

help us improve our service

Customer comment cards are available in all reception areas. We will respond to any comment card returned with an address.

We will publish our performance against targets and standards yearly on our website and in our annual report and will display relevant information on targets in our reception areas.

If you think we are failing in a service or doing particularly well please complete a comment card.

We will display our formal complaints procedure in reception areas.

If you would like a copy of this leaflet in large print, braille, tape or in your language please contact your nearest office

Haddaad jeclaan lahayd nuqul kamid ah buugyarahan oo ku qoran qoraal waaweyn, qoraal indhoole, cajal ama luqaddaada fadlan kala xiriir xafiiskaaga kuugu dhow.

Nếu quý vị muốn một tờ thông tin này bằng chữ to, chữ dành cho người mù (Braille), thu băng hoặc bằng ngôn ngữ của quý vị, xin liên lạc văn phòng gần nhất.

যদি বড় অক্ষর, ব্রেইল, টেপ অথবা আপনার নিজের ভাষাতে এই লিফলেট দরকার হয় তাহলে আপনার কাছের অফিসে যোগাযোগ করুন।

若想索取此小冊子的大字體版，盲文版，錄音帶或翻譯成你的語言，請聯絡最近的辦事處。

Swan Group is a Charitable, Industrial and Provident Society.

please contact your local office

Swan Group

Swan Housing Association, Pilgrim House
High Street, Billericay, Essex CM12 9XY

For details please call **0845 6124700**

Swan London

London Regional Office, Cygnet House,
10 Chrisp Street, Poplar, London, E14 6LL

For details please call **020 7510 9960**

Swan Essex

Swan Housing Association, Pilgrim House
High Street, Billericay, Essex CM12 9XY

For details please call **0845 6124700**



www.swan.org.uk



business for neighbourhoods

SWN_2_01/08

energy
efficiency tips



www.swan.org.uk

saving heating bills

- **don't waste money having central heating on when you don't need it.** Remember the 30 minute rule - set your central heating programmer to come on 30 minutes before you get up, and off 30 minutes before you go to bed
- **turn the temperature valves on radiators down a notch or two** - the comfortable room temperature should be about 22 degrees centigrade
- **don't waste energy heating rooms which are seldom used** - just keep the doors closed
- **don't forget to draw your curtains as soon as it becomes dark** - to keep the heat in and the cold out
- **stop draughts and wasted heat** - use an easy to fit brush or PVC seal on your exterior doors and letterbox
- **check your hot water tank thermostat is set to no more than 60 degrees centigrade** - many people have this set too high and have to add cold water - you could save £10 per annum

saving electricity

- **the great outdoors - make the most of it** use nature to dry your clothes instead of a tumble drier
- **buying new kitchen appliances?** look out for the Energy Efficiency logo and SEDBUK ratings
- **put lids on saucepan's** and remember to turn down the heat as soon as boiling point has been reached
- **fit energy efficient light bulbs** - one bulb will reduce your lighting cost by £7 a year. Imagine if you replaced them all
- **turn off your lights**
- **don't leave your TV or computer on standby**
- **use washing machines wisely** - not all clothes need a 40 degree wash so try 30 degrees - and remember always wash a full load
- **boiling water - put enough water in the kettle** for the number of cups wanted and no more
- **defrost your fridge regularly** - keep it running efficiently and cheaply
- **avoid putting hot food straight into the fridge** - allow it to cool down first

water saving ideas

- **avoid washing up under hot running water** and watch out for dripping water taps
- **a bath uses five times more hot water than a shower** so choose the shower whenever you can
- **do not leave the tap running while you clean your teeth**

things to remember

- **it's very important to** ensure that any appliance including cookers or boilers have enough ventilation to operate safely
- **do not block up existing air vents or grills** - they are there to ensure there is enough ventilation
- **when you have a bath or shower close the door and open a window** - to prevent moisture escaping into your home
- **fit an extractor pipe to tumble driers** - to avoid moisture escaping into your home
- **keep trickle vents open in windows** to prevent condensation and mould

