

whitefriars talk

Little Park Street



Are you friendly, fair, like working with other people, want to make a difference

and have around 15 hours to spare over the next year?

Then why not join the

Street Pride - Area Awards Panel?

You can be sure of a warm welcome, a bit of light training and a sense of having contributed to your community.

Contact your housing office on 024 7676 7111 for more information.



Big Ideas

Street Pride - What's your BIG idea?

You, your neighbours or your residents group can apply for money to make your area stronger, safer, cleaner and greener.

Your idea doesn't have to cost a lot of money BUT it must benefit your local community, and not just one or two people. Applications from £50 to £5,000 will be considered, if they meet the criteria.

All you have to do is

- explain the problem to us
- your idea to fix it
- confirm the community support your idea
- fill in an application form with the help of your estate officer

We will let you know if your idea will become a reality after it has been considered by the Area Awards Panel. They will consider all bids in October.

To find out more or download an application pack, check our website www.whitefriarshousing.co.uk. You can also get an application pack from your housing office. The application pack sets out the rules of the scheme.

It doesn't matter if you have not done this sort of thing before. You can get help from your estate officer.

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Longfield area positive



Longfield House and the surrounding areas of Redruth Close and Pendennis Close, sit close to the junction of Stoney Stanton and Bell Green Road.

For a while, residents in the area had been feeling that things were going a bit downhill, with anti social behaviour and fly tipping being reported. Some residents said they felt a bit vulnerable and isolated and not inclined to report issues to the Police or us.

So what was the answer? A big community event with a twist, that's what.

The Estate Officer for the area, John Dagg really got to grips with this one organising the refurbishment of a community room in Longfield House, community meetings, joint visits to all residents with the local policing teams and neighbourhood wardens and managing to work in skills training for our painting and decorating trainees as well.

The community room had not been used for a few years and was in a bit of a state. From the outside, it looked a mess as well.

So with rubbish removed by our estate maintenance teams, John and a few others rolled up their sleeves, gave it a good clean and, then in came the young men and women on our Entry to Employment training project . They transformed it into a fresh and friendly place to meet.

John then widely publicised an event to be held in the community room with those people who provide services in the area, not just Whitefriars staff and, invited all residents.

Over 30 attended and many enquiries were dealt with and information given. If residents did not attend then we went to them in a door knocking exercise with the Police and wardens. A number of issues were picked up, including a few serious ones, which have now been dealt with.

Overall things feel much more positive in the area now.



Problems have been addressed, the police and wardens are now working as partners with us in the area and have a much higher profile with residents. This has increased confidence for the many long term residents of this popular residential area.

So working together really can make a positive difference.

How are we doing?

Just to give you some idea of the volume of activity of your housing office here are some figures for the period January 2009 – March 2009.

- We welcomed 4615 callers to our reception area.
- Completed 1433 home visits carried out by our Estate and Arrears Officers.
- Removed 51 'incidents' of Fly Tipping and graffiti
- 8109 telephone calls



What can a benefit health check do for you?

Summer events

Do you have any events coming up in the Community?

Would you like Whitefriars to be involved? Or are there any ideas you would like to do in the area in which you live?

We may be able to attend the event, help with organising it, and there may even be some money available to help fund it.

If you have any ideas please contact us at the Little Park Street Office on 024 7676 7111.

Income health

Are you getting all the benefits you are entitled to? We recently helped Paul, a young customer, get some extra housing benefit. As a result this has helped him to be able to pay his rent every week.

If you think you need some support, we now have a debt advice worker who can help people who are having problems with debts or

managing their money. If you would like to see him then please contact the Rents Team on 024 7676 7111 and they will arrange an

appointment for you. Phil the debt advice worker is part of the Coventry Law Centre housing team who provide free and impartial advice.

Money Aid

Here at Whitefriars we have set up a new fund called Money Aid. If you have rent arrears and other debts you may be able to get a grant from the Money Aid fund.

The grant may be paid as a one off payment or the fund will match the amount you pay off your rent arrears for an agreed length of time.

If you are given a grant you will also see our Money Advice Worker. Here is a recent example of a customer helped through this scheme:

A single young person whose furniture and carpets were damaged by water when the fire brigade were damping down after a fire in her block has no insurance and we were not liable. She has no rent arrears but she has got considerable debts to the utilities companies – The

panel agreed a one-off grant of £250 so she could replace some of her damaged goods and she was advised about our contents insurance scheme.

For more information please contact the Rents Team at your housing office on 024 7676 7111.



Are you covered?

Have you thought about what you would do if the worse came to the worse and something happened to your belongings? Or if something happened to damage the way, you have decorated your home?

If you don't have your own home contents insurance then a bad situation could be made much worse.

Why not protect your valued possessions with My Home Contents Insurance. Payments

start from as little as £0.92p per week?

The My Home scheme is open to all our residents and leaseholders and payments are the same wherever you live in the city.

You can pay weekly, fortnightly, monthly or yearly and you can pay by cash, debit card or direct debit.

You can get help and an application form by calling 0845 337 2463 or contact your housing office.

Street reps



street
reps



...so, quite a lot then!

If you would like to be involved call us on

024 7676 7111

What can you do in an hour?

You could help identify issues like...

- Anti-Social Behaviour • Graffiti • Repairs • Fly Tipping & Litter
- Abandoned Vehicles • Animal Problems • Trees and Grassed Areas
- Regeneration • Empty Property Security

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

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 خۆت

t: 024 7676 7000

Contact corner

Our office is based at 9 Little Park Street, City Centre, Coventry. We are open from 9am - 5pm, Monday to Wednesday. On Thursdays we are open from 11am - 5pm and are open 9am to 4:30 every Friday.

Call: 024 7676 7111 Email: info@whitefriarshousing.co.uk www.whitefriarshousing.co.uk

