

What you notice in your client's home

- The home is too cold, draughty or smells damp.
- No visible source of heating.
- Only portable appliances for heating such as bottled gas heaters or electric fires.
- Vents have been blocked up.
- Curtains closed during the day to keep the heat in.
- Signs of damp or mould, such as mould patches around windows and in corners, and water lying on windowsills.
- Mainly living in one room.

Hitting the cold spots

Affordable warmth checklist

What your client tells you

- Their home is too cold or draughty.
- Their fuel bills are high or they owe money for fuel.
- They have had a prepayment meter installed.
- They may stay in bed to keep warm.
- They use a hot water bottle to keep warm.
- They may want to stay in hospital to keep warm.

Increased vulnerability to the cold

- Older people
- Children
- Disabled people
- Those with long term medical conditions



Hampshire
County Council

the Environment Centre (tec)

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What to look out for

- Worsening of existing conditions in the winter
- Strokes
- Chronic bronchitis and emphysema
- Asthma
- Falls and accidents
- Depression

What can you do?

- For advice and support call Hitting the Cold Spots on **0800 804 8601**^{*}, where our local team of friendly, trained staff are ready to help.
- For council or housing association tenants, refer them to their landlord for improvements.

Find out more

Call us on: **0800 804 8601**^{*}

Email: **staywarm@environmentcentre.com**

Web: **www.hants.gov.uk/cold-spots**

Twitter: **#hantsHTCS**

** Monday to Friday, 9am - 5pm*

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