

Torringtontalk



Getting into the spirit

How are We Doing?

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

- Callers to reception 2280
- Telephone calls dealt with 8411
- Home visits by Estate Officers and Rents Services Officer 1726
- Let 119 properties

Tile Hill Fun Day We are one

On the 8th of July, local residents and a number of stakeholders including Whitefriars organised a fantastic day in Tile Hill for over 400 local children from the two primary schools in the area, Limbrick Wood and Our Lady of the Assumption.

Terry Harvey, Chairman of the Tile Hill North Residents Association along with helpers, including two local Councillors Johnston and Lepoidevin, organised a full day of events for the children. The events included, singing, dancing, healthy eating activities, Anti-Social Behaviour Awareness sessions, arts activities, line dancing, cheerleading, touch rugby, fencing, puppet making, self defence and more.

Tom Herbert, Estate Officer from the Torrington Avenue Office,

arranged for Whitefriars' grounds maintenance contractors, Glendales, to hold an event where the children took home a plant after they had potted it themselves. This was a great success with more than 100 plants going home with the children.

Whitefriars also sponsored the event by paying for t-shirts for all the attendees. Each year both schools ask the children to come up with a design and a theme for the event, the theme chosen this

year was 'We Are One' and you can see the t-shirts design above.

The Chair of Whitefriars, Mick Rawson, attended the event and really got into the spirit of things. The event went brilliantly, even the rain couldn't stop it going well with plan b coming to the rescue.

A great thank you and well done to all involved and roll on next year.

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Free money advice

Whitefriars Housing is working in partnership with The Money Advice Service where a Money Advisor works from your our Torrington Avenue area office on a Tuesday afternoon each week.

The Money Advisor can help you manage your money day to day, plan monthly outgoings and explain money matters in an easy to understand way. As the service is truly unbiased, they will not recommend any products or try to sell you anything,

Its about clear, unbiased money advice you can trust and that can make a real difference to your life:

- Budgeting to saving
- Credit or borrowing
- Mortgages
- Insurance
- Pensions or retirement planning.

To book a free, confidential appointment with a Money Advisor in your area, visit:

- moneyadvice.org.uk/booking
- Call 0333 321 3434
- Torrington Housing Office either in person or by calling 024 7649 6700



Making sure your home is ready for Winter

In winter we all put on thick coats and jumpers to keep warm. Our homes need to be prepared for Winter too.



Please note a few pointers to help keep you and your home warm and safe throughout the cold period:

Heating

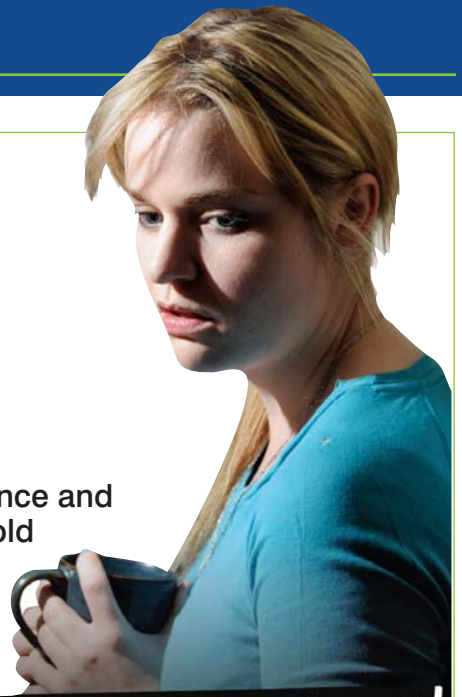
- Turn your heating on. Check all the radiators are heating up. Check there are no leaks.
- If you are thinking of going away even for a couple of days over the winter period, leave your heating on a timer so it will come on low and the property will stay warm. This can prevent burst pipes if the weather turns really cold.
- If you have a card or key meter if you can put a little extra money on now, so that you don't have to pay out too much when or if the weather turns really cold.

Stop tap - Do You know where your stop tap is?

