

Customer Information



Anti-social behaviour

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.

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

We will:

- Take quick and firm action against tenants, or those they are responsible for, whose behaviour affects the quality of your life or home
- Offer you a confidential interview so that we can record your report of anti-social behaviour
- Give you the name of the officer who will investigate your report
- Explain what will happen if you need to be a witness in court and we will be there to support you.

Our Customer Service Standards and Customer Information for each service area are on our website 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

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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A charitable industrial & provident society