

# Torringtontalk



Warwick Volunteers and Friends of Canley Green Spaces at site clearance of Henry Parkes Woodland.

## How are WE Doing?

Here's an idea of what's been happening at your housing office for the period November 2010 to April 2011:

- Callers to reception 3,841
- Telephone calls dealt with 16,828
- Home visits by Estate Officers and Rents Services Officer 2,249
- Let 241 properties
- Graffiti removed 35 lots

## Canley goes green

Do you have an interest in your local environment? Want to keep fit, enjoy the great outdoors and take part in fun activities that enhance green space in Canley? Then please come along to the Friends of Canley Green Spaces.

The group worked really hard last year and were successful in applying for Whitefriars "Pride In Our Street" funding which was used to purchase start up equipment and plant the disused planters at Prior Deram Bridge.

They also managed to plant bulbs in Wolfe Road and Mitchell Avenue, clear Himalayan Balsam at Canley Brook and pick litter in Ten Shilling Woods.

The group have also worked with Warwick University students who have helped to develop

projects and ideas for green spaces in Canley.

A site clearance of Henry Parkes Woodland behind Queen Margaret's Road has taken place, with Warwick MBA students, Warwick Volunteers and Friends of Canley Green Spaces, all working collectively to produce fantastic results with land clearance.

Local resident Anne Skene, a member of the group said, "Canley is fortunate to have lots of green space to be enjoyed. I am involved in the group as I

want to see the green areas flourish and improved for the benefits of all residents".

For more information about Friends of Canley Green Spaces and to get involved, please contact Richard Dale:

Tel: 024 7683 2090

e-mail:

[richard.dale@coventry.gov.uk](mailto:richard.dale@coventry.gov.uk)

Next meeting:

Saturday 23rd July 2011  
10:30am @ Xcel Leisure Centre

### Inside this issue...

<b>Young people making a difference</b>	<b>2</b>
<b>Employment support</b>	<b>2</b>
<b>City wide news</b>	<b>3-5</b>
<b>Sun Sea and Rent</b>	<b>6</b>

# Young people making a difference

Whitefriars have recently met with local organisations working with youths in Tile Hill and Canley.

The project known as “Our Choice” is being run by Groundwork West Midlands and will support groups of young people aged 11 – 19 to influence youth service provision in their area.

Dale Brockbank (Senior Youth Engagement and Participation Co-ordinator) said ‘I am pleased to say that I am very proud of all the hard work put into the project by the young people involved. They have made a difference already and they have only just started!’ –

The project has already had a number of successes including:

- Two young people have been selected to act



as Coventry representatives at the Young People Crime conference in London.

- One young person was asked to participate further with User Voice, who focus on Criminal Justice and associated services, including Children's, Social, Mental Health and Drugs & Alcohol Services.



If you would like to find out more about this project and the youth activities being run then please go to their facebook site : [www.facebook.com/our.choice1](http://www.facebook.com/our.choice1)

# Employment support goes on

Whitefriars Employment Support Programme has got off to a flying start in 2011. Twenty Whitefriars customers have been supported into employment already this year and an additional five customers starting on training programmes to improve their skills.

Our Employment Advice Worker, Emma Jones, has enjoyed being kept so busy and has said “The results have been fantastic for this year already and I remain optimistic about being able to support many more Whitefriars customers throughout the rest of 2011. Customers have been going into a variety of industries including administration, warehouse, reception, electrical and industrial cleaning. There is work out there but it is tough competition for every job advertised. *“The customers I have been working with who have succeeded in finding employment have been those prepared to really make an effort finding a job.”*

Feedback received from the Employment Support Programme customers has included;

“Thanks for emailing those job details, I hadn’t seen the job advertised on line so wouldn’t have applied. I start work on Monday!”



“Thanks for all your help on my mission to find work, you really boosted my confidence, looking for work can be really disheartening especially when you’ve been looking for a while.”

