 2021, this innovative programme has recently secured an impressive £586,000 from The National Lottery Community Fund to continue and expand its life-changing work.

**"Many of us will know someone who suffers with their mental health; it could be your dad, son, brother, a friend or even yourself," explains Adam Warbrick, Community Development Officer. "That's why we started Bolton Manbassadors, and when we launched during lockdown we were blown away by the response from within the community."**

The project's approach is refreshingly straightforward: create comfortable environments where men can speak openly. Instead of expecting men to seek out traditional mental health services, Manbassadors brings support to the places men already go to. Local businesses become trained 'men's health advocates', ready to listen and connect men with appropriate services when needed.

**As well as mental health, there's support with associated problems such as:**

- gambling habits
- debt and financial worries
- an employment situation
- alcohol and drug addiction
- housing issues.

**The impact speaks for itself. Since it started, Bolton Manbassadors has:**

- supported more than 600 men across Bolton;
- recruited 84 local businesses as mental health advocates;
- raised £24,000 to fund community activities;
- won Campaign of the Year at the UK Housing Awards in 2022;
- been named a finalist in the Heart of the Community category at the 2024 Bolton News Business Awards.

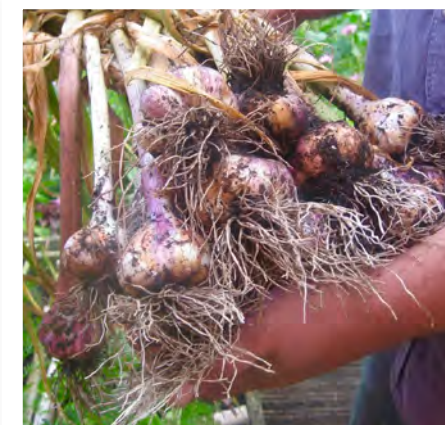
With the new funding, the project is set to expand beyond Bolton into Salford, Stockport, and Wigan later this year.



## Men in Sheds

While Manbassadors meets men where they are, Men in Sheds creates dedicated spaces where men can connect and make friendships and support networks through shared activities. The Men in Sheds projects help to reduce isolation and provides the men who attend with a real sense of purpose.

This local branch of a global movement provides opportunities for men aged 18 to 80+ to engage in a wide range of activities depending on their interests and skills. These include woodworking projects, landscaping, gardening, food growing, cycle maintenance, model making, engineering, fishing and more.





Currently operating from four locations – Willow Hey in Farnworth, Beechcroft Grove and New Lane in Brightmet, and Sabden Road at Johnson Fold – the initiative offers more than just woodworking. It provides purpose, camaraderie, and a sense of achievement.



The Willow Hey Community Project in Farnworth stands as a particularly successful example. What began as an effort to tackle food poverty has evolved into a thriving hub where between 30 and 40 men gather each week. They develop practical skills in woodworking, landscaping, and food growing, while building lasting friendships and wider social networks.

## Getting involved

If you're interested in the **Manbassadors** project, contact Adam Warbrick (**07787 337 474**) or visit their Facebook page or website at **www.manbassadors.co.uk**.

For more information about support and activities available to men in Bolton,

Chris Wood, Community Engagement Manager at Willow Hey, is looking to the future:

**"We want build on the huge impact the Willow Hey Community project has had in supporting community cohesion, reducing food poverty, and improving the health and wellbeing of people accessing the project over the last ten years. We're continuing to deliver new initiatives, projects and hosting community celebrations on the site, creating a special, welcoming space that can be enjoyed by all the community."**



check out Padlet on: **www.padlet.com/boltonmanbassadors**

For the **Men in Sheds** project at Willow Hey, contact Anthony Holt (**07747 764 558**) or Dave Caulfield (**07392 254 780**), or email **willowheyproject@gmail.com**.



Both projects recognise a fundamental truth: men often struggle to build and maintain social connections that support good mental health. By creating environments where men can engage in meaningful activities or simply have a chat in a comfortable setting, these initiatives are breaking down barriers to mental wellbeing.

**"Whether you're bereaved, struggling financially or feeling lonely, we're here on the other end of the phone for a chat,"** says Adam Warbrick. **"We also have lots of community activities that you can get involved with too and meet other men."**

Their Facebook page **Willow Hey Community** also provides regular updates.

