



Your quarterly update on your home and community

Hello and season's greetings

As we approach the festive season, we want to thank you for being part of our community. This email contains important information to help you stay safe, warm, and supported over the winter period. Please take a moment to read through our updates, tips, and support resources below. If you need anything, our team is here to help.

Festive opening hours

Our offices will be closed from 12pm on Wednesday 24 December 2025 and will re-open at 8am on Friday, 2 January 2026. You can still contact us in an emergency by calling us on 0333 320 4555.

For any non-emergency enquiries, please contact us via our website.

You can also report non-urgent repairs online via your tenant account or by emailing enquiries@progressgroup.org.uk.

Our team will get back to you as soon as possible in the new year.

Making sure your home is winter ready

Getting your home ready for winter weather helps prevent issues with your heating and plumbing and can help save on your bills.

1. Switch your boiler on and check it is working before winter starts, in case you need to fix any issues.
2. Check for leaking pipes both inside and outside the property and report any leaks to us before more damage is done
3. Know where the stopcock is and how to turn it off in case of emergency. This is usually in your kitchen
4. If you have frozen pipes, switch the stopcock off and turn on the cold tap in the kitchen. Use a hairdryer or hot water bottle to thaw the pipe (if it is safe to do so)
5. Regularly ventilate rooms and open windows to prevent damp and mould developing
6. Wipe any condensation on windows to prevent damp and mould

For emergency repairs, please call us on 0333 320 4555.

Damp and mould

We take reports of damp and mould very seriously. Dealing with any concerns as early as possible can help prevent damage to your home, damage to your furniture and belongings, and health problems.

If you have concerns about damp or mould, please contact us by live chat or call us on 0333 320 4555 as soon as possible.

Fire safety

Nothing says Christmas more than a twinkling tree but please follow these tips to prevent fire hazards:

- Check your fairy lights are in good working order before use and don't overload your sockets
- Avoid using extension cords when hanging lights and decorations
- Switch off all lights and decorations when you go to bed

- Use low voltage LED lights. If you use older 240v mains fairy lights please make sure you change blown bulbs quickly, as they can cause fires or electrocution
- Do not charge items with lithium batteries, such as mobile phones, laptops, e-scooters and e-bikes overnight, as they can overheat and cause fires
- Don't leave candles unattended
- Don't leave plug-in heaters unattended
- Avoid kitchen fires this Christmas - Don't leave pans or air fryers unattended.

Keeping warm

With the cost of energy bills, we understand that it can be a worry to use your heating, but keeping your heating on regularly at a low temperature will help keep you warm, healthy, and can prevent damp and condensation.

- Keep curtains drawn and doors closed to block out draughts. Tuck your curtains behind the radiators to help keep heat inside
- Food helps to keep your body warm, so have regular hot food and drinks
- Wear several layers of warm clothes to trap heat between the layers (instead of just one chunky layer)
- Wearing a hat as well as a scarf around your neck and mouth can help protect you this winter. Breathing in cold air could increase your chance of chest infection and increase your blood pressure
- Keep moving if you can, as this will help keep you warm. Try not to sit for more than an hour, get up and walk around, make a hot drink and spread housework throughout the day
- If you're sitting down, a shawl or blanket will provide a lot of warmth. Try to keep your feet propped up, as the air is cooler at ground level. Hot water bottles are also very good at keeping you warm, but please use a cover and place over a blanket on your knees
- Make sure your radiators are not obstructed by furniture or curtains

- Use a timer and heat your main living room to around 18 to 21°C (64 to 70°F) and the rest of the house to 16°C (61°F).

South Ribble Winter Fuel Fund

From November 2025 to February 2026 there will be support available to support residents who are struggling with pressures from the colder weather such as energy costs.

If you wish to access this support please email social.prescribingSR@southribble.gov.uk with the subject line Household Support Fund, or you can call the team Monday to Friday from 9am to 5pm on 01772 625286.

Your wellbeing

Find out how we can support you with your mental health and wellbeing, money worries, budgeting for household bills, and how to report a safeguarding concern on our website.

Independent provider Life & Progress offers a free support and wellbeing service for tenants called Tenant Care. Trained advisors are available 24/7 to talk through any worries. Call 0330 094 8845.

If you are worried about someone and have a safeguarding concern, call us on 0333 320 4555. In an emergency, please contact the police on 999.

Help if you are worried about paying your bills or rent

Please get in touch with us if you are worried about paying your rent or other household bills. Our friendly team is here to help and we can provide extra support and advice. Call **0333 320 4555** or use our **live chat** on website www.progressgroup.org.uk.

Please remember that if you are making a payment on a Friday afternoon, Saturday or Sunday, the payment may not reach us until the

following week. You may need to add on an additional week's rent to your payment.

Extra support from your energy provider

If you have extra communication, access or safety needs, you can sign up to your energy provider's Priority Services Register: www.thepsr.co.uk/ or contact your energy provider.

Please check up on your neighbours and look out for each other.

Let us know what you think

We value your opinion and want to know what you think about the services we deliver as your landlord and how we can improve. If you receive a survey from our partner Acuity on our behalf, we would appreciate you completing it so that we can learn from your feedback.

This survey informs our work around our Tenant Satisfaction Measures.

Make a compliment, complaint, comment or suggestion

The quickest way to contact us is to log in to your online tenant account

If you don't have an online tenant account, you can contact us by:

- live chat on our website www.progressgroup.org.uk
- email enquiries@progressgroup.org.uk
- telephone 0333 320 4555
- or in person at Sumner House, King Street, Leyland, PR25 2LW.

From all of us at Progress Housing Group, season's greetings and we wish you a very happy and peaceful new year.