

# Customer Information



## Leaseholders

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.

### Information

We will:

- Provide you with a handbook, containing useful information and explaining your rights and our responsibilities
- Provide you with a copy of the Housing Corporation's "A charter for housing association applicants and residents"
- Keep you informed through Whitefriars HOME magazine

### Repairs

We will:

- Keep in repair the structure and exterior of your flat and the building it forms part of
- Keep in repair the buildings common parts and maintain landlord services to the block at a reasonable level
- Re-build or reinstate your flat and the building it forms part of, if it is destroyed or damaged by fire, flood, or other cause that is normal practice to ensure against. (For leases granted before 1980, this will be subject to the leaseholder paying the appropriate contribution through their own buildings insurance cover.)

### Service Charge and Ground Rent

We will:

- Invoice you for ground rent and service charges in line with the provisions of your particular lease, giving a clear explanation of those charges and how to pay.
- Send you a statement of account at least once a year.
- Take firm but fair action to recover any arrears.
- Provide prospective right to buy purchasers with an estimate of service charges you are likely to have to pay in the first five years as a leasehold owner.
- Comply with the legal requirements for notices and consultation in advance of major works to the building your flat forms part of, for those leaseholders paying a variable service charge.

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## Leaseholders

### Lease Administration

We aim to:

Respond to any request for advice on your lease, or request for landlords consents required by your lease within 10 working days.

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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