



Picture This...

Competition
Winners

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Talent Blooms

Fun at the Garden
Competition
Evening

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**Kids
Competition**

You won't believe
how easy it is...

See page 7

the magazine for Whitefriars' residents

Issue 17 Winter 2005

home



Whitefriars
HOUSING GROUP



THE WHITEFRIARS TRUST



business for neighbourhoods

To all our readers...



Welcome to another 12 page bumper issue of HOME. There is so much to say about so many things, that the Editorial Panel has had a tough job deciding what's in and what's out of this edition. We always try and keep a balance of articles in each issue, and this time you will find pieces ranging from rent to events, and from news and views to tasty recipes suggested by one of our readers. Enjoy this edition and remember we are always pleased to receive your comments and suggestions for improvements to our magazine. Wishing you a Merry Christmas and a Happy New Year.

The Editorial Panel

Coventry Life Homes & Gardens Show 2005

The Coventry Life Homes and Gardens Show was organised by Whitefriars in partnership with the Coventry Evening Telegraph and this was the first time it had been held in the City.

The Show brought together a range of exhibitors from gardening to DIY, support services to neighbourhood regeneration, life saving to recycling, fire safety to training opportunities, and food tasting to garden furniture.

The aim of the event, which was open to everyone, not just Whitefriars' customers, was to provide an informative and fun day to let people know about a wide range of services and activities to improve their neighbourhoods and their lives.

Around 200 people came to visit the stands and watch the demonstrations, which included



resuscitation techniques, pantomime and bathroom fittings.

The Show gained a lot of coverage in the press and on radio, and helped to raise awareness of exactly what is on offer in the area to help the people of Coventry improve the quality of their lives, their homes and neighbourhoods.

Pictures: Scenes from the Show, including some of the many and varied displays enjoyed by visitors.



Some comments from visitors:

"An enjoyable outing"

"Good to see such a variety of what's happening in the City"

"Local items, variety and things to do to help me"

"Good variety and interesting"

"Lots of new ideas"

"Good variety, lots of interest, helps small businesses to get known"



