



## 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 food help, speak to your housing officer or call us on **0800 011 3447**.

### Emergency Response Fund

Staff are drawing on this fund, new to Dumfries and Galloway, every day to provide vulnerable people, young and old, and families of all sizes with practical help. We've supplied everything from cookers, fridges and microwaves to mobile phone top-ups and educational materials for children. Get in touch if you need this type of help.

### Personal touch

All of our housing offices may be 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. In our accommodation-based support services, we are continuing to provide support remotely.

### 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

If you haven't opened an online account with us, now's a good time to sign up. It's easy and you can do everything from sending us a message to checking and paying your rent. Go to **www.dghp.org.uk** to log in or register. Our Customer Service Centre (CSC) - with telephone advisors working from home - is also ensuring we're here for you around the clock. A team of specialist advisors is on hand to support everyone directly impacted by the coronavirus crisis and you can contact them by phone or via email at **customerservice@dghp.org.uk**

### Repairs and maintenance

Please remember, we're able to run only a restricted service. Go online or call us, if you need an emergency or essential repair.

### Help with your rent

If you're finding it difficult to pay your rent, 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**  
**customerservice@dghp.org.uk**

 **0800 011 3447**

