

# 12 Months Home Contents Insurance from only £1.67 per week.

\* For tenants aged over 60 premiums start from just £1.27 per week

**No Quote Required**  
Guaranteed Premiums Shown Below

## Pay As You Go Home Contents Insurance

(a special scheme for tenants and leaseholders of Whitefriars Housing Group)

Sum Insured	Weekly Cost	Fortnightly Cost	Monthly Cost	Annual Cost
£6,000	£1.27	£2.07	£3.50	£41.97
£9,000	£1.67	£2.88	£5.25	£62.96
£10,000	£1.81	£3.15	£5.83	£69.95
£12,000	£2.07	£3.69	£7.00	£83.94
£15,000	£2.48	£4.50	£8.34	£104.93
£20,000	£3.15	£5.84	£11.00	£139.91
£25,000	£3.82	£7.19	£14.57	£174.88

Premiums are available from £6,000 to £25,000; all premiums, terms and conditions are stated within a free information pack.

For more information please call:

**024 76 767070**

or contact your local housing office

- Low cost insurance from only £62.96 (or £41.97 if you are aged over 60)
- Paid weekly or fortnightly at any post office, monthly by Direct Debit or annually by cheque/Postal Order – see premiums below
- All post codes included at no additional cost
- No security requirements
- No long term commitment – you literally 'pay as you go'



### Need help in your own language?

French

Pour vous assister en votre propre langue

Portuguese

Assistencia na sura propria lingua

Somali

Luqadaadoo lugugu caawinaayo

☎ 024 7676 7000

Farsi

برای کمک به زبانتان

Arabic

لمساعدتكم في لغتكم

Kurdish

بۆ یارمەتییان بە زبانتی خۆت

### 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**

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.

### Easter Egg Competition

Win a family cinema ticket  
see page 3

### Voices of Whitefriars' Residents

We've come a long way...  
see page 6

### Your Local Services

Special Pull-out-and-Keep Section  
see centre pages

the magazine for Whitefriars' residents  
issue 14 Spring 2005

Cover illustration taken from a community mural, created by the young people of Ernesford Grange.



# To all our readers...

A belated Happy New Year to you all. Inside this edition of Home you will find a special pull out and keep insert about your housing services, including useful phone numbers and addresses. It also gives a few examples of some of the things that the office serving your area has been doing as a result of the increased time spent on the estates.

You'll see a new feature this time, which has been included at the request of the Voices of Whitefriars Group, (VWR). The article looks at what the group has already achieved and its main priorities for the coming year. You will find this on page 6; together with the regular feature on residents' associations on page 7. This time we are talking to Joan Allen, the Secretary of Willenhall Residents' Association. Take a look and see what they have done to help their community.

Don't forget the annual garden competition is just around the corner, simply complete and return the reply slip on page 3. As you may remember from the Christmas special edition, the standard was very high and a good time was

had by all at the presentation of awards at The Britannia Hotel last autumn.

Another new feature is the children's prize draw. Simply count how many Easter eggs are hidden in the pages and complete the entry form on page 3. You could win a family cinema ticket.

We hope you enjoy reading this edition and remember we are always interested to hear what you think of the information inside. Give the customer involvement team a call with your ideas and suggestions on 024 7658 7081. They will make sure that we hear your comments.

*The Editorial Panel* 

## Growing Interest for Garden Competition



Last year's competition showed that enthusiasm for gardening continues to grow amongst our residents. We had some amazing entries from the ever creative and surprising balcony class, to the inspirational special award winners.

With comments such as, 'best one yet', 'really enjoyable with interesting displays by the local societies', and 'lovely atmosphere and good to see so many people taking an interest in their gardens', the Gala Presentation Evening in September was a huge success.

We're hoping that this year even more people will want to enter, especially as we are going to have a new children's 'Decorate a Plant Pot' competition, more colourful & interesting exhibitors, plus other new features.