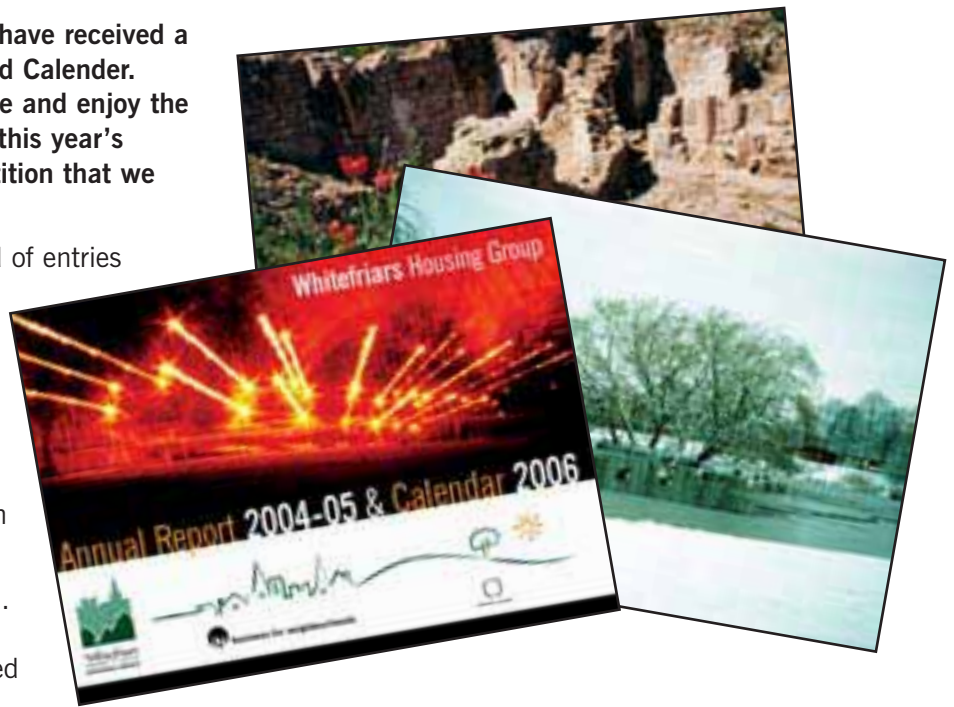
'Picture This' Photo Winners

Along with this issue of Home you will have received a copy of Whitefriars' Annual Report and Calendar. We hope you find it useful and informative and enjoy the photographs we've incorporated. Most of this year's pictures were entries in the photo competition that we launched in last year's report.

We were very impressed with the standard of entries and especially the way in which people had found such interesting images in and around the places they live. Thank you to all those who entered; and well done to the winners.

The winners were Pamela Williams, Doreen Owen, Anthony Hollis, Steve Urban and the overall winner was John Gallen.

So enjoy, and look out for the 'You said it... We did it' points inside, which show how you, our customers, have directly influenced our services.



First Aid For Your Wallet

Following the launch of the Swiftlink service last year, the service has been given a positive diagnosis as it expands its service for health users.



More than £160m is wasted each year by the British public failing to turn up to health appointments. This equates to 10,093 lifesaving baby incubators, 218,666 prosthetic legs or 125,000 pacemaker kits.

Swiftlink, funded through the Coventry Partnership, is reminding residents that they can get easy transport to all hospital and doctors appointments.

For only **£1** a journey, residents in **Wood End, Bell Green, the NDC Area, Hillfields, and Stoke Aldermoor** can get to their doctors,

hospital appointment or other health appointment, easing the burden on many wallets across the city.

Iris Oliver, 80, of Potters Green, is one user of the service. With only a pension to play with and arthritis to battle with, she found Swiftlink invaluable.

She said: "I had to go to the hospital for a blood test and although my family has cars, often they are all working. If I want to go to Coventry and Warwickshire Hospital the bus stop is on the other side of the road. It's not very far but for someone like me who isn't very agile and walks with a stick it is a daunting prospect.

"A taxi costs me £8 each way and being on a pension you have to think carefully about what you can spend your money on. The Swiftlink bus turned up at the time I said, and picked me up when I asked them to. It was absolutely brilliant. I'm definitely a fan."

The project, funded until March 2006, also takes passengers to work when no public transport is available. To use the Swiftlink

service residents must register, free of charge, with Community Transport. Journeys can be booked up to two weeks in advance. The vehicles are specially adapted for disabled users.

Swiftlink project manager Jim Moore said: "When you are ill, the last thing you want to think about is how you are going to get to the doctors, so Swiftlink can really help.

"Whether you are a mum taking your child for their inoculations, a pregnant parent-to-be on your way for baby's first scan, or a dad with an in growing toenail, we can help relieve the stress of being ill and having to go to hospital, by offering an inexpensive service that will guarantee to collect you from your door and take you back again.

"As long as you book 24 hours in advance, then we will turn up on time and, once your appointment has finished, turn up at the doctors or hospital at the time you request so we can be ready and waiting to get you home again."

For more information on Community Transport, call 024 7671 6013.

Residents' Letters

Answering more of your questions...



I live in Stoke Heath, but was shopping in Willenhall and wanted to check my rent account. I thought I'd go to the St James' Lane office to get a statement. Could I find the office? I drove right past it! The signs for the office are terrible. You only know where the office is as you've passed it. This needs to be looked at. How new tenants manage to find it is beyond me!

Miss S

You're right Miss S. Your concerns were raised by the Customer Auditors during their recent mystery shop. A new sign clearly showing where to find the St James' Lane office has been ordered and will be installed as soon as possible. (For more on the Mystery Shopping Scheme see right)

A correction. In the last issue Ms D from Spon End raised the issue of water meters. As previously stated, Severn Trent will allow their customers to return to standard charging on requests made within 12 months of installation of the water meter, which stays in the property. Our thanks go to Ms D for her help with this issue.

