

St James talk



Students at Willenhall primary school assembly about road safety and dog awareness.

How are WE Doing?

Here's an idea of what's been happening at your housing office for the period January to March 2011:

- Callers to reception 2427
- Telephone calls dealt with 6924
- Home visits by Estate Officers and Rents Services Officer 2310
- Bulk rubbish removal 679
- Graffiti removed 68

Going Back to School

Following on from the success of a similar event at Willenhall primary school, Paula Cunningham, the Estate Officer for Stoke Aldermoor and Terry Rollings from the Customer Involvement team worked with the road safety officer and the dog wardens from Coventry City Council to deliver two school assemblies to the children of Aldermoor Farm primary school.

The road safety officer talked about being safe on the roads and also in cars and the dog wardens treated the children to the "Poop the Scoop" roadshow, this involved discussions about responsible

dog ownership and there was also an appearance by a live dog and "Scoop" also did a dancing display much to the delight of the children.

We want to develop the relationship with the school and

will be issuing disposable cameras to some of the children so that they can identify environmental issues where they live and we will then present the findings to the ward forum for actions and remedies.

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Pick up or Pay Up



Dog owners were being encouraged to avoid £75 on-the-spot fines by cleaning up after their dogs as part of Dog Awareness Day (March 17).

Staff from Whitefriars Housing's St James' Lane office joined by Coventry City Council dog wardens and neighbourhood wardens targeted parents taking their children to school in Willenhall to talk to them about being responsible dog owners.

The aim of the day was to raise awareness of the health dangers of not cleaning up dog mess and that dog owners can be fined £75 on the spot if they don't.

In Coventry there have been 49 fines since April 2010 and four prosecutions for non-payment of fines.

Pride in our street

St James Lane have had another very successful year. These are just some of the projects Pride in our Street funded for 2010/11.



14-19 Laneside
Removal of 16 meters of tarmac from the drying area and replaced it with grass and supplied one row of slabs to the front of the sheds.

Willenhall Market
Funding for the market stalls at the popular local market for local residents who are trying to set up their own businesses.

Eric Inott House, Cheylesmore
External tap for the communal area so that residents can water their pots and borders.

The Monday Club
Room hire and day trips for the over 55's club in Willenhall

"lets get crafty"
Funding for craft sessions at the Haggard community centre.

Agincourt Rd
Reduced height of the wall surrounding a garage site to improve security and to open up the area, some local residents in John of Gaunt house recycled some of the bricks to build a Barbeque.



Willenhall transforms communal area!

Thanks to a Pride in your Street grant a group of residents in Willenhall are transforming the communal area to their block into an allotment and grassed area to enjoy.

The residents want to plant their own vegetable seeds and start eating healthily and cheaper as well.

Residents have been busy planting and watering the allotment and have been able to sit out and enjoy the recent lovely weather in the transformed communal area.

Residents can apply for funding through "pride in your street" if they are interested in doing similar projects in their own areas, all details are available on the website or contact the area office at St James Lane .

