Customer Information

Whitefriars
HOUSING GROUP

whitefriarshousing.co.uk

Estate and landscape maintenance in your area

We aim to maintain estates in a good condition.

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 aim to provide these services in your neighbourhood, in the areas we own or manage. These may include:

- Cleaning communal areas (such as high rise blocks)
- Caretaking (at specific sites)
- Grounds maintenance
- Tree maintenance
- Maintaining garages sites
- Removal of illegally disposed bulk refuse and litter
- Removal of abandoned vehicles
- Estate inspections and associated repairs.

Your Estate

We aim to:

- Offer home visits when requested
- Regularly inspect estates and blocks of flats and give you the chance to join us
- Alter time clocks in blocks of flats for lights to come on in hours of darkness
- Take quick and firm action against tenants, (or those they are responsible for) whose behaviour affects the quality of your life or your home
- Take reasonable action to deal with other breaches of tenancy conditions

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- Remove offensive/racist graffiti within 1 working day and general graffiti within 10 working days
- Recharge any person who is responsible for causing damage to our property or dumping rubbish
- Investigate homes reported to be abandoned within 5 working days
- Grit/salt the footpaths to our sheltered blocks during periods of very cold weather
- Make enquiries and arrange for suspected abandoned vehicles to be removed within 10 working days
- Remove illegally dumped refuse, fly tipping and litter from our land within 5 working days (1 working day if hazardous)
- Make sure that you have information about your rights as a tenant and how to use those rights.

Cleaning of high rise blocks

We aim to:

- Visit your block daily Monday to Friday, excluding bank holidays
- Undertake cleaning maintenance to the entrance, lifts and landings and remove all spillages from bin rooms every working day
- Sweep, mop and wash all floors, landings, stairs, walls, lift doors and paintwork once per week
- Wash and clean interior glass, chutes on all landings and sweep and disinfect bin rooms at least every week
- Litter pick car park and landscape areas at least once per week
- Undertake weekend visits and ensure blocks are safe, secure and in a reasonable condition of cleanliness and clear from obstruction.

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Estate and landscape maintenance in your area

Your landscaped areas

We aim to:

- Keep grassed areas to a reasonable height
- Remove litter from grassed areas before cutting
- Sweep or blow grass from footpaths immediately after cutting
- Leave trimmed hedges and shrubs neat and tidy
- Keep edges of footpaths and hard surfaces neat and tidy and weed spray at least once a year
- Maintain beds and borders and apply bark mulch at least once a year to prevent weed growth
- Check trees within the area and will carry out minor maintenance work. Where major tree work is identified these will be included within our tree maintenance programme
- Remove litter and rubbish illegally dumped within 5 working days
- Keep garage areas neat and tidy and free from debris, moss and weeds
- Clean and disinfect bulk bins and bin houses at least once per year.

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.

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Customer Information

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

Farsi
برای کمک به زبانتان

Portuguese
Assistencia na sura propria lingua

Arabic
لمساعدتكم في لغتكم

Somali
Luqadaadoo lugugu caawinaayo

Kurdish
یۆیارمه 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

Whitefriars HOUSING GROUP

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Information correct at time of production.