

Customer Information



Repair and Maintenance

Our aim is to make sure your home is well maintained by offering the following service standards. You are responsible for some repairs and to make sure your home is not damaged, by misuse.

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.

Reporting a Repair ☎ 0845 850 6090

We aim to:

- Answer calls to our repair centre politely and promptly within 10 rings
- Carry out repairs as quickly as possible depending on their urgency and complete repairs that are our responsibility within set timescales. We will give you a maximum time you should have to wait for a repair
- Give appointments for many repairs
- Make sure that it is easy to report repairs (including a 24 hour service for emergencies)
- Service our gas appliances every year
- Make sure people who carry out your repairs follow our Code of Conduct

Timescales for completion of repairs

Priority 1 - Two hours

These repairs need to be done immediately to avoid serious danger. The sort of repairs that you should report include:

- Major disaster or fire
- Uncontrollable water leak in dwelling
- Gas leak (1 hour response)

Priority 2 - Within Twenty-Four hours

These repairs present a potential, but not immediate risk to Health and Safety. The sort of repairs that you should report include:

- Clearing sewerage drains and manholes
- Clearing blocked rubbish chutes
- WC not working (only one in property)

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Priority 3 - Seven Calendar Days

These repairs may affect you or cause damage if left for too long. Although they may not be emergencies, they need to be done quickly. Examples include:

- Loose or detached banister or handrail
- Clearance of blocked waste pipes to wash basins and sinks
- Leaking Roof

Priority 4 - 28 Calendar Days

These are repairs which are not urgent. Please report repairs like:

- Brickwork
- Plasterwork
- Overflows / Dripping taps

Planned Repairs

Some repairs are planned as part of a programme to maintain or improve your property. Examples include painting to communal areas and roof replacements. When you call the Repair Centre we will tell you if the work may be planned maintenance and if an inspection is needed. We will then tell you when the repair will be carried out. If we are unable to do the work, we will tell you the reason why.

Working in Your Home

We have a separate Code of Conduct leaflet that tells you the customer care standards which you can expect when we work in your home.

Making a complaint

We will provide a formal complaints service and will give you information that tells you how to complain and how we will deal with your complaint

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

29-31 Riley Square,
Bell Green, Coventry

 **024 7670 8400**

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

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