



news

from Nottingham City Homes

Issue 28 December 2009

The newspaper for Nottingham City Homes' tenants and leaseholders



Getting better all the time

Eight out of ten tenants and leaseholders are happy with our services – compared to just 60% of you in 2007.

You've recognised the huge improvements we've made over the last couple of years right across the company – from rent collection to repairs, listening more to your views and tackling anti-social behaviour.

You've backed up the Audit Commission's view from earlier this year – that we have 'excellent prospects for improvement'.

But the results of our 2009 customer survey also highlight a number of areas we need to work on. You say we're getting better at customer service – but we need to be more consistent and accurate.

We're now developing a number of improvement plans to answer your concerns – we'll tell you more about that in the New Year.

➤ find out more on page 3



Teaming up to tackle anti-social behaviour

Anti-social behaviour (ASB) affects the lives of many people – but we're determined to fight back.

In November we were awarded the national 'Housemark' accreditation for the work we do with our city partners to tackle anti-social behaviour.

The Government has also commended the work we are doing. They chose Aspley to announce a new £10 million national scheme to fund community champions – including one in Nottingham.

But you've told us there's more we can and should do to tackle anti-social behaviour.

You told us you wanted faster action. So we now solve two thirds of cases first time – compared to less than a fifth in 2008. From April to October 2009 we have dealt with 647 anti-social behaviour cases.

You also want to know more about what can be done. So in this edition we're telling you what we are doing across the city to tackle anti-social behaviour on our estates.

On page seven you can find out:

- How many cases we have dealt with so far this year
- What action we can take to tackle anti-social behaviour
- Who we work with
- What to do if you are experiencing problems in your area.

For more information on how to report anti-social behaviour, visit www.nottinghamcityhomes.org.uk/anti-social_behaviour, or call the helpline on 0115 915 2020.

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Nottingham City Homes

welcome

to your edition of the Nottingham City Homes' newspaper for tenants and leaseholders

a message from the Chair Christmas – a time to celebrate and a time to care

Welcome to the Christmas edition of News from Nottingham City Homes. At this time of year we are all celebrating and looking forward to the festive season. But spare a thought for those who are suffering this Christmas, through illness, loneliness, grief, homelessness or poverty. If you have a neighbour, friend or relative, who may be in this position, why not pop to see them and try and make the festive season a bit brighter for them.

It is also a time to make sure we look after ourselves, our home and our family. Have a look at page four to see our advice on keeping safe and warm this Christmas.

Many people want to keep safe from anti-social behaviour (ASB). We're tirelessly working alongside Nottinghamshire Police, Community Protection, Nottingham City Council and the Crime and Drugs Partnership to tackle it. In this edition you can learn more about what we do and how it is making a difference to your community.

I am very proud to say our efforts were recognised at a national level last month, when we became the first housing company of our kind to be awarded the national Housemark ASB Accreditation.

We take a tough stance against anti-social behaviour and we will



continue to work together to try and rid our estates of it. It was great to see the Government recognise this, when they came to Aspley to announce a new national scheme to tackle ASB in November.

Finally I would like to wish you all a Merry Christmas and a Happy New Year. Keep safe, enjoy the celebrations and take care of each other.

Janet Storar
Chair, Nottingham City Homes

Watch out for bogus callers!

All tenants are warned to be on your guard for bogus callers following an incident in St Ann's last month.

A man posing as one of our contractors got into a tenant's property, showed some form of identification and spent 45 minutes in the property.

So far this has been an isolated incident, but you must still be on your guard.

Please follow this advice if a caller comes to your property:

- Do not to let a caller in unless you have seen their identity card and it shows they work for either Nottingham City Homes or:
 - Nationwide Windows
 - Wates Living Space
 - Frank Haslam Milan (FHM)
 - SPI
 - CTS
 - Vinshires Plumbing & Heating
 - Savills.
- If you are still concerned, call us on **0300 333 8100** to check the contractor is meant to be there. **Don't use a number they give you**
- If the caller is working with us, they will be happy to wait while you phone us.
- **If you are still concerned, don't let them in and ask them to leave.**

We are working your estates every day carrying out improvement works. It is more important than ever that you are vigilant and check that the people visiting your home are working for us.



News from Nottingham City Homes
Communications & Marketing Team
Nottingham City Homes,
Head Office, 14 Hounds Gate,
Nottingham, NG1 7BA

Telephone 0845 330 3131

Minicom 0115 915 7447

Email marketing@
nottinghamcityhomes.org.uk

www.nottinghamcityhomes.org.uk



a message from Jean

Hello everyone – welcome to the new look 'News'! I hope you like it.

The new design is the result of a lot of work by the Customer Communications Panel over the last few months.

The tenants on the panel have worked with the Communications and Marketing Team at Nottingham City Homes to not only change the design, but to get much better value for money.

I always look forward to getting my copy through the door – and so do lots of you. The 2009 customer survey showed that 96% of us read it, and more than half of all tenants and leaseholders read all of it. I think it's really important that Nottingham City Homes does its best to keep us up to date on everything.

I'm told that, from the start of next year, every copy you receive will include details of who your housing patch manager is – so you'll know who to contact if there's a problem.

One of the main reasons we have patch managers is because they can help anyone suffering from anti-social behaviour. I know that it's often top of the list of concerns for our neighbours and friends.

In the 2009 customer survey we told Nottingham City Homes that around a third of us aren't sure what they can do to help – and 40% of us struggle to get hold of the right person. Hopefully after you've read this issue you'll have a better idea of what help is available. You don't have to suffer in silence.



This is the last issue of 2009 – so may I wish you a very merry Christmas and a happy New Year. And don't forget, if you need to report a repair, it's not only Santa who works over Christmas. The Repairs Call Centre is open 24 hours a day, 365 days a year – just call **0115 915 2222** (minicom **0115 915 1826**)!

See you in 2010!

Jean England - Chair,
Tenant and Leaseholder Congress

Satisfaction with services soars to 80%

» The results of our customer satisfaction survey are in – and eight out of ten of you are satisfied overall with our services.

