

# whitefriars **talk**

Riley Square



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 7670 8400 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](http://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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## 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 3193 callers to our reception area.
- Completed 1156 home visits carried out by our Estate and Arrears Officers.
- Removed 76 'incidents' of Fly Tipping and 21 graffiti referrals
- 8787 telephone calls

## 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 champions

Do you care for your neighbourhood?

Do you want to make Bell Green a greener and cleaner place to live?

Do you want to improve the local environment?

### **Become a Street Champion for Bell Green**

A Street Champion is a local resident who "adopts" a small area such as a street, and takes an active interest in doing things to improve their local environment.

It's a voluntary role and can you can be involved as much or as little time as you like. It can include:

- Taking a few minutes to report graffiti, litter or a broken street light
- Organising a community clean up or bulb planting event
- Giving out leaflets to your neighbours to raise awareness about issues such as dog fouling or fly tipping
- Organising a campaign to promote recycling in the local area

- Suggesting locations for new litter bins
- Let us know if service providers in the area are doing a good job or not.

### **Anyone can be a street champion.**

You don't need any special qualifications or experience – just an interest in the environment and your community.

All Street Champions will be provided with a free phone number and help to get you started, so it won't cost you anything just a little bit of your time.



For more information please contact Neighbourhood Management North East on tel: 024 7678 5910





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 Riley Square Office on 024 7670 8400.

# 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 7670 8400 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 7670 8400.



# Easter meet and greet

On Thursday April 16 staff at the housing office celebrated Easter and encouraged residents to enjoy Easter activities.

Around 45 residents of all ages joined the housing staff, as well as colleagues from the Police, PCSO's, neighbourhood wardens, fire service, local councillors, and neighbourhood management.

The team asked residents some questions about their estates, and the issues which concern them. Our main aim was to encourage customers to attend estate inspections with their estate officers. The survey proved quite successful, with a number of residents agreeing to work with their estate officer.

Bal Basi, Riley Square area services manager said:

"The day was a great chance to introduce our team to Whitefriars customers in the area and for our residents to enjoy some fun Easter activities.

"We are always looking for feedback from residents, to see what they think of our services. Events like this help to encourage people to discuss if and where we can make improvements and to get involved in estate inspections, working with us to ensure that we make the most of our homes and do the best for our residents."



cut out and save



## ASB Hotline

☎ 024 7670 8440

Anti Social Behaviour Dedicated Hotline

This service is available to those residents in Bell Green, Longfield House, Courthouse Green, Wyken, Holbrooks, Wood End, Manor Farm and Henley Green (The NDC area)

## 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 خؤ

t: 024 7676 7000

## Contact corner

Our office is based at 29-31 Riley Square, Bell Green.

We are open from 9am - 4.30pm every day except Thursday, when we open later, at 11am.

Call: 024 7670 8400 Email: [info@whitefriarshousing.co.uk](mailto:info@whitefriarshousing.co.uk) [www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk)

