

Customer Information



Tenants' Rights

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.

You have the right to:

- Be kept informed of any significant changes to our services or those that affect your home
- Be asked about new programmes of maintenance, improvement or demolition or a change in our practice or policy
- See any information on file about you. If you wish to do this, you need to ask us in writing
 - We reserve the right to charge you £10 for this
 - We reserve the right to withhold information from a third party
 - We have to reply to your request within 40 days
- Make improvements to your home (you must get permission first). We will not refuse any reasonable request.
 - We will let you know if you can make improvements to your home within 28 days
- Pass on your home by Succession or Assignment
 - If you ask to take over a tenancy or pass a tenancy to someone else we will tell you our decision within 28 days
- Move home through a Mutual Exchange
 - If you wish to move home through a mutual exchange we will tell you our decision within 42 days
- Receive a repairs service to make sure that your home is safe and fit to live in. We will provide a freephone number for you to contact our call centre
- Run a business from your home, providing you have our written permission and it does not cause a nuisance to your neighbours. We will tell you our decision within 28 days

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- Take in lodgers or let out part of your home. We will tell you our decision within 28 days. You cannot sublet all of your property
- To receive homeless payment if we have asked you to move home
- Keep a maximum of one dog, providing it does not cause a nuisance to your neighbours.

You also:

- Have the Right to Buy or Right to Acquire your home. For more information call our Leaseholder Team on 76 767216.
- Have the right to complain, please see our leaflet for details.

We aim to:

Make sure that you have information on your rights as a tenant and about how to use those rights.

We will send HOME magazine to you 4 times a year and make available our Annual Reports.

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

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

پۆیارمه تێدان 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