- If you do check that it turns off in case of a leak.
- If you don't then it is important for you to know where it is. They can usually be found near the pipes to the kitchen sink, behind the toilet, near the bathroom sink or near the boiler.

Ventilating your home and condensation

- Even in cold weather you need to let air into your property especially when you are cooking or having a bath or shower,
- Do not dry washing on radiators
- Make sure furniture is a little way from the walls to allow air to circulate



Working together against domestic violence and abuse

Nationally 2 women a week are killed due to domestic violence and abuse. It is the biggest cause of death among 19 - 44 year old women, more than cancer or traffic accidents.

The Coventry Domestic Violence and Abuse Partnership is a multi agency forum in the city working together against domestic violence and abuse.

The new website, www.safetotalk.org.uk is being supported by a marketing campaign across the city.

Some of the aims of the website are to:

raise the issue of domestic violence and abuse

have a single place where members of the public and professionals can access advice, support and information

explain why domestic violence and abuse happens and challenge assumptions and myths

enable victims to question whether they are experiencing domestic violence and abuse and identify with other victim's situations.

give positive messages that it is possible to leave an abusive relationship or stop being abusive

The new website has a number of built-in safety features, including a quick exit button and lots of advice for victims in how to cover their tracks with their browsing history.



For information and support on domestic violence and abuse contact:

www.safetotalk.org.uk

National Domestic Violence Helpline 0808 2000 247

Do you know someone between 16&18?

Are they currently not in education, employment or training?

Do they enjoy working with their hands and are interested in construction?

free! Youth Training

Plastering / Bricklaying

Whitefriars Training and Development Agency are recruiting for young adults to join our construction training courses, whether its full time or one day a week!

For more information contact Michael Clarke on **07939 297 539** or email michael.clarke@whitefriarshousing.co.uk

Need a Garage?



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

Rent from
£7.58
per week

4 rent free
weeks per year

Interested?

Telephone Sarah
024 7676 7182
for more details

Is your home too big?

Help is available.

Are you living in a three bed roomed or larger size house and wish to move to smaller accommodation? If so, help is available so that you can move.

We are working in partnership with Coventry City Council and have limited funding to help tenants to move. This is on a first come, first served basis. Some of the benefits of moving include lower heating and electricity bills.

We can arrange to pay between £600 to £1800 to help you move. The amount of money you would be entitled to will depend on how many bedrooms you are giving up.

For more information about the Under Occupation Scheme, please contact Richard Darbyshire on telephone number 024 7676 7124 or e-mail richard.darbyshire@whitefriarshousing.co.uk.

230 New Homes

Funding confirmed for 230 new homes

The Spirit Quarters regeneration project had a major boost in August when the Homes & Communities Agency confirmed their funding contribution for the next phase of building.

The funding will enable the next phase to go ahead, which will see 60 new homes built for Whitefriars tenants; 20 for shared ownership and a further 6 for low cost home ownership. The developers, Keepmoat, will also be building 144 new homes for private sale.

The first phase is almost complete, with 154 new homes being built, 39 of which have been allocated to Whitefriars tenants. The private sale units are proving to be popular, and most of the new development should be lived in by the end of this year.

Local resident Martin said, "Since work started last year the transformation of the area has gone from strength to strength. Local residents are extremely happy that despite the tough housing market, we are pushing ahead and creating an area where people want to come and live."

For more information, please visit the website:
www.spiritquarters.co.uk



Gardening pilot scheme

During March 2011 the Whitefriars Estate Services Team received approval to provide a pilot rear gardening service for Customers living in Bungalows within the Radford & Holbrooks areas.

All Bungalows within these areas were leafleted offering the pilot gardening service. Customers were asked to contact Whitefriars Estate Services Team for more information and to make appointments for Staff to visit their gardens and provide quotations.

As a result Whitefriars have been regularly maintaining 16 rear gardens.



Two Whitefriars Operatives carry out the gardening service at prearranged times, once a fortnight. **The service includes grass cutting, weed control, hoeing, shrub maintenance and minor tree pruning** and costs approximately £15 per visit.

