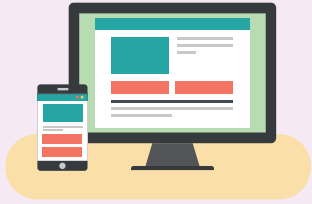


We have lots of ways to help you, no matter what stage in life you're at.



Sign up for My WLHP



The easiest way to get in touch is online, you can pay your rent and view all your account information at **My WLHP**. To register visit www.wlhp.org

Ways we can help

WLHP 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.wlhp.org 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.



Money and benefits

Our money advisors can help you budget, manage your finances and deal with any debt you may have.

Welfare benefits advisors are on hand to make sure you're claiming all the benefits and tax credits you're entitled to.

Speak to your housing officer to make an appointment or book a visit at **My WLHP**.

Don't go hungry

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

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

Our Eat Well scheme helps tenants who face real hardship and who may be forced to turn to food banks. Eat Well is about more than just emergency food parcels.

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 WLHP**.



Speak to your **housing officer** or visit **www.wlhp.org** for more ways we can help.

Worried about money?

Advice on fuel bills

Our fuel advisors help tenants of all ages find the lowest energy rates. Don't pay too much for your electricity and gas.

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



Speak to your **housing officer** about the ways we can help or visit www.wlhp.org for more.

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.

And if you pay your rent by Direct Debit and have a fee-free account, we can help you get a £50 buffer – similar to an overdraft – on your account. The £50 buffer scheme is available thanks to a partnership with Pollok Credit Union.

Talk to your housing officer about a fee-free bank account or about the £50 buffer.

Jobs and training

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

We recruit Modern Apprentices each year and have other employability schemes to support people in our communities.

We encourage our contractors to provide jobs and training for tenants through our Wheatley Pledge scheme. To find out more and see the latest job opportunities go to www.wlhp.org/jobs-and-training



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 in a two-year contract.

There are two furniture packages to suit your needs and budget, a basic package and a medium package. Both are available on two-year contracts.

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 email dutyofficerpfl@wlhp.org

Need support to settle in?

Home Comforts – recycled furniture

Our Home Comforts service helps tenants who 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 WLHP** at **www.wlhp.org**

Tenancy Support Service

Our Tenancy Support Service is a lifeline to people who may be struggling to make a go of their home. There are many reasons why people may not always manage to live well and stay safe at home – anything from debt to health problems.

Our Tenancy Support Service, run in partnership with Loretto, will give people personalised support.

The team can help with everything including: money and debt advice; applying for jobs; accessing support for mental health or addiction issues; or getting out into the community 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.

Speak to your housing officer or go online to **www.wlhp.org/ways-we-can-help** for more details and to find out if you qualify.



Handyperson service
Book an appointment call **0800 111 4404**. The office is open 8.30am–5pm, Monday to Friday.

Over 60 or disabled?

Disabled adaptations

We know there's no place like home. By making a few small changes at home we can help disabled tenants live safely and independently without having to move.

There are two types of disabled adaptations, small and big.

Small disabled adaptations

We can fit:

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

Big disabled adaptations

We can fit:

- ramps
- level access showers
- extensions.

An occupational therapist will visit your home to look at your needs.



Ask your **housing officer** about adaptations you'd like in your home or find out more at www.wlhp.org

Want to get online?

Accessing our services is easy with **My WLHP**, 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.



Want to get online?

Click & Connect centres

Getting online has never been more important. The internet can help you find work, gain qualifications, cut your energy and shopping bills, and use **My WLHP**, our online services.

Our Click & 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.

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 WLHP showed tenants saved on average £187 by using internet shopping.

Click
& Connect



Find your nearest Click & Connect centre at www.wlhp.org/ways-we-can-help

Need to get in touch?

We're always here to help.



Speak to your **housing officer**



Visit us at **www.wlhp.org**



Call us free on **01506 416 438**



Email us on **talk@wlhp.org**



Find us on Facebook
www.facebook.com/wlhousingpartnership



Write to us
**WLHP Customer Service Centre,
Lipton House, 170 Crown Street,
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Sign up for My WLHP

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.wlhp.org