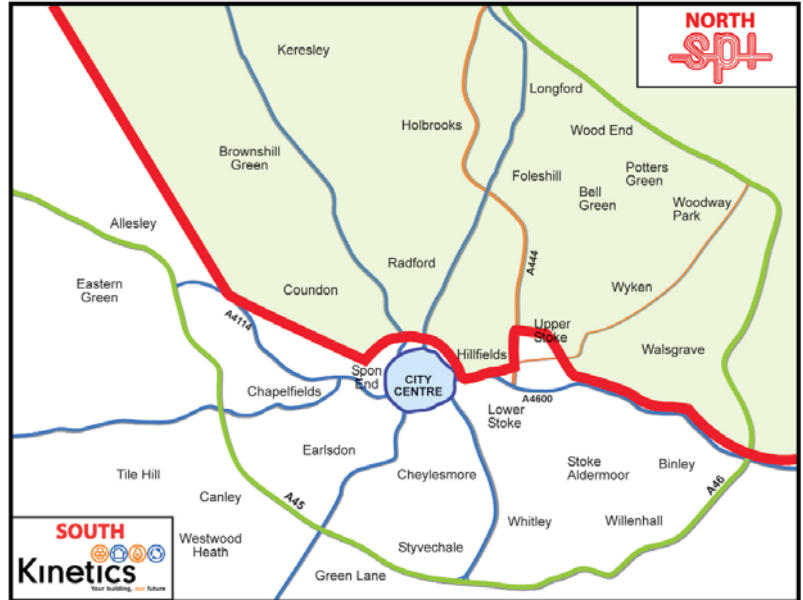
Gas services change

It's important your gas supply and appliances are checked every year!

For your safety we are required by law to inspect your gas appliances and supply every year. Even if you do not use your boiler or fire we still need to gain access to your home to make sure the gas supply is safe.

In the North of the city there has been a change of gas contractor and for the next twelve months it will be SPI who will be calling to your home to carry out any gas repairs and do your yearly gas check. SPI are a well established Coventry based company who's local based knowledge is an asset.

There is no change in the South of the city and Kinetics will still be your gas contractor.



Fair Loans Fair Prices

A new affordable money lending scheme, My Home Finance, has been launched to help Coventry residents on low incomes avoid turning to loan sharks and doorstep cash lenders.

What is My Home Finance?

They are a not-for-profit-social enterprise offering loans for any purpose and ways to help you save.

Is it right for you?

If you have been refused a loan from a bank or building society, this could be for you. They specialise in helping people who struggle to get loans.

How does it work?

If you are offered a loan, repayments will be collected directly from your bank account. No one will visit your home. If you don't have an account, we can help you with one.

How can you apply?

Just give them a call or visit the website to make an appointment.



The Hertford Street-based My Home Finance branch

It will offer people in need of a loan access to affordable credit rather than them turning to illegal money lenders.

It will lend eligible borrowers, who have had a face-to-face interview, loans of around £500, to help them buy everyday items such as school uniforms, a washing machine or furniture.

Already, the shop has made 193 loans to people in Coventry with an average value of £393.

For more information and to make an appointment call 024 7623 1203.

High rises and gardens

The Better Estates Group & High Rise Customer Improvement groups have joined forces.

In order to provide a wider service for residents they have joined together and will now be known as the Estate Improvement Group.

How does this affect you?

The new group will be carrying out joint estate and high rise block inspections with Whitefriars staff and contractors. We will continue to provide essential feedback to

Whitefriars and the contractors to make sure you are receiving the best quality services and value for money.

During the summer the majority of residents will receive a customer survey from our group. This is your opportunity to give us your views on the service you receive. All returned surveys will be entered into a prize draw and we look forward to you taking the time to help us.



If you would like to be part of this new venture why not join our team of volunteers and help make a difference. You can contact us on 024 7655 5229 if you are interested.



Whitefriars is providing a rear gardening service for Whitefriars bungalows in the Radford and Holbrooks areas. Please contact us on 024 7655 5229 for more details.

If you live in a Whitefriars bungalow in any other area and are interested in this service, give us a call for more information.

Benefit change?

Housing Benefit and changes to Child Tax Credits - over 50% of working people could claim Housing Benefit but don't so they miss out.

Did you know that from April 2011 there has been a change to the way that the Tax Credits are worked out? This means that you may see only a small increase in your award or it may even drop to a lower amount.

If you are receiving Housing Benefit then you must let the Benefit Office know straight away so that they can check to see if you will be entitled to more benefit.

If you are not already getting Housing Benefit then you can contact us on 024 7651 6700 or the Benefits Advice Line on 024 7683 2000 to see if you could be entitled to claim, if you are then, you should make a claim straight away.

Remember, that if you get Child Maintenance and/or Child Benefit it does not count when your Housing Benefit it worked out.





