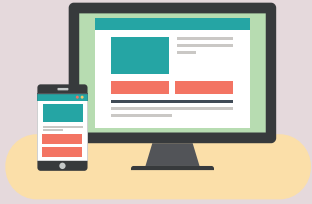


Wheatley Homes South
Ways we can help

We have lots of ways
to help you, no matter
what stage in life
you're at.



Sign up for My WHS



The easiest way to get in touch is online, you can pay your rent and view all your account information at **My WHS**. To register visit **www.wheatleyhomes-south.com**

Ways we can help

Wheatley Homes South has lots of ways to help you settle into your home and to cope with life, whatever stage you are at.

Here we explain some of the ways we can help you.



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We can produce information on request in large print, Braille and audio formats. Visit www.wheatleyhomes-south.com or contact your local housing officer.

Worried about money?

We can help. If you ever think you need extra support, please talk to your housing officer.



Welfare advice

Our welfare benefits advisors can help you claim all of the benefits you are due.

Help with money

If you are worried about debt, we can refer you to one of our partner agencies for free, impartial advice and assistance.

MySavings

When you sign up for a **My WHS** account you'll get access to MySavings. You'll get money off your shopping, everything from food and clothes to cinema tickets and takeaways. There's even a budget planner and details of job and training opportunities.

Don't go hungry

Are you worried about putting food on the table for yourself or your family?

We can help tenants who face real hardship and may be forced to turn to food banks. Your Housing Officer can also help you identify other local sources of help.

Don't be embarrassed to ask for help – we're here to support you.

Our expert money, debt and budgeting support can help you in the months and years ahead. Speak to your housing officer or ask for support online at **My WHS**.



Speak to your **housing officer** or visit **www.wheatleyhomes-south.com** for more ways we can help.

Worried about money?

Advice on fuel bills

Our Fuel Advisors can help tenants to reduce energy costs.

Advisors can also arrange low-cost repayments if you have fallen behind with payments – or, in some cases, get debts written off.

Banking

Many people worry about getting charges on a bank account. But we can help. We'll help you open a fee-free bank account where you won't be charged when a direct debit or standing order fails.



Call us on **0800 011 3447**, speak to your **housing officer** or visit **www.wheatleyhomes-south.com** for more ways we can help.

Jobs and training

We have a range of ways to help people into jobs and training.

Wheatley Works is our employability service designed to help customers develop skills, access training or move into jobs that they want. Our support includes:

- 1 to 1 support and advice
- CV support, job search and interview skills
- industry specific training
- Access to internal and external Modern Apprenticeships.

If you are looking for help to move into training or work, contact us at **wheatley.work@wheatley-group.com**

Bursaries

If you are studying at University or College, you can apply for a Wheatley Foundation Bursary to support you with expenses. Applications for the bursary programme usually open in May each year - keep an eye on our social media pages for more information.

Who can apply? Anyone living in a Wheatley Homes South property who will be studying an HNC, HND, undergraduate degree or postgraduate course.

If you need more information, please contact **bursaries@wheatley-group.com**

Imagination Library

If you are a tenant, and have pre-school children (aged birth to 5), you can sign up for to receive a FREE book each month for your child, delivered directly to your home.

If you are interested, contact your housing officer giving us the details listed below.

- Child's full name
- Child's date of birth
- Sex of child
- Parent or guardian's name
- Child's home mailing address
- Parent or guardian's email address
- Parent or guardian's phone number.

Need support settling in?

We're here to make sure you have everything you need to settle in to your home and your local community. Speak to your housing officer about any extra support you need.



My Great Start

We're here to help you get off to a great start in your new home.

'My Great Start' offers free, confidential and independent support to help new tenants stay in their home for years to come.

What help can I get?

- budget, debt and money advice
- support to help you into work
- support with benefits
- fuel advice
- helping hand to furnish your new home
- getting online for free.



For more information about our furniture service speak to your **housing officer** or call our Customer First Centre.

Need support to settle in?

Home Comforts – recycled furniture

Our Home Comforts service can help you if you need furniture but can't afford it. We work with our charitable partners to bring unwanted pieces of furniture back into use. We'll pass them to tenants who need them most.

Speak to your Housing Officer to find out more.

Over 60 or disabled?

Handyperson service

If you are over the age of 60 or disabled then our Handyperson Service could be for you. You can use it as often as you like. The only cost will be any materials you buy.

A Handyperson can:

- change plugs and sockets
- change light bulbs and strip lights
- clean internal windows (every six weeks)
- build furniture
- patch repairs to plaster
- plumb-in a washing machine
- fix loose carpets/tiles/flooring
- fit smoke alarms and replace batteries
- make small repairs to furniture
- hang curtains and blinds.

For more details go online www.wheatleyhomes-south.com/ways-we-can-help for more details and to find out if you qualify. Or you can call the Customer First Centre on 0800 011 3447.



Handyperson service

Book an appointment call **0800 011 3447**. The office is open 8.30am–5pm, Monday to Friday.

Adaptations and accessibility

If you struggle with mobility we can help you make your home more suitable. Often, a few small changes can help you live safely and independently without having to move. Big adaptations will require a visit from an occupational therapist to assess your needs but we can fit small adaptations without the need for occupational therapists to be involved.

Small adaptations

We can fit:

- handrails
- grabrails
- lever taps
- higher/lower power points
- an overbath shower.

Big adaptations

We can fit:

- ramps
- level access showers
- extensions.



Call our Customer First Centre on **0800 011 3447** to arrange for your housing officer to visit you at home or to call to discuss your options.

Want to get online?

Accessing our services is easy with **My WHS**, our online account. You can pay your rent, report repairs and much more, all at a time and place that suits you.

Creating an account only takes a few minutes, you can pay your rent, report a repair and much more, at a time that suits you.

Register at **www.wheatleyhomes-south.com**



Need to get in touch?

We're always here to help.



Call us **0800 011 3447**
Call our **Customer First Centre**
24 hours a day, 7 days a week
for any issues you have.



Speak to your **housing officer**.
Our Housing Officers can visit you
in your home or contact you by
telephone if that is easier. Call the
Customer First Centre to arrange this.



Visit us (web)
www.wheatleyhomes-south.com
Visit Homes4D&G (web)
www.homes4dg.org.uk



Find us on Facebook
www.facebook.com/WHomesSouth



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