



Translation and interpretation guide



We will provide this guide on request at no cost, translated, in large print, in Braille, on tape or in another non-written format.

April 2024

Welcome



Contents

3	Introduction
3	Requesting a translation
4	Contacting us
4	Online account
4	Request a repair or report mould or damp
5	Your safety
5	Your tenancy
5	Your rent
5	Ways we can help
5	Make a complaint
6	New to the area
7	Emergency

Get in touch

Wheatley Homes Glasgow
www.wheatleyhomes-glasgow.com
 0800 479 7979

Wheatley Homes South
www.wheatleyhomes-south.com
 0800 011 3447

Wheatley Homes East
www.wheatleyhomes-east.com
 0800 561 0088

Loretto Housing
www.lorettoha.co.uk
 0800 952 9292

or email info@wheatley-group.com

You can email us in your own language and we can translate this.

Introduction

We want to make it as easy as we can for customers to get the information they need.

We know that English is not the first language for many of our customers – that is why we offer translation and interpretation services.

This pack explains the key information you need to know and helps you report any issues.

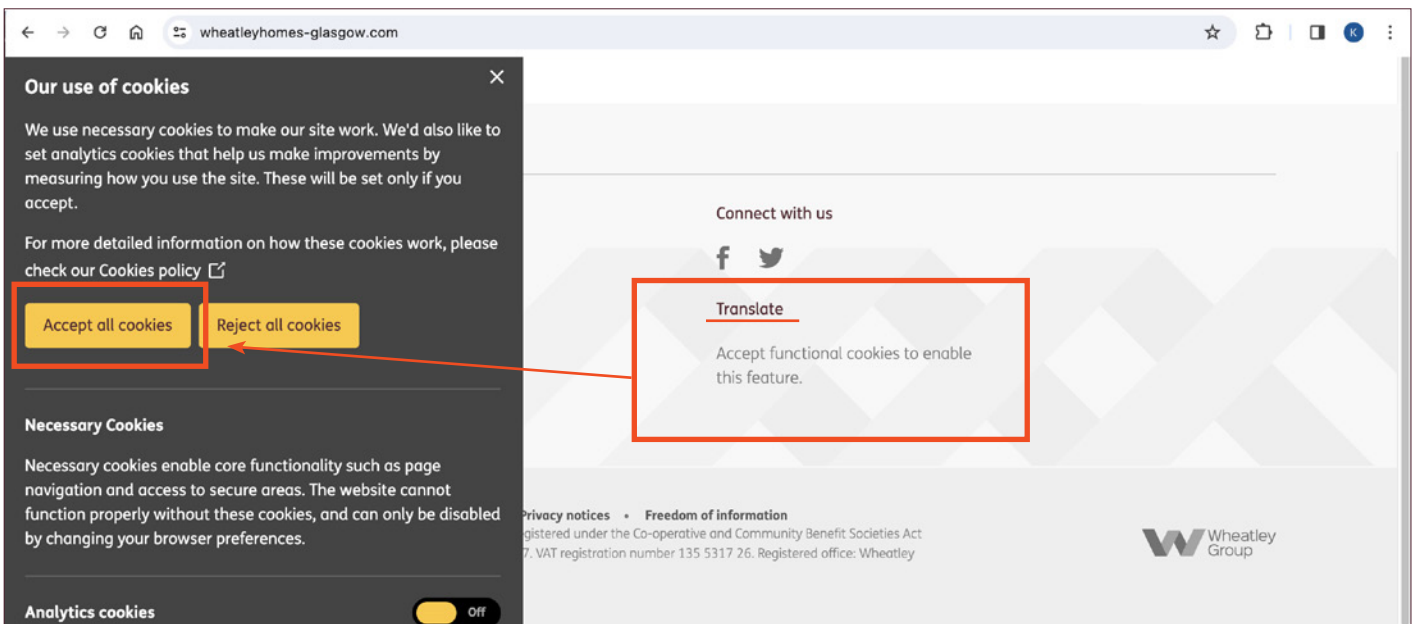
Remember, we are here for you, whenever you need us. It's quick and easy to get in touch and get the support you need.

Requesting a translation

We can translate information into different languages and also arrange calls with an Interpreter to help you have a conversation with your housing officer or our Customer First Centre.

If you require this service, please get in touch with our Customer First Centre on 0800 479 7979. Or email info@wheatley-group.com. You can email us in your own language and we can translate this.

Our website has lots of information and can be translated into different languages. If you need to view our website in another language, we recommend using Google Translate. You can find Google translation options under '**Translate**' at the bottom of the website page. You will need to accept '**Cookies**'.



You can also copy and paste the web address for any page into the URL field, then choose a language by selecting the dropdown menu at the top-centre of the page.

