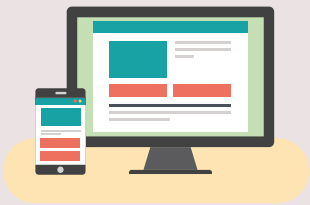


Wheatley Homes East
Ways we can help

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



Sign up for My Wheatley Homes East



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

Ways we can help

Wheatley Homes East 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.



What's inside?

Worried about money?	2
Need support settling in?	6
Over 60 or disabled?	9
Want to get online?	10



We can produce information on request in large print, Braille and audio formats. Visit www.wheatleyhomes-east.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 Wheatley Homes East** 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 Wheatley Homes East**.



Speak to your **housing officer** or visit **www.wheatleyhomes-east.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 561 0088**, speak to your **housing officer** or visit **www.wheatleyhomes-east.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 East 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.

We offer new customers starter packs to help get them started in their new tenancy. We can also make a referral to our partners so that customers can purchase furniture at an affordable price. Speak to your Housing Officer to find out more.



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 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 Wheatley Homes East** at **www.wheatleyhomes-east.com**

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 light bulbs and strip lights
- clean internal windows (every six weeks)
- build furniture
- patch repairs to plaster
- 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-east.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 561 0088.



Handyperson service

Book an appointment call our Customer First Centre on **0800 561 0088**.

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 561 0088** 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 Wheatley Homes East**, 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-east.com**



Need to get in touch?

We're always here to help.



Call us **0800 561 0088**
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-east.com
Visit My Housing (web)
www.myhousing.org.uk



Find us on Facebook
www.facebook.com/WHomesEast



Write to us
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