



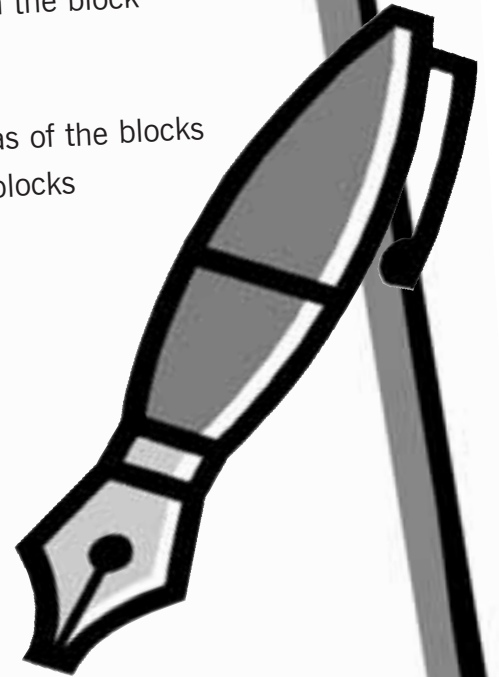
The Way Forward Action Committee

NEWSLETTER

Issue 1

Our priorities for this coming year are as follows and are not in order of importance, as they are all equal.

- Establish links with the Police
- Look at ways of engaging the younger people
- Review the lettings policy with Whitefriars
- Ensure that the security to the block is considered within the block improvements
- Explore measures to tackle Anti Social behaviour
- Monitor the maintenance of the internal and external areas of the blocks
- Work jointly to seek resources for future upgrades to the blocks
- Examine ways to improve the TV reception
- Block improvements (flower displays etc.)
- Noise control
- Car park issues
- Communication with Councillors
- Communication with outside agencies, such as:
 - Fire (fire precautions), RSPCA (keeping animals)
 - Police (Neighbourhood Watch),
 - Homehelps (including mobility hire purchase),
 - Prescription pick ups,
 - Organising Doctor visits



The Way Forward Action Committee is the adopted name of the Association that represents Vincent Wyles and William Malcolm high rise blocks. It has been in existence since 2005.

The group are currently working with Whitefriars to introduce an Estate Agreement. This agreement will detail the services that Whitefriars offers as well as the quality to be expected. From the Residents perspective

it will outline the acceptable behaviour that equally is expected. We are currently negotiating the content of the agreement and will report back to all residents prior to its implementation

Estate Agreements such as the one we want to introduce are normally reviewed every twelve months. We intend to do this at our Annual General Meeting which will be held in the month of May.

The Association will strive to remove all barriers to residents getting involved in shaping the future and improving the quality of life for all the residents in the blocks.

We will enquire if English is a native language and if not we will find out which is the native language and duplicate the information needed. We have access to Language Line through the offices of Whitefriars.

Who is who and what we do!

The following work together with one goal. A better secure way of living and pride in what we do together.

Residents - You Your vocal ideas and knowledge

Committee - Us To help voice the residents in a constructive way

Officers - To help organise ideas and direct the committee. To be impartial, to integrate with other organisations and agencies.

Whitefriars Housing - To listen and work along the thoughts and wishes of the residents.



Chairperson	Mr Paul Redpath	Tel 0791 352 4165
Secretary	Mr Chris E Green	Tel.0784 060 5723
Vice Secretary PRTO to committee	Miss Rebekah Redpath	Tel 0791 352 4165
Area Services Manager	Mr Tony Greenwood	Tel 024 7654 7835
Area Services Officer	Mr Richard Hughes	Tel 024 7676 7111
Tenancy Enforcement Officer	Miss Vicky Allsop	Tel 024 7649 6731
Customer Involvement officer	Mr Terry Rollings	Tel 024 7658 7086

Our committee consists of 8 residents elected from the body of people that live in Vincent Wyles & William Malcolm Houses

The Committee are proposed and then voted into the position. They have to stand down at each yearly AGM. Then they can be re elected if residents wish. They hold no other status other than the voices of residents.

Communication and Resident Involvement

Every resident has views, ideas, and thoughts. We will try to encourage them to speak in many ways, from organising home visits, letters /note drops, informal club meets. Concerns and issues can be put before the committee, who will then investigate them. They will involve the wider group of residents when appropriate. Whitefriars will be kept informed of any issues that could affect the Landlord/Customer relationship.



We will place information on the notice boards provided. This could include items for sale as well as the notes from the various meetings. Every 12 weeks we will place on the notice board a report of the work of the committee which gives a independent priority list and an update on the progress of issues. We will also advertise forthcoming events and agenda items.