“Hi Emma, just a note of thanks for your help with the c.v..I’m pleased with the results and feel

confident sending or posting for applications. Fingers crossed they’ll roll in! Thanks again.”

To register on the Employment Support Programme or find out more information phone Emma on 07957 729989 or email [emma.jones@whitefriarshousing.co.uk](mailto:emma.jones@whitefriarshousing.co.uk)

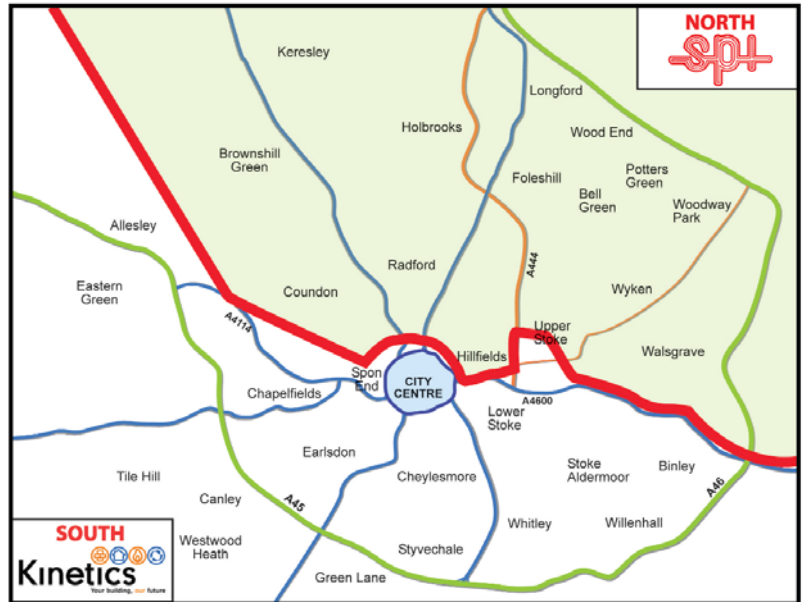
# Gas services change

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 7649 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](http://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

# Holidays - sun, sea & RENT

Have you sorted out your rent before you go away? It is important you pay your rent on time. Here are a few options on how to pay to keep you up to date.

## Rent is due weekly

If you do pay fortnightly or monthly then you must pay in advance to make sure that your account does not go into debt.

## Direct Debt

This is the easiest way to pay, even if you get housing benefit. All you need is your bank account number and sort code and a few minutes of your time, to call us on 024 7649 6700. If you would prefer us to call you back then let us know.

## Debit Card Payments

Contact us on 024 7649 6700, have your card details ready and we will process the payment for you. Alternatively, you can call the 24 Hour Payment line on 08445578321 You will need your Whitefriars rent card number.

## Standing Order

Contact us for a form. We will send this to you for you to fill in and take to your bank.

## Online Banking

If you would like to pay your rent online then log on to the Allpay site: [www.allpayments.net](http://www.allpayments.net) you will need your rent card number to be able to make a payment.

## Swipe Card at any Post Office or Pay Point Outlet

You can even pay on holiday. Look for the sign. If you lose your card contact us on 024 7649 6714 or call into the office at 192 Torrington Avenue to order a replacement.

If you do have a problem paying your rent please speak to us immediately to prevent putting your home at risk.

## What's new online!

**Kits for kids** application at [www.whitefriarshousing.co.uk/kitsforkids](http://www.whitefriarshousing.co.uk/kitsforkids)

**Get More Out of Life Online** [www.whitefriarshousing.co.uk/getmore](http://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

تایا پنیوستت 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 192 Torrington Avenue, Tile Hill, Coventry. We are open from 9am - 4:30pm every day except Thursday, when we open later, at 11am.

Call: 024 7649 6700 Email: [info@whitefriarshousing.co.uk](mailto:info@whitefriarshousing.co.uk) [www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk)

  
**whitefriars**  
HOUSING