So don't miss out - contact us for your entry form now! You can do so in several ways:

- Ring the Communications Team on 024 7676 7029 or
- Pick one up from your local office or
- Fill in the reply slip below and post it in an envelope to: Whitefriars Communications Team, 9 Little Street, Coventry CV1 2UR, and we will send you a form.

You too could be a winner at our Gala Evening in September this year - we'll give you more details about the evening in our next issue of Home.

**You Too Could Be a Growing Success!**

Name .....

Address .....

Tel .....

Please send me the following entry forms:

Garden Competition Entry Form

Children's Competition Entry Form

Are you a Leaseholder? Yes/No\* \*Please delete as applicable

## Help-a-Mate...

**Thank you for a Year of Success**  
**Help Us... Help You... Make a Difference!**

In January of last year we launched Help-a-Mate, a pilot project designed to help people to be more effective at helping and supporting their friends and relatives.



The Help-a-Mate support programme was expected to interest a number of people, but we were overwhelmed by the response... over 400 people signed up and most people completed learning programmes on Effective Helping and other important topics such as Managing Stress and Child Protection Awareness.

Help-a-Mate was supported by people of all ages, gender, and cultural backgrounds.

So where to next? Whitefriars and their partners in the programme, City College and the Learning and Skills Council, are now doing a full evaluation of the programme and are considering ways to build it into a permanent support programme for all Whitefriars' tenants.

The lessons learned have aroused national interest with other major organisations, and other pilots are being put into use in other areas, so watch this space and a big thank you to everyone who is involved with Help-a-Mate.



### WISE-UP™ ADVICE BOX



**WISE-UP TO Problem Solving**

**Got a problem?  
Contact a Citizens Advice Bureau.**

Citizens Advice Bureaux (CAB) can help you resolve your money, legal, employment, consumer, housing and other problems. CAB advisers give free and independent advice on your rights and can help you:

- Write letters or make phone calls to companies and others on your behalf.
- Negotiate with people you owe money to sort out which bills to pay first.
- Fill out benefit forms and chase claims.
- If you need to go to court or a tribunal.

**Interested in volunteering with us?**

Most CAB advisers are trained volunteers. Training is free and your expenses are paid. It's a great way to get new skills and contribute to your local community.

For more advice please contact your local CAB.



[www.adviceguide.org.uk](http://www.adviceguide.org.uk)  
**To find out more about  
CAB volunteering  
call 08451 264 264 (local rate)**

## Easter Egg Competition

Hidden in the pages of this issue are some little Easter Eggs, like this one. Find as many as you can, fill in the entry form below and send it to: Whitefriars Communications Team, 9 Little Street, Coventry CV1 2UR.

The competition is open to children aged 16 or under and the first 3 correct entries out of the hat will each receive a **Family Ticket to the Cinema**. Entries need to be received by Friday 15th April 2005.

Name .....

Address .....

..... Tel .....

Age ..... I have found ..... Easter Eggs

# Voices of Whitefriars' Residents

The Voices of Whitefriars Residents' Group, (VWR) is a city-wide forum. It is made up of members from constituted residents' groups and some independent members who live in an area without a residents' group. The group formally started in May 2004. The VWR meet every two months throughout the year.



The groups approach is to work with Whitefriars to identify where services can be improved and help find solutions to problems. They also aim to raise the profile and importance of involving customers. As one of the members says, 'if you want to know how the shoe fits, ask the person who's wearing it!'

## Since the Group began they have:

- Raised the profile and value of involving customers in shaping services
- Identified key service priorities for customer involvement, including repairs, anti-social behaviour and estate management
- Launched a resource pack for residents' groups
- Held a conference showing how residents can get more involved in their communities and influence the services they receive
- Learned more about the workings of Whitefriars-including training and presentations from senior Whitefriars' managers and external speakers
- Worked with different sections of Whitefriars to look at services and service delivery and suggested improvements



## Looking Forward

The Group has worked with the Customer Involvement Team to set the priorities and agenda for the coming year. Including:

- A repeat of the customer auditors' project
- Organise this year's customer conference
- Develop area based customer involvement plans
- Implement the resident involvement statement
- Develop a system to measure the real impact of involving customers
- Set up specific customer groups in the areas of repairs, anti-social behaviour and estate management
- Continue to raise customers' concerns about services
- Monitor the performance of Whitefriars in delivering services and its response to customer involvement

The Group has a busy year ahead. You will receive regular updates on its progress in this magazine.

