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YourPlace MATTERS

The Feel Good Factor

APRIL 2020



Rest easy at home – for a great price

NO matter where you live, when it comes to insuring your home and its contents, we've got your back.

We went out to the insurance market with one aim in mind – to get our customers the best value for money we could.

You'll be pleased to hear we've secured great new deals for those of you who have building insurance through us - and for those

who opt into our home contents insurance.

The premiums are really competitive in both cases and the cover is even better than under our old policies.

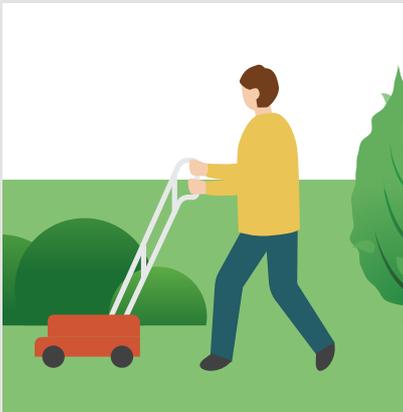
Our Head of Property Management Heather Voisey said: "We all know that good building and contents insurance is vital for peace of mind. You just never know when you might need to use it. That's why

we were really determined to negotiate the absolute best insurance products we could while still offering our customers value for money. Our new insurance deals mean YourPlace factored homeowners have access to great cover, at a great price."

To read more about the new insurance cover for buildings and home contents, turn to page 2.

WELCOME

Here's what's in the latest issue of **YourPlace Matters**.



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Great deal on insurance

BUILDINGS INSURANCE

If you're covered by our building insurance policy, you'll be pleased to know we've secured a great new deal.

We've not only negotiated improved cover for you, we've also agreed the deal at the same premium – and it's fixed until April 2022.

There are some key changes to the building insurance policy which is with Ageas.

These include:

- Payments to cover replacement locks and keys have increased to a limit of £1,000 from £500
- Payments to cover the accidental loss of metered water or oil in your heating system have increased to a limit of £500 from £250

The policy also now clearly defines what is meant by a flood and a storm to give you greater clarity and certainty if you are making a claim.

Your insurance continues to offer access

to a range of advice lines, including legal advice, identity theft, counselling, health and medical information and tax advice.

CONTENTS INSURANCE POLICY

Many of our customers have chosen to take out contents insurance via our supplier, Aon. We've now secured an excellent new deal with them with reduced premiums.

It means that all our existing customers with standard cover will save 2%. This cover not only has very low premiums, but also has no excess if you make a claim.

Premiums start from as low as £1.66 per month for £8000 of cover.

If you would like to opt into this policy you can apply online by going to your online account and accessing MySavings. Need help? Email us at talk@your-place.net and we'll get back to you.

The policy will cover your household goods and contents while in your home against events such as fire, theft or flooding.

Some changes to YourPlace charges

WE work hard at YourPlace to bring you excellent services and the best value for money we can.

Every year we do have to review your charges. This year we have again negotiated with our suppliers to get the best deals possible for you to ensure that overall the value we offer is still highly competitive in the factoring market.

We've written to every customer with details of their charges for the year 2020/21. By now you should have received a letter with these details, the

new insurance premiums (if you have insurance with us) as well as a factsheet telling you the key changes to our Written Statement of Services Part 2.

If you don't already pay by Direct Debit, you'll find a mandate and reply envelope in your pack. You can join thousands of other customers and spread the cost of your factoring bills monthly, meaning you'll never forget to pay a bill again.

Check out our new frequently asked questions at www.your-place.net/faqs

CONTACT:

YourPlace Property Management,
25 Cochrane Street, Glasgow G1 1HL
**YourPlace Matters is available to download
online at www.your-place.net**

Help to get you on the career ladder

SCHOOL leavers have a chance to get on the career ladder – thanks to our Modern Apprentice scheme.

We're looking for 25 people to join the award-winning, two-year programme, run by our parent company Wheatley Group.

Young people aged 16 to 19 can apply for the fantastic scheme.

