



CUNNINGHAME
HOUSING ASSOCIATION

More than just a landlord

Information leaflet for tenants



www.facebook.com/cunninghamhousingassociation

**MAKING OUR COMMUNITIES
BETTER PLACES**



citrus energy
Refreshingly Different

LEMON AID FOR YOU

Are You ...

Choosing between Heating and Eating?

Worried about your gas and electricity debts?

Struggling with your gas and electricity costs?

In dispute with your energy supplier?

Stop Worrying - Help is available!

Since 2013 Cunninghame Housing Associations award winning Lemon Aid service has helped over 10000 people with their energy related problems, and benefited those home energy users by over £1.5 million.

The service is free to all and truly independent and impartial of energy suppliers.

HOW CAN WE HELP YOU?

- We can help you get back on supply if you have been cut off or disconnected.
- We can help you reduce your gas and electricity costs, and help you reduce or clear your gas and electricity debts.
- We can help you budget and move from prepayment meters to billing meters to maximise your savings.
- We work on your behalf dealing with energy supplier and billing issues.
- We work closely with other care and support agencies to ensure our service is holistic and helps address all your needs.
- We can help you apply for warm homes discount and assess if you qualify for any support relating to energy efficiency improvements.
- We will check if your heating system and meter type are right for your individual needs.

It's really easy to use the service. Just call our team on the number below and they will have a confidential chat with you over the phone to talk through your issues. If you require them to do so we will arrange to come out to your house so we can provide comprehensive support to help.

CALL THE CITRUS FREEPHONE NUMBER ON 0800 221 8089

Lemon Aid North Ayrshire works within the Better Off North Ayrshire project. Better Off key workers are working with people to help them make their money go further. They can help you maximise your income, reduce your outgoings, manage debt, and provide tools for managing your budget.



**Citrus Energy Ltd is a wholly owned subsidiary
of Cunninghame Housing Association Ltd
A Charity Registered in Scotland No: SCO 37972**



www.cunninghame-housing.org

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CITRUS SWITCH FOR HOMES

Over 60% of the UK population don't actively switch energy suppliers on a regular basis. Ofgem the industry regulator, recently found that between 2012 and 2017 at least one third of the UK population 'never' switched. They concluded that for those who haven't switched in this 5 year period they have paid £1500 more for their energy bills than they should have!

Prices continue to rise and Fuel Poverty continues to be a major issue! There is a very real fear of switching energy suppliers 'lack of trust, fear of the unknown, complicated process, bad experience' Just some of the reasons given by people who haven't switched.

Citrus Switch is here to help! Citrus Energy is a social enterprise subsidiary of award winning social landlord Cunninghame Housing Association. The Citrus switch service provides a free, independent and impartial service for all home energy users the length and breadth of the UK to use.



WE ARE DIFFERENT- Refreshingly!

SO WHY SHOULD YOU GIVE US A TRY?

• Phone Based

Call the citrus free-phone number and you will speak to a person who will assess your individual switch needs. They will ensure we take into account your benefit/income circumstances, your heating type and meter type and they will act in your best interests.

• Completely Impartial

Being a not for profit organisation Citrus main focus is to help you find the best savings, and we do. Over the last three years our average saving per annum for customers using our switch service has been £313. We search the full UK home energy market to find you the best deal in relation to your circumstances.

• Ongoing Support

Citrus staff will always ensure any energy related issues you have such as energy arrears or meter problems are dealt with before helping you to find the best energy deal. Once we do help you to switch, we don't go away, we will continue to provide ongoing support, helping you with any suppliers issues and continuing to look out for the best energy deals for you going forward.

• Hassle Free

Lots of people who have tried to switch in the past give up, suggesting it is too much hassle. We deal with the hassle on your behalf. We correspond with the energy suppliers for you and you don't have to!

