



Welcome to Whitefriars

A guide to looking after your home



Paying Your Rent

There are lots of quick and easy ways for you to pay.



With your Rent Card you can pay at any of the places above using cash or your Debit Card.



You can also use your debit card to pay:

By calling your housing office or

Via the web on www.whitefriarshousing.co.uk or

By calling our 24 Hour Payline on ☎ 0870 770 0472

The best and easiest way to pay is to set up a Direct Debit or Standing Order.

Please ring your Housing Office and we can arrange this for you.



In the Kitchen



When you are cooking open the windows.



Do not pour cooking oil down the sink. Put it in the bin.



Take care when closing doors, treat them with respect.

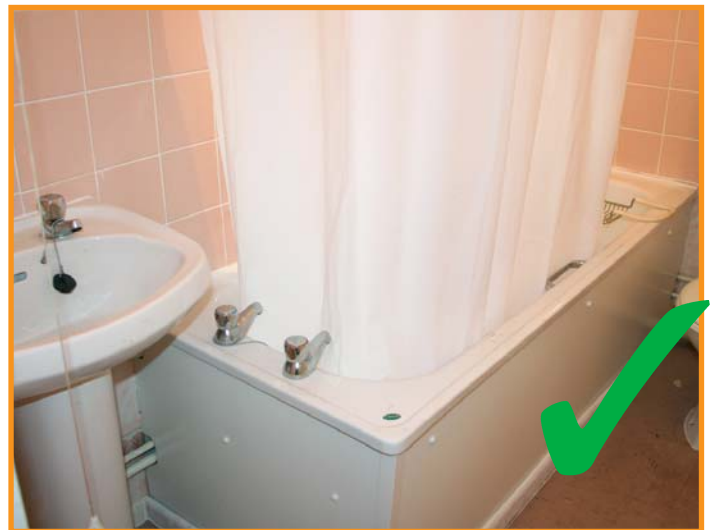
In the Bathroom



Do not put nappies down the toilet. Put them in a nappy sack and put them in the bin.



Make sure the shower curtain is inside the bathtub before you use the shower. Too much water can damage the floor.



Do not stand on the bathroom furniture to reach the windows.



Around your Home and Area



Do not put candles on top of electrical equipment.



Do not cover up smoke alarms.



Do not have your TV or music too loud. It can disturb your neighbours.

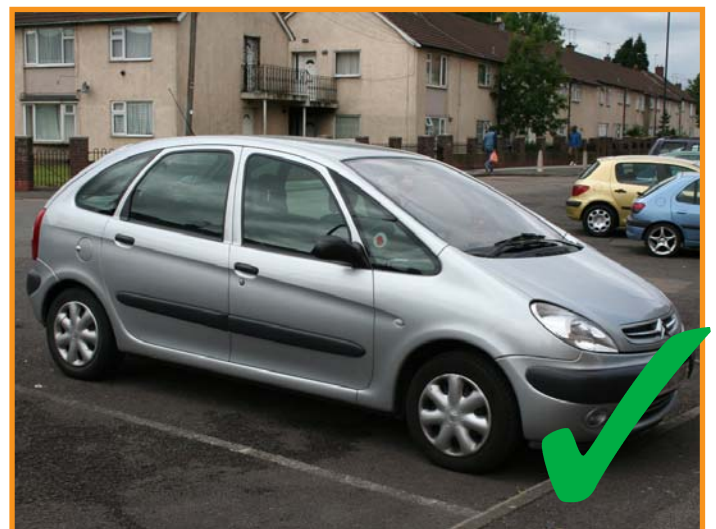
Around your Home and Area



Do not walk on wooden or laminate flooring in high heeled shoes.



Keep your garden tidy and free of litter.



Park properly in the marked parking areas.

Around your Home and Area



Do not leave rubbish outside the front door.
Put it down the rubbish chute.



Dispose of bulk rubbish properly. Do not dump it.
Contact Coventry Council on 0500 834333 to arrange collection.



Dispose of your rubbish correctly. Use the wheelie bin provided.



Our Housing Offices

(For tenancy and estate management)

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

Repairs Centre (24 Hours)

(For reporting repairs) ☎ 0845 850 6090

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 خوۆت

Punjabi

ਪੰਜਾਬੀ - ਜ਼ਰੂਰੀ ਆਪਣੀ ਕਾਮਾ ਵਿਜ਼

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

☎ 024 7676 7000

If you would like a copy of this booklet on audio tape or
in a large print format, call ☎ 024 7676 7029.

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a charitable industrial and provident society