Successful candidates will get on-the-job training and work across Wheatley. That includes in the YourPlace team as well as at our sister organisations including GHA, Cube, Dunedin Canmore, Loretto Housing, YourPlace and West Lothian Housing Partnership.

The young people will work in different areas of the business, including property management, housing and business support services such as finance and legal, as they work towards an SVQ qualification. The scheme, funded by our charitable trust

the Wheatley Foundation, will start in September.

Foundation Director Lorraine McLaren said: "More than 400 young people have come through the programme since it was launched back in 2009.

"The apprenticeships have really made a difference and have helped launch exciting careers in property management, housing and environmental services."

You don't need any qualifications to apply. We also offer great benefits, including:

- pay starting from £4.64 per hour
- 28 days' annual leave
- money off driving lessons
- dental, fitness and medical plans
- a free travel pass.

Interested? Email ma@wheatley-group.com with your name, date of birth, full postal address and a contact telephone number.



So many opportunities

WHEN Lauren Watson left school aged 17 she could never have dreamed of the varied and rewarding career she's had so far.

Lauren, who joined our Modern Apprenticeship scheme in 2014, had no idea of all the opportunities that would open up to her at Wheatley Group.

Her first work placement was in one of GHA's housing offices and then she moved to YourPlace to become part of the factoring team. She sailed through her qualifications and went on to land a job as a letting agent in Lowther Homes.

Lauren said: "I have loved all my time at Wheatley. It's been so varied and I've been surprised at the opportunities that have opened up. I could never have imagined a career as a factoring or letting agent. I didn't even know such jobs existed. It's also a great place to work with a chance to gain qualifications and to keep progressing.

"If anyone is thinking of applying to the scheme, I would definitely say – go for it, it's worth it."

It's helped me improve my social skills

JACK Donohoe, 18, from Cumbernauld, joined Wheatley Group as a Modern Apprentice six months ago. As a Business Administration apprentice, Jack has been working with YourPlace.

After leaving school, he was thinking about studying Business at college, but then found out about the Wheatley Group Modern Apprenticeship scheme through Skills Development Scotland.

When he realised he could study for an even better qualification while working, he knew the scheme was the right choice.

He said: "I've really enjoyed the variety of work I've been doing, especially sorting the mail. In the

morning I collect the mail and I never know what will be there, so every day is different.

"Before starting at Wheatley Group, I was very shy. I have autism and the scheme was something very different for me.

"Over the past six months, I have built relationships with my colleagues and improved my social skills."

Jack is also studying for a Level 3 Business Administration SVQ. He added: "Getting work experience alongside a qualification is great, and the application process is straightforward. I'm so glad I applied."



INVESTORS
IN PEOPLE

Gold



Wheatley
Group

Property Factors registration numbers: GHA PF000287, YourPlace PF000212, Cube PF000308, Dunedin Canmore PF000378, Loretto Housing PF000402

For more job and training opportunities with Wheatley, check out www.wheatley-group.com/careers or email us at wheatley.works@wheatley-group.com

DGHP joins Wheatley

DUMFRIES and Galloway Housing Partnership (DGHP) has been formally welcomed into Wheatley Group, our parent company.

The move comes after 95.5% of DGHP tenants who voted in a ballot last November did so in support of the partnership.

It means DGHP, which has 10,000 affordable homes for rent and provides factoring services for over 1400 properties, now becomes our sister organisation. We will work with them, sharing expertise and resources to provide more benefits and value for money for all our customers.



DGHP Chairman Bill Robertson said it was a fantastic opportunity and communities would soon see the first benefits, including opportunities for young people to take up Modern Apprenticeships.

Wheatley Group Chair Alastair MacNish said: "We are delighted to welcome DGHP to Wheatley and look forward to working together as we start realising the benefits for customers, communities and staff."

As with other partners in Wheatley Group, DGHP will continue to retain its name and identity with a local Board and full responsibility for its homes. There will also be no compulsory redundancies as part of the partnership.

Neighbourhood teams will be on hand to help

SPRING is in the air – and that means it's time to get outside.

