

Ways to stay warm in winter

What to do if you need help
with your heating costs





Get help managing your heating costs



This booklet tells you ways to save money and use less energy.



You can also contact Citizens Advice or Mid Suffolk District Council to get help finding and applying for the right support.



Citizens Advice Mid Suffolk

They can give you advice about:



- Energy bills and **budgeting** your money.

Budgeting means a plan of how to use your money.



- Energy **debt** and talking with your energy provider.

Debt is money that owed to a person or a business.



- Housing and managing your money.



- Checking to see if you can get any benefits to increase how much money you get.



- Applying for **grants**.

Grants are sums of money that are given by the government or organisation for a purpose.



- Speaking to your landlord if your home is cold, damp, or the heating isn't working.



For more information go to:
www.midsuffolkcab.org.uk

To contact them by calling:
01449 676 060



You can ask them when their office is open or make an appointment to see them.



Their address is Citizens Advice, 5 Milton Road South, Stowmarket IP14 1EZ.



Mid Suffolk District Council



Get more information on local support and services.



Website:

www.midsuffolk.gov.uk/energy-fuel-and-utilities

Phone:

0300 1234 000, option 7

Address



Address:

54 Ipswich St,
Stowmarket
IP14 1AD



Contact them to find out when their office is open and other addresses that may be closer to you.



Tips to stay warm at home



Keep cold out



- Close doors and windows properly.



- Block **draughts** with draught excluders or rolled-up towels.

Draughts are unwanted cold air coming into your home.



- Shut curtains and blinds when it gets dark.



- Wearing several layers of clothes keeps you warmer than one thick jumper.



How to reduce damp and mould?



Damp is too much moisture (water) in a room. It can cause damage to walls and ceilings.

Mould is a growth that grows on wet surfaces in homes.



- Put lids on saucepans when cooking.



- Dry clothes outside if you can.

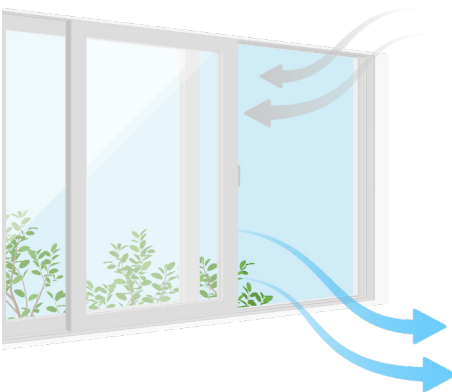


- Use **extractor fans** in kitchens and bathrooms.

Extractor fans are fans to help take moisture (water) or smells out of the room.



- Open the bathroom window after a bath or shower and close the bathroom door.



- Let fresh air in sometimes.



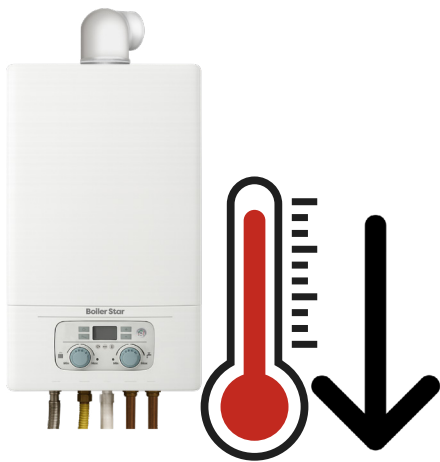
- Leave a gap between furniture and walls to help air move around.



Save energy, save money



- Set your heating to turn off when you're out.



- Lower the boiler temperature a little.



- Take showers instead of baths.

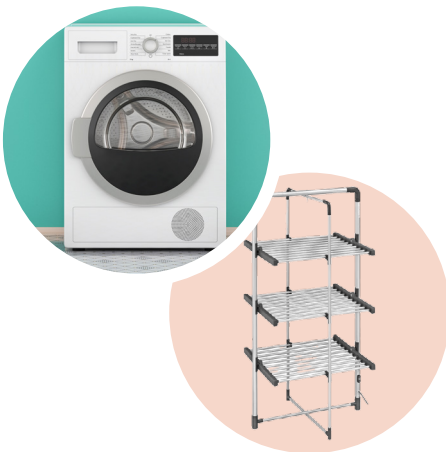


- Improve **insulation** in your home.

Insulation is something that goes inside walls or in lofts to keep warm air inside your home.



- Wash full loads of laundry at 30°C.



- Avoid tumble dryers - a heated airer is cheaper to run.



- Use appliances at off-peak times if your energy is cheaper then.

Check this with your energy provider.

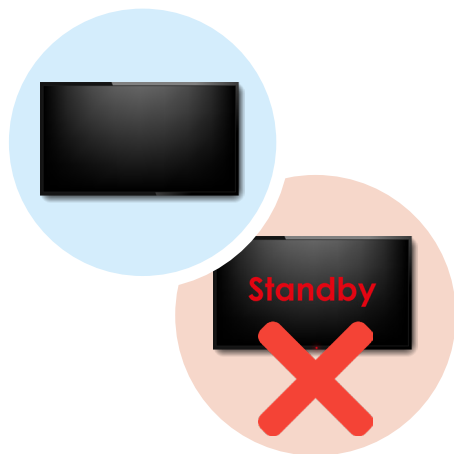


- Boil only the water you need.