Remember, you're always welcome to drop in to Men in Sheds for a hot drink and a chat, with no pressure to participate in any planned activities. Sometimes, a simple conversation is all it takes to make a difference.

# Tackling damp and mould

## A year-round plan for a healthy home

**Dealing with damp and mould isn't just a winter problem. Summer's higher humidity can create perfect conditions for mould to thrive. Our goal is to work with you to maintain a healthy home, no matter what time of year it is.**

### Our commitment to you

We know that living with damp, mould, and condensation can be very worrying. That's why we've made a number of service improvements to make sure we can deal with any issues quickly. Over the last 18 months, we've:

- set up a dedicated Damp and Mould Team with specialised training;
- delivered more than **£4 million** in repairs to tackle underlying causes;
- introduced dedicated liaison officers for complex cases;
- put in place faster

response processes for affected homes;

- carried out comprehensive reviews to improve our services.

### What we're doing now

Based on feedback from you, our Customer Scrutiny Panel, and by carrying out our own reviews, we're making these improvements.

- **Faster first response:** We now clean mould on our first visit while gathering information for follow-up work.
- **Policy updates:** We've revised our Repairs Policy to address urgent damp issues more quickly.
- **Better communication:** We're improving how we keep you informed about inspections and repairs.
- **Staff training:** All staff now receive specialised training to handle damp and mould correctly.

- **Equality focus:** We're removing language barriers and addressing the specific needs of vulnerable tenants.

### Don't wait – report problems immediately

Damp and mould can seriously impact your health. Painting over affected areas won't help – it actually makes the problem worse.

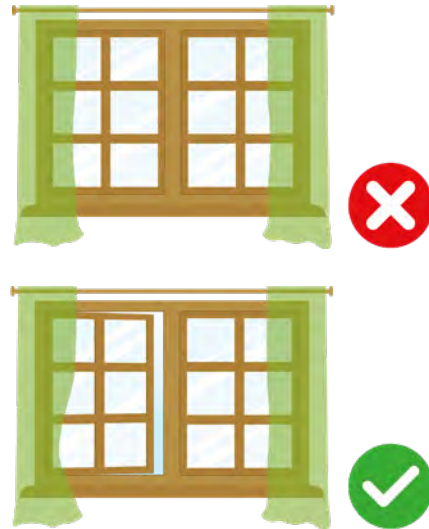
Call us on **01204 328000** if you notice any issues.

#### Our team will:

1. Ask questions to understand the problem.
2. Arrange for a mould clean treatment.
3. Schedule necessary repairs or inspections
4. Implement additional work to resolve underlying causes.



# Things you can do

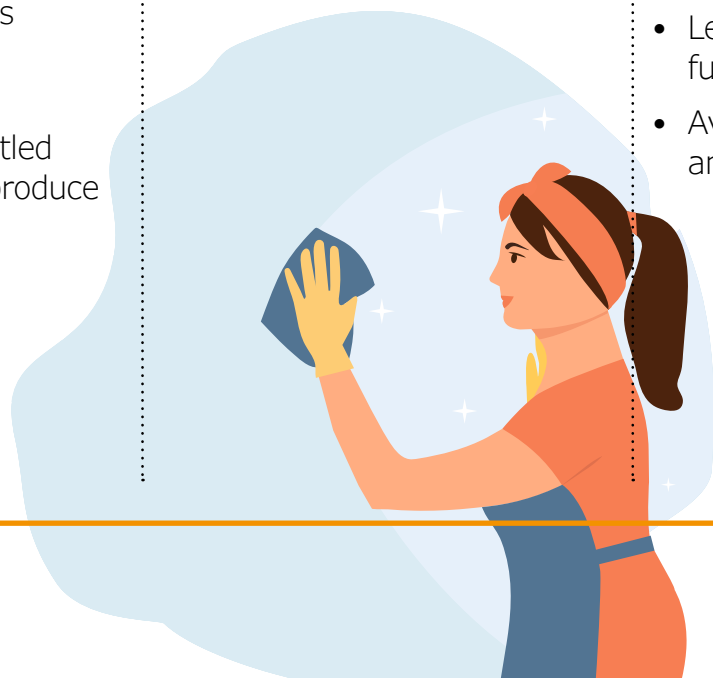


## One Reduce moisture

- Dry clothes outside when possible, or use a clothes airer near an open window.
- Consider using a dehumidifier (available from £10).
- Cover pans when cooking and avoid re-boiling the kettle.
- Ensure tumble dryers vent outside, never into your home.
- Avoid paraffin or bottled gas heaters – they produce excessive moisture and aren't permitted in our properties.