If you want to learn more about the Group you can call the Customer Involvement Team on 024 7658 7081.

## Have you got something to say?

We are about to start customer service review groups for anti-social behaviour, repairs and estate management. So are you interested in working with us to improve services in any of these areas? Can you work as part of a team to achieve this? Could you benefit from some training to build your confidence and knowledge? Yes - then phone us for an informal discussion on 024 7658 7081.



## focus on Willenhall

We continue our focus on residents' groups, and in this edition, it's the turn of the Willenhall Tenants & Residents Association.



Coventry's mayor visits last year's Willenhall Festival.

The Christmas party was a huge success with local residents.

## When did Willenhall Tenants & Residents' Association form?

Well over 10 years ago, and was reconstituted three years ago with a completely new committee and with a new vision.

## What does the group hope to achieve?

The group hopes to achieve a strong, active and supportive community that is keen to make our area a better place, a place to be proud of.

## Why do you think you have been so successful?

Because we, as a committee, acknowledge that if we want to make a change we have to do something about it and not just make complaints. We are working together to make our area a better place so everyone can feel a sense of pride and belonging. We also have a strong focus on the diversity of our area and think this is something to celebrate. Our motto is 'Together we can make a difference; together we can make a change'.

## What are some of the things you have achieved?

Our membership has risen from 7 to 129, with a rise in numbers attending meetings regularly, and we have:

- Highlighted several local issues and have had them resolved
- Assisted local people in resolving housing issues
- Raised the profile of the Tenants' Association and the work that we do
- Played an active part in making positive changes in our area by working closely with Whitefriars and other agencies
- Had several successful community events
- Raised funds for several local events
- Achieved more of a community spirit
- Achieved more active community members

With the support of Area Co-ordination, we visited Broad Water Farm in north London, to see what that community was doing.

## What is coming up for the Willenhall Tenants & Residents' Association?

We hope to have another visit to Broad Water Farm. We also hope to have a Caribbean fund raising event, participate in the Willenhall festival and in the Local Village Green Project, at the heart of Willenhall.

## Tenant Board Member Elections

In the recent elections for tenants to sit on the Boards of Whitefriars Homes North and Services the following were elected:

- Colin Young - Foleshill
- Bill Newey - Bell Green
- Janice Ashley - Radford

# Residents' Letters

Answering more of your questions...

Dear Editors

Could you tell me why I have to pay extra to report an emergency repair at night time by having to telephone Leicester?

If I need to report a problem in the daytime it is a 0845 number which is local rate. I can't do it through the housing office anymore. It just seems silly having to have different numbers at different costs. I can't afford national rate calls.

Yours sincerely

Mr J, Wyken

We thought this wasn't the right way to continue, so from the 26th of February you can call the local rate number 0845 850 60 90 to report a repair during the day or emergency 'out of hours' repairs.

Dear Editors

We have a problem in our area with grass cutting and hedge trimming. Some say the land around our flats belongs to the council, others say it is owned by Whitefriars. I heard mentioned at a meeting recently about GIS mapping. What is this and how can we view who owns what?

Kind regards

Mrs T, Bell Green

In response to the enquiry regarding GIS (Geographical Information Systems).

The land and properties we own and areas such as shrub beds, trees and bin stores etc are being plotted into this system, which when complete, will give an overall picture of Whitefriars estates.

Other land ownerships such as that owned by the Council will be put onto the system during the year.

The information currently held is available at Whitefriars offices to help our staff identify what we are responsible for. Until other landowners appear on the system it will not give a complete picture. Maps are available to Residents' Groups on request.