If you have a garden space that will mean clearing up the fallen leaves, demossing, weeding, cutting grass and trimming hedges and shrubs. Most importantly it means enjoying all the lovely flowers that start to bloom at this time of year.

Our Neighbourhood Environmental Teams will be out and about more in our communities. If you opt in to our landscaping or backcourt maintenance services, our teams will be on hand to help. If you are interested in signing up for these services, just get in touch.

Here are some key facts about our environmental services.



Get ready for spring...

Grass

will be cut between April and September

2 weeks

Grass cuts will be approximately every 2 weeks during spring summer (weather dependent)



Hedges

In preparation for spring we are trimming hedges and shrubs in your common areas



Trees

Our arborists are currently trimming back trees and will prune problematic ones when they start blossoming

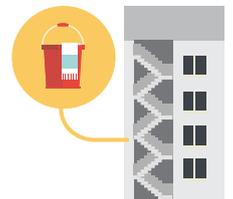
We are strimming paths and edges in preparation for the growing season

Weeds

Our teams will be treating the weeds on your hard standing areas during March, July and September

Closes

We are keeping your closes clean every week with a regular brush and mop



YOUR PLACE

Check out our new FAQ section on our website at www.your-place.net

Bins

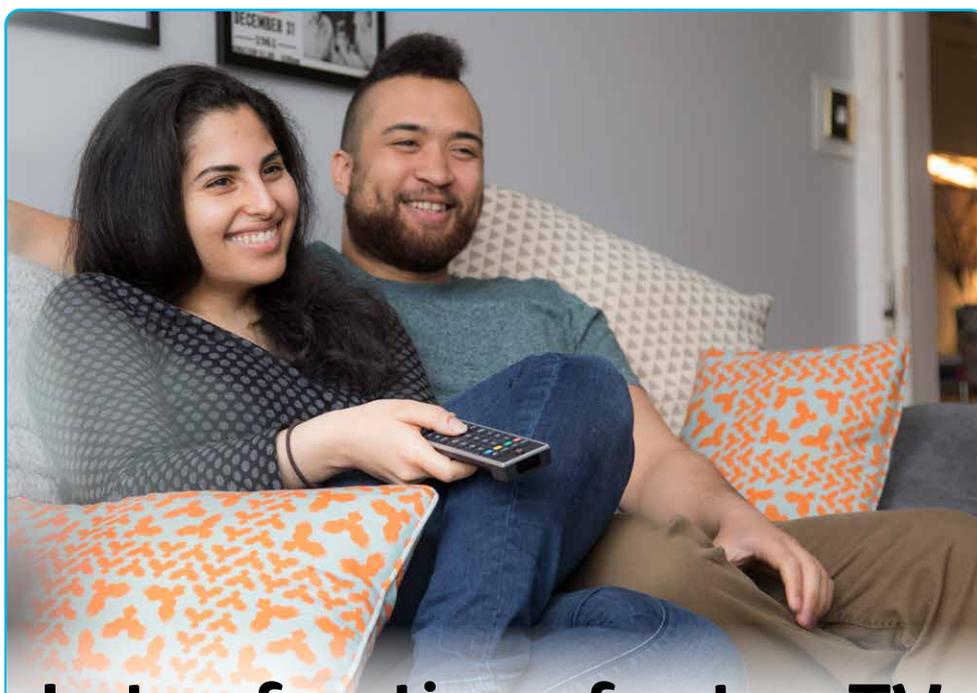
We will tidy your bin sets when we are working in your back court



Windows

Your window ledges and bannister will be wiped down every week.

Your common windows will be cleaned as and when required



Lots of options for top TV and entertainment deals

OUR customers often ask if they can have permission to put up satellite dishes on the outside of their building.

Unfortunately, in many of the buildings we factor this is not something we're able to give the go ahead for. This is because fixing the dish to the outside of the building damages the fabric of your property.

If you have a new cladding system, it would mean any warranty for the system was no longer valid.

We're really sorry about this. But it's worth remembering that a satellite dish is not the only way to get access to all your favourite shows and channels.

