



## A message from Martin Armstrong, Wheatley Group Chief Executive

As the lockdown continues, we're doing all we can to support you and your family during these difficult times. Although we're only able to operate emergency and essential services at the moment, our staff - at home and out and about working safely in our communities - are providing all kinds of help, particularly to vulnerable individuals and families.

Remember, you're not alone. Don't hesitate to contact us. We WILL get through this - by staying in touch and facing the challenges together.

Here's a round-up of what we're doing to support you and your family.

### Emergency food deliveries

We have introduced the EatWell service at DGHP, which has delivered over 7000 food parcels to Wheatley homes across the country in the past five weeks. With financial assistance from Scottish Government, we will use our fleet of vans to collect, assemble and deliver another 8500 in the weeks ahead. If you need help please call us on **0800 011 3447**.

### Personal touch

All of our offices are closed, but staff are continuing to support the people they work for by telephone and email and using everything from Skype, Facetime and text to stay in touch and offer support.

### Safety first - always

Your safety and security remain our number-one priority. We have prioritised the work of our teams to focus on essential services, such as bulk uplifts in blocks and communal areas to remove potential fire hazards. If you have any issues please contact us.

### Here for you 24/7

A team of specialist advisors is on hand to support everyone directly impacted by the coronavirus crisis and you can contact them by email at **factoringservice@dghp.org.uk** or by calling Freephone 0800 011 3447. Information is also available online at **www.dghp.org.uk**

### Repairs and maintenance

Please remember, we're able to run only a restricted service. Call us if you need an emergency repair.

### Help with your factoring fees

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

Get in touch

 [www.dghp.org.uk](http://www.dghp.org.uk)  **0800 011 3447**