During September 2011, with the help of a member from the Estate Improvement Group, we carried out some home visits & telephone interviews to gain some feedback on

how the Customers have found the pilot service.

One of the Customers whose garden was quite overgrown found that a little bit of extra work has been done each visit so there is a gradual improvement in the appearance of the garden.

There were also some issues pointed out to us based around the cost and the amount of time spent in

the Customers gardens. Also, the fact that front gardens aren't part of the scheme.

We received plenty of positive comments from the Customers too, here are just a few...

"Good help for the elderly"

"Taken pressure off"

"Blokes never refuse to do anything"

"Lads were friendly, happy & a joy to have working in garden"

The pilot scheme will come to a close towards the end of this year. In the very near future Whitefriars Board will be deciding whether or not to extend the scheme throughout Coventry. At this stage, if you would like more information about the scheme please contact the Estate Services Team on 024 7655 5229.

Have you looked after your home?



Have you kept it in a clean and nice decorative condition?

Have you reported all of the repairs that need reporting to us?

Do you want to transfer to a new home?

Are you bidding on Coventry Homefinder for a different Whitefriars property?

If you have not looked after your home, ordered necessary repairs, paid your rent or behaved in an acceptable way, we will not approve your transfer application. If you choose to move to a different housing provider, and leave outstanding repairs to your property, we will recharge you for any work required. This will include charges to clear away rubbish, left behind.

Kits for kids

As last years Kits for Kids was such a success we decided that we wanted to run it again to try to help more people.

If you are not aware of what Kits for Kids is, it is a prize draw for customers of Whitefriars with children aged between 4 to 15 to help towards the cost of kitting out kids for school.

This year we made it easier to apply, our customers had to answer a few questions, done online, by text or by completing a form.

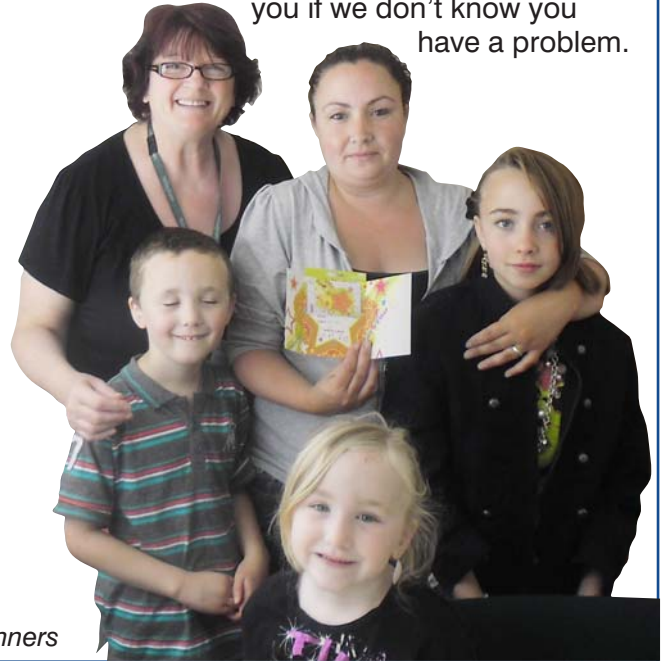
We have 24 winners from the estates covered by the Torrington Office, 1x £50 voucher, 4x £20, 2x £10 and 17 goody bags containing useful items such as a maths set, pencil, pens and note pad.

Part of the process enabled us to gain a lot more information about our customers and we obtained over 30 phone numbers and email addresses.

We were also able to signpost customers for debt advice, and advise on the low cost contents insurance we have available.

Having more contact details and more engagement with our customers helps us to shape and deliver a better service to all.

Please remember that you want any help or advice regarding debts, benefits or insurance then we are only a phone call away on 024 7649 6700. We can't help you if we don't know you have a problem.



Pictured are some of the prize winners

What's new online!

Get more out of life online view updates www.whitefriarshousing.co.uk/getmore

2011 Annual reports and videos www.whitefriarshousing.co.uk/annualreport

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 www.whitefriarshousing.co.uk

