



Update on your services

Thanks again for your patience while we run a restricted range of services as a result of the pandemic.

Services are being re-introduced in phases as quickly as we can in line with Scottish Government lockdown guidance. The following have resumed in recent weeks:

- › essential repairs in customers' homes and communal areas;
- › letting homes to people who are homeless or in crisis;
- › outdoor improvement work to homes;
- › working with partners to re-start the building of new affordable homes;

More will be re-introduced soon. Please read more on our plans for the next phases in this newsletter and check our website www.dghp.org.uk for updates.

We can't emphasise enough that, in all we do, the safety of customers, their families and our team remains our top priority.

Although many of our employees, including housing officers, are continuing to work hard, many of them from home, please be assured we are here to help to support you and your family 24/7.

Matt Foreman
DGHP Managing Director

Repairs

As lockdown restrictions ease, we're increasing the range of essential repairs we're able to carry out. For instance, we can:

- › sort a persistent leak;
- › replace showers for vulnerable customers;
- › repair heating where temporary heating has been in place for a week;
- › replace security windows and doors;
- › renew and repair security and controlled-entry doors.

Unfortunately, we can't do repairs at the moment where it's difficult for staff to socially distance and common repairs that need more than one tradesperson.

Please be assured that staff follow all health-and-safety guidelines, including wearing Personal Protective Equipment (PPE) - as and when appropriate - while carrying out emergency and essential repairs.

Gas servicing

We need to complete an annual gas service for your home. This work is a really important part of keeping you and your family and your home safe.

We will be in touch to arrange a suitable day and time to carry out these visits. All staff will be following Government guidelines on social distancing and will wear appropriate PPE.

It's a legal requirement that we carry out these checks, and if you don't let us in we may have no option but to force access to your property.

If you have any concerns, regarding our team accessing your home to carry out the gas service, please contact our team as soon as possible on **Freephone 0800 011 3447**.

Here to help

We're doing all we can to support our customers.

Our team at DGHP have carried out over 30,000 contacts with customers since lockdown began, directing households to the wide

range of support we are providing through the coronavirus crisis.

For instance, 2,500 emergency food deliveries have already been made to vulnerable DGHP customers (a total of 25,000 across all of Wheatley Group). Over 500 of our customers

have received help through our Emergency Response Fund and support to access Universal Credit and energy advice.

If **YOU** need help, contact your housing officer or call our Customer Service Centre on **0800 011 3447**. We're here to help.

Environmental services

Fire safety and keeping our customers and communities as safe as they possibly can be is our top priority. Our teams continue to inspect communal areas on a regular basis.

Please don't leave rubbish or bulk items lying about communal stairs – these areas must remain clear for everyone's safety. Our teams will remove any items such as bikes or prams that could block people's way out.

Our grounds maintenance contractor has resumed work after implementing measures to comply with Government guidelines on social distancing and PPE.

Letting homes

In line with Scottish Government guidance, letting homes to people who are homeless or in crisis continues to be the priority for all Scottish social-rented landlords.

Although we're not allocating homes at the moment, you can still apply for a house or tell us about a change in circumstances via Homes4D&G – you can call them on **0300 123 1230**, email us at **enquiries@homes4dg.org.uk** or visit the website at **www.homes4dg.org.uk**

We aim to start getting back to normal lettings from November at the latest. If you have a specific question on this, however, please contact your housing officer or call us on **0800 011 3447**.

Our housing officers

Some of our housing officers might be out in communities carrying out essential visits, where it is safe to do so. They will be following all Government guidelines on social distancing and wearing PPE where appropriate.

If you are not at home when they visit, they will leave a card telling you how to get in touch with us.

Safety first

We can't emphasise enough that all working practices and the restricted range of services currently being provided are aimed at keeping you, your family and our team safe and well.

Next phases

We will be closely monitoring announcements from the Scottish Government as they review the lifting of restrictions. Assuming this progresses as anticipated -

From August to October, we hope to:

- ▶ prepare to get our letting service up and running again; and
- ▶ have more of our team out and about in your local communities.

From October to January, we hope to:

- ▶ have a full repairs and maintenance service up and running;
- ▶ have our letting services back to normal, with home viewings available online; and
- ▶ start up investment work in customer homes.

Help with rent

If you're finding it difficult to pay your rent, contact us immediately. The sooner you get in touch, the quicker we can help. Please don't be tempted to do nothing. We can support you in a number of ways.

Our EatWell service can also help if you're struggling to put food on the table, and our fuel advisors can help you reduce your gas and electricity bills.

Our expert welfare benefit advisors can help with Universal Credit claims, as well as making sure you claim all the benefits and tax credits you're entitled to. We can also help you budget, manage your money and set up affordable repayment plans if you've been finding things difficult.

Get in touch

 www.dghp.org.uk customerservice@dghp.org.uk  **0800 011 3447**