

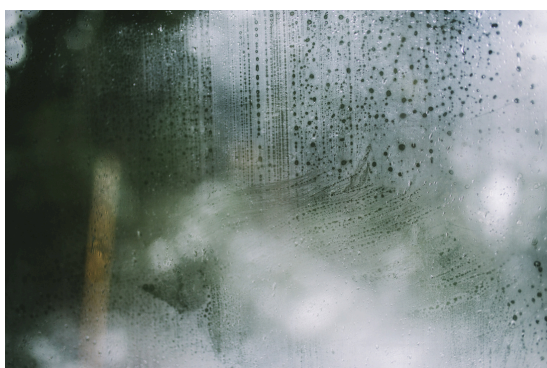
Autumn / Winter NEWSLETTER



Welcome to your My Blackpool Home Newsletter

Inside this edition you will find information on:

- Reporting repairs
- Heating and Ventilating your home
- Heating allowance support schemes
- Damp and Mould
- Migration to Universal Credit
- Community engagement activities
- Christmas by the Sea
- Christmas Opening Hours 2025





Reporting Repairs

We want to ensure you have a comfortable home and we handle most repairs needed in your home. However, if any damage occurs due to tenant actions, it will be the tenants responsibility to address those repairs.

We ask that you keep your home clean and well maintained. If you notice any issues like leaks, please report them promptly so we can prevent further damage.

If you have any repairs at your property which require attention, please call the repairs line on 01253 477875 or email the repairs mailbox:
repairs@myblackpoolhome.co.uk

Opening Hours

Monday to Friday 9am—5pm
Out of hours number: 0800 073 0184
/ 01253 477678
From 5pm on Friday/bank holidays this becomes an emergency line, the number automatically diverts to an out of hours service.

When you contact us to report a repair, you'll need to provide the following information:

- Your name, address and contact number
- Details of the issue; the more information that you can provide will help us to complete the repair on the first visit
- Dates and times as to when you will be at home
- Any circumstances we need to take into account, such as whether you have hearing difficulties or have difficulty getting to the door

Heating and Ventilating your home



Through household activities such as showering, washing dishes and clothes, cooking and even just by breathing, we generate a lot of moisture that enters the air inside our homes. Without effective ventilation, this moisture can be trapped in the home and turn into condensation, particularly in the winter when surfaces such as walls are cold. The condensation can lead to damp and mould growth which can cause damage to your home.

To Support Airflow:

- Keep trickle vents open year-round to maintain airflow and prevent condensation.
- Avoid drying clothes on radiators.
- Wipe away condensation on windows and sills, especially in the morning.
- Leave doors open for cross-ventilation (except when cooking or bathing); never wedge fire doors open.
- Clean and use extractor fans in kitchens and bathrooms as needed.



The above measures can ensure that your home stays free from condensation and any risk of health issues arising.

Heating allowance support schemes



Winter Fuel Payment

If you were born before 22 September 1959 you could get between £100 and £300 to help you pay your heating bills for winter 2025 to 2026. This is known as a 'Winter Fuel Payment'. Most people get the Winter Fuel Payment automatically if they're eligible. Please visit the website for further information: <https://www.gov.uk/winter-fuel-payment>



Warm Home Discount Scheme

The Warm Home Discount Scheme is a one-off £150 discount off your electricity bill. If you're eligible, your electricity supplier will apply the discount to your bill. The money is not paid to you. You'll usually get the discount automatically if you're eligible.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and you're eligible. Contact your supplier to find out. Please visit the website for further information: <https://www.gov.uk/the-warm-home-discount-scheme>

Local Energy Grants

Funding has been made available by the government's Department for Works and Pensions (DWP) to support vulnerable Blackpool residents who are struggling with rising living costs.