You've recognised the improvements we've made in key areas including repairs and rent collection – while more people are happy with the overall quality of their home, and our commitment to listening to your views.

This is a massive improvement on just two years ago, when only 60% of you were happy with us.

Chief Executive, Chris Langstaff, said: "Over the last few years there's been a lot of change and huge improvements across the company. This survey shows tenants and leaseholders are increasingly happy with how we do things for them.

"But there are still many things we can work on, and we have a lot of challenges ahead – particularly with the recession affecting both our budgets and yours. But I believe we can fulfil the 'excellent prospects' the Audit Commission gave us in our inspection earlier this year."

The survey does show your areas of concern and we will be using the results of the survey to look at those areas and find out what more we can do.

One issue in particular was anti-social behaviour. In this issue you can read more about what we're doing to fight it – and how you can help us.

The STATUS survey was sent out to a sample of 3,500 tenants earlier this year. Eighty per cent said they were satisfied overall with the services we provide, compared to 69% last year and 60% in 2007.

Planning for the future

The annual customer survey is just one way we find out what you think. As we start to plan for the future, we have been holding a number of events to give YOU the chance to help us shape the services you need.

In October we held a 'self assessment workshop' at the Ice Arena. Almost 100 people came along – including tenants and leaseholders, and staff from both Nottingham City Homes and organisations we work with.

Together we looked at our progress against the 11 'key lines of enquiry' (or KLOEs) the Audit Commission has set out for us.

The KLOEs set out the best way of providing services to tenants, and were used to assess us during last November's inspection.

It is vitally important we regularly assess ourselves against them if we are to continue to improve. People worked in groups to identify if there are gaps between what we do now and what we could be doing better.

As one tenant said, it was 'a very honest and open discussion' which will help us to develop our plans – not just for 2010 but over the next few years. We'll tell you more about those plans in the next few editions of News from Nottingham City Homes.

Rent

The number of tenants satisfied that their rent is value for money has risen from 69% in 2007/08 to 74% in 2008/09.



Your home

Tenants' satisfaction with the overall quality of their home has risen from 69% last year to 75%.



Repairs and Maintenance

Overall satisfaction with repairs and maintenance is up from 63% in 2007/08 to 75% this year.



Tenant involvement

The number of tenants satisfied that we take their views into account has gone up to 67% from 58% last year.



Keeping safe and warm this Christmas



Be festive and fire safe!

Christmas is a special time for celebration. It is important to make sure that among all the fun and celebration that you still keep you and your family safe.

Have a look below at a quick guide to keeping yourself fire safe this Christmas.

Twinkle twinkle...

Fairy Christmas tree lights

They get used less often than your everyday lights, and need more care. See below some safety checks to consider:

- Check the fuses are the right type
- If bulbs blow, replace them
- Don't leave fairy lights on when you go out or when you go to sleep
- Don't let the bulbs touch anything that can burn easily, like paper
- Don't overload sockets.

Garlands and decorations

Decorations made of light tissue paper or cardboard burn easily. Make sure you:

- Don't attach them to lights or heaters
- Don't put them immediately above or around the fireplace
- Keep them away from candles.

Ten top tips to protect your possessions this Christmas

At home

- 1 Lock your doors and windows when you leave the house
- 2 Don't store keys near the front or back door – and never leave a spare key in a 'hiding place' such as under the mat or beneath a flowerpot
- 3 Don't leave Christmas presents under the tree in full view of burglars
- 4 Don't put your empty boxes from Christmas presents out until your recycling collection day
- 5 Take down the serial numbers of all electrical goods such as TVs, videos, computers and camera equipment
- 6 Photograph valuable items such as jewellery and pictures – this will help identify them if you need to
- 7 Mark your goods with Smartwater if you have it, or an ultra-violet marker pen – this makes it harder for a thief to sell the items and easier for the police to identify them if they are stolen. Contact **Nottinghamshire Police** to get Smartwater by calling **0300 300 9999**

Out and about

- 8 Make sure when Christmas shopping to keep your bag zipped up and make sure wallets and purses are not visible
- 9 Don't carry all your possessions in one place – keep your mobile phone separate from your purse or wallet
- 10 Don't leave your shopping on display in your car – keep it out of sight in the boot and make sure your car is secure.

Keep warm, keep well this winter

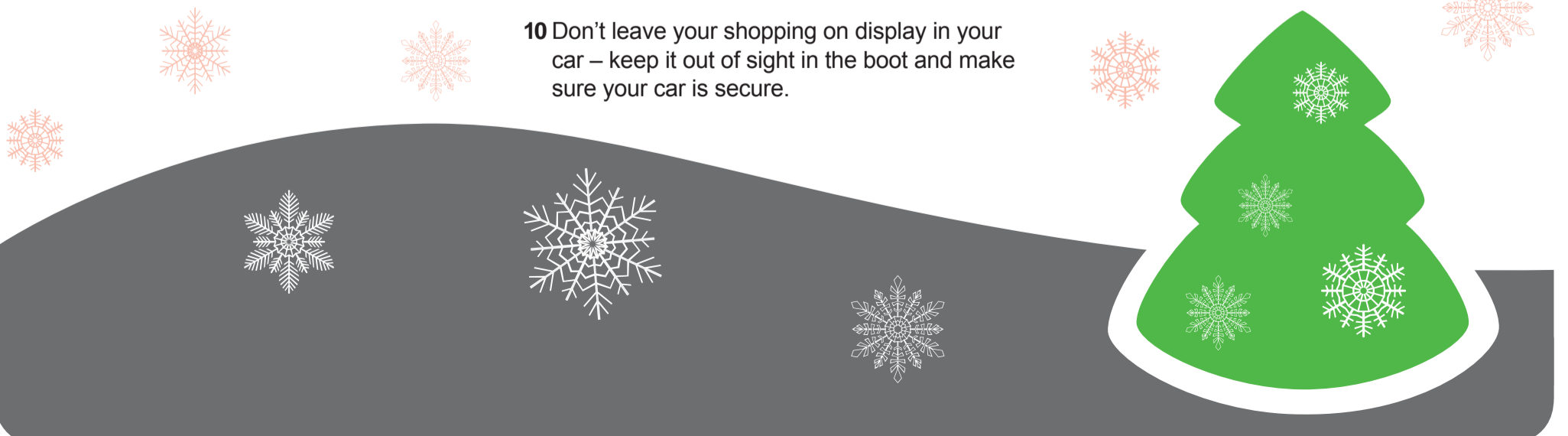
As the temperature drops, it's important we all concentrate on keeping ourselves well and warm. Older people who have low incomes, poor mobility, heart or breathing problems and those with critical illnesses may need to take special care to keep warm.

