

## Our Housing Offices

9 Little Park Street,  
City Centre, Coventry  
☎ 024 7676 7111

29-31 Riley Square,  
Bell Green, Coventry  
☎ 024 7670 8400

192 Torrington Avenue,  
Coventry  
☎ 024 7649 6700

St James Lane,  
Willenhall, Coventry  
☎ 024 7651 6700

## Need help in your own language?

French  
Pour vous assister en votre  
propre langue

Portuguese  
Assistencia na sura  
propria lingua

Somali  
Luqadaado  
lugugu caawinaayo

Farsi  
برای کمک به زبانتان

Arabic  
لمساعدتكم في لغتكم

☎ 024 7676 7000

Punjabi  
ਪੰਜਾਬੀ - ਰਹਾੜੀ ਆਪਣੀ ਕਾਸਾ ਟਿਜ

Urdu  
اردو - آپ کی اپنی زبان میں مدد

Gujarati  
ગુજરાતી - તમારી પોતાની ભાષામાં મદદ કરો.

Bengali  
বাংলা -- আপনার নিজের ভাষায় সাহায্য পাবেন

Hindi  
हिंदी - आपकी अपनी भाषा में सहायता

Kurdish  
بۆیارمه تیدان به زمانی خؤ

Whitefriars Housing Group Limited  
9 Little Park Street, Coventry, CV1 2UR  
Web [www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk) Email [info@whitefriarshousing.co.uk](mailto:info@whitefriarshousing.co.uk)  
*a charitable, industrial and provident society*



# Whitefriars Housing Group



 business for neighbourhoods

 INVESTOR IN PEOPLE

## Who are Whitefriars?



Whitefriars Housing Group Ltd is one of the country's most successful post transfer social housing organisations that owns and manages approximately 18,000 homes across Coventry. We are a not-for-profit organisation dedicated to improving people's lives and neighbourhoods as well as their homes.

Our main purpose is to provide social rented housing in the Coventry area but we also provide many other services and are involved in lots of projects across the city and beyond. This leaflet gives you a flavour of some of the many of the services that we can provide to our customers.

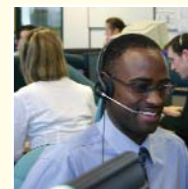


Since the transfer of Coventry City Council's housing stock in September 2000, Whitefriars has consistently exceeded its business targets. We have invested £240 million in the repair and improvement of its housing stock, ensuring that the Government's Decent Homes Standard was met ahead of schedule.

Working in neighbourhoods, Whitefriars is committed to the national 'iN business for neighbourhoods' agenda and is a major player in the regeneration of Coventry and the provision of affordable housing.

In addition to providing homes, we work in partnership with communities and other agencies to provide training and employment opportunities and support services for local residents, with the aim of building sustainable communities.

Whitefriars Housing Group Limited is a charitable industrial and provident society.



## Living with Us

Whitefriars homes are allocated through the Coventry Homefinder Scheme. For more information on renting with Whitefriars go to [www.coventryhomefinder.com](http://www.coventryhomefinder.com) , call Coventry Homefinder on ☎ 024 7683 4024 or call into one of the Whitefriars Housing Offices, for details.



## Making Improvements

In the first 5 years, we delivered a £240 million programme of improvements to our homes in Coventry including kitchens and bathrooms, UPVC windows, central heating systems, improved security and much more. Our investment programme continues with major works ongoing to multi storey blocks in Hillfields and Stoke Heath and lots of planned maintenance like external painting and roof replacements.



## Managing Homes and Estates

We aim to provide homes and estates of a decent quality and standard and to manage them well. We want to create a peaceful, safe and quality living environment, and this includes managing empty properties, dealing with abandoned vehicles, cleaning standards, communal areas, landscape and tree maintenance, tackling vandalism and graffiti, making environmental improvements, improving security and more.

We are always exploring innovative ways of making our services better and using new technology to support our work.



## More than Housing...

We are proud of the fact that we have done much more than just invest in homes and invest in Coventry. We have aimed to develop Whitefriars as a forward thinking business. Our aim is to provide good quality services at reasonable rents that give added value to our customers and the city in all sorts of ways.

Here are just a few examples of the projects and initiatives that we have been involved in the last few years.

### Whitefriars Training & Development Agency

Since 2002, the Agency has generated over £4 million worth of UK and European funding that has provided free training to over 150 construction businesses and has trained over 700 unemployed and employed people, delivering over 350 vocational qualifications.



### The Independent Living Team

The Whitefriars Independent Living Team has expanded its services and since 2006 it now provides support to young families, older people (including sheltered housing), ex-offenders as well as homeless people.

It constantly continues to shape its services in supporting vulnerable people.

You can contact the Independent Living Team on ☎ 024 7621 4355.



## Asb4 - the Anti-Social Behaviour Team

Anti-social behaviour ranges from serious acts of violence and harassment

to issues such as barking dogs or overgrown gardens. At Whitefriars, we are committed to tackling these problems and our dedicated team, working in partnership with other local agencies, aims to achieve this through a variety of services.

If you have asb issues, you can contact the team on ☎ 024 7649 6749.



## HomeWorks - The Whitefriars Repairs Team

We brought the repairs service into Whitefriars from the City Council and began modernising the way it provides the repairs service. We set about making it more efficient and customer focused and now we deliver around 50,000 repairs a year with an additional 30,000 gas repairs and annual services.



## Regeneration

We have launched a major regeneration of the north east of the city, which will see the demolition of many unpopular houses and the building of 1000 new ones.

Along with our partners in the city, we have started a new house-building programme that will also deliver many new homes in the coming years.



## Working with Partners

We work with a wide variety of partners with the aim of improving our services to our customers. We work with a diverse range of organisations including local government, the police and fire services, the primary care trust training agencies and many local and national businesses.

## Getting Involved

More and more customers are getting involved in telling us what you like, what you don't like and what you think we can improve. In 2007 over 4,000 customers did this through one method of involvement or another.

However much or little time you have and whatever your circumstances, we are confident we have a way that you could get involved in shaping our future services.

For more information, contact the Whitefriars Customer Involvement Team on ☎ 024 7666 4430.

