

# Customer Information



## Equality and Diversity

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 aim to:

- Make sure that our offices are easy for you to get into and to move about in
- Provide the information you need, in ways that you find easy to understand
- To review our policies, procedures and practices to ensure that they are fair to all customers
- Take into account any particular needs you have when we let you one of our properties and once you have become one of our tenants
- Take prompt and effective action if you face harassment where you live
- Only work with contractors and other agencies that share our commitment to be fair to all

### Making progress:

Each year we will see what progress we have made towards meeting these standards.

### If you have a complaint:

If you think we have not treated you fairly we will examine your complaint carefully. We provide a formal complaints service and will give you information which tells you how to complain and how we will deal with your complaint.

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.

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[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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