You can visit your landlord's website using the following links:

Wheatley Homes Glasgow: www.wheatleyhomes-glasgow.com

Wheatley Homes South: www.wheatleyhomes-south.com

Wheatley Homes East: www.wheatleyhomes-east.com

Loretto Housing Association: www.lorettoha.co.uk

Contacting us

Our Customer First Centre is open 24 hours a day, seven days a week.

Staff are on hand if you want to report a repair, need help with your rent, are looking for a move and much more.

If you want to speak with a housing officer, contact the Customer First Centre who may be able to help you or can book a home visit or a call.

We can arrange for an Interpreter to join the conversation. There may be a short wait for this while we get it arranged.



Online account

To report environmental issues, pay rent, report repairs, check your account and more, you can register for a free online account.

To register or log in to an online account, visit your landlord's website.

Please be aware online accounts cannot yet be translated directly online through Google Translate. If you require support creating or accessing an account, please get in touch by calling or emailing us.



Request a repair or report mould or damp

If you need a repair or have noticed mould or damp, get in touch to report it.

We can arrange an Interpreter to support you, or you can report this through your online account.

Please only report **a repair as an emergency** when there is an **immediate danger** to your health and safety, or serious damage to the property. If it is an emergency, please call us.

Otherwise, you can report a repair as a non-emergency as soon as possible by calling us.

- **Smell gas?** Call SGN as soon as you can on 0800 111 999. Do not turn on lights or power switches. You should also open a window. Read more advice on our websites at **gas safety** using the links below:

Wheatley Homes Glasgow

www.wheatleyhomes-glasgow.com/my-home/keep-me-safe/gas-safety

Wheatley Homes South

www.wheatleyhomes-south.com/my-home/keep-me-safe/gas-safety

Wheatley Homes East

www.wheatleyhomes-east.com/my-home/keep-me-safe/gas-safety

Loretto Housing

www.lorettoha.co.uk/my-home/keep-me-safe/gas-safety

- **Burst pipe?** Turn your water off at the stop tap. If the emergency is due to an electrical fault, and it's safe to do so, turn off your power supply at the main fuse box or meter. Call us.

My repairs

For more information on **repairs**, including your rights and handy videos, please visit your landlord's website here and use the Google Translate option to select your preferred language.

We have translated leaflets about damp and mould. You can find these here:

Wheatley Homes Glasgow

www.wheatleyhomes-glasgow.com/my-home/keep-me-safe/condensation

Wheatley Homes South

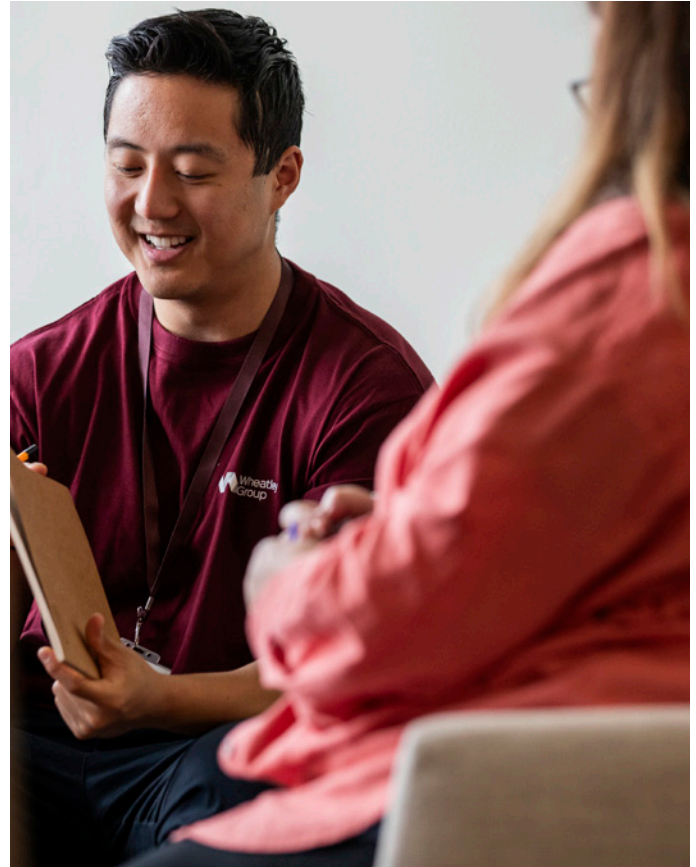
www.wheatleyhomes-south.com/my-home/keep-me-safe/condensation

Wheatley Homes East

www.wheatleyhomes-east.com/my-home/keep-me-safe/condensation

Loretto Housing

www.lorettoha.co.uk/my-home/keep-me-safe/condensation



Can't see the language you need? Get in touch and we can arrange a translation for you.

Your safety

We want to help you live safely in your home, community and online.