WRITE TO: HOME Magazine Editorial Panel, 1-5 Lapworth Road, Coventry, CV2 1EY or Email info@whitefriarshousing.co.uk

You Said It...

Neighbourhood security is a high priority for you.

We Did It...

We have invested in a state of the art CCTV system and control room which monitors a number of sights across the City.

Look out, they're at it again!

The Customer Auditors' Project ran again this summer, with mystery shopping No.1 on their agenda. New auditors were recruited at the end of 2004, and earlier this year, carried out a full training programme including a dummy run at a city retail park. The last mystery shopper survey highlighted concerns about front line service and changes were made. The auditors wanted to make sure those changes had been fully put into practice. So with trench coats and clipboards at the ready, they visited or telephoned all the area offices.



So what did they find out?

The good news is the auditors found improvements in customer care and praised staff for adapting to the changes made as a result of the last audit. They praised a number of individuals for their excellent customer service.

The not so good news is that the auditors still had concerns about dress code, badges, and signs to offices, staff approach and unclear information being given. All these concerns have been looked at with the auditors, and a plan to address them is ongoing.

Another little piece of mystery shopping focused upon testing out a new complaints procedure that Whitefriars has introduced. Auditors visited offices to make a complaint to see how the staff coped with the new system. They came back with lots of ideas resulting in the system being tweaked to make it easier for staff to use.

The really fantastic news is that Whitefriars now has a dedicated team of customer auditors who can give their time, skills and experiences to improve Whitefriars' services for all residents and staff. They are now looking at where they go next and will update you through the pages of HOME.

If you would like to know more about the customer auditors project contact Sylvia Patrick or Joanna Selby on 024 7658 7085.

Talents Blossom at Garden Competition Presentation Evening



Once again this year, a very interesting and enjoyable evening was had by all at the Annual Garden Competition Awards Evening.

Award winners were presented with their trophies and prizes by the Lord Mayor, The Right Honourable Councillor Ram Lakha.

Talents of young people came to the fore through the entries that were received for the 'Decorate a Plant Pot' competition. This was a new competition which proved very popular. It was clear that a great deal of time and effort had been spent by the children in preparing their entries.

Special Awards were presented to recognise projects which included: a make-over to a derelict area at the Chace Hostel, transforming it into a peaceful communal space and memorial garden, funded by money left to the hostel by a former resident, Peter Szczepka; all the hard work by the Willenhall Community Forum in building an area based on the theme of 'the human senses' to improve Willenhall Village Green, supported by a number of agencies and partners, including Whitefriars; and a project engaging a group of young people from the Four Closes in a

number of gardening initiatives, including giving a complete make-over to a communal area between the bungalows.

Visitors were also treated to a demonstration by Geoff Bickley, who has worked for the City Council for 40 years and has been the floral decorator for the last 25 years. You will no doubt have seen some of Geoff's displays around the city centre.

Exhibitors included the Chrysanthemum Society, the Coventry Flower Club and Allseley Walled Garden, all of whom provided wonderful displays.

This is a real community event which brings people together and improves neighbourhoods for everyone. So if you haven't entered before, have a go next year, you'll be amazed at the sense of satisfaction and achievement you'll get from improving your garden or a communal area for the benefit of yourself and others.

If you would like to receive an application form when next year's competition is launched, either ring Donna or Sue on 024 7676 7029, or write to Whitefriars' Garden Competition, The Communications Team, 9 Little Park Street, Coventry CV1 2UR.



Having Fun @ Ferrers Close

Why not have a bit of fun and get residents' views at the same time? That's exactly what local residents in these Tile Hill flats did with the support of Whitefriars.

Bouncy castles, a clown, face painting and treasure hunts went on alongside chats to residents about what they thought of the local Estate Agreement initiative and the difference it had made over the last year.

