

Customer Information



Lettings and Empty Properties

Whitefriars vision is about creating places where people are proud to live and work.

We aim to provide applicants for our homes with the choice of deciding where they live through the Coventry Homefinder Scheme. Our homes will be clean, safe and in 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.

Accepting a property

We aim to provide you with:

- A member of staff who will show you around the property you have been offered
- An information pack which contains useful information for settling into your new home

We will:

- Once you have moved in, make an appointment to visit you within 4 weeks
- Offer you a decoration voucher if the decoration is in poor condition and will explain how you can buy decorating materials with them
- Provide you with a tenancy agreement and tenants handbook and explain them to you
- Test any gas heating system to make sure it is working properly
- Provide you with advice about how to pay your rent and apply for housing benefit

Leaving your home

We aim to minimise the length of time a property is empty and relet our homes within 6 weeks

We will:

- Tell you how much notice you have to give
- Tell you when, where and what keys you need to return
- Charge you for the cost of any repairs or reinstatement if you have damaged your property or carried out any alterations
- Charge you for any clearance if you leave any rubbish in the property, loft, garden, garage or shed

We aim to:

- Inspect the condition of your home before you leave

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 lettings statement, policies, procedures and good practice. 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 - 4.30pm

Thurs: 11am - 4.30pm

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 خوٓت

☎ 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