Winter needn't be dangerous if you take the right steps:

- Dress warmly with several light layers of clothing
- Consider wearing a hat because most heat is lost from the head
- Keep your main living/sleeping room warm
- In bed use several light layers
- Move your bed or comfy chair away from an outside wall
- Eat properly – at least one hot meal a day – and have regular warm drinks or soup. Keep a stock of essential food in case of emergency.

For advice on keeping warm and well this winter, heating your home, fuel bills and home improvement grants call the free **Winter Warmth Advice Line** on **0800 085 7000** or textphone: 0800 085 7857, Monday to Friday 8am-8pm.

Don't forget – if you have an older neighbour or relative, look out for them during the winter months and make sure they are keeping warm and well.





Rents...



Make your New Year resolution... to pay the rent on time!

Everyone likes to get presents at Christmas – but make sure you don't get a nasty surprise in the New Year.

When there are gifts to buy it's tempting to ignore the bills for a month or two. Many people are struggling for money at the moment – but if you're a Nottingham City Homes tenant you can get FREE advice to help you manage your money.

Between April and October we've helped more than 600 tenants claim a colossal £321,000 in benefits and tax credits. Our support has seen almost 50 tenants receive £25,000 in hardship grants.

We'll do everything we can to help you keep your tenancy if you're struggling for cash. But if you don't talk to us, sooner or later we will take action to recover missed payments.

If you need help, please don't be embarrassed to ask for it. Act now by calling us on 0115 915 4920 or minicom 0115 915 4113



Still paying in arrears?

It's a condition of your tenancy that your rent is paid on time or in advance. But some tenants still pay in arrears.

If you pay in arrears, you may have had a letter from us saying you need to bring your payments up to date.

We understand that catching up on these arrears will not be easy, but we are here to help. Our rents officers can talk you through different options and methods of spreading payments over time.

If you are affected by this, please contact us on 0115 915 4920 and we will be here to support you through this change. You can also email us on rents@nottinghamcityhomes.org.uk with your questions.

Changes to housing benefit

Single parent? Claiming housing benefit? You could be entitled to more money.

Your child benefit is no longer taken into account when calculating housing benefit and council tax.

A single parent with two children could be entitled to £21.58 a week in extra housing benefit.

There are also changes to the rules for pension credits. Find out more inside your FREE copy of Money Matters.

Tenant Rent Panel AGM

Did you know you can have a direct say on all matters related to rent and debt advice?

The Tenant Rent Panel meets every two months to discuss a wide range of rent issues – from how much you should be paying to how to deal with people who won't pay.

The panel will be holding its Annual General Meeting (AGM) on Monday 15th February 2010, 6pm to 8pm at Nottingham City Homes' head office at 14 Hounds Gate, Nottingham City Centre.

Tenancy and Estate Management AGM

As well as the rents panel AGM, the Tenancy and Estate Management Forum will be holding their AGM on Tuesday 19th January, 5.30pm to 7.30pm at 14 Hounds Gate.

More information about our forums can be found on our website www.nottinghamcityhomes.org.uk/get_involved

If you would like to attend or are interested in finding out more about the panel and becoming a member, contact the Tenant and Leaseholder Involvement Team on 0115 915 7380 (Minicom 0115 915 7447).

Call on us this Christmas

Having a new mobile for Christmas? Make sure one of the first numbers you put in your contacts is our Rents team.

Call us on 0115 915 4920 or minicom 0115 915 4113

Give us a call in the New Year and let us know your new mobile number. Not only is this the best way to contact you, it also means we can text you updates and key information direct to your phone.

Anti social behaviour...



Teaming up to tackle ASB

Anti-social behaviour (ASB) is a problem that can seriously affect our quality of life.

We take an uncompromising stance when we tackle ASB. Everyone should have the right to enjoy peace and quiet in their own home, and feel safe and secure in the area they live.

We of course can't tackle anti-social behaviour alone. We work closely with Nottingham City Council, Community Protection, the Crime and Drugs Partnership and Nottinghamshire Police to fight this crime on your behalf.

Working together means we can make sure that all areas of intervention and enforcement action are covered.

From April to October 2009 we have dealt with 647 anti-social behaviour cases – and are working on 380 cases across the city. These can be anything from neighbour disputes and harassment, to vandalism, untidy gardens, noise nuisance and fly tipping.

What can we do?

We have a dedicated anti-social behaviour officer who makes sure all our teams work hard to resolve cases as quickly as possible, and support victims throughout.

Our main primary aim is to resolve an issue so life can get to get back to normal as quickly as possible. So we first try what we call 'intervention' – this includes things such as:

- Tenancy warnings
- Acceptable Behaviour Contracts/ Parenting Contracts
- Mediation – a chance for parties to talk and resolve their issues
- Referrals to the Family intervention Project (FIP)
- A letter sent to tenants before taking legal action
- Referring a tenant to a support agency.

The percentage of cases resolved on their first intervention has risen from just 18.6% in 2007/08 to 65.96% so far in 2009/10. This is a huge rise and shows our commitment to resolving cases quickly, without having to take enforcement action.

If intervention doesn't work we will take enforcement action. This can include measures that affect the behaviour of a perpetrator or directly affect their tenancy, including:

- Tenancy Notices
- Anti-social Behaviour Orders (ASBOs)
- Injunction Orders
- Possession Orders.

From April to September this year 276 cases have led to enforcement action.

What you can do

We can only help if you let us know the problems you are experiencing. But who should you contact?

You can either ring the confidential Anti-social Behaviour Helpline on **0115 915 20 20** or contact your local housing patch manager.