The Agreement was negotiated with residents after the improvement work was completed, but at a time when many management issues, including high levels of anti-social behaviour, remained. The agreement sets out the standards of service Whitefriars will deliver on cleaning, maintenance, response to anti-social behaviour and customer care. It is also clear about what residents' responsibilities are.

Generally the residents we spoke to agreed that Ferrers was now a much better place to live, and that better services were being delivered. However some problems do remain, so the agreement will continue into a second year, with residents closely engaged in monitoring how things are going and in finding solutions to issues.



The Silent Killer - Gas Safety in the Home

Whitefriars has stepped up its campaign to keep residents safe in their homes from gas dangers. Each year in this country, approximately 50 people die from carbon monoxide poisoning caused by gas appliances and flues that have not been properly maintained. There are strict safety regulations for landlords applicable to gas works and installations.

Whitefriars takes this responsibility seriously and carries out a rolling annual servicing programme to all its 18,000 homes. Despite having a **free gas servicing programme**, we often find that a high number of

tenants do not respond to our requests for access to their homes to allow this essential work to be carried out. Whitefriars has employed Superior Plumbing Installations (SPI) as its gas contractor to carry out the gas servicing and repairs to its homes. The process to gain access to your homes can include an appointment, visits being made, or letters seeking access and mutually convenient appointments. Once these steps have been exhausted, then our only other alternative is to force entry to ensure the gas safety checks are made.

The latest initiative to help boost access arrangements has now been launched, and all tenants who keep their first appointment are eligible for entry into a cash prize draw. A winner each quarter will receive £50.

A faulty appliance has the potential to be a killer, so it is important that we gain entry. The majority of our customers make appointments and keep to them, but we do have problems each year with some customers who do not recognise the importance of gas servicing. Any resident wanting more information should call SPI on 024 7621 7991.

The Easiest Kids' Competition in the World... Ever!

We had lots and lots of entries to the kids 'Spot the Beach Ball' competition in the last issue of Home so well done to all who had a go.

Surprisingly, nobody actually got it *exactly* right, but the closest three were, Jade Bayliss age 15, Ryan Hill age 7 and Lorraine Manning age 10, who each win a family cinema ticket. Well done you!



Just in case you are wondering, and to to put you out of your misery, here is the correct answer - easy when you know isn't it?

In this issue, in the spirit of the season, we have decided to make the Christmas Competition as easy as we can. All you have to do is answer the following question.

In the famous song, what was the name of the Snowman? Was it... a) Frosty b) Susan c) A Kettle

Take a look at the photo if you need a clue. The first three correct answers out of the hat **each win a Family Cinema Ticket.**

Fill in the form below and send it to: Frosty the Snowman Competition, c/o The Communications Team, Whitefriars Housing Group, 9 Little Park Street, Coventry CV1 2UR. Good luck!

The competition is open to children aged 16 or under. Entries need to be received by 20th January 2006.



Name

Address

Tel

Answer

Age

WEST MIDLANDS FIRE SERVICE OFFERS YOU A

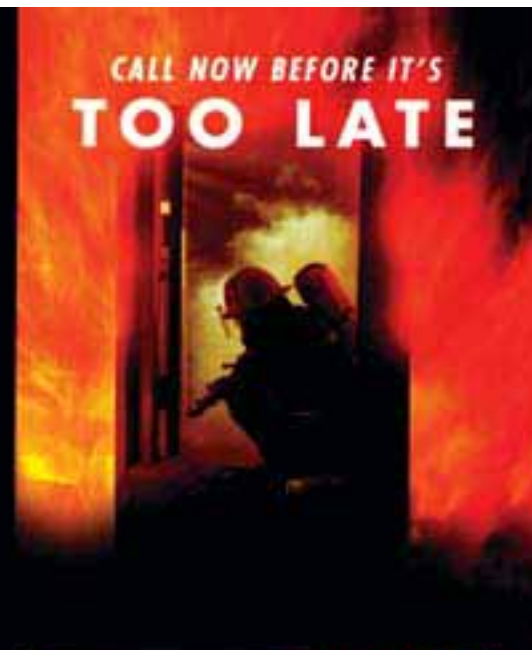
FREE
FIRE SAFETY CHECK
IN YOUR HOME

PLEASE CALL THE NUMBER BELOW
TO ARRANGE YOUR **FREE** APPOINTMENT

FREephone:

