

# Customer Information



## Independent Living Team - The Chace Centre

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

We will:

- Deal with your application to stay at the Chace Centre within 1 hour
- Explain your licence conditions and ask you to confirm that you understand them
- Assess your support needs within 5 working days and provide help where we can
- Reassess your support needs after 6 months if you are still a resident at the Chace Centre
- Clean your room 5 working days a week, Monday to Friday
- Change your bed linen weekly
- Provide two meals each day Monday to Saturday and three on a Sunday
- Provide a counter service Monday to Friday, excluding bank holidays, where you can pay your charges, report repairs and get general advice
- Take quick and firm action against your licence, if your behaviour is unacceptable and affects the quality of life of others
- Provide on-site recreational facilities
- Provide a formal complaint service and give you information which tells you how to complain and how we will deal with your complaint
- Give you opportunities to influence the service we provide to you

Our Customer Service Standards and Customer Information for each service area are on our website [www.whitefriarshousing.co.uk](http://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.

**Whitefriars Housing Group Limited,  
Chace Centre, Chace Avenue, Coventry CV3 3AB**

**☎ 024 7630 2694**

Telephones are answered between 9.00 – 5.30 Monday to Thursday and 9.00 – 4.30 on a Friday excluding Bank holidays.

# Customer Information



[whitefriarshousing.co.uk](http://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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