CALL THE CITRUS FREEPHONE NUMBER ON

0800 221 8089

OR VISIT WWW.SWITCH.CITRUSENERGY.CO.UK

(CITRUS ENERGY IS NOT A SALES ORGANISATION AND WILL AT ALL TIMES GIVE IMPARTIAL ADVICE IN RELATION TO YOUR INDIVIDUAL NEEDS)

Cunninghame

Furniture Recycling Company

NEW TEXTILE RECYCLING SERVICE

Unit 68, Third Avenue, Heatherhouse Industrial Estate, Irvine, KA12 8LT (next to Tesco)

PLEASE DONATE YOUR UNWANTED TEXTILES

Yes please in tied bags:

- ✔ All clothing
- ✔ All household textiles such as sheets, blankets, towels and curtains
- ✔ Handbags and belts
- ✔ Paired footwear

No thanks:

- ✘ Duvets and pillows
- ✘ Soiled or wet rags
- ✘ Carpets or rugs
- ✘ Bric a brac



Earlier this year we added a textile bank in our Car Park with 24hr access for those wanting to donate their unwanted clothing, sheets, blankets, curtains, handbags and footwear

We are also happy to collect your items if our van is already collecting a donation, or delivering an item, so please, just hand your items over to our driver

As this is a new service for us, we'd appreciate your support in spreading the word, and the benefits of "keeping it local"

Last year was the busiest year in our history, clearly identifying that we all want to divert items from landfill, and at the same time assist people in furnishing their homes

As a registered local charity, you can be sure that your donation is having a local effect on environment and community, not only in finding a new home for your unwanted furniture and now textiles, but also securing jobs for local people. A local economic benefit. **That's got to be a good thing!**

We appreciate your support in continuing to deliver this great service to the people of Ayrshire

The Better Homes Ayrshire Project is funded by the Scottish Government and the European Social Fund through the Scottish Government's Social Economy Growth Fund programme



EUROPE & SCOTLAND
European Social Fund
Investing in a Smart, Sustainable and Inclusive Future



MAKING OUR COMMUNITIES
BETTER PLACES

LOOKING TO FURNISH YOUR HOME ON A BUDGET?

VISIT Ayrshire's PREMIER FURNITURE RE-USE STORE
(NEXT TO TESCO IRVINE)

OPENING TIMES

Mon-Thurs 9.30 - 5.00pm

Fri 9.30 - 4.30pm

Sat 10.00 - 2.00pm



REVOLVE

DRIVING UP STANDARDS IN RE-USE

Cunninghame Furniture Recycling Company

Unit 68, Third Avenue,
Heatherhouse Industrial Estate,
Irvine KA12 8LT

Freephone: 0800 221 8083

Website: www.cfrcltd.org



CFRC is a Scottish Registered Charity; Number SCO41863

**FREE UPLIFT OF UNWANTED
REUSABLE FURNITURE.**

**CALL AYRSHIRE'S PREMIER
FURNITURE RE-USE STORE**
(NEXT TO TESCO IRVINE)

OPENING TIMES

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PLEASE NOTE ALL ITEMS LIFTED ARE AT OUR DRIVERS DISCRETION.

North Ayrshire Council – New Purple Bin Collected Every 3 Weeks

As a North Ayrshire resident, you will have been notified of the new purple bin which was rolled out from April 2019 to allow North Ayrshire residents to recycle more at home. The introduction of this new bin will see a slight change in items that go into each bin as per the details on this leaflet:

RIGHT STUFF

Plastics – rinsed and squashed

- ✓ Plastic bottles
- ✓ Milk cartons
- ✓ Plastic tubs, trays and pots
- ✓ Fruit and vegetable punnets
- ✓ Toiletry bottles
- ✓ Cleaning product bottles
- ✓ Lids and tops
- ✓ Medicine bottles
- ✓ Plastic egg boxes
- Cartons – rinsed and squashed
- ✓ Juice cartons
- ✓ Soup cartons
- ✓ Other cartons
- Metals – empty and rinsed ✓
- Food and drinks tins/cans ✓
- Empty aerosols
- ✓ Foil trays
- ✓ Aluminium foil
- ✓ Chocolate and biscuit tins
- ✓ Metal lids
- Glass – empty and rinsed
- ✓ Glass bottles and jars