0 8 0 0 3 8 9 5 5 2 5

OR CALL YOUR LOCAL FIRE STATION



WEST MIDLANDS FIRE SERVICE



It's about the Rent...

The level of rent arrears has fallen again and is now 19% lower than a year ago. Staff continue to work hard to contact customers who fall into arrears. Lets talk to Bal Basi one of our Rent Service Managers - you can hear how our staff can help customers avoid getting themselves burdened with debt or legal action which could lead to an eviction. Whitefriars does everything possible to avoid eviction, but last year, 160 customers ended up losing their home due to rent arrears.

Hello Bal. What is your background and what does a Rent Services Manager do? - I am currently employed as a Rent Services Manager at our Riley Square office in Bell Green. My role is to make sure firm and fair action is taken to prevent rent arrears, and to ensure that the team I work with are trained to a high standard to deliver this service to our customers. Previously, I have worked on our reception desks and dealt with housing benefits. I have also been an Arrears Officer, and a Housing Officer. I have worked in several Local Offices including Stoke Aldermoor, Cheylesmore & Wood End. Prior to starting work I completed my Degree in Social Welfare at Coventry University, which led me to a career in housing.

What is the most positive thing about your job? The most positive thing I see is a definite improvement in people taking responsibility for rent payments. This can be seen with reducing levels of rent arrears; down a further 19% since last year. Also the advice we are able to offer our customers ensures that they are able to access benefits and money management advice. This helps in maximising the income of our tenants, and also means they are better able to manage their rent arrears, which means taking fewer people to court and fewer evictions. We are working with a number of

other agencies within the City, including the Wood End Advice Centre, and the Coventry Law Centre, to enable us to assist our tenants.

What about Housing Benefit?

Whitefriars is not responsible for the administration of Housing Benefit, Coventry City Council deals with that. However we do help with advice and filling in forms and will complete a provisional assessment to advise people what they may be entitled to. There is also the Coventry Benefit Advice Line on (024) 7683 2000 who provide advice with problems around Housing Benefit and other benefits available.

Is it true that some tenants do not pay any rent? You will be amazed the times I hear..."I don't pay rent the Social pays it for me...". Some people still don't understand that they are responsible for paying the rent; and successfully claiming Housing Benefit is their means of paying it. Tenants can make sure Coventry City Council's Housing Benefit section have all the information they need to pay the claim. Quite often the Housing Benefit claim is cancelled because the claimant hasn't supplied a piece of information. Rent arrears build up through something so avoidable. It's very frustrating.

Don't the Housing Offices have a role to play in this? Of course. My team spend a lot of time chasing Housing Benefits on behalf of our customers. We can also give customers a provisional assessment which will give them an idea of how much they should be paying and also any benefits they may be entitled to. But at the end of the day, responsibility for ensuring payment is made lies with them. Some tenants still think we are the Council and can sort their claim out for them, which of course we can't. However, we can help and we do.

What would you suggest for a tenant who is suffering delays in processing Housing Benefit? I would suggest they talk to the City Council's Housing Benefit section on

024 7683 1800, ensure they have all the information and give them a reasonable timescale to process the claim. If this didn't work I would suggest they speak to a manager, put in a formal complaint or approach their local councillor.

What is the most disappointing aspect of your job? Two things, one would be evictions, as this means that all our attempts to talk to the customer and negotiate a reasonable solution have failed.