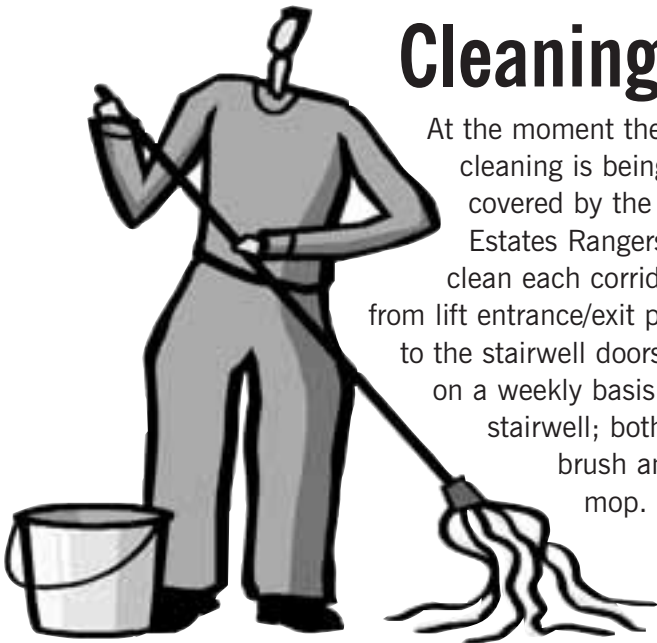
Our Estate Agreement

We have agreed to:

- Work together
- To create an environment that will help people with Disabilities and help simplify tasks that will create a better way of living.
- Always give the information in a way that shows no doubt and in a format that we all can understand.
- Continually communicate between residents Whitefriars Housing and other agencies.
- Have an open invitation of views on every aspect of communal life. Service and delivery of information.
- Promote knowledge as this gives strength
- We also have a open view on religion/ politics
- To encourage residents to get involved in organised activities, crafts.
- To encourage residents to manage and look after the interior of their home, to help ensure that they and their visitors abide with the standing orders of commitment and compassion.

Cleaning

At the moment the cleaning is being covered by the Estates Rangers. They clean each corridor from lift entrance/exit points, to the stairwell doors and on a weekly basis the stairwell; both dry brush and wet mop.



As residents we will monitor the frequency and effectiveness of the cleaning arrangements and make constructive comment where appropriate.

Visitors

All Residents and their visitors are expected to behave in a courteous and thoughtful manner.

We will be issuing a list of useful information to all Residents and interested parties. They will receive, on taking up a tenancy, a copy of this estate agreement as well as information about local services such as bus routes and time tables and local information about shops, chemists, newsagents etc.

Access to the Floors

Both blocks have two lifts situated together at the communal entry point. The procedure if you are unfortunately stuck in any of the lifts is to remain calm, inform the appropriate body via the alarm button and wait for their arrival.

There are also two stairwells, one at $\frac{3}{4}$ along the North West corridor and the other $\frac{3}{4}$ along the North East corridor both are lit 24 hours as well as the corridor exits from stairwells.

There is a door entry buzzer system at the moment; however, we are in consultation around the major investment programme planned for the two blocks. These improvements need to include a new door entry system if we are to secure any further investment in the two blocks

Anti-Social Behaviour

We are working in conjunction with West Midland Police, Chance Ave Police Station, and Coventry City Council anti noise team kilo2. We support the use of Anti social behaviours orders where people are not prepared to consider the effects of their actions on others.

We have our own Estate Officer and will work in a discreet way, acting on information given, to secure a quality of life for everyone.

No matter how small or how big, if it upsets you please report it .Things tend to escalate if not addressed.

Thank you for your time in Reading this newsletter and please remember that not only you live here - we do as well

USEFUL CONTACT DETAILS



Whitefriars Repair call Centre	0845 850 6090
Whitefriars Call Centre	024 7676 7003
Whitefriars Housing Office	024 7649 6700
Coventry City Council Kilo2	024 7683 3333
Housing Benefits	024 7683 1800
West Midlands Police call Centre	0845 113 5000
Walgrave Hospital Switch Board	024 7660 2020
Coventry Warwick Hospital Switch Board	024 7622 4055

Dispensing Chemists

Farren Pharmacy 22 Farren Road	024 7645 7689
Moss Chemist 248 Hips Well High Way	024 7645 5554

Schools

Caludon Castle Axholme Road	024 7644 4822
Richard Lee Primary The Drive	024 7645 0023
Stgregory RC Primary H Road	024 7644 5900

Doctors

Dutta Dr Rk Harry Rose Road 25	024 7644 4684
Kasmoty d Dr. M 36 Morris Ave	024 7644 7744
Forum Health Centre Farren Rd	024 7645 5409

Shop Mobility	024 7683 2020
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