

Further questions & information

Why has my service charge changed?

We review service charges every year and as it's impossible to know exactly how much services are going to cost; we provide you with an estimate. We base this estimate on the cost of services during the previous year, whilst also considering any expected changes that we know of. These may include changes in service contract costs, inflation and changes to energy prices.

What can I do to reduce my bills?

Over the last few years, energy costs have been in the news, and we understand that lots of people are struggling as their cost of living has increased. Energy prices have increased and reducing energy usage can reduce your bills. Things that can help include:

- Not leaving electrical items on 'Stand-by' mode
- Only using a washing machine when you have a full load
- Using energy efficient light bulbs

There are many ways you can reduce your energy usage by making simple changes to your homes and habits, which could help you save money. The Energy Saving Trust has a lot of good advice and provides tips on saving energy and energy efficient products. Visit their website at: <https://energysavingtrust.org.uk/energy-at-home/>

Some top tips include:

- Turn your heating down by one degree Celsius. It can save up to 10 percent on your heating bills.
- Keep the temperature in your home between 18°C/65°F and 21 °C/70°F.
- Set your radiator valves to three or four. Most radiator valves control a room's temperature by changing the hot water flow to the radiator. These valves are usually marked with scale from zero to six, where zero is off, and five or six is fully open. These valves are often misused as 'on/off' switches, and in rooms which aren't used all day, such as bedrooms or rooms which you don't use regularly, these can often be set too high.
- Try to avoid heat escaping by turning your heating off before opening windows.

More information about saving money and energy can be found on our website at:

www.progressgroup.org.uk/hub

If you need help

If you are experiencing financial difficulties, we are committed to supporting you. The enclosed leaflet provides information on our Life & Progress support service. Available 24 hours a day, they are a free, independent support provider who are available to provide information, resources and counselling.

Any queries? Contact us via our live chat service at www.progressgroup.org.uk, enquiries@progressgroup.org.uk, or 0333 320 4555.