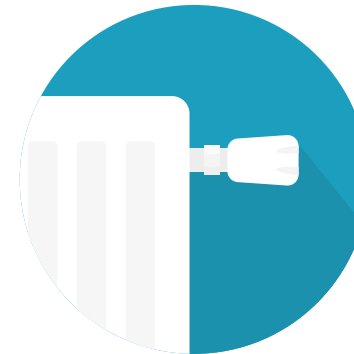
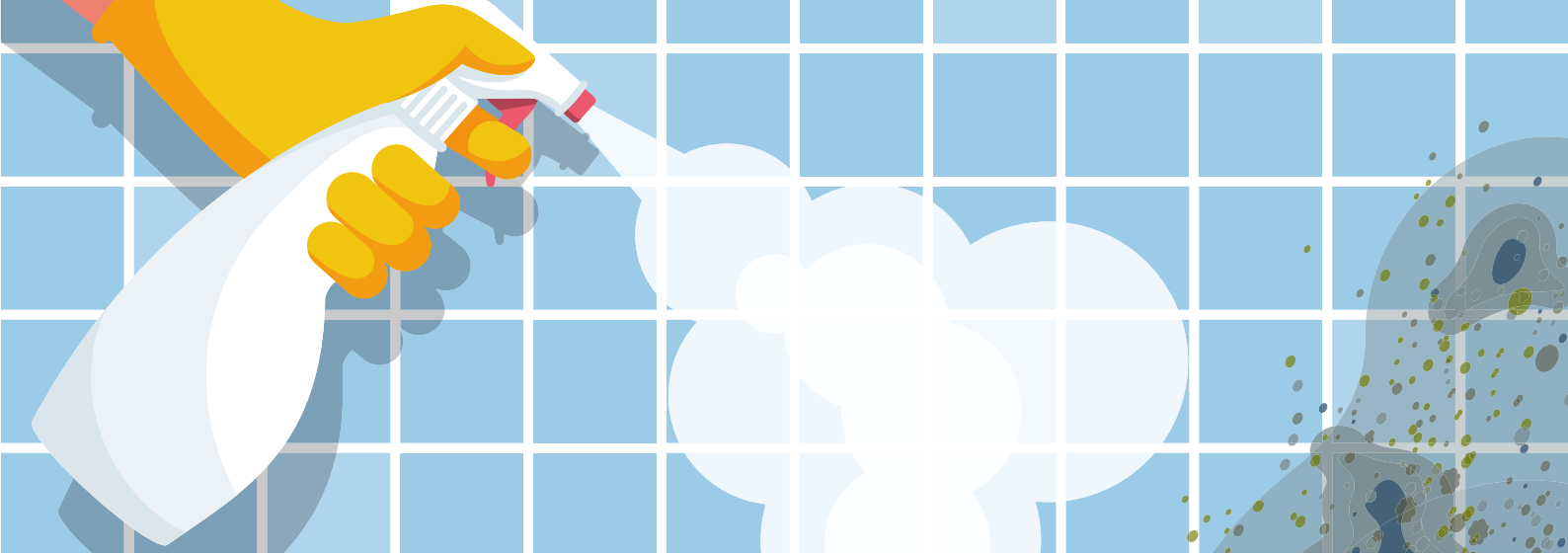
## Two Wipe away condensation daily

- Use kitchen roll to wipe windows and sills every morning.
- Pay special attention to bedrooms, bathrooms, and kitchens.
- Remember: just opening windows isn't enough.



## Three Let air into your home

- Open windows when cooking or showering, closing doors to contain moisture.
- Air your bedroom for an hour after waking up.
- Keep curtains and blinds open during daylight hours.
- Clear window sills of clutter that blocks ventilation.
- Leave space between furniture and cold walls.
- Avoid overfilling cupboards and wardrobes.

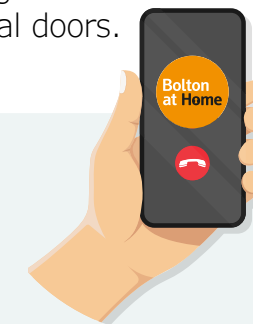


## Four Heat your home effectively

- During cold spells, maintain low-level heating throughout the day rather than short bursts of high heat.
- Use radiator controls, thermostats, and timers to manage costs while maintaining comfort.

