



Service update

I hope you, your family and friends are safe and well.

We're continuing – under the current pandemic restrictions – to provide as wide a range of services as possible.

Please check our website for developments as we follow all guidance and instruction from Scottish Government. Our top priority continues to be the safety of our tenants and staff.

If you'd like to discuss any matter or need help, get in touch now.

The sooner you contact us, the quicker we can help.

Matt Foreman
DGHP Managing Director

Need help?

- Speak to your housing officer
- Email customerservice@dghp.org.uk
- Call 0800 011 3447

Repairs and investment

Our aim is to re-start a full repairs service as soon as we can, strictly observing health-and-safety guidance, including maintaining social-distancing guidance in customers' homes. We'll only carry out repairs if it's safe to do so.

We recommenced our external investment works programme in August. We are working hard to remobilise our internal investment programmes and clear the backlog of medical adaptations. Please bear with us.

When you request a repair, we'll try to sort it as quickly and efficiently as possible. If we can't help immediately, we'll carefully explain why.

Keeping you safe

Annual gas safety checks are not only essential, but a legal requirement. Please do all you can to ensure yours goes ahead – when it's arranged – at the time we've agreed with you.

Our programme of upgrading heat and smoke detectors and carrying out electrical safety inspections in tenants' homes is continuing. Again, please be at home at the agreed time to ensure your smoke and heat detection system is fitted to the current standard. You'll receive a letter with an appointment, and how to rearrange it if it doesn't suit.

Anti-social behaviour

Our anti-social behaviour officers are working hard with housing officers to deal with issues that cause upset and alarm. As your landlord, we take this responsibility very seriously and work closely with Police Scotland and the local authority to ensure our communities are great places to live. If you're affected, call the police on 101 and let us know too.

Environmental services

Our contractors are still carrying out outdoor work where necessary and are doing final grass cuts. Cleaning and safety patrols are continuing in our flatted blocks.

Letting

We continue to allocate properties to those most in need, including the homeless, those living in overcrowded conditions and those who require an adapted property. If you want to apply for a house, note your interest in properties on www.homes4dg.org.uk or speak to your housing officer.

Wraparound services

EatWell has provided over 28,000 emergency food packages to people in need since the start of the pandemic across Wheatley Group, including more than 3200 here in Dumfries and Galloway. A supermarket voucher system, put in place a few months ago, has led to over 1400 vulnerable households across Wheatley receiving £45,000 worth of food to date.

Housing officers

DGHP has just recruited and trained almost 50 new Housing Officers who will soon be working in patches of 200 homes – one of the smallest patch sizes in the country. They will be able to offer a more customer-focused service in their communities across Dumfries and Galloway.

Enhanced out-of-hours service

We will shortly be introducing access to an enhanced 24/7 customer service allowing you to do more than report emergency repairs, but also make payments and get help with other enquiries. We'll keep you updated nearer the time.

Here to help

If you need help, **TALK TO US.**

If you're finding it difficult to pay your rent or need support on Universal Credit, there are many ways we can help. Our housing officers, welfare benefits and fuel advisors are calling and supporting tenants, and their families, every day.

Our message is simple: we're here for you, if you need us.



Get in touch

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