There are now plenty of other options to choose from which don't need a satellite dish. Many people opt for platforms such as Virgin Media,



FIX IT: satellite dishes can damage fabric of buildings

Now TV, Amazon Fire TV and BT Vision, streaming services like Netflix or, of course, Freeview.

MySavings, our portal offering customers lots of savings and discounts on everyday shopping, often has great money off deals on TV and entertainment packages. Check out MySavings through your online account.

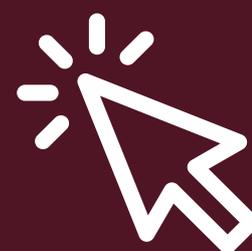
DID YOU KNOW?

YourPlace and our parent company Wheatley Group...

- ▶ recycled 2981 pieces of furniture last year and passed them to 780 tenants in need



Find out more at www.wheatley-group.com/didyouknow



Why don't you go online? It's easy, secure and 24/7.

12,379 people used our online services in February 2020

sign up at www.your-place.net

Looking for an exciting career?

DO you know someone leaving university this summer and who's looking for an exciting career?

Wheatley Group is taking on university leavers to join its Ignite Graduate Programme.

This two-year programme is for graduates who really want to make a difference to communities in Scotland.

The successful candidates will work across Wheatley's social housing and property-management companies, including

YourPlace, GHA in Glasgow and Dunedin Canmore in Edinburgh.

Successful candidates will get on-the-job training, opportunities for further study, qualifications and mentoring support.

On top of this, graduates on the programme will receive fantastic benefits, including an excellent starting salary.

Find out more about the Wheatley graduate programme – and how to apply – at www.wheatley-group.com/graduateprogramme

A career in care could be for you

ARE you looking for a new job or just a few extra pounds in your pocket every month?

A career working in care could be for you.

Wheatley Group's care service has full-time, part-time and relief jobs available all across Scotland.

Award-winning staff go the extra mile day in, day out to transform the lives of customers in our communities.

If you have the right skills, values and want a rewarding and exciting career, then we want to hear from you.

As well as making a positive difference to people's lives, staff also get an excellent benefits package – and great opportunities to move up the career ladder.

Wheatley's Managing Director for Care Laura Pluck said: "We have some great opportunities in Edinburgh, Fife, Glasgow and other areas in Scotland for people who are friendly, caring and want to make a difference to other people's lives. Some of our staff work only a few hours a week so whatever your circumstances it's worth getting in touch."

Check out the latest roles in care at www.wheatley-group.com/jobs

Bursary support to help your studies

OUR customers and their families can soon apply for a bursary to help with the cost of college and university.

The 50 education grants, supported by the Wheatley Foundation, are worth up to £1500 a year and can really support you through your studies.

Bursaries are open to people who live in a home factored by YourPlace and who want to study for an HNC, HND, Undergraduate Degree or Postgraduate course.

Applicants should be looking to start their studies this year or already be at college or uni.

Applications for the bursaries will open on 14 April.

Interested? Email bursaries@wheatley-group.com

Reporting a repair? Go online 24/7

DO you need something repaired in your block quickly?

It's easy to report a repair by going online at www.your-place.net and logging into your account. You can also call our 24-hour call centre on 0800 4797979.

If an emergency repair is required in your block, it's really important that you contact us as quickly as possible.