WRONG STUFF

- X Plastic bags and liners
- X Hard plastics (toys, coat hangers, CD cases etc)
- X Metal pots, pans and trays
- X Cutlery
- X Crisp bags
- X Tablet blister packs
- X Electrical items
- X Polystyrene
- X Foil pouches
- X Bubble wrap
- X Cling film

TOP TIP!

Wash & squash your plastics.



BLUE BIN I COLLECTED EVERY 3 WEEKS

Paper, card and cardboard. No plastic bags please put items in loose.

RIGHT STUFF - Please make sure items are clean and dry

- ✓ Cardboard
- ✓ Large and small cardboard boxes
- ✓ Cereal boxes
- ✓ Toilet and kitchen roll tubes
- ✓ Corrugated cardboard
- ✓ Newspapers, magazines
- ✓ Catalogues
- ✓ Junk mail and brochures
- ✓ Paperback books
- ✓ Paper (clean and dry) and shredded paper
- ✓ Greeting cards
- ✓ Wrapping paper (no glitter or foil decorated paper, sticky tape or bows/ribbons)
- ✓ Envelopes
- ✓ Cardboard egg boxes

WRONG STUFF

- X Plastic carrier bags
- X Papertowels/tissues
- X Padded envelopes
- X Plastic wrapping and bubble wrap
- X Electrical items
- X Textiles - duvets, clothes and shoes
- X Packaging with food residue
- X Hardback books
- X Plastics
- X Cans
- X Glass
- X Tinfoil
- X Plastic film
- X Pizza boxes
- X Polystyrene

TOP TIP!

Flat pack your cardboard boxes to make space in your bin



BROWN BIN I COLLECTED EVERY 2 WEEKS

Garden and food waste.

RIGHT STUFF

- ✓ Grass cuttings
- ✓ Leaves and bark
- ✓ Hedges and branches
- ✓ Weeds
- ✓ Cooked and uncooked food
- ✓ Dairy
- ✓ Bread
- ✓ Egg shells
- ✓ Tea leaves, tea bags and coffee grounds
- ✓ Fruit and vegetables
- ✓ Rice and pasta
- ✓ Fish, meat and bones
- ✓ Leftovers

WRONG STUFF

- X Plastic bags
- X Plastic
- X Wood
- X Rubble
- X Turf/soil
- X Food or drink containers
- X Plantpots
- X Liquids
- X Petwaste

TOP TIP!

Need more compostable liners? Tie a liner to the handle of your bin and our collection crew will leave you a new supply



GREY BIN I COLLECTED EVERY 3 WEEKS

Non-recyclable waste.

RIGHT STUFF

- ✓ Non-recyclable waste
- ✓ Plastic/black bags and polythene
- ✓ Polystyrene
- ✓ Crisps and sweet wrappers
- ✓ Used tissues and paper towels
- ✓ Wipes
- ✓ Tinfoil
- ✓ Lightbulbs
- ✓ Pet litter/animal waste/bedding
- ✓ Nappies
- ✓ Personal hygiene products
- ✓ Food and drinks pouches
- ✓ Hard plastics (toys, coat hangers, CD cases etc)
- ✓ Padded envelopes
- ✓ Tablet blister packs

If you have excess waste due to nappies or incontinence products, please contact us for advice on 01294 310000.

WRONG STUFF

- X Plastics, cans and glass
- X Paper, card and cardboard
- X Food waste
- X Garden waste
- X Electrical items
- X Textiles and shoes

Can you recycle it?

Please make sure your grey bin is used for non-recyclable waste only.