Check out our great tips on how to reduce the risk of fire and also gas safety, asbestos advice, internet fraud and how we're tackling anti-social behaviour by visiting our website and using the Google Translate feature:

Wheatley Homes Glasgow

www.wheatleyhomes-glasgow.com/my-home/keep-me-safe

Wheatley Homes South

www.wheatleyhomes-south.com/my-home/keep-me-safe

Wheatley Homes East

www.wheatleyhomes-east.com/my-home/keep-me-safe

Loretto Housing

www.lorettoha.co.uk/my-home/keep-me-safe

Your tenancy

We have lots of information on our website about your tenancy including:

- your rights and responsibilities;
- our neighbourhood services, to keep your community clean and tidy;
- how to report anti-social behaviour;
- how to make changes or end your tenancy;
- our customer service commitments; and
- annual tenant visits.

You can read about this on our website, or get in touch by calling or emailing. We can also translate your tenancy agreement into your preferred language. Find out more at:

Wheatley Homes Glasgow

www.wheatleyhomes-glasgow.com/my-home/my-tenancy

Wheatley Homes South

www.wheatleyhomes-south.com/my-home/my-tenancy

Wheatley Homes East

www.wheatleyhomes-east.com/my-home/my-tenancy

Loretto Housing

www.lorettoha.co.uk/my-home/my-tenancy



Your rent

If you are worried about rent, let's talk. We have a wide range of ways we can help you. The sooner you speak to us the quicker we can help you. Find out more at:

Wheatley Homes Glasgow

www.wheatleyhomes-glasgow.com/my-home/my-rent

Wheatley Homes South

www.wheatleyhomes-south.com/my-home/my-rent

Wheatley Homes East

www.wheatleyhomes-east.com/my-home/my-rent

Loretto Housing

www.lorettoha.co.uk/my-home/my-rent

You can pay your rent by Direct Debit, online or by calling us.

Ways we can help

We have a range of support services to help. Our friendly and helpful staff are on hand to provide expert support and advice no matter your circumstances.

We can help you with welfare benefit advice, money and fuel advice. Find out more:

Wheatley Homes Glasgow

www.wheatleyhomes-glasgow.com/ways-we-can-help

Wheatley Homes South

www.wheatleyhomes-south.com/ways-we-can-help

Wheatley Homes East

www.wheatleyhomes-east.com/ways-we-can-help

Loretto Housing

www.lorettoha.co.uk/ways-we-can-help

To arrange support, please get in touch with our Customer First Centre or email info@wheatley-group.com

Make a complaint

We want to get things right first time – but we know sometimes that’s not the case.

If we don’t get things right, we’ll listen and learn to stop it happening again. If you’re unhappy with our services then let us know.

You can read more about complaints and compliments at [Compliments and complaints](#):

Wheatley Homes Glasgow

www.wheatleyhomes-glasgow.com/about-us/how-we-do-business/compliments-and-complaints

Wheatley Homes South

www.wheatleyhomes-south.com/about-us/how-we-do-business/compliments-and-complaints

Wheatley Homes East

www.wheatleyhomes-east.com/about-us/how-we-do-business/compliments-and-complaints

Loretto Housing

www.lorettoha.co.uk/about-us/how-we-do-business/compliments-and-complaints



New to the area

If you are new to the area, you might find the ‘A Local Information System for Scotland’ (ALISS) website useful. Please click www.aliss.org for more information.

This website can be translated into many languages. Click ‘accessibility tools’ (at the far left of the menu at the top of homepage), then click the ‘translate’ icon. You can then select the language you wish.

To make a complaint, you can talk to your housing officer, report it through your online account, or call us.

A screenshot of the ALISS website homepage. The browser address bar shows 'aliss.org'. A red box highlights the 'Accessibility Tools' menu item in the top navigation bar, which has opened a 'Translate' sub-menu. The 'Translate' menu shows 'English - UK - English' selected. Below the menu, the main heading reads 'Connecting you to your community' with the subtext 'Find services, groups and activities for health and wellbeing across Scotland'. There are two search filters: 'Where' (selected) and 'What'. A search box contains the text 'E.g. Glasgow or G2 4AA' and a 'Search' button. A 'Quick exit' button is visible in the bottom right corner.



Applying for a home

If you are looking to move house or need housing advice, visit our website or get in touch.

Wheatley Homes Glasgow

www.wheatleyhomes-glasgow.com/find-a-home/getting-a-home/how-do-i-apply

Wheatley Homes South

www.wheatleyhomes-south.com/find-a-home/getting-a-home/how-do-i-apply

Wheatley Homes East

www.wheatleyhomes-east.com/find-a-home/getting-a-home/how-do-i-apply

Loretto Housing

www.lorettoha.co.uk/find-a-home/getting-a-home/how-do-i-apply

Emergency

If you need an ambulance, fire services or police, call 999. If it's a non-emergency, you can call the police on 101.



www.wheatley-group.com

Wheatley Group, Wheatley House
25 Cochrane street, GLASGOW G1 1HL