

# Customer Information



## Extra security services to our high rise homes

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.

Whitefriars are able to offer an extra security service for residents in some of our High Rise blocks. These services are funded through an agreed service cost and more information is available by telephoning 024 7625 7463.

### The blocks covered with extra security services are:

Pioneer House	Hillfields House	Longfield House
Paul Stacey House	Faulkner House	Dewis House
Douglas House	Paradise House	Alpha House

### We aim to:

- Provide an 'Out of Hours' service, Monday to Thursday 5pm until 8am; Friday 4.30pm until 8am and Public Holidays
- Provide you with an appropriate response, such as:
  - Give advice over the telephone
  - Attend the site, usually within 30 minutes
  - Refer your call to the police, other agency
- Provide site attendance for the following:
  - All security matters
  - To remove persons who have no right to be in the block
  - Noise nuisance, other nuisance and anti-social behaviour
  - Cleaning of unhygienic substances from within the block
  - To remove bulk rubbish if blocking emergency access
- Make at least two block patrols per night, more where appropriate
- Attend Tenant and Leaseholder meetings (7 days notice must be given)

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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