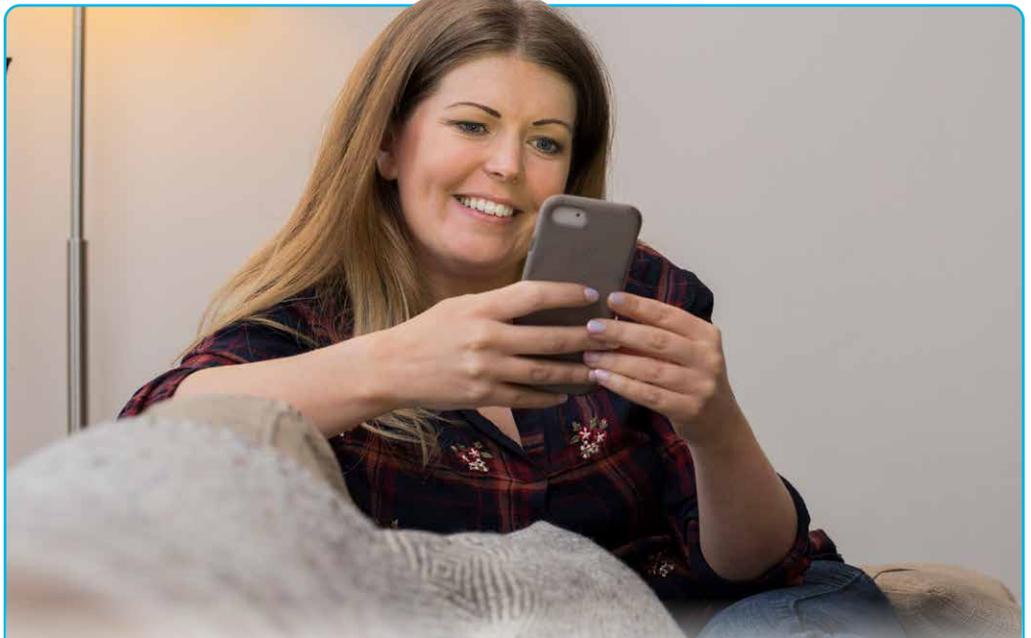
Please don't email requests for something that's an emergency as we only

manage the mail box Monday to Friday during office hours.

It means we won't pick up your request straight away and the damage may end up getting worse.

Remember, reporting a repair is easy and convenient 24/7 and 365 days a year.

- Go to **www.your-place.net**
- Log into your online account
- Go to MyRepairs
- Follow the steps to report a repair.



Helping customers cut the cost of everyday shopping

USING our online discount scheme regularly can save you hundreds of pounds a year – enough to cover your factoring costs.

And it's now even easier to use MySavings – thanks to a new smartphone app.

MySavings is our online discount scheme helping customers cut the cost of everyday shopping on everything from food and clothes to cinema tickets and takeaways.

Customers must sign up for a free My YP online account with us to use MySavings.

The new smartphone app – called 'SmartSpending' – makes it quicker and easier for customers to use instant vouchers.

Search for 'SmartSpending' in Google Play or Apple App Store and

follow the simple steps.

Thousands of customers are saving money every day thanks to MySavings. There are a range of deals and discounts, including up to 10% off food and clothes, savings on cinema tickets, holidays and lots more.

Although the offers and deals change from week to week, at any one time on MySavings there are up to:

- six national supermarkets offering money off deals;
- eight well know gyms giving discounts on

memberships; and

- 10 energy companies with savings on energy bills.

Remember, to use MySavings you need to register for an online account with us. What are you waiting for? Sign up at **www.your-place.net**



Helping you stay safe

SAVE A LIFE: Watch Commander Brian Hughes gives a householder fire advice

MORE fires start in the kitchen than in any other room in the house.

And yet, according to Scottish Fire and Rescue (SFRS), with a few simple precautions we can all ensure our home and our families stay safe.



Their top tips on preventing fires in your kitchen include:

- Make sure your cooker is fitted properly by a qualified fitter
- Keep your oven, cooker and grill clean - with no fat on it
- Keep tea towels and cloths away from the cooker
- Keep oils away from the cooker
- Cook with handles turned to the side to avoid spills.

The fire service also recommends you avoid hanging clothes anywhere

near your cooker and make sure electrical wires and cords are also away from the cooker. We should never put any metal in the microwave – not even tin foil.

And of course it's important to double check you haven't left the cooker, grill or oven on when you go out.

SFRS Watch Commander Brian Hughes said: "Kitchens are the number one place for fires to start in a home. But we can all take steps to keep safe. One of the most common causes of a fire for example is leaving electrical appliances plugged in for long periods of time, such as a phone charging up overnight. Candles

left burning unattended are also a common cause.

"And people often forget that closing doors can save your life. If a fire does start a closed door will prevent the fire spreading and give people time to escape."