The Household Support Fund is a national scheme to provide support to vulnerable households in most need of help with significantly rising living costs. For further information and to apply please see:

<https://www.blackpool.gov.uk/Residents/Benefits/Household-support-fund.aspx>

Damp and Mould



Important Information for Tenants:

Damp and mould can have serious impacts on both your health and your home. That's why it's important to report any signs of damp or mould to us as soon as possible. Early reporting allows us to act quickly to investigate and fix the problem before it gets worse. It also helps us meet our legal responsibilities as your landlord and ensures your home remains safe and comfortable. Below is some key information on why reporting is so important and what you can do to help us carry out repairs effectively:

Why Reporting Damp and Mould is So Important:

- Protects your health – Damp and mould can affect and cause health issues.
- Prevents further damage – Reporting issues early helps us stop the problem from spreading and causing more serious damage to your home.
- Ensures a safe home – We want every home to meet a safe, healthy living standard, and your reports help us achieve that.
- Required by law – Landlords have a legal responsibility to address damp and mould issues. Your reports help us fulfil that duty quickly.

Damp and Mould



Access and Appointments – What You Need to Know:

- Access is essential – We can't complete inspections or repairs without being able to get into the property.
- Missed appointments cause delays – If you're not home or we can't gain access, it may take much longer to fix the issue.
- Keep us updated – If you can't make an appointment, let us know as soon as possible so we can reschedule.
- Multiple visits may be needed – Some repairs may take more than one visit, including drying out walls and checking for recurring issues.
- Help us help you – By keeping appointments and giving our team access, we can resolve the problem faster and more effectively.



 **Need to Report Damp or Mould?**

Contact our repairs team on 01253

477875 or email

repairs@myblackpoolhome.co.uk

Community engagement activities

Working together with My Blackpool Home, contractors and other local authority services during the year we arranged community clean up days. Unlike other social housing providers our stock is spread across the inner areas of Blackpool so by working together we are able to have an impact on areas of Blackpool that have a mixture of tenure ie: privately owned, social housing and private rented accommodation.



If you would like to get involved in our next community clean-up day please contact a member of the team to register your interest on 01253 477222 or by email: hello@myblackpoolhome.co.uk



Christmas by the Sea

In Blackpool during Christmas, you can enjoy the annual Christmas by the Sea event, which features a large free ice rink, festive food and drink, Santa's grottos, Christmas markets, and rides. There are also Christmas pantomimes and shows, attractions such as the Blackpool Tower and the Pleasure Beach, and seasonal light displays throughout the town.

Location:

The event takes place at Blackpool's Tower Festival Headland, in front of the Blackpool Tower.

Seasonal Shows and Attractions

Shows & Pantomimes:

- Look for traditional Christmas pantomimes and other shows at venues like The Blackpool Tower Circus, Winter Gardens Blackpool, and VIVA Blackpool.

Blackpool Illuminations:

- The famous Blackpool Illuminations continue into the festive season, providing a stunning light spectacle across the town.

Attractions:

- Visit year-round attractions with a festive twist, such as the Blackpool Tower Ballroom, Madame Tussauds Blackpool, the Pleasure Beach, and the Sandcastle Waterpark.



Festive Experiences

Santa Grottos:

- Find and visit Santa's grottos located at venues like Blackpool Pleasure Beach, offering enchanting experiences for children.

Christmas Markets:

- Explore various food and gift stalls at the Christmas By The Sea village and other local markets.

Town Centre Lights:

- Take a stroll through the town Centre to see the festive lights displayed on streets and gigantic Christmas trees in squares.





Christmas Office Opening Times

Wednesday 24th December 2025 – 9am – 2pm

Thursday 25th December 2025 – Closed

Friday 26th December 2025 – Closed

Saturday 27th December 2025 – Closed

Sunday 28th December 2025 – Closed

Monday 29th December 2025 – 9am – 4pm

Tuesday 30th December 2025 – 9am – 4pm

Wednesday 31st December 2025 – 9am – 2pm

Thursday 1st January 2026 – Closed

Friday 2nd January 2026 – 9am-5pm



For emergency repairs outside of
office hours please call: 01253 477678/
0800 073 0184

Office address: 348-350 Lytham Road
Blackpool, FY4 1DW



*Thank you for
reading our
Autumn Winter
Newsletter*

