



0364.03

Thursday, April 17, 2003

BIG BROTHER IS WATCHING WHITEFRIARS

Whitefriars residents who attend Springboard 2003, a free information and fun day organised by the Housing Group, have the chance to sit in a Big Brother-style chair to air their views on their landlord.

The chair is being used by Whitefriars as one means of encouraging tenants and residents to become more actively involved in customer participation.

Residents will go into the 'Big Brother Video Room,' sit in the hot seat and be quizzed on camera about their views on how Whitefriars performs.

Springboard 2003 is on Saturday, April 26th at the Leofric Hotel, Coventry starting at 11.00am. More than 200 people have already signed up to attend, and many more are expected on the day.

Coventry's Phoenix Cheerleaders will perform and BBC Radio WM DJ Bob Brolly is the compere. Almost 30 organisations will have information stands, including Whitefriars' contractors Wates and Lovell, residents associations, Coventry Cyrenians and the City's Community Safety Team.

Amongst the many things to see and do at Springboard, residents will have the opportunity to see how new technology is being used to show how homes and estates can be improved and how tenants from other areas audit the services they receive.

There will also be the opportunity to surf the internet and to have a go at re-designing the Whitefriars tenants magazine.

Lynn Hanson, Whitefriars Customer Involvement Manager, said: "We've had a great response from residents who are keen to come and find out more about how they can get involved with Whitefriars.

"There will be something for everyone at Springboard, from chatting on-line about housing issues to having a go at tiling a wall. All the activities are important ways for Whitefriars to find out how our customers think we are doing."

Everyone who attends will be entered into a free prize draw. The lucky winner will get to choose a five day holiday – kindly donated by Harry Shaw City Cruiser, subject to availability. Runners up will receive shopping vouchers from Curry's.

Childcare will be provided by Creche 'n' Co.

Any Whitefriars residents who wish to attend but who have not yet registered can still do so – just ring Whitefriars on 7676 7033 or 7676 7121.

Springboard 2003 is sponsored by the Housing Corporation, Lovell, Wates Construction, Aon Tenant Insurance Services and Trinity Expert Systems.

-Ends-

For further information please contact Laura Capewell at The Bridge Group on 02476 217 396 or email l.capewell@bridge-group.co.uk