For example, don't boil a full kettle of water if you are only making 1 drink.



- Turn off lights if they don't need to be on.



- Switch off electrical appliances rather than leaving on standby.



Simple tips to stay safe



Prepare your home:



- Get a service for your boiler and gas appliances, such as a gas cooker, every year.



This helps spot small issues before they become a problem.



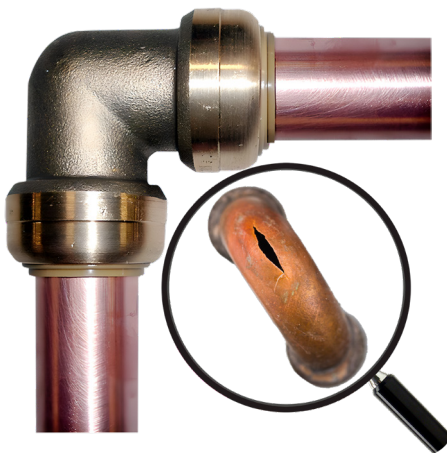
- Make sure you have smoke alarms, which will warn you if there is a fire.

Check they are working.



- Make sure you have carbon monoxide alarms, which will warn you if you have a gas leak.

Check they are working.



- Check outside pipework is not cracked.



- Have a torch or other light source ready in case of a power cut.



Use hot water bottles safely



- Check for cracks before filling and replace it every 2 years.



- Only use hot water, not boiling water.



- Only fill the bottle three-quarters full. Carefully squeeze out the air before closing the lid tightly.



- Wrap it in a towel or use a cover. Never put it straight on your skin or take it to bed.



Join the Priority Services Register



The Priority Services Register is a service offering extra advice and support during interruptions to electricity, gas or water.

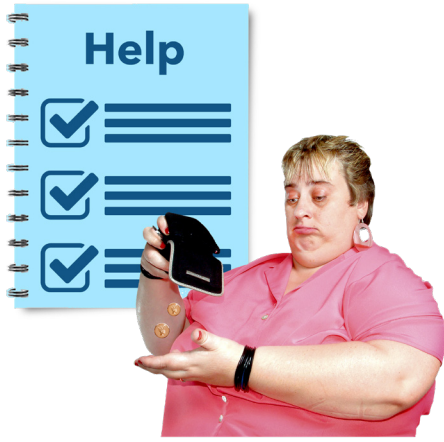


It is free to join and lets your electricity, gas or water provider know if you need extra support.



For more information, go to:

www.thepsr.co.uk



Where to go for more help?



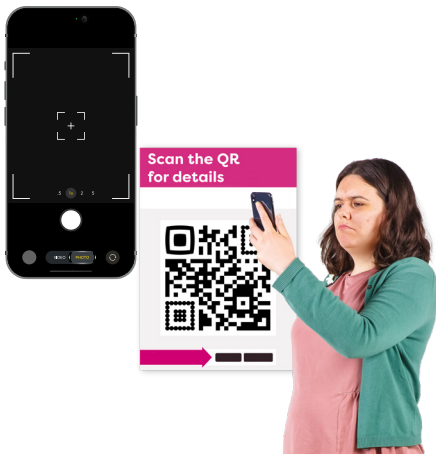
Please go to our Cost of Living webpage to find more help:



www.midsuffolk.gov.uk/web/mid-suffolk/cost-of-living

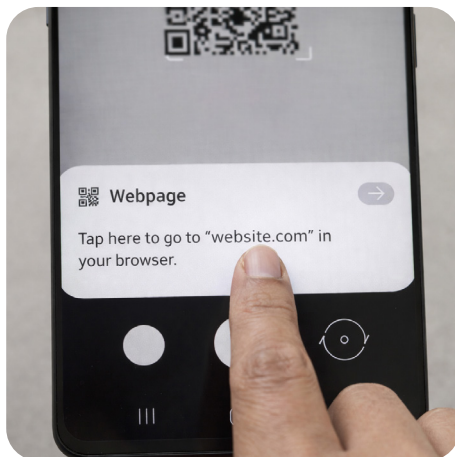


How to scan a QR code with a smartphone



Open the camera on your phone.

Point the rear facing camera at the QR code.



A pop-up or message should appear with the website link.

Tap it to open the webpage.



If nothing appears, you may need to:

- switch on QR scanning in the camera settings
- or download a free QR-code scanning app.

You can contact us in a number of different ways.

Website: www.midsuffolk.gov.uk

Phone: 0300 123 4000 then choose option 7

This document was adapted into easy read by Ace Anglia.

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Date this was made: April 2026

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