

Customer Information



Rents and service charges

You can expect to be treated fairly, with respect and according to your needs when using our services. We also expect our staff to be treated fairly and with respect.

We will:

- Tell you how rents and charges are calculated
- At the start of your tenancy, advise you what your rent and service costs are
- If we change your rent or service costs, tell you at least 28 days before
- Offer you a wide range of ways in which to pay rent, these include:
 - Direct Debit
 - Standing Order
 - By using your swipe card
 - By phone using a debit card
 - Via the internet
 - Direct from some employers
 - By direct payment of Housing Benefit from the City Council
- Provide benefit advice and support where we can. We can assess if you are eligible for housing benefit
- Take firm but fair action to recover any arrears
- Make a fair repayment agreement with you to clear any arrears
- Only take legal action after other attempts to recover arrears have failed
- Send you a statement of your rent account at least once a year showing you all rent charged, payments made and the balance on your account. You can also ask for a statement at any time

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 خۆت

 **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