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DFTRA - Dudley Federation of Tenants and Residents

Hello and welcome to our final update of 2017!

We have compiled some of the latest information from around the Borough that we hope you will find useful.



Dudley Federation Newsletter Quarter 3: November 2017-January 2018

You can view or download the latest edition of the Dudley Federation Newsletter on our website [here](#).



Money Matters Winter 2017

You can view or download the latest section of Money Matters from Home Affairs magazine via the DFTRA website [here](#).

Issue 59

Winter 2017

Homeaffairs

News and views for council tenants and leaseholders throughout Dudley borough

Home Affairs - Winter 2017

You can download the full edition of the Dudley MBC Home Affairs via the [DMBC website](#).

Protect your loved ones
and stay healthy this winter

Keep them warm keep them well

Dudley Council's Winter Warmth scheme offers: Support, advice & information on keeping your home & yourself warm this winter. Call us for help with cheap energy tariffs, energy discounts & free home insulation and boilers*

Call us for a free home visit on **01384 817086**

Dudley Council
keep warm, keep well
NHS
*for qualifying households

Dudley Winter Warmth Scheme

Dudley Council's winter warmth support scheme which helped more than eight hundred residents keep warm and well in their homes last winter has been launched once again for the coming winter and will now continue to run throughout the year.

The scheme aims to help people struggling to keep their homes and themselves warm enough during the winter months. Householders can save significantly on their home energy bills with the right advice on appropriate tariffs, as well as energy discounts and grants.

A variety of practical support, information and expert advice is provided through the scheme. Anyone worried about keeping their home warm this winter, struggling with paying their fuel bills or concerned about keeping well at home during the winter due to the cold can ask for help from the scheme.

All sorts of help can be provided from expert advice and support with changing to the best energy provider and tariff, help with energy debt, as well as assistance with home energy efficiency improvements and grants, including access to free boiler and home insulation schemes.

Councillor Les Jones, cabinet member for housing, said:

"Each year people die as a result of freezing winter weather and cold homes. Living in a cold home can lead to very serious health problems, particularly for older people, young children and people suffering from long term health conditions, such as asthma.

"It is essential that people start preparing for winter before the cold months set in. If people are concerned about heating their homes they should contact the

scheme's helpline to ask for support and advice. We want to make sure that all our residents keep warm and well in their homes whatever the time of year – hence the extension of the scheme to all year round. I encourage anyone concerned about keeping warm at home themselves, or worried about a relative, friend or neighbour, to call the scheme."

The winter warmth helpline is 01384 817086. Call to request a free home visit.

More information at: <http://www.dudley.gov.uk/resident/care-health/dudley-social-services/healthy-lifestyles/keeping-warm-in-winter/winter-warmth-support-scheme/>



Christmas waste and recycling collections 2017

You can view the changes to Christmas waste and recycling collections 2017 on the [Dudley MBC website](#).

 @cyberprotectuk

Online shopping

What you need to know

Check the web address

Always check you're on the correct

Always check you're on the correct website. Criminals can set up fake websites that have a similar design and web address to the genuine site.



**safe
secure**
https://

Is it a secure page?
Web pages you enter personal or financial details into should display a locked padlock sign and have a web address that starts with **https**. This means your connection to the website is secure.

Phishing
Don't click on links or attachments within unsolicited emails. The number of online shopping related phishing emails increases significantly during the holiday period.



Bank transfers
65% of Action Fraud reports during the 2016 Christmas period were linked to online auction sites. Don't pay for goods or services by bank transfer unless you know and trust the person.



For more information on how to stay secure online please visit www.cyberaware.gov.uk

Online Shopping Safety - what you need to know

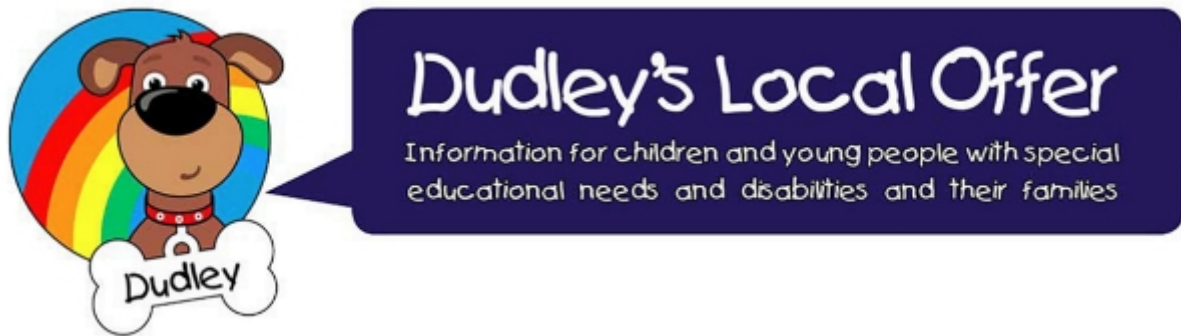
For more information on how to stay secure online please visit www.cyberaware.gov.uk.



Dudley Family Information Service: Christmas Activities & Events

To view the PDF of all planned activities and events, click here: [Activities and events](#)

Alternatively, you can search or browse specific activities on the [Family Information Service Directory website](#)



Dudley's New Local Offer Website has launched!

What is it?

'Dudley's Local Offer is a one stop shop of information and services available to children and young people with special educational needs or disabilities under the age of 25, who live in Dudley Borough, along with parents, carers and family members. You can find a whole host of information and resources to help you live a happy and fulfilled life.'

You can view the new site here:

http://fis.dudley.gov.uk/LocalOffer/PublicEnquiry_Live/SynergyHomepage.aspx

We hope you have an excellent Christmas and a New Year, see you in 2018!



DFTRA - Dudley Federation of Tenants and Residents

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Want more?

Visit the [Dudley](#) page to find more community news and events.



interests.me

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using the [interests.me](#) email newsletter service.