

Energy advice for a warmer, more affordable home

At Bield, we understand that staying warm and managing energy costs are top priorities. That's why we're excited to let you know about our **Tenant Energy Support** service.

The service is available to all our tenants and is completely free for you to use whenever you need it. It's offered by Changeworks - Scotland's leading environmental charity and experts in energy advice. The service is by your side to help you manage your energy at home and includes:

- An online energy advice library you can access whenever you might have an energy question or are wondering what to do about a problem you're having with your energy.
- Support from friendly and knowledgeable advisors, who are on hand to guide you through managing your home energy use, whether you want to stay warm, save energy, or take care of money worries.

Changeworks' specialist staff are available to support tenants by phone, through home visits, or by attending developments to speak with groups. To arrange a conversation, please call or email using the details on the back page.

Get in touch:

Visit the Changeworks online portal:
www.changeworks.org.uk/referral/
to refer yourself, call 0800 870 8800
or ask your Retirement Housing
Manager for help. Alternatively, you
can call our Customer Contact
Centre on 03000 132 162 or email:
utilities@bield.co.uk



Switch off standby

Turning off appliances at the plug can save around £45 a year.



Wash at 30°C

Using a 30°C wash instead of 40°C uses about 40% less energy.



Boil only what you need

Overfilling the kettle wastes energy.

Financial support & benefits

You may be eligible for additional support with your energy bills and household costs. These schemes are designed to make sure older people and those on a low income don't miss out on the help available:



Pension Age Winter Heating Payment

A yearly payment to help with heating costs during the colder months. This is paid automatically if you meet the eligibility criteria. You can find more information on the Scottish Government website: www.mygov.scot



Warm Home Discount

A one-off reduction on your electricity bill if you receive certain benefits or meet other criteria. Check the eligibility rules and how to apply at www.mygov.scot



Winter Heating Payment

A single payment during winter if you receive certain benefits. Check the eligibility rules and how to apply at www.mygov.scot



Priority Services Register

Free extra support from your energy supplier if you are in a vulnerable situation, for example due to age, health conditions or disability. This can include things like priority in an emergency and accessible information. Contact your supplier directly to register.

If you're unsure about what you could be entitled to, our Income Advice Officers can help you check your eligibility, make applications and maximise your income. To arrange a free and confidential appointment, please contact incomeadvice@bield.co.uk



Lower thermostats slightly

Reducing your heating by just 1°C can save up to 10% on heating bills.



Check for draughts

Use draft excluders to block cold air and keep your home warmer.



Cook smart

Use microwaves, slow cookers or air fryers to save energy.

W	I	D	G	T	E	N	E	R	G	Y	A	H	S
R	T	N	O	I	T	A	L	U	S	N	I	S	O
O	S	L	T	I	A	L	O	L	G	B	R	O	L
I	E	G	R	I	D	T	A	R	O	I	R	A	A
O	T	A	T	S	O	M	R	E	H	T	T	O	R
C	S	S	T	L	C	I	A	L	I	T	W	G	T
R	A	D	I	A	T	O	R	I	T	O	C	R	S
I	O	O	O	E	I	E	F	O	W	I	N	D	R
I	T	S	I	T	A	E	H	B	P	S	T	S	P
N	A	N	I	M	A	R	D	R	E	E	R	R	O
D	G	F	A	R	G	P	N	T	A	S	E	I	W
R	A	E	E	C	A	L	P	E	R	I	F	E	E
S	S	A	O	T	A	M	F	R	L	T	S	E	R
R	S	O	E	F	E	O	N	N	F	A	A	R	O

Energy word search

- BOILER
- ENERGY
- FIREPLACE
- GAS
- GRID
- HEAT
- INSULATION
- POWER
- RADIATOR
- SOLAR
- THERMOSTAT
- WIND



Take short showers instead of baths

Taking a shower uses much less hot water than a full bath, saving energy and money.



Keep fridges & freezers at right temperature

Set fridges to 3-5°C and freezers to -18°C to reduce energy use.



Match pans to hob rings

Use a pan that fits the size of hob ring. Cover pans with lids to cook faster and keep heat inside.

Additional help



If you have any concerns in relation to paying your energy bills, please speak with your energy supplier in the first instance. Alternatively, you can contact the following organisations for additional advice and support:

- Changeworks: Call 0800 870 8800 or visit www.changeworks.org.uk
- Advice Direct Scotland: Call 0808 196 8660 or visit <https://advisedirect.scot>
- Age Scotland: Call 0800 124 4222 or visit <https://www.agescotland.org.uk/>
- Citizens Advice Scotland: Call 0800 028 1456, visit your local Citizens Advice Bureau or visit <https://www.cas.org.uk/>
- Energy Action Scotland: <https://eas.org.uk/>
- Ofgem: <https://www.ofgem.gov.uk/>
- You can also email Bield at: utilities@bield.co.uk



**Tenant
Energy
Support**
from CHANGEWORKS.