



**Dunedin  
Canmore**

## A message from Martin Armstrong, Wheatley Group Chief Executive

As the lockdown continues, we're doing all we can to support you and your family during these difficult times. Although we're only able to operate emergency and essential services at the moment, our staff - at home and out and about working safely in our communities - are providing all kinds of help, particularly to vulnerable individuals and families.

Remember, you're not alone. Don't hesitate to contact us. We WILL get through this - by staying in touch and facing the challenges together.

Here's a round-up of what we're doing to support you and your family.

### Emergency food deliveries

We've expanded massively our EatWell service, delivering over 7000 food parcels to Wheatley homes across the country in the past five weeks. With financial assistance from Scottish Government, we will use our fleet of vans to collect, assemble and deliver another 8500 in the weeks ahead. If you need food help, speak to your housing officer or call us on **0800 561 0088**.

### Emergency Response Fund

Staff are drawing on this fund every day to provide vulnerable people, young and old, and families of all sizes with practical help. We've supplied everything from cookers, fridges and microwaves to mobile phone top-ups and educational materials for children. Get in touch, if you need this type of help.

### Personal touch

All of our housing offices and some care facilities may be closed, but staff are continuing to support our customers by telephone and email and using everything from Skype, Facetime and text to stay in touch and offer support.

### Safety first - always

Your safety and security remain our number-one priority. Neighbourhood Environmental Teams (NETs) are continuing - by strictly observing social distancing and safe-working measures - to carry out fire patrols, remove bulk rubbish that represent potential fire hazards and respond to emergencies.

### Here for you 24/7

If you haven't opened an online account with us, now's a good time to sign up. It's easy and you can do everything from arranging a fuel advisor (telephone) appointment to paying your occupancy charge. Go to **www.dunedincanmore.org.uk** to log in or register. Our Customer Service Centre (CSC) - with telephone advisors working from home - is also ensuring we're here for you around the clock. A team of specialist advisors is on hand to support everyone directly impacted by the coronavirus crisis.

### Repairs and maintenance

Please remember, we're able to run only a restricted service. Go online or call us, if you need an emergency or essential repair in a communal area.

### Help with occupancy charge

If you're finding it difficult to pay your occupancy charge, contact us now. The sooner you get in touch, the quicker we can help you. Don't be tempted to do nothing. We can support you in a number of ways.

Get in touch



**www.dunedincanmore.org.uk**

**☎ 0800 561 0088**