Don't know who your housing patch manager is? Call us to find out – our phone numbers are on the back page.



Your wheelie bin could be a starting place for a fire!

An estimated 29,000 wheelie bin fires were reported nationally last year – and sadly the number in Nottingham is on the rise. Wheelie bin fires can cause serious damage to your home, serious injury – and in some cases death.

If you can please:

- Keep wheelie bins away from your home and not near windows, doors or plastic rainwater pipes
- Only put your bin out on collection day, and bring it in as soon as it's been emptied.

Station Manager Craig Dooley, who heads Nottinghamshire Fire and Rescue Service's Arson Task Force, said: "People often underestimate the damage that can be caused by a fire which originates in a wheelie bin or other waste receptacle. Rubbish burns at an alarming rate and the fire can spread extremely rapidly."

We lock away bins at empty properties to stop them being potential targets for arsonists.



What is anti-social behaviour?

The Crime and Disorder Act 1998 defines anti-social behaviour as:

"Behaviour which causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator."

Fly-tipping is rubbish!

If you dump waste where you shouldn't you can face very large fines – and even be sent to prison!

Fly-tipping is the illegal dumping of rubbish or bulky items. It's dangerous, it pollutes land and water and costs council tax payers lots of money to clear away.

Dumping household, industrial and commercial waste illegally is a serious criminal offence that carries a fine of up to £20,000 (unlimited if the case goes to the Crown Court). An offender can even be sent to prison.

Nottingham City Council treats this problem very seriously and will usually prosecute anyone caught fly-tipping waste. **If you see someone fly-tipping, or to report fly-tipped waste, call the team on 0115 915 2000 or email fly-tipping@nottinghamcity.gov.uk**



Stronger families beat domestic violence

Nottingham is one of the first UK cities to run a project with children and mothers who have experienced domestic abuse.

'Stronger Families' is part of Nottingham's Early Intervention Programme, which is tackling cycles of deprivation and underachievement.

The project offers a safe space for children to talk about and understand the violence and abuse they have witnessed. This can help them with the healing process.

Focus groups and individual sessions are run for four to 16 year olds and their non-abusing parent. This will help parents avoid future abusive situations, help them to support their child better and help the children and young people understand and overcome problems.

The two-year scheme is run by Women's Aid Advice Centre, in partnership with Nottinghamshire Domestic Violence Forum and Family Care.

Stronger Families aims to work with more than 190 mothers and children between now and March 2011.

Don't know what to do with your bulky items?

Large items such as furniture, electrical appliances or white goods (fridges, freezers, washing machines, tumble dryers and cookers), cannot be put out for collection next to your bin. There are a number of things you can do to dispose of these items, including:

Take them to the household waste and recycling centres

There are two centres in Nottingham – Redfield Road in Lenton and Hollinwood Lane in Calverton. Around 80% of items are recycled.

Arrange for them to be collected

There are a number of ways you can arrange to have your goods collected. These include:

- If you are buying a new appliance, the company you are buying it from may collect your old one

- Charities may be interested in your second hand furniture and appliances if they are in good condition. Try the Family First Furniture Recycling Service on **0800 013 0497**

- Why not 'freecycle' your goods to someone local who needs them? To find out how visit www.freecyclenottingham.co.uk

Arrange for a collection from the council

Nottingham City Council collects all furniture, electronic goods, garden waste and white goods free of charge. To arrange a collection, or to get more details, call the Customer Services Contact Centre on **0115 915 2000** or visit www.nottinghamcity.gov.uk



Tidy gardens = better estates



People often have a perception that anti-social behaviour is just about gangs frightening people. These stories make the headlines, but anti-social behaviour is about more than that.

One of the less newsworthy sides of ASB is 'untidy gardens'. They can look unsightly, cause environmental health problems and be a cause of great concern to neighbours.

Between April and September 2009 we sent 849 warning letters to our tenants about the state of their gardens.

If a letter doesn't solve the problem, we can get an injunction from the courts. Tenants who breach this injunction can face criminal charges.

It is important to tackle the people who cause problems, but it is also important to thank those who go above and beyond to make their garden look nice.

If we spot a lovely garden we will send a thank you letter. Tenants who care for their gardens can also enter our annual Best Garden competition – turn to page 10 to meet this year's winners!

Caretakers stand up against ASB

Three members of our estates and caretaker services team were praised earlier this year for their courage and integrity in fighting anti-social behaviour.

Two of them were threatened with a knife in July while working in St Ann's. They instantly reported this to their line manager who contacted the police.

The team of three all gave evidence at Nottingham County Court against the perpetrator who was accused of serious anti-social behaviour.

They praised for their actions, which helped to secure injunctions with the power of arrest against the perpetrator.

Round your way...

Secure • Warm • Modern

We're fast approaching the one year anniversary of the start of the Secure Warm Modern programme – bringing all council homes up to the Nottingham decent homes plus standard. The programme continues to go from strength to strength.

Divided into three main areas of work, Nottingham Secure (installing new windows in more than 15,000 homes), Warmth for Nottingham (improving heating systems for almost 20,000 homes) and Modern Living (installing new kitchens to 17,000 homes and new bathrooms to more than 12,500 homes), the programme is now operating in most areas of the city.

Here's a brief summary of the work taking place or due to take place near you.

ALWAYS REMEMBER

If the worker or visitor does not have an identity card, do not let them in and contact the Secure Warm Modern team on **0300 333 8100**

(calls charged at local rates, see page 2 for more details)

Stock condition surveys

Savills, our contracted surveyors, are currently working in Bilborough.

Nottingham Secure

Nottingham City Homes' windows team are fitting new windows and doors in Aspley and the Dales.

Warmth for Nottingham

SPI are improving heating systems in Aspley and Vinshires are improving heating systems in Radford and The Park.

Work in the New Year

Four blocks of flats in Canning Circus (Hirst, Grafton, Holden and Woodgate) will be having all works starting in the New Year. Windows are being fitted by Nationwide Windows, heating systems by SPI and Modern Living works by new contractor, Wates.