However, the second disappointing aspect for me is the level of debt that our customers get into because of low incomes, difficulties in budgeting and limited access to credit at reasonable interest rates. Debt and arrears go hand in hand.

What do you mean? A lot of people on benefits or low wages don't have access to high street lenders and have to rely on doorstep lenders and credit stores, consequently we still have people who miss their rent in order to fund holidays, Christmas and even school uniforms. Some store cards charge their customers nearly 30% APR. Worst of all are door step lenders - they charge a massive 177% APR.

I find it appalling that in this day and age people are still accessing credit at such interest rates.

For help with debt issues, people can contact the Citizens Advice Bureau on 0845 120 2 920.

What is the answer? There isn't just one answer, avoiding debt as much as possible if you can but one way to access a better rate of credit is by using Credit Unions. They have developed a lot in the past 5 to 10 years. I have been very impressed with them.

Is there anything like this in Coventry? Yes. Two Credit Unions exist. Coventry West and Coventry East. Both provide a good service and are currently looking to have a high street presence in Coventry, just like a Building Society. More information can be obtained on their hotline 024 7622 5525.

Thank you for talking to us.

Meat Free Bolognese



Keen cook and newcomer to the Home Editorial Panel, Karen Craven, brings us the first in a new regular feature.

Each issue Karen will give us another healthy, inexpensive and tasty recipe to feed the family. So we begin an old favourite that's a lot simpler and quicker to make than you might think...

You will need:

- Packet Dry Spaghetti
 - Jar of Pasta Sauce
 - Grated Cheese
 - Vegetables - tomatoes, onions, garlic and peppers (optional)
1. Fill a large pan with water, add a pinch of salt and bring to the boil.
 2. Add a portion of spaghetti for each person. A bundle of strands about an inch (25mm) wide is enough spaghetti for one person.
 3. Bring back to the boil and simmer, with the lid off, for about 12 minutes.
 4. Drain the spaghetti and rinse with hot water.
 5. Heat 2 teaspoons of oil in a pan and add in the pasta sauce. If you want a richer sauce, chop up the optional vegetables and add them too.
 6. Heat for a few minutes until piping hot and spoon on top of the spaghetti.
 7. Sprinkle grated cheese (about 1 gram per person will do) on top and serve with salad or garlic bread. Enjoy!

For further information about healthy eating contact your local community nutritionist on:

North East 024 7660 3074
North West 024 7629 4429
South 024 7678 5555

Winners, Winners, Winners

The £25.00 Prize Draw for the Summer 2005 Customer Care Survey has been drawn.

The winner, from the Bell Green area of the city, wishes to remain anonymous.

Many thanks to all those people who took part in these surveys. Please keep your entries coming in and you could be the next £25.00 winner!

The Home Contents Insurance Prize Draw was open to all Whitefriars' Tenants and Leaseholders who expressed an interest in household insurance, provided by Jardine Lloyd Thompson.

Congratulations to T. O'Donoghue, from Torrington, who is the lucky winner of £20 of High Street Vouchers. The draw was made by Whitefriars' chairman, Peter Lacy, on 7th November, at our housing office 9 Little Park Street.



ASDA

Save £2 on your shopping with ASDA

Dear Shopper,

There has never been a better time to shop at your local ASDA. Simply present the attached voucher and receive £2 off your shopping.

Pocket the difference and much, much more

At ASDA you'll find all your needs for your family shop. From well-known brands to quality fresh food, from ASDA's own label to healthy eating options, we have a great range and all at low prices.

Now you can save even more on your weekly shopping with our Buy One, Get One FREE offers. You'll find them all around the store. So not only are you getting great low prices on all your shopping, but we have plenty of exciting offers to keep the whole family happy.

Always great style at low prices

You won't just find great prices and offers at ASDA, but great shopping, too. Dress for less with **STREET** family fashion to suit the whole family, or update your home with our homeware ranges.