If you have a question for us, write to:

Your Questions, HOME Magazine  
Editorial Panel, 1-5 Lapworth Road,  
Coventry, CV2 1EY  
or Email [info@whitefriarshousing.co.uk](mailto:info@whitefriarshousing.co.uk)

# Tackling, Not Tolerating, Anti-Social Behaviour

In HOME (issue 13) we invited readers' views as part of an overhaul of Whitefriars' policies and procedures that was then about to begin. Some very useful suggestions were put forward and are now built into our new policies and procedures. Summarised below are some of the main points from those documents.

- At Whitefriars we are committed to:
  - preventing anti-social behaviour where possible;
  - taking swift and effective action to stop it;
  - providing help and support to make positive changes in behaviour.
- All residents have the right to enjoy their homes and to go about their lawful business without interference. All residents have a responsibility also to respect all other people that live, work or visit the local area.
- If you are affected by anti-social behaviour, tell us by contacting any of our housing offices and giving us as much detail as possible. If the problem involves a risk of harm to yourself or to anyone else then contact the Police straight away.
- We treat all reports, including anonymous reports, very seriously and we will not divulge the identity of anyone reporting to us without their agreement.
- We will sit down with you, discuss the details of your report with you and take some initial decisions about how we can best deal with your problem together. This forms part of an action plan that also includes details of who is leading on your case and their contact details.
- If the situation you are reporting does not involve threats, violence or harassment, then we may suggest that you talk the problem through with the other person involved. We may also recommend that you use our specialist mediation service.
- We cannot take action against someone just on the basis that another person has complained about them - we need evidence. We may ask you to complete an incident diary to record the incidents that you see and hear. We may need to speak with other people who may have experienced the same problem and in some instances other agencies.
- After collecting evidence we will form an opinion as to whether the person causing the nuisance has a case to answer. We will discuss our view with you together with our reasons. In very serious cases we will take legal action straight away.
- Copies of our complete Policies and Procedures can be inspected by contacting any of our Housing Offices.

## NOTICES

### Out of Hours Emergency Repairs Line

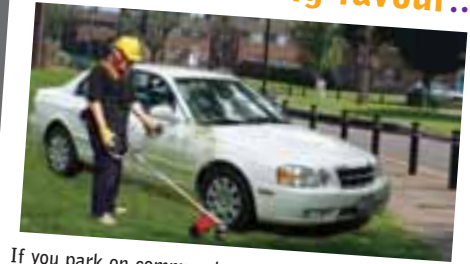


Please note that from  
26th February 2005 you can call  
**0845 8 50 60 90**  
to report a repair during the day or  
an emergency 'out of hours' repair.

## Stop Press...

Our Customer Involvement Statement is now available from any office or by request from the Involvement Team. This document tells you about our policy for involving customers, our standards and targets for the coming year. Copies are available at each of our offices, on request from the Customer Involvement Team on 024 7658 7081 and through all residents groups.

## Do your car a big favour...



If you park on communal grass areas you are breaking your tenancy conditions and risking damage to your car.

Although our contractors take all reasonable care, there is always a risk involved in grass cutting. If you park your vehicle on a grassed area you risk the vehicle being damaged, and Whitefriars will not accept liability for any subsequent repairs. Please do not park your vehicles on the grass. **Thank You.**

## Oh no, not another survey...

When a survey from Whitefriars drops on your doormat it seems much easier to bin it than complete it. But hold on a minute... Seven residents from across the city took the time to complete theirs, and for their trouble, were rewarded with prizes ranging from cash to a DVD player.

All of our surveys are simple and easy to complete and only take a few minutes of your time.

So if you get a survey from us, think twice. Simply complete and return to be entered into the prize draw.

The information we receive means all residents are winners because it means we can look at the services we provide and, where possible, rework them to suit residents' needs.

Mr Conway from Samuel Vale House,

Miss Tehake from William Malcolm House, Mr Mohibullah from Vincent Wyles House and Mrs Briers from William Batchelor House.

Also Miss Vicky Masterson from Bell Green was the winner of £50 in the Whitefriars Homes North 'Post Complaint Customer Satisfaction Survey' prize draw.

Next time it could be you...

