

Customer Information



Applying for a Whitefriars property

Access to Housing

We let our properties through Coventry Homefinder. Coventry Homefinder is a partnership between 11 housing associations and Coventry City Council. The partnership means that new applicants only have to complete one application to register with all the housing associations involved. All available properties are advertised every week giving customers the maximum choice possible.

New applicants can register on-line at www.coventryhomefinder.com.

This service aims to:

- Confirm your registration within 10 days of receiving your application.
- Provide you with a letter confirming your registration date, priority banding, and eligibility for size and type of properties. The letter to include a booklet with details of how the service works.
- Provide help and advice to applicants who need assistance.
- Provide touch screen kiosks in our offices to enable you to search and bid for properties.
- Advertise all of our available properties every week on the internet and in our Weekly Property List.
- Provide details about all our advertised properties and links to show the location and other services locally.
- Provide further information to customers on the Coventry Homefinder service.
- Work with our partners to ensure customers can choose the property they want.

Our Customer Service Standards and Customer Information for each service area are on our website www.whitefriarshousing.co.uk or available on request from our housing offices.

We offer a wide range of leaflets which detail our policies, procedures and good practice and these are available on request.

Customer Information



whitefriarshousing.co.uk

Our Housing Offices

9 Little Park Street,
City Centre, Coventry

 **024 7676 7111**

Mon - Wed: 9am - 5pm

Thurs: 11am - 5pm

Fri: 9am - 4.30pm

192 Torrington Avenue,
Coventry

 **024 7649 6700**

Mon - Wed: 9am - 4.30pm

Thurs: 11am - 4.30pm

Fri: 9am - 4.30pm

29-31 Riley Square,
Bell Green, Coventry

 **024 7670 8400**

Mon - Wed: 9am - 4.30pm

Thurs: 11am - 4.30pm

Fri: 9am - 4.30pm

St James Lane,
Willenhall, Coventry

 **024 7651 6700**

Mon - Wed: 9am - 4.30pm

Thurs: 11am - 4.30pm

Fri: 9am - 4.30pm

Repairs Centre  **0845 850 6090**

Mon - Fri: 9am - 5pm - For reporting all repairs

At all other times - Emergency repairs only

Need help in your own language?

French

Pour vous assister en
votre propre langue

Portuguese

Assistencia na sura
propria lingua

Somali

Luqadaadoo lugugu
caawinaayo

Farsi

برای کمک به زبانتان


Arabic

لمساعدتكم في لغتكم

Kurdish

بۆیارمه تیدان به زمانی خوۆت

 **024 7676 7000**

If you would like this leaflet in large print or audio format,
please contact the Communications Team  **024 7676 7029**

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A charitable industrial & provident society