Working together for a better Hyson Green

A brand new police information pillar was unveiled in Hyson Green in October to show how the city's key organisations are working together for a better Hyson Green.

The pillar, which is the size of a telephone box, features information for local people on community matters and neighbourhood policing.

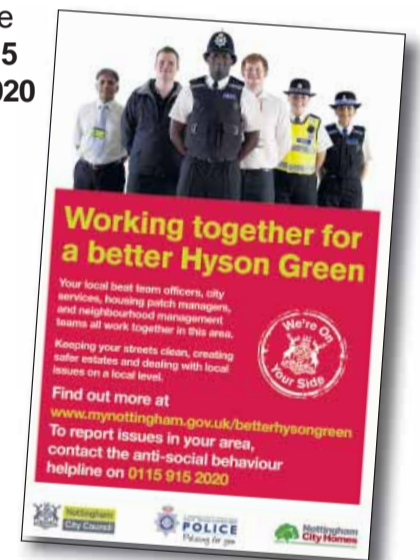
It consists of a life-size poster promoting the work of teams from Nottinghamshire Police, Nottingham City Council and Nottingham City Homes.

Officers from the three organisations work together in local areas like Hyson Green to keep the streets clean, create safer estates and deal with local issues on a local level.

Gill Moy, Director of Housing Services at Nottingham City Homes, said: "It is only by working together that we can really make a big difference to local communities. We are all committed to creating a better Hyson Green and with the support of local residents, I know we can achieve that."

To find out more about the work being done in communities across Nottingham, visit the website www.mynottingham.gov.uk/betterhysongreen

Or if you have concerns in your local area about anti-social behaviour, please call the confidential helpline on **0115 915 2020**



Find out more

If you have any questions about the Secure Warm Modern programme, or to find out more, call the team on 0300 333 8100.

Sheltered makes sense

People can spend years on the housing register waiting for a new home...but you could move in weeks!

Impossible? Not if you're looking for sheltered housing. Across the city we have 165 homes ready for rent – with 20 near where you live!

Are you struggling with your current property? Could you benefit from extra support? Sheltered housing gives people, usually over the age of 60, the chance to live independently with help from our staff.

We have more than 60 sheltered complexes. Accommodation is self-contained, so you have your own front door.

Most homes are one bedroom flats, but there are some two bedroom flats and bungalows. Most are in low-rise buildings (two floors maximum).

Who can apply for sheltered housing?

Anyone over the age of 60 can apply and sometimes you can be younger. For example we can also consider applicants over 55 who claim Disability Living Allowance.

To find out more and to see what's available in your area visit www.nottinghamhomelink.org.uk, check the Evening Post on Mondays or call us on 0115 915 7167.

Black History Month at the Mary Potter Centre

Black History Month was celebrated at the Mary Potter Centre with a special event on Monday 2nd November.

The event gave people the chance to sample food, watch dancing and listen to stories reflecting the cultural heritage of the Black community.

Nottingham City Homes used the event as an opportunity to promote the Black and Minority Ethnic (BME) housing forum.

The forum looks at issues affecting multi-cultural communities in Nottingham. It gives our tenants and leaseholders in the BME the power to challenge and contribute to our policies and services.

If you're interested or would like to find out more, contact the Tenant and Leaseholder Involvement Team. Their details are on the right of these centre pages.



Round your way...

Whitemoor play area plans



Local people young and older have chosen their favourite design for a new play area at Whitemoor Park, Basford.

Ideas were on display at the city council's 'Park Life' event on Wednesday 28 October.

The council asked for local views on proposals for new play equipment for the park – and everyone could vote for their favourite design.

Children and parents from Whitemoor School and local young people said they wanted an exciting, unique and adventurous play area with climbs and swings.

The play area is due to be completed by the end of March 2010.

Activities at the Park Life event included a bouncy castle, graffiti wall, bird-box making, bread and popcorn making on an open flame.

Many of the younger children enjoyed getting their hands dirty by planting about 500 bulbs around the edge of the park.

Local councillor Mick Newton attended the event and said: "For years residents have called for a new children's play area on the park.

"We have secured £105,000 to provide new facilities, that will also include a five a side football pitch and outdoor gym and fitness equipment.

"It was fantastic to see so many residents using the park and having a good time."

Get Involved and have your say

At Nottingham City Homes we are committed to empowering our tenants and leaseholders to get involved and influence the way we shape and deliver our services. Area Panels have been set up throughout the city to find out what matters to local people and what we can do to make a real difference.

Check the table below to find your next Area Panel meeting.

Area Panel 4 Radford and Hyson Green

Date: 7 January 2010

Venue: Radford and Hyson Green Housing Office, The Mary Potter Centre

Time: 6pm to 8pm

Area panel 7 Wollaton and Lenton Abbey

Date: 15 December 2009

Venue: Tenants Hall

Time: 11am to 1pm



Further Information

To find out more about getting involved, contact our Tenant and Leaseholder Involvement Team:

Tel: 0115 915 7380

Text: text INVOLVE to 60066, followed by your name and address

Email: gettinginvolved@nottinghamcityhomes.org.uk

Web: www.nottinghamcityhomes.org.uk

It's good to talk

The Tenants Services Authority (TSA) is the new regulator of social housing.

Over the past year we have been working with the TSA to find out what matters most to you through a series of workshops.

A final workshop will be held in January 2010 (venue and date to be confirmed) to look at the six national standards the TSA is proposing.

To take part in this workshop, please contact the Tenant and Leaseholder Involvement team on 0115 915 7380 or email gettinginvolved@nottinghamcityhomes.org.uk





Event celebrates the great gardens of 2009

The winners of the 2009 Nottingham City Homes Best Garden Competition collected their awards at a special ceremony at the Council House in October.

The competition not only attracted entries from our regular competitors, but a batch of new gardeners going for gold – and also the winner of our Good Neighbour Competition.

The Best Garden Competition has been running since the early 1930s. It's been hugely popular with tenants and leaseholders – many of whom enter year after year. Its success is down to the genuine pride that tenants take in making their gardens look outstanding.

