

Riley Squaretalk



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 3167
- Telephone calls dealt with 7401
- Home visits by Estate Officers and Rents Services Officer 1986
- Bulk rubbish removal 1206
- Graffiti removed 57

Students paint fencing as part of The Challenge project which has been helping to improve communities in Coventry.

Charity Challenge comes to Bell Green

On Saturday the 17th of September young people from across Coventry joined together at Christopher Hook House on the Foleshill Road, to carry out their part in the Charity Challenge. This kicked off a weekend of similar events across the city.

On Sunday 18 September 2011 a group of 15-16 year olds came to Bell Green to complete some defensive planting. This defensive planting was to an area surrounding a pond in

Almond Tree Avenue. Both events were a huge success and enjoyed by all who attended.

About the Charity Challenge

The Challenge brings young people together from diverse backgrounds and throws them in at the deep end. They take on physical, social and civic challenges that prepare them to design and deliver a project that will make a difference in their community. Along the way they learn key skills such as

teamwork, leadership and communication, and are encouraged to develop trust in others, responsibility for themselves, understanding and empathy.

The Charity Challenge aims

To help 15-16 year olds understand the responsibilities of adulthood, bring them together with people of different social backgrounds and motivate them to get involved in their local communities, thereby strengthening them.

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What's happening

Fun Day at the summer garden

A Fun Day for the local residents was organised by the Deedmore Resident Association.

Whitefriars attended, along with the Coventry City Council Community Action Group, Regeneration Developer and the local residents who set up their stalls.

The day started off with Cheeleaders entertaining the residents. There were many stalls including a tombola, badge making, tea, cakes and hotdogs. The Whitefriars stall was a

favourite with Hook a Duck, Crazy Golf, crafts and plenty of freebies to hand out.

The sun shone all day and was enjoyed by all.



Woodend Summer fun

On Saturday 9th July 2011, it was time for the annual WERAG Summer Fun day!

The event was organised by the residents of the WERAG residents association, who are actively involved in the Woodend area.

There were various stalls and entertainment, including Irish dancers and cheerleaders.

Whitefriars had a stall, which had entertainment for the kids, that included creating masks, key rings and model aeroplanes.

Residents and kids could also play the 'hook a duck' challenge, where they paid 30p and if they hooked the winning duck, they would win a prize, all monies paid were donated to St Patrick's school.

This event is always very popular and a great time was had by all. Residents are looking forward to next years event.



Nice weather for Ducks



On Saturday 20th of August the BATRA group held their annual fete in Bell Green.

Many agencies attended the event including Whitefriars, the Police and the local wardens and many local businesses.

Many had stands selling a wide selection of things from fruit and vegetables to jewellery. There was also quite a few activities for the children including bouncy castles, Zorbing balls, bungee trampolines and of course Whitefriars' Hook a Duck which proved very popular with both children and adults! All monies raised from the Hook a Duck was donated to the BATRA in total £17.35.

The event is always a big success and a great day was had by all.

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**



For information and support on domestic violence and abuse contact:

www.safetotalk.org.uk

National Domestic Violence Helpline **0808 2000 247**

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.

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

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.

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 have 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 expressions of 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.

A blooming good event!

It was that time of year again for the annual Bell Green In Bloom event.

The aim of the event is to get the community together to get to know each other and to improve the appearance of our estate.

Local residents and staff gathered in the square to make up hanging baskets and balcony boxes for residents to take home.

This event is always very popular and a great time was had by all. Residents are looking forward to next year's event!



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

ئایا پنیوستانت 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 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 www.whitefriarshousing.co.uk