The most important thing you can do to keep your home and family safe is to get a home fire safety visit specific to you and your home. You'll get advice from a fire officer about how you can minimise the chance of a fire in your own home. Call **0800 0731 999** to arrange one if you haven't already done so.

For more advice on staying safe, go to www.firescotland.gov.uk

Best ways to keep you and your family safe



- Get a home fire safety visit. It doesn't take long and it could save your life. Call **0800 0731 999** to arrange one
- Make sure you have a smoke alarm and that it works
- Don't leave rubbish or bulk items lying about communal areas – it's dangerous. It can block people's escape route and can also be set fire to
- always put cigarettes out properly in an ashtray
- switch off electrical appliances at the wall when you leave your home or go to bed.

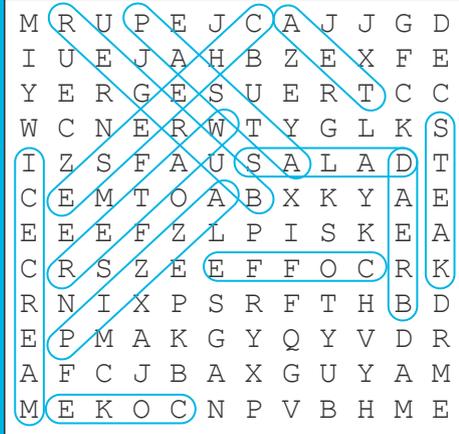
COMPETITION TIME

Win with us!

DO you fancy winning £50 worth of vouchers? Then all you need to do is fill in the wordsearch below.

Send your entry to:
FREEPOST RTJU-TRRA-GHKA
 YourPlace Property Management
 Wheatley Group, Wheatley House
 25 Cochrane Street
 Glasgow G1 1HL

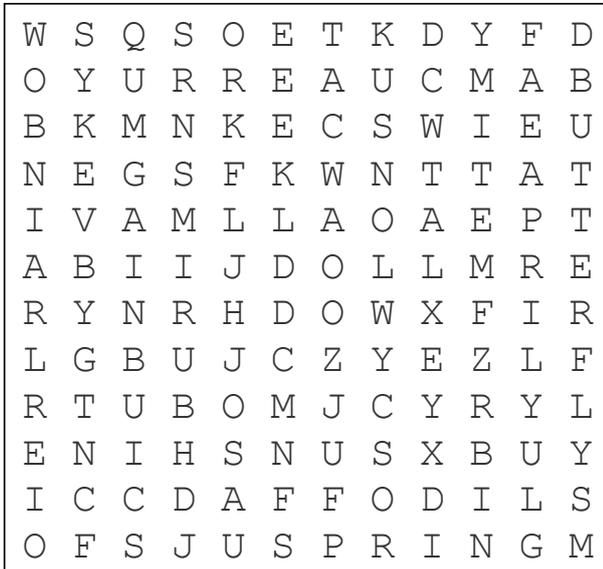
The winner will be drawn at random from all the correct entries. You'll find terms and conditions at www.your-place.net/competitions
 Congratulations to Maya Sabharwal, from Newton Mearns, who was our winner in the last issue.



WORDSEARCH

Fill in the puzzle

- APRIL
- BASKET
- BUTTERFLY
- CHOCOLATE
- DAFFODILS
- DUCKLING
- EASTER
- FLOWERS
- RAINBOW
- SPRING
- SUNFLOWER
- SUNSHINE



Name:

Address:

.....

Tel:

Email:

 Closing date is 15 May 2020

Best ways to pay bills

Direct Debit

To set up a Direct Debit visit www.your-place.net/directdebit or call **0800 479 7979**

Pay online

www.your-place.net and click 'Pay at My YP'

Phone

Call us for free 24 hours a day, seven days a week, on **0800 479 7979**. Choose option 1 for our automated payment line

Sign up for My YP

Creating an online account only takes a few minutes. You can pay bills, check your account, report repairs and much more, at a time that suits you. Join the thousands of other customers already signed up for online services.

Register at www.your-place.net