Always great savings

You can always trust ASDA for low prices. That's why we're winners of Britain's Lowest Priced Supermarket award for the 8th year running*. Now you can save even more, so don't run the risk of losing your £2 voucher. Bring it along to your local ASDA store soon. It will make your shopping trip even more worthwhile.

Yours sincerely
Your local store manager

P.S. Keep your voucher safe. You can save £2 on your shopping when you come down to your local ASDA today!

£2 OFF YOUR SHOPPING WITH ASDA

To the ASDA Customer
Present this voucher at the checkout of your local ASDA and you will have £2 deducted from your total shopping bill. Alcohol will only be sold to over 18's. Voucher may not be used against national lottery, kiosk and fuel purchases. Only one voucher per household. This voucher cannot be exchanged for cash and remains the property of ASDA Stores Ltd. Offer ends 31/01/06. Promoter: ASDA Stores Ltd, ASDA House, Southbank, Great Wilson Street, Leeds LS11 3AD.

To the checkout operator
Scan the barcode and retain this voucher in the till.

For more information, visit
www.ASDA.com or call 0500 100 055

CUSTOMER SPEND: £

9 911644 912004

* Source: The Grocer 33 Pricing Survey 2004/2005

Crafty Residents do it for Themselves...

Residents at Meadow House have been getting creative and enjoying the benefits of their labours as a result. 'Crafty' residents have been getting together in the community room to make arts and crafts items, such as greetings cards, peg bags, book marks and lavender bags which they sell at various events to raise money.

Whitefriars support worker, Jane Cook, who supports the residents in their enterprise told us, "It started off about three or four years ago in quite a small way with raffles, tombolas and coffee mornings; but after a local college came and ran a 'Jazz up your junk' course, people's imagination really got fired up. Since then a group of around 15 residents have been regularly coming."

"Initially they wanted to raise money for a resident who needed a Mobility Scooter but just kept growing. They have now raised enough for three mobility scooters,



funded about six group outings a year, including a barge trip on Coventry canal, shopping trips, a visit to the seaside and Christmas markets as well as cheese and wine evenings and curry nights. It creates a real community spirit."

So if you spot any items from Meadow House and any local craft fayres or community events, take a look, buy a few and support their efforts. Better still why not consider coming together in your community and trying it yourself? Who knows what you could achieve?



Keeping You Warm This Winter



Winter is almost upon us, and **SPI** want your heating and hot water to be working well.

There are a few things that you can do to help keep warm and snug over the coming months.

Before the winter starts:

- Turn your heating on early - run your heating for a couple of hours and check it works. Is the timer working properly? Are all your radiators getting hot?

Hopefully you won't experience any problems, but if you do please follow the hints and tips below to help get things working.

- Check you have gas in your meter - if you have run out of credit, sort this out first and then check again
- Take a look at your meter - if it says 'call help' contact Transco. Ring them on 0800 111 999
- Make sure the controls are set correctly. Is the timer set to heating and hot water? Does the thermostat need turning up?
- Look at your boiler. If the pilot light has gone out try to re-light

it - you should have a button on your boiler to do this

- Check your radiators are all turned on. If they are not getting hot properly try bleeding them - you may have air in the system
- Are any of your radiators leaking? Check the valves and pipes as well. Even a little drip makes a difference

If you still have not resolved the problem, please report it promptly to Whitefriars Repairs on:

0845 850 6090

and explain clearly what the problem is. We will get an engineer to you as soon as we can.

Service Standards

Whitefriars has been developing new standards for a number of services that we provide. These standards detail the required level (standard) of service we expect our staff and contractors to deliver to our customers. In this edition we are publishing service standards for the following areas of activities: Anti-Social Behaviour, Complaint Handling and Customer Involvement.

ASB Service Standards

We are committed to tackling anti-social behaviour effectively, and actively encourage all residents to report incidents of anti-social behaviour.

