

# Customer Information



## Customer Involvement

We aim to offer our customers the opportunity to be involved and influence the services we provide. We offer a range of ways for this to happen and will continue to improve those opportunities.

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.

If you chose to become part of one of our involvement schemes you can expect us to work to the following standards:

We aim to:

- Give you genuine, accessible opportunities to influence our services including the management of your home and estate.
- Explain as clearly as we can how you can get involved and how that can make a difference to the services we offer.
- Make sure that we let you know how your involvement has made a difference.
- Facilitate and arrange training events to build your capacity, confidence and knowledge. Your participation in these events would be voluntary.

We recognise and encourage the autonomy of resident/tenant groups and aim to:

- Provide information and advice on setting up and running tenants' and residents' groups and assist with the formation of residents' groups.
- Agree with individual residents' groups how we will work with them; including frequency of attendance at meetings.
- Ensure all tenants' and residents' groups have a copy of the resource pack.
- Provide the support set out within our resource pack for residents' groups

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.

# 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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