



Update on your services

I hope you, your family and friends are well.

As you know, we've been able recently to resume many of the services previously suspended under Covid-19 restrictions. You can keep up to date with all that's happening – and the full range of support available to you – by:

- › contacting your housing officer, who is here to support you through these difficult times;
- › speaking to one of our customer service advisors on **0800 011 3447**;
- › going on to our website at **www.dghp.org.uk**

Please be assured that in all we do the safety and wellbeing of both our customers and staff remain our number-one priority. We're here for you and your family 24/7, 365 days a year.

Matt Foreman

DGHP Managing Director

DGHP offices

Although our offices remain closed, our housing officers are keeping in regular touch with tenants by phone, email and online. Home visits are being carried out for lettings, providing advice and support on paying rent and managing other tenancy matters, such as anti-social behaviour. Please remember, our staff follow social distancing guidelines and take other safety precautions when visiting. If you have any welfare concerns or are worried about your rent, talk to us now: the sooner you contact us, the quicker we can help.

Repairs

We're only able at this time to carry out essential and emergency repairs. These range from attending to hazardous electrics, problems with power and heating and persistent leaks to replacing showers for vulnerable tenants or windows and doors. Gas safety checks and maintenance continue as normal.

We're unable to do repairs where staff are unable to socially distance, where the work requires more than one tradesperson or involves working in a confined space, such as an attic. All staff maintain strict health-and-safety practices and use the appropriate PPE.

Our approach to repairs is aimed at protecting the safety of customers and staff by preventing the spread of coronavirus in households. We'll resume a full repairs service as soon as it is safe to do so. In the meantime, if you need an emergency repair, call 0800 011 3447.

Outdoor improvement works, including external insulation and roofing work, are continuing.

Here to help

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

Our team at DGHP have carried out over 48,750 contacts with customers since lockdown began, directing households to the wide range of support

we are providing through the coronavirus crisis.

For instance, 3200 emergency food deliveries have already been made to vulnerable DGHP customers. Over 1760 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.

Letting

This too is being re-introduced in phases for people with the highest social housing need. If you're registered with Homes4D&G, you can search for and note your interest in homes at www.homes4dg.org.uk

Housing officers are keeping in contact with customers allocated a home, advising them when they're able to view a property and complete sign-up.

Wraparound services

We and our parent group, Wheatley, are continuing to support vulnerable households through services such as EatWell (emergency food delivery).

Our Emergency Response Fund, set up to alleviate hardship and isolation during the pandemic, has supported more than 1760 DGHP households to date. This has included providing household goods to mobile phone and fuel top-ups and family activity packs.

More than 3200 emergency food packages have been delivered to DGHP customers struggling to put food on the table.

Wheatley's two-year traineeship programme, meanwhile, is recruiting 14 graduates this year to add to the 22 who started last year, whilst the Wheatley Foundation has increased the number of bursaries it's offering this year from 50 to 80, including 14 in Dumfries and Galloway – taking the total awarded over the past three years to 230.

More housing officers

At the start of DGHP's partnership with Wheatley, we promised to introduce more housing officers to support customers in patches of 200 homes – among the smallest patch sizes in the UK. Recruitment is now underway for these additional posts. We will be in touch in the coming weeks to introduce you to your new housing officer.



Have your say

We want to hear your views about DGHP. Our customer survey, which we'll be carrying out soon, will be an important way for you to make your voice heard and help shape our services. We would ask as many customers as possible to respond. We'll keep you updated nearer the time.

Here to help

Finally, if you need help – perhaps you're finding it difficult to pay your rent – please get in touch. Don't be tempted to do nothing. TALK TO US – we can help in a number of ways.

Our welfare benefits advisors are on hand to help with all aspects of Universal Credit and both they and our fuel advisors are helping tenants access everything you're entitled to receive.

Please remember, you're not alone. Get in touch, we're here to help you access everything you're entitled to receive.

Get in touch

www.dghp.org.uk customerservice@dghp.org.uk [0800 011 3447](tel:08000113447)