

Wheatley Homes Glasgow  
Ways we can help

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



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## Sign up for My WHG



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

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## Ways we can help

Wheatley Homes Glasgow 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-glasgow.com](http://www.wheatleyhomes-glasgow.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 WHG** 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 WHG**.



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

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## 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 479 7979**, speak to your **housing officer** or visit **www.wheatleyhomes-glasgow.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 Glasgow 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.

### **Furniture packages**

We also have a range of great-value furniture packages to make your house a home.

We'll work with you so the furniture you choose is right for your needs and budget.

You could get carpets, sofas, beds, a cooker and more.

Speak to your housing officer to find out if this is the right option for you. If it's not the best option, we've other ways to help you furnish your home.



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

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## 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 take unwanted pieces of furniture, clean them and make them as good as new. We'll pass them to tenants who need it most.

Speak to your housing officer or login to **My WHG** at [www.wheatleyhomes-glasgow.com](http://www.wheatleyhomes-glasgow.com)

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## 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-glasgow.com/ways-we-can-help](http://www.wheatleyhomes-glasgow.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 479 7979.



**Handyperson service**  
Book an appointment call **0800 111 4404**. 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 479 7979** 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 WHG**, our online account. You can pay your rent, report repairs and much more, all at a time and place that suits you.

Our Click & Connect centres are a great help if you need support to get online.

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-glasgow.com**



## Want to get online?

### Click and Connect centres

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

Our Click and Connect centres are a great help if you need support to get online.

This is why we've teamed up with our parent company, Wheatley Group, to fund free computer learning centres for people in our communities.



Find your nearest Click and Connect centre at [www.wheatleyhomes-glasgow.com/ways-we-can-help](http://www.wheatleyhomes-glasgow.com/ways-we-can-help)

We've joined forces with Glasgow Kelvin College, the John Wheatley Learning Network and other partners to run free Click and Connect centres across the city.

You can get free use of computers in the centres – and free wifi.

There's expert training on hand to help people use a computer, look for work and more.

A study carried out by Wheatley Homes Glasgow showed tenants saved on average £187 by using internet shopping.

**Click**  
& Connect

## Need to get in touch?

We're always here to help.



Call us **0800 479 7979**

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-glasgow.com](http://www.wheatleyhomes-glasgow.com)

Visit My Housing (web)

[www.myhousing.org.uk](http://www.myhousing.org.uk)



Find us on Facebook

[www.facebook.com/glasgowhousing](https://www.facebook.com/glasgowhousing)



Write to us

**Wheatley Homes Customer Service Centre, Lipton House, 170 Crown Street, Glasgow, G5 9XD**