Judges – including BBC Radio Nottingham's John Stirland – visited more than 90 gardens across the city. They all commented on how hard our tenants work to keep their gardens in such great condition.

The winners were presented with their trophies by the Deputy Lord Mayor of Nottingham, Councillor Mick Wildgust.

As a reminder, those who won their category in the main competition this year will automatically be entered into next year's Special Cup, as in previous years. The winner of this cup takes the top spot in the competition.

We'd like to thank everyone that took part in this year's Best Garden Competition, we hope you enjoyed yourselves as much as we did and we look forward to seeing you again!



Getting ready for digital TV

By 2011 we'll have to get our TV digitally – so it's important we're all ready for it.

We're working with our partners Commercial Television Systems to install master outlet plates to communal properties across Nottingham. The outlet provides access to a range of Digital services including Freesat, DAB Radio and Freeview (where available) as well as Freesat from Sky and Sky Subscription services, should you decide to take out a contract with them.

Virgin Media are notifying customers they are switching off their analogue TV system. This will not affect homes on the NCH communal systems. To find out if this affects you call 0300 333 8100.

During the last six months we've installed a new digital communal aerial system. We have cabled more than 4,500 properties in parts of Sneinton, Sherwood, St Anns, Clifton and Bestwood.

All properties cabled that haven't been fitted with an outlet plate, need to contact CTS to arrange an appointment on 0800 019 7260. These installations are required to both our tenanted and leasehold properties which are within a block with a new digital communal aerial.

We are also now installing solar panels on certain sites throughout the city, to power the new digital communal aerial. These systems will provide power throughout the year in all weather conditions from an internal battery pack – even when the sun doesn't shine!

You can find out more about digital TV by visiting www.digitaluk.co.uk or calling 08456 50 50 50.





We're at the top for training

At Nottingham City Homes we are committed to training and developing all our staff. This has recently been recognised at a national level – and even by the Prime Minister!

In October this year we were named the East Midlands winners for Partnership and Collaboration at the National Training Awards.

We were nominated for our 'Let's Make the Difference' programme, which used actors to bring to life a range of issues our employees face every day. We then challenged each other to look at how we did things, and how we could do better. Every employee took part in the inspirational scheme, designed to improve all our customer services.

But our training success didn't stop there this year. October also saw one of our apprentices, Matthew Derbyshire, named as one of the finest apprentice electricians in the country as he scooped a winning spot at the Skill ELECTRIC UK final.

Matthew competed against the 10 top apprentice electricians from across the UK – and after three days he was named 2nd runner up.

Competitors had to complete three tasks based on real life electrical installations. This included one three-hour and two seven-hour installations.

Matthew said: "The whole experience was brilliant. It was exhausting and hard work but being named one of the top three apprentice electricians in the country is fantastic."

Matthew is one of nearly 90 apprentices currently working with us – and we want to take on another 200 over the next four years.

Because of our commitment to apprenticeships, we were selected recently by the Prime Minister, Gordon Brown, to speak at 'Number 10' about the work we do. Our Chief Executive, Chris Langstaff, and one of our apprentices went to Downing Street to speak to Trade Union representatives and training organisations about the benefits of apprenticeship training.

If you are interested in applying for one of our future apprenticeship positions, please contact us on 0845 330 31 31.

Traineeships 1 year

Salary: National Minimum Wage (from £6,279 up to £7,540 per annum)

Hours: 25 hours per week

Location: Various

Nottingham City Council is offering 200 traineeships to out of work city residents. If you are over 18 and meet the eligibility criteria you may be able to benefit from one of these exciting opportunities.

The traineeships are across the whole council, in areas such as business administration and sports and leisure. They provide one year's paid work experience and an opportunity to develop new skills in a professional working environment.

Some of the traineeships available include:

Business Administration - Offering administrative support to various teams.

Sports and Leisure - Assisting in developing physical activity and sports provision and offering customer service at our leisure centres.

Health and Social Care - Offering care and support to a diverse group of service users in a variety of settings including their own home, residential units and day centres.

Museums and Libraries - Acting as first point of contact for a wide range of visitors.

Information Technology - Offering support to the essential and varied roles that keep the council's IT systems running smoothly.

In order to be eligible to apply for a traineeship you will be a Nottingham city resident aged 18 or over and:

- Have been claiming Job Seekers Allowance for between nine months and one year.

Or

- Claiming any other out of work benefit for a minimum of nine months.

Please note that an enhanced CRB check will be required for some of the opportunities listed above.

For more information and to confirm your eligibility please email trainees@nottinghamcity.gov.uk or call the HR Recruitment Shared Service on 0115 915 6555.



**Nottingham
City Council**



Want a job?

Future Jobs Fund is a new Government scheme to help unemployed people back into work. Nottingham City Homes have several places available for:

Trade Trainees and Clerical / Office Trainees

Hours: 25 hours per week

Duration: Fixed term for 12 months

Salary: National minimum wage

Closing date for applications: 29th December 2009

To be eligible you must be either:

- 18 to 24 (claiming Job Seekers Allowance for between nine and 12 months and living in the city of Nottingham)
- 25 or over (unemployed for at least nine months, claiming any out of work benefit and living in a part of the city that has above average unemployment – contact Job Centre Plus for details).

Does this sound like you? Don't call us!

This scheme is being run by Job Centre Plus. Please do not apply directly to Nottingham City Homes – speak to your Job Centre Plus Advisor to find out if you're eligible.

If you qualify, your advisor will give you an application pack which you should complete and return to the Job Centre.

**Call your local Job Centre Plus office today!
For details go to www.jobcentreplus.gov.uk**



**Nottingham
City Homes**

Future Jobs Fund

Get Involved... Check the calendar!



Throughout the year we hold lots of events, drop-in advice sessions, open days and a tenant conference.

These are all aimed at helping you find out more about the community you live in, things you can do to get involved and to have some fun as well!

We also have a number of forum meetings in your area that discuss things important to you.

To help you find out what's going on, we've just launched our online Tenant and Leaseholder Involvement calendar.

Visit www.nottinghamcityhomes.org.uk and click on the Get Involved Calendar advert, on the right hand side of the homepage.