## Five Insulate and block drafts

- Close curtains at night to retain heat.
- Keep internal doors closed to maintain temperature zones.
- Use draught excluders at external doors.



## We're here to help

Reporting problems early (call us on **01204 328000**) and reducing condensation are the most effective ways to prevent damp and mould developing into a serious issues.

For more information about different types of mould and common myths around the cause and treatment of it, visit our website at **[www.boltonathome.org.uk/damp-condensation-mould](http://www.boltonathome.org.uk/damp-condensation-mould)**

## Six Address black mould quickly

When you spot mould, take action early with these household solutions.

- **White vinegar:** Spray on mould, leave for one hour, then wipe with a dry cloth. Prevent regrowth by spraying problem areas weekly.
- **Tea tree oil:** Mix one teaspoon with two cups of water, spray on mould, then wipe clean. The oil helps prevent mould from returning.
- **Commercial products:** For small areas, household detergents or specialised mould removers work well. Always read instructions and test on a small area first.





# Be ready when the lights go out

**Power outages can strike without warning, leaving you in the dark and potentially at risk. With some simple preparation, you can transform a would-be emergency into a manageable inconvenience.**

## Who to call when the power goes

Electricity North West manages all power infrastructure in your region, regardless of who bills you. During an outage, call 105 (free) to report issues and get updates.

## Register for priority support

If you, or a loved one, need extra help during an outage, register for the **free Extra Care Register** to receive:

- extra measures to keep you safe and regular updates;
- a dedicated contact person for information;
- early weather warnings to help you prepare;
- a unique password so you'll definitely know it's Electricity North West if they ever visit you.

Sign up at [www.enwl.co.uk/extracare](http://www.enwl.co.uk/extracare) or call **0800 195 4141**.

## Before the lights go out

- 1. Keep emergency lighting close by** – battery-operated or wind-up torches are essential.
- 2. Maintain a written contact list** – include family, friends, medical contacts, utility companies, Electricity North West (**105**) and us (**01204 328000**).

- 3. Charge devices regularly** – keep phones and critical electronics well charged.
- 4. Plan for medical needs** – if you rely on electronic medical equipment, speak to your GP or NHS consultant about a backup power source or batteries if possible.

## When an outage occurs

- 1. Protect your electronics** – unplug appliances to prevent surge damage.
- 2. Switch off unattended appliances** – especially cookers, heaters, hair straighteners, electric fires and other potentially dangerous devices.
- 3. Leave one light switched on** – this signals when power returns.
- 4. Check if it's just you** – if neighbours have power or the street lights are still on, check your trip switches.
- 5. Preserve refrigerated food** – keep fridge/freezer doors closed to maintain temperature. Chilled or frozen food should last for several hours without your fridge being on. But be careful to check that food is OK before cooking or eating it.
- 6. Stay warm** – layer your clothing, wear a hat, and

move around safely to generate body heat.

- 7. Be aware of access limitations** – elevators and some stair lifts won't work during a power outage.
- 8. Manage aquariums** – if you keep fish, they should be fine for a couple of hours. After that, you might need to unplug your filters to stop toxins entering the water.

## Special considerations

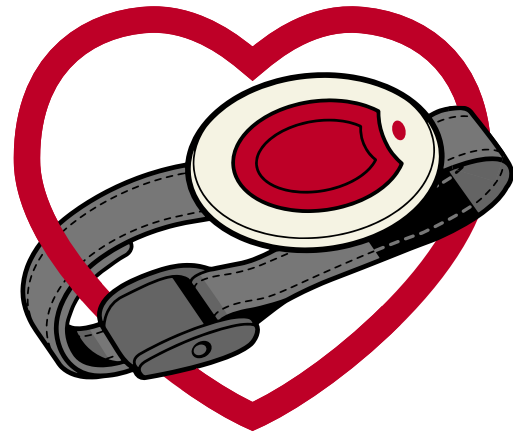
- **Buildings with pumped water systems** may lose water service – keep bottled water available and be mindful that toilets won't flush.
- **Solar panels** typically stop working during outages – follow the manufacturer's guidelines.
- **Listen to a battery-powered radio** for updates during major incidents.

