

# whitefriars talk

St James Lane



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 7651 6700 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 can I 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 2775 callers to our reception area.
- Completed 1022 home visits carried out by our Estate and Arrears Officers.
- Removed 779 'incidents' of Fly Tipping and 187 of graffiti
- 11557 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 reps



### 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

...so, quite a lot then!

If you would like to be involved call us on **024 7651 6700**

## Haggard centre gets green

Some trainees are undertaking gardening to transform the 'village green' at the Haggard Centre in Willenhall.

Ken Lindsay, Team Leader for Whitefriars, was giving some gardening advice to the trainees. The Haggard Centre will be re-opening in July 2009 and will have a community cafe where local residents will be able to enjoy refreshments on the village green.





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 St James Lane Office on 024 024 7651 6700.

# 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 7651 6700 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 7651 6700.



# Your neighbourhood matters

In December last year the residents of Stoke Aldermoor were given the opportunity to apply for their own funding through Your Neighbourhood Matters to carry out projects to improve their local area.

Part of the criteria was that local residents had to present their ideas to other residents at the It's Your Choice Day at the Life Centre, Stoke Aldermoor on Saturday 13 December 2008. It was then up to the residents who attended to vote for their favourites.

A number of ideas got funding including The Coppice Garage Site Clean up. Local Resident Mick Maddy was fed up of people fly-tipping in this area

year after year and so submitted 2 bids. One to secure the site with gates and the other to have a clean and well landscaped area.

All Mick's hard work paid off when he secured £2500 to clean up the site and £1030 for security gates.

As you can see from the pictures it is a big improvement.

Fingers crossed we can secure some funding for residents this year!



## 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 خوٚت

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