The calendar is in its early stages and will become a lot more interactive in the future. Watch this space!

For more information about any event on the calendar, please contact:

Tenant and Leaseholder Involvement Team,
14 Hounds Gate, Nottingham, NG1 7BA
Tel: **0115 915 7380**

Text: **INVOLVE** to **60066** followed by your name, address and phone number. We will call you back. (Calls charged at standard network rates)

E-mail: gettinginvolved@nottinghamcityhomes.org.uk



Tenant and Leaseholder Resource Centre open for business!



The Tenant and Leaseholder Resource Centre, based at our city centre Hounds Gate Office, is now open for business!

Open Mondays (10am to 1pm), Wednesdays (1pm to 6pm) and Fridays (10am to 1pm), the centre is run by tenants and leaseholders for tenants and leaseholders.

It's equipped with computers, photocopying facilities, lots of useful information and has a meeting room for up to 14 people with the latest in projection and screen equipment.

Opened on 29th November, the centre will have its official grand opening in January 2010, with chairs and vice-chairs of tenant and leaseholder forums, area panels and tenants and residents associations invited to attend. Look out for the photos in a forthcoming issue!

To find out more about the centre, what it offers and how you and your friends and family can make the most of it, contact the Tenant and Leaseholder Involvement Team.

Design our mascot!

For the past two years we've been running 'Get Involved week' – with lots of events and activities all over the city to encourage you to help shape our services.

But we want 2010 to be even bigger, even better – and be led by you!

So September next year will be the first Get Involved Month – aimed at encouraging you to get involved with your communities by organising events and activities.

Future newsletters will give you the full low down on the month itself, so watch this space!

To kick things off we would like to have a mascot (like Children in Need's Pudsey Bear) to help promote the month – themed around housing, homes or community.

This is about how we all work together to make things better. So we have sent out letters to all primary schools in the city, encouraging the children at these schools to send in their designs for a new mascot. The winner will get a £25 voucher for themselves and a £100 gift

voucher for their school from Shawe's Art Shop! If you have a child at one of our city schools and they're taking part – encourage them to get involved!

The final mascot design will be used in all promotion for Get Involved Month next year and hopefully in the future.



Further Information

The closing date is 22nd January 2010. A shortlist of the top six entries will be judged by the Tenants and Leaseholders Congress and the Customer Communications Panel on 27th January. All entries should be no larger than A3 and sent from the school to: **The Tenant and Leaseholder Involvement Team, Nottingham City Homes, 14 Hounds Gate, Nottingham, NG1 7BA.**

For further information, please contact **Claire Reeves** on **0115 915 7315** or **Andrew Filer** on **0115 915 7391**. Or email: gettinginvolved@nottinghamcityhomes.org.uk



Active in your community? Get qualified!

Are you involved in a project in your community, or with a Nottingham City Homes group? Then you could take part in the 'Active Learning for Residents' (ALfR) programme.

ALfR is a new way to gain qualifications – but it's not like studying for exams as many of us once did. Run by the Chartered Institute of Housing (CIH), at the end of the course you will not only have achieved a valuable qualification, you will also have contributed to the improvement of your community.

You'll be assessed, supported and advised by a Nottingham City Homes employee (known as a 'recogniser'). It'll look great on your CV and could really help with any future employment prospects – particularly in the housing sector!

The beauty of the programme is that it builds on what you're doing anyway in your community. There are three levels – and if you do them all you can study for higher

qualifications that could lead to full professional membership of the CIH.

Janet Storar, Chair of Nottingham City Homes, is currently completing her qualification. She said: "Without taking part in the ALfR scheme I very much doubt I would have had the confidence to accept the nominations of my fellow Board Members to become the new Chair at our recent AGM.

"This is a new era for me and one which I am very much looking forward to. I have found that by challenging my passion and enthusiasm for social housing into gaining new skills, learning is not the chore that it was as school and college.

"On a final note I would stress that age is no barrier – I took early retirement 10 years ago!"

To find out more about the programme, contact the Tenant and Leaseholder Involvement Team.

Competition time

This month we are giving away a 2GB iPod Shuffle! To be in a chance of winning, simply answer the following question:

What percentage of tenants and leaseholders are satisfied with the overall service we provide?

To enter by text simply type: NCH, followed by your answer, name and address. Text to 60066 (all entries are charged at standard network rates)*.

Alternatively, send your entries (with your name and telephone number) to: The Communications and Marketing Team, 14 Hounds Gate, Nottingham, NG1 7BA*

Deadline for receipt of entries is Friday 8th January 2010.

Good luck!

*Only one entry per person



We have a winner!

We had more than 70 correct answers for our competition last month. Congratulations go to our lucky winner Russell Heskey from Leen Valley (pictured) who won £50 of Boots vouchers.

We asked: 'Who was the winner of the 'Special Cup' in this year's Garden Competition Awards?'

The correct answer was: Mr Cairns of Bestwood Park.



Training Programme 2009/10



for tenant and leaseholder involvement

Nottingham City Homes offers a range of FREE training courses for our tenants and leaseholders throughout the year.

Upcoming training opportunities include:

Give respect, get respect – anti-social behaviour awareness

When: 11th February 2010

Time: 10am to 4pm

Where: Nottingham City Homes Head Office, 14 Hounds Gate, Nottingham, NG1 7BA

Financial Inclusion

When: 14th January 2010

Time: 10am to 12.30pm

Where: Nottingham City Homes Head Office, 14 Hounds Gate, Nottingham, NG1 7BA

Housing policy and legislation – recent developments

When: 26th January 2010

Time: 10am to 12.30pm

Where: Nottingham City Homes Head Office, 14 Hounds Gate, Nottingham, NG1 7BA

Secretary skills

When: 1st February 2010

Time: 10am to 4pm

Where: Nottingham City Homes Head Office, 14 Hounds Gate, Nottingham, NG1 7BA

We provide lunch for full day courses, cover the cost of your travel and any carer expenses you may have.