## When power returns

Gradually reconnect your appliances to avoid power surges, and remember to reset timers on all your devices, including your thermostat controls. Put these precautions in place and you'll be ready to manage a power outage with confidence and comfort.



# IMPORTANT changes for Careline users



**The UK's telephone network is undergoing a major transformation that affects all Careline users. Traditional analogue phone lines that have served us for decades are being replaced by modern digital connections.**

The transition to digital telephone lines is already underway across the country. While the final deadline has been extended to January 2027, most networks will complete their changeover by December 2025. Your specific timeline depends on your telephone provider, so staying alert to communication from them is essential.

## What you need to do

Your Careline alarm was originally designed to work with traditional telephone technology. Without proper updates, it might not function properly after your line is upgraded to digital. This could potentially leave you without the emergency support you rely on.

- **If you haven't been upgraded yet:** When your telephone provider contacts you about upgrading your line, it's important you tell them that you use a Careline alarm system.

Then contact us immediately at **careline@boltonathome.org.uk** so we can ensure your alarm equipment will work with your new digital connection.

- **If you think you've already been upgraded:** Have you recently had changes made to your phone line without a corresponding update to your Careline equipment? Please contact us right away at **careline@boltonathome.org.uk** to arrange an equipment upgrade appointment.



## What we're doing

We've been working proactively to manage this transition by:

- installing a new digital call handling platform in Careline that means we'll be able to continue to make and receive calls into our control room after the switchover deadline;
- systematically replacing equipment that won't be compatible with the digital system;

- contacting customers as needed to arrange equipment upgrades.

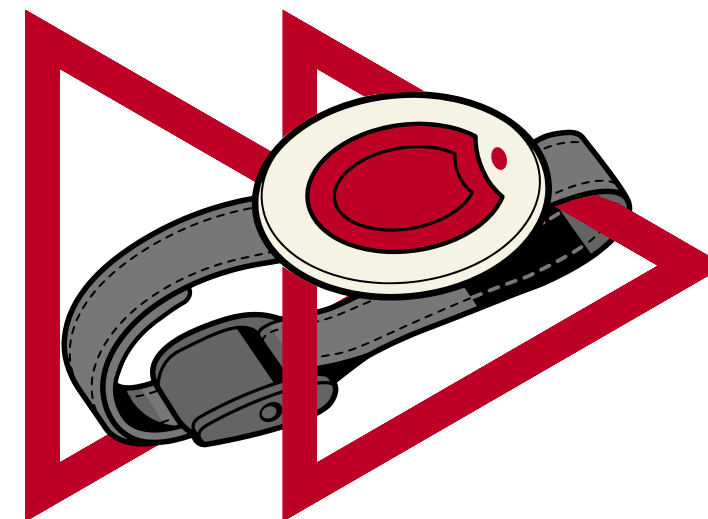
**Security alert:** Be aware that genuine Careline staff will never ask for personal or bank details when contacting you. If you're unsure about a caller claiming to be from Careline, hang up and call us on **01204 335732** or **01204 335733** to verify their identity.

## Managing old equipment

When we upgrade your equipment, we always remove the previous devices. However, if you later discover old pendants or devices that weren't collected (perhaps because they were misplaced at the time), bear in mind that they'll no longer work.

These disconnected devices cannot alert our control centre if activated, so we'll have no way of knowing you need assistance.

Your continued safety is our highest priority as we navigate this important technological change together. If you have questions or concerns about the digital switchover and how it affects your Careline service, please contact the Bolton at Home Careline Team on **01204 335732**.



careline by  
**Bolton  
at Home**

## YOUR FAST FORWARD BUTTON TO SAFETY

Careline can get, or be, the help you need if something happens to you at home.

For more info call our team **01204 335733** or visit: [www.boltonathome.org.uk/careline](http://www.boltonathome.org.uk/careline)



**#abenefittoyou**

**THE PENSION TOP**  
**up**

***“I did my pension top up online with my son, and now I have a little extra to spend on my granddaughter.”***

**Greg topped up – have you?**

**Could you be entitled to a pension top up like Greg? Thousands of older people across Greater Manchester are missing out on Pension Credit, Attendance Allowance and Housing Benefit.**

**Please don't lose out on money that should be yours, or let someone who's special to you miss out. Our Money Advice Team's here to help you. Phone us on 01204 328000.**