



## Did you know...

We've carried out over **300** emergency repairs since lockdown began, answered over **10,000** enquiries and made over **1300** calls to customers who may have needed extra support from us. Across Wheatley Group, we've delivered almost **25,000** emergency food parcels, including to **200** YourPlace customers in need, and housed over **200** homeless households.

## An update on our services

Thanks for your patience as we continue to operate a restricted range of services, in line with government guidance.

Although many staff are still working from home, please be assured we're here to help.

As restrictions continue to be eased, we'll re-introduce in phases our full range of services, ensuring the safety of customers and staff remains the top priority. Here is our latest update.

### Heather Voisey

Interim Managing Director.

### Environmental

Our teams will resume gardening and landscaping services this week. They will be:

- ▶ weeding and tackling overgrown grassed areas;
- ▶ cleaning-up back courts including sweeping out bin areas;
- ▶ clearing paths of weeds and moss;
- ▶ applying weedkiller to hard standing areas.

It will take a bit of time to get areas back up to a maintainable standard so please bear with us. We estimate it will take seven weeks for our teams to return to their normal maintenance schedule.

We'll resume working in closes and on stairs as soon as government allows and we can do so safely. Every close that hasn't been visited during lockdown will be deep cleaned. This will include sanitising handrails and cleaning close doors,

windows, sills and light-fittings, as well as carrying out standard cleaning.

When services have resumed fully we'll calculate all missed services and credit your account accordingly. You'll see this credit in your October bill.

### Repairs

If you have an emergency repair to the common areas of your block, such as falling roof tiles or masonry, blocked drains or water ingress, please call us on **0800 479 7979**.

Routine repairs will resume as soon as government guidance allows.

For repairs inside your home, many customers have told us they're struggling to find quality, dependable tradespeople, or don't have cash at hand to pay for one. We can help.

If you live in Glasgow and surrounding areas and need an emergency repair inside your home, such as a burst pipe, again call us on **0800 479 7979**.

Our staff follow all health and safety guidelines strictly. This includes, as necessary, wearing personal protective equipment, cleaning down surfaces and asking you to remain in another room as your home repair is carried out.

### Bills

If you're worried about paying your factoring bill, please get in touch. **The sooner you speak to us, the quicker we can help.**

Get in touch

 [www.your-place.net](http://www.your-place.net)

[talk@your-place.net](mailto:talk@your-place.net)

 **0800 479 7979**