



In an attempt to minimise the spread of COVID-19 and to protect all staff and customers, the decision has been taken to close the offices to the general public with immediate effect.

CONTACTING THE OFFICE

You will still be able to contact the office by:

- Phone – 01698-377200
- Text – 07529-777345
- Email – wishawdh@trustha.org.uk
- An external mail-box has been erected at the front of the office should you wish to send information by post

REPAIRS

Only essential repairs will be carried out until further notice.

Should you have an emergency repair, please contact the office during normal office hours by phone. If it is outwith office hours please contact our emergency services as below

- Heating / Hot Water – 01698-533917
- All other Emergencies – 0800 999 2520

Please note, your call handler will ask a series of questions in relation to COVID-19 in order that the necessary steps may be taken when visiting your home, please be assured that this is for your own protection as well as the contractors.

ANNUAL GAS SAFETY CHECKS

Annual Gas safety checks remain an important legal requirement. If your service is due our contractors will make contact with you directly to arrange for a suitable date and time (AM or PM). If you are self isolating please contact the contractor direct to re-arrange your gas safety check.

TENANCY ISSUES

Home-visits will only be conducted by staff where this is essential. Should you require to contact your Housing Officer in relation to any housing matter, please do so by phone or email.

CONTACT YOUR HOUSING OFFICER

- Donna Beattie 01698-377217
- Mykela Dunlop 01698-377212
- Tracey Fyfe 01698-377211
- Alan Richardson 01698-377219

MAKING PAYMENTS

Details on how to make a payment can be found on our [Make a Payment](#) Page.

Whilst we appreciate that these steps may cause some inconvenience, we feel it necessary in the current circumstances and would ask for your understanding and co-operation during this difficult time.