

# Customer Information



## Code of Conduct

The aim of Customer Service Standards is to provide a guide for what you can expect when we work in your homes. We have worked with you to understand what is important and we hope we have covered the main areas.

The main message is that in carrying out work *we will respect you, your home, your belongings and your neighbourhood.*

### We will:

- Be polite
- Keep appointments
- Keep our uniforms as smart as possible
- Offer photo identity cards
- Explain things in a way that you will understand
- Use clean floor protection and dust sheets
- Respect your property and furniture
- Work safely
- Work as quietly as possible
- Be as clean and tidy as possible
- Explain what work we are going to be doing and how long we think it will take
- Explain any problems that occur
- Stop work if you are unhappy
- Tidy up our mess
- Let you know of any more work that is needed
- Complete the job to the highest possible standard

### We will not:

- Leave front or communal doors open unless we have to
- Smoke in your home or inside communal areas
- Park badly
- Use radios in your home without your agreement
- Use radios in communal areas
- Use your electricity without your agreement
- Use rude or offensive language
- Expect a cup of tea or coffee
- Use your phone without your agreement
- Use your toilet without your permission
- Work in your home without you being there
- Use your home as storage for materials without your agreement
- Criticise previous work
- Do private work for you

Please let us know if you feel that we have not met these standards when we carry out work to your home or in your area.

### We ask you to:

- Be polite and treat us with respect
- Be in when appointments are made
- Keep your home clean and tidy and well maintained
- Keep pets under control

# 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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