

Customer Information



Independent Living Team - Floating Support Services

You can expect to be treated fairly, with respect and according to your needs when using our services. We expect our staff to be treated fairly and with respect.

Our Independent Living Team works to support tenants and enable them to live as independently as possible within their own home.

We aim to:

- Complete a full and confidential assessment of your support needs within 5 working days of receipt of your request
- Agree a personal plan that sets out who will be supporting you and tells you what they will do
- Answer the office telephone between the hours of 8.30am and 4.30pm Monday to Friday, excluding public holidays

Making a complaint

- We will provide a formal complaints service and will give you information which 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.

Whitefriars Housing Group Limited
Independent Living Team, Chace Centre,
Chace Avenue, Coventry CV3 3AB

☎ 024 76 214355

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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Email info@whitefriarshousing.co.uk

A charitable industrial & provident society