Kits for Kids

Kits for Kids Prize Draw for customers of Whitefriars with children aged 4 to 15 years old, to help towards the cost of kitting out kids for school.

Prizes

- 4 prizes of £50 vouchers
- 10 prizes of £20 vouchers
- 5 prizes of £10 vouchers
- Plus other prizes

To take part you just need to answer a few questions. There are three ways to enter:

1. Request a Kits for Kids prize draw form from your local housing office.
2. Enter online at : www.whitefriarshousing.co.uk/kitsforkids
3. Text your answers to : 07535631631

To text you need to include your house number, the first line of your address, followed by each question number, then the response Y for yes, N for no, A, B,C,D for question 2, then your email address. (See the questions to the right)

Example: 192 Torrington Ave 1Y 2A 3N 4Y 5N 6Y 7N 8Y email@address

We must receive your entry before 4.00pm on 29 July 2011. One entry per household.

For texting please answer the following questions:

1. Are you or your partner working? Yes No
2. What is your yearly household income? (pick one)
 - a. 0 to £12,000
 - b. £12,000 to £16,000
 - c. £16,000 to £25,000
 - d. £25,000 +
3. Do you get Working Tax Credits? Yes No
4. Do you get help from Housing Benefit to pay your rent? Yes No
5. Do you have a Housing Benefit Overpayment? Yes No
6. Do you need help to sort out debts? Yes No
7. We offer low cost contents insurance which can be less than the price of a change of lock if you lost your keys. Do you want to know more? Yes No
8. Would you like to be involved in helping us develop the service we offer? Yes No

Need a Garage?



Garages are available to rent for parking or storage of small domestic goods

Rent from
£7.25
per week

4 rent free
weeks per year

Interested?

Telephone Sarah
024 7676 7182
for more details

Can you afford to lose it?

During the severe cold weather last winter, some of our tenants lost all of their possessions because of frozen and burst pipes at their own home or neighbouring properties. Unfortunately, because they did not have any contents insurance, they are now out of pocket by hundreds of pounds, even though it may not have been their fault.

Some residents believe that because the leak came from another Whitefriars property then we are responsible for re-imbursing any losses. This is not true. Each tenant is responsible for insuring their own belongings. Whitefriars / WM do not insure your furniture, belongings or

decorations against theft, fire, vandalism and burst pipes.

We acknowledge that some residents are on a low income. Insurance can often be very expensive which deters residents to take it out. To help with this, we offer a low cost insurance scheme that residents can pay weekly.

The cover starts from as little as £0.92 per week. You can choose the level of cover that suits you and the value of your contents. It even covers stolen keys and freezer contents, which alone can also run into hundreds of pounds.



For information on how to take advantage of this low cost scheme, please contact the St James Lane Housing Office on 024 7651 6700. Our staff are happy to answer any questions you have.

What's new online!

Kits for kids application at www.whitefriarshousing.co.uk/kitsforkids

Get More Out of Life Online
www.whitefriarshousing.co.uk/getmore

Need help in your own language?

If you would like this leaflet in large print or audio format, please contact the Communications Team on **024 7676 7029**.

French

Vous avez besoin d'aide dans votre propre langue

Arabic

هل تحتاج إلى مساعدة بلغتك

Farsi

آیا به زبان خودتان به کمک نیاز دارید؟

Polish

Wymagają Państwo pomocy w swoim języku?

Kurdish

ئایا پێویستت به یارمهتی به زمانی خۆت ههیه.

Urdu

اپنی زبان میں مدد کی ضرورت ہے۔

t: 024 7676 7000

Contact corner

Our office is based at St James Lane, Willenhall.
We are open from 9am - 4:30pm every day except Thursday, when we open later, at 11am.

Call: 024 7651 6700 Email: info@whitefriarshousing.co.uk www.whitefriarshousing.co.uk

