

# LPS talk



Handrail and re-landscaping of communal garden at Copthorne Lodge

## 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 3490
- Telephone calls dealt with 9446
- Home visits by Estate Officers and Rents Services Officer 1158
- Bulk rubbish removal 366
- Graffiti removed 35

## Pride in our streets

We have again undertaken the Pride In Our Streets project this summer, with the help of our customer panel.

We received 33 applications requesting funding for various projects. These projects ranged from supporting initiatives to work with dads at a local school, to completing physical improvements to our Housing With Care units. We had 6 customer panel members, made up of Whitefriars tenants and independent

representatives from the local community. The panel assessed the evidence and the value for money aspect provided in each application and made their collective decision as to who would be allocated the funding.

The panel were able to grant funding to 23 of the applications, this resulted in

allocating all of the available funds for our area. As a result, hopefully as residents you will soon be able to benefit from each of the local projects which have received funding from Whitefriars Housing 'Pride In Our Streets scheme.'

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# Kits for kids

After the success of the Kits for Kids initiative last year we decided that we wanted to do it again this year to try to help more people. We also wanted to make it easier and more flexible for people to enter.



Pictured are some of the young prize winners from the Little Park Street Housing Office

This year our customers simply had to answer a few questions. They could do this online, by text or by completing a form.

Whilst we did not have as many entrants as last year we were able to help more customers. We gave away 4x £50 vouchers, 10x £20, 5x £10 and also 40 goody bags which contained useful things like a maths set, pencil, pens and a note pad.

We were able to update our records with phone numbers and email addresses for those customers who entered. We have also been able to signpost 19 people for debt advice, and given 29 people information on the low cost insurance we have available. We had 33 expression an interest in helping develop the service we offer, which we have passed to our Customer Involvement Team.

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

# FREE Money Advice

Whitefriars Housing are working in partnership with The Money Advice Service where a Money Advisor works from your local Whitefriars area office half a day a week.

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

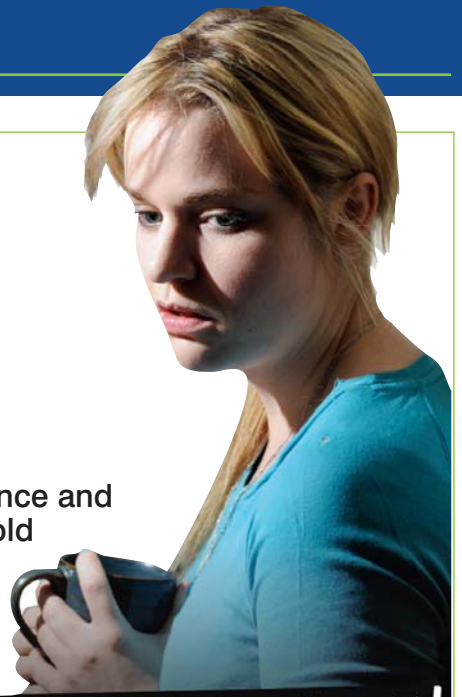
Its about clear, unbiased money advice you can trust and that can make a real difference to your life:

- 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 the website [moneyadvice.org.uk/booking](http://moneyadvice.org.uk/booking)
- Call 0333 321 3434
- Visit your nearest Whitefriars Housing Office either in person or call us on 024 7676 7111





# 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](http://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](http://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](mailto: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](http://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.

# What's going on

## Team moves

The team at Little Park Street have been joined by a new Apprentice, Thomas Fletcher.

Tom will be assisting the Customer Service Team whilst undertaking an NVQ in Housing.

It is the first time that Whitefriars have offered the Housing NVQ and so Tom will not just be office based – you may see him out and about with your Estate or Rents Officer, as he gains experience of the wide variety of work that we carry out from the Housing Office.

## Pyjama day

If you had gone down the Little Park Street Housing Office recently, you would have been in for a big surprise ... for gathered there were teddy bears having a picnic! Staff wore their pyjamas and there was lots happening including the Teddy Bears' Picnic, all in aid of raising funds for Great Ormond Street Hospital.

When Sian Slinn Customer Services Assistant heard that her colleague Barry Crowson was fundraising in memory of his grandson who had spent some time in the hospital, she decided that our office could help. The team got together to organise the event which also included a cake sale and raffle.

Local resident Dorothy Senior was invited to judge the best teddy bear competition, which was won by Sian herself. Over £200 was raised.



## What's new online!

Get more out of life online view updates [www.whitefriarshousing.co.uk/getmore](http://www.whitefriarshousing.co.uk/getmore)

2011 Annual reports and videos [www.whitefriarshousing.co.uk/annualreport](http://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

ئایا پێویستت 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 9 Little Park Street, City Centre, Coventry. We are open from 9am - 4:30pm every day except Thursday, when we open later, at 11am.

Call: 024 7676 7111 Email: [info@whitefriarshousing.co.uk](mailto:info@whitefriarshousing.co.uk) [www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk)