- We will treat your report seriously by recording it, investigating it in accordance with an action plan agreed with you, and by keeping you informed of all developments.
- Your safety is our priority - we will respect your confidentiality totally.
- We will provide you with details of the officer that is responsible for dealing with your report.
- Where it is appropriate, work closely with partner agencies with a view to securing the most positive outcome possible.
- If you need to act as a witness, we will support you throughout the whole process and, if necessary, we will continue to provide support after the formal process has been completed.

Complaints Procedure Service Standards

- We will acknowledge receipt of your complaint in 3 working days and give you a reference number.
- We will give you the name of the officer dealing with your complaint.
- The officer will investigate your complaint and we will aim to respond with the outcome within 10 working days.
- The complainant will either receive a visit, telephone call with full verbal explanation, or a written apology to the outcome of the investigation.

- Compensation may be offered where a complaint is upheld to offset any incurred losses as a result of Whitefriars' poor service.
- If you are unhappy with the outcome of your complaint, you have the Right to Review by the Head of Service.
- If you are unhappy with the outcome of your review you have the Right to Appeal to the Chief Executive or the Board of Whitefriars.

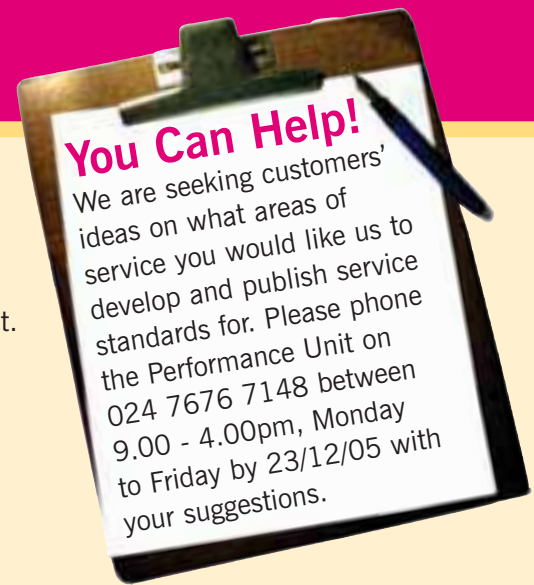
Customer Involvement Service Standards

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.

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

That we will:

- Give you genuine 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.
- Be positive in our approach, work to the organisations values, respecting you and your contribution.
- Be honest and not make promises that cannot be met.
- Be realistic about timescales to feedback on action taken.



- Try to make sure that we make it as easy as possible for you to make your contribution.
- Facilitate and arrange training events to build your capacity, confidence and knowledge. Your participation in these events would be voluntary.
- Provide information in a way that is as easy to understand as we can reasonably make it.

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

- Provide information and advice on setting up and running a 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. We will work to that agreement.
- Offer access to training courses and relevant national conferences.
- 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

The next issue will include Customer Feedback, Leaseholders and Estate Management.

Are you 'switched on'?

Do you want to save money?



Would you like some

Low Energy Light Bulbs

FREE?



Whitefriars is committed to improving energy efficiency in your home. In partnership with Powergen, Whitefriars can offer you **two** low energy light bulbs (40w and 60w) for **FREE!** If you wish to receive these light bulbs, ask at any Housing Office reception and they will see if you are eligible for them. Offer subject to availability.

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 تێدان به زمانی خۆت

☎ 024 7676 7000

Want this magazine in a different format?

If you, or a friend, would like a copy of Home on **audio tape** or in a **large print format**, call the Communications Team on 024 7676 7029.

We want all residents to know what we are doing on your behalf.

If you have access to the **internet**, you can keep up-to-date with what Whitefriars is doing at:

www.whitefriarshousing.co.uk 



Whitefriars
HOUSING GROUP

If you have any comments, please contact the editorial team on 024 7658 7081, or write to them at: Home Magazine, Whitefriars Housing Group, 3rd Floor, 9 Little Park Street, Coventry CV1 2UR.