

We offer a wide range of leaflets which set out our policies, procedures and good practice. These are available on request.

Whitefriars is proud to be part of



### Whitefriars Housing Offices

9 Little Park St  
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?

#### Arabic

آيا به زبان خودتان به كمك نياز داريد؟ "هل تحتاج إلى مساعدة بلغتك".

#### French

« Vous avez besoin d'aide dans votre propre langue ».

#### Kurdish

ئايا پڼوڻستت به يارمه تى به زمانى خۆت هه به. اپنى زبان ميں مدد كى ضرورت هے۔

☎ 024 7676 7000

#### Farsi

#### Polish

Wymagają Państwo pomocy w swoim języku?

#### Urdu

### Do you want this leaflet in a different format?

If you need this leaflet in audio, braille or large print format contact

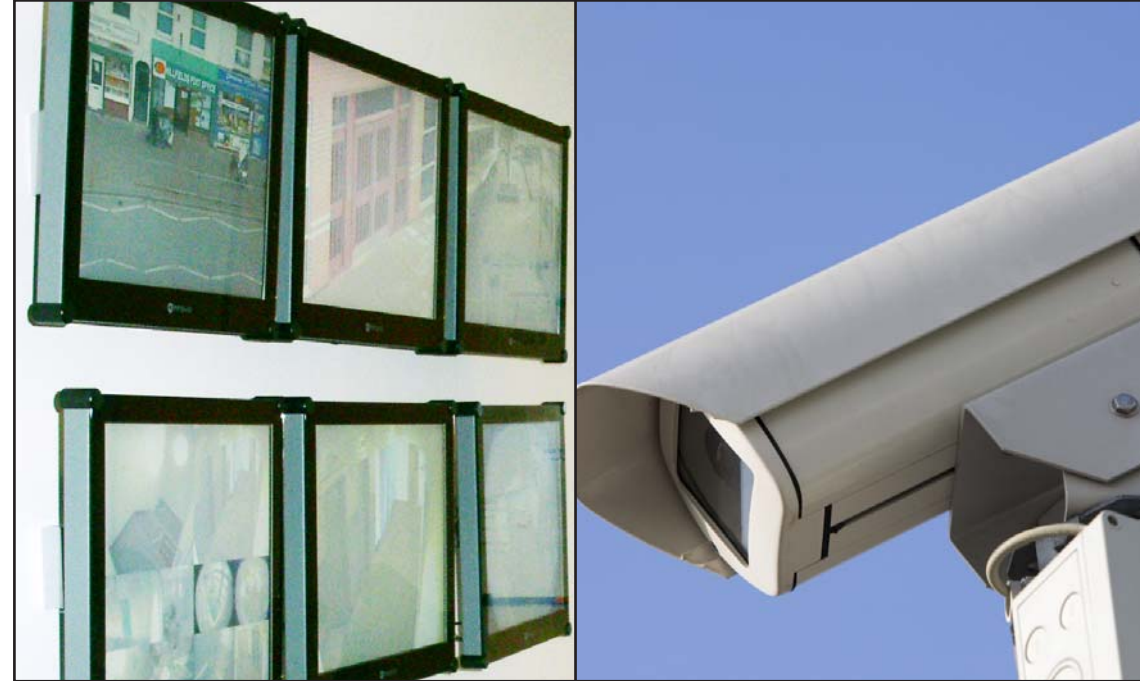
☎ 024 7676 7000

**Repairs Line (24hrs) 0300 7906 555**



[www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk)  
email [info@whitefriarshousing.co.uk](mailto:info@whitefriarshousing.co.uk)

## Extra Security



**whitefriars**  
HOUSING

"Creating places where people are proud to live and work"

## Extra security services to our high rise homes

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.

Whitefriars are able to offer an extra security service for residents in some of our High Rise blocks. These services are funded through an agreed service cost and more information is available by telephoning **024 7625 7463**.

### The blocks covered with extra security services are:

Pioneer House  
Paul Stacey House  
Douglas House  
Hillfields House  
Faulkner House  
Paradise House  
Longfield House  
Dewis House  
Alpha House  
Thomas King House

### We aim to:

- Provide an 'Out of Hours' service, Monday to Thursday 5pm until 8am; Friday 4.30pm until 8am Monday and Public Holidays
- Provide you with an appropriate response, such as:
  - Give advice over the telephone
  - Attend the site, usually within 30 minutes
  - Refer your call to the police, other agency
- Provide site attendance for the following:
  - All security matters
  - To remove persons who have no right to be in the block
  - Noise nuisance, other nuisance and anti-social behaviour
  - Cleaning of unhygienic substances from within the block
  - To remove bulk rubbish if blocking emergency access
- Make at least two block patrols per night, more where appropriate
- Attend Tenant and Leaseholder meetings (7 days notice must be given)

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