Further Information

If you're interested or would like to find out more please contact our Tenant and Leaseholder Involvement Team:

Team: Tenant and Leaseholder Involvement Team

Address: 14 Hounds Gate, Nottingham, NG1 7BA

Tel: 0115 915 7380

Minicom: 0115 915 7447

Text: text INVOLVE to 60066, followed by your message, name and address

E-mail: gettinginvolved@nottinghamcityhomes.org.uk

Web: www.nottinghamcityhomes.org.uk/get_involved

Repairs...



Repairs clinics tell us how we're doing!

In the last edition we told you about the new round of repairs clinics starting in December. The dates, times and venues have now been confirmed – why not find the one nearest you in the table and come along?

We held our first round of repairs clinics in the summer. We know the quality of the service really matters to you. So as part of our drive to improve we want get out into the community to hear what you have to say.

As part of the session we will ask you to complete a short questionnaire about the repairs service, with all entrants going into a prize draw to win £25 of gift vouchers.

Feedback from the first round of surgeries has been extremely positive – 89% of all people completing questionnaires said they were happy with the repairs call centre, and said staff there were polite and helpful. More than half of people completing questionnaires said that their query is resolved in one call.

This information is great, and helps us to focus on areas where we still need to improve – but we need to know more. So come along, meet the team and tell us where you think we're getting it right and wrong!



Meet the team

For more on these clinics or to report a repair, please call the repairs contact centre on **0115 915 2222** (open 24 hours a day, 365 days a year) or visit www.nottinghamcityhomes.org.uk/your_repairs

Venue	Date	Time
Duchess Gardens, Bulwell	11/12/09	9.30 to 12.30pm
Bulwell Housing Office	18/12/09	12.30 to 4.30pm
Stanwick Close, Bilborough	18/02/10	9.30 to 12.30pm
Aspley Housing Office	26/02/10	12.30 to 4.30pm
Curzon Court, St Ann's	25/03/10	9.30 to 12.30pm
St Ann's Housing Office	26/03/10	12.30 to 4.30pm



Social care is changing

As people live longer, so they tend to need more care and support.

Putting People First is a programme run by the city council to transform how social care services are delivered for adults in Nottingham. It's the biggest change to social care services in more than 30 years. The aim is to provide those who need it with greater choice and control over how the money for their support is spent.

When will these changes come into effect in Nottingham?

This won't happen overnight – it will be a gradual process. Nottingham City Council is working hard to plan and implement the necessary changes. By April 2011, the new system of adult social care will be up and running across the city.

How do I find out more?

For more information on Putting People First in Nottingham you can:

Visit www.nottinghamcity.gov.uk/puttingpeoplefirst

Email puttingpeoplefirst@nottinghamcity.gov.uk

Call the Adult Contact Team on **0115 883 8460**



Nottingham
City Council

Stay serviced, stay safe – win vouchers!



Pictured is Deborah Taylor, Project Officer and Steve Cooper, Project Manager from Nottingham City Homes' Gas section, presenting Miss Topin of Hyson Green (centre) with £100 of Victoria Centre vouchers for making and keeping her annual gas service appointment.

All you have to do to be entered into a prize draw is allow us to carry out a gas service at your home on our first request.

By law we have to carry out a gas safety check once a year in every one of our properties that has a gas supply (whether it's being used or not). The service is free and only takes around 45 minutes to do.

By getting in first time to do this, it saves us time and money – money that can be used on improving services!

Our performance...













































for Nottingham City Homes service standards

At Nottingham City Homes, making sure we always aim for excellence is a key priority for our employees in every service we deliver.




We have developed a set of service standards (you can find these in your tenant handbook and on our website), which tell you about the level of service you can receive from us.

The standards are based on a number of key services (such as customer care, rents and repairs), against which we monitor our performance.

1st April 2009 to 31st October 2009

Performance Indicator		Performance 2008/09	Position at End Oct 2009	Target 2009/10	Are we on target?	Are we getting better?
	Number of lettable empty properties	382	452	300		
	Average time taken to re-let empty properties (days)	49	39.4	35		
	Tenant satisfaction with the new tenant service (score out of 10)	7.2	7.3	8		
	The % of complaints responded to within 5 working days	97.4%	97%	97%		
	The % of enquiries responded to within 5 working days	91.6%	96.1%	97%		
	The percentage of calls answered in target in the Rents Call Centre	75.9%	80.5%	80%		
	The percentage of calls answered in target in the Repairs Call Centre	71.9%	80.5%	80%		
	The % of all emergency repairs completed on target (3 Days)	99.2%	99.2%	98%		
	The % of all non urgent repairs completed on target (15 Days)	91.3%	95.7%	97%		
	Days taken to complete non urgent repairs	13.76	8.2	10		
	Customer satisfaction with the responsive repairs service (score out of 10)	7.94	8.2	8		
	The % of rent and rent arrears collected (of rent due during 2009-10).	100.29%	100.17%	100.3%		
	The % of estate assessments meeting 2 or 3 star tenant inspector rating	95%	90%	96%		
	The % of estate assessments meeting 3 star tenant inspector rating	62%	67%	67%		

KEY	ARE WE GETTING BETTER?
	Performance has improved since 08/09
	Performance has remained the same or has dipped marginally since 08/09
	Performance has deteriorated since 08/09

KEY	ARE WE MEETING OUR TARGETS?
	Meeting or exceeding our target
	Marginally below target
	Significantly below target

This table explains how we've performed from April up until the end of October 2009.

get in touch

Opening hours are 8.30am to 4.30pm Monday to Friday and 10.30am to 4.30pm on Wednesdays

*Except Bilborough Housing Office, which is open 8.30am to 4.30pm on Mondays and Fridays and 10.30am to 4.30pm on Wednesdays only

Rents Call Centre

We offer a range of ways to pay your rent – and free debt advice if you need it.

Ways to pay your rent:



Direct Debit



PayPoint



At your local Post Office



Via our website



By telephone

Ask us about setting up a Direct Debit, claiming council tax and housing benefit or FREE debt advice.

Tel: 0115 915 4920

Minicom: 0115 915 4113

Housing Service Centre

Nottingham City Homes,
14 Hounds Gate, Nottingham,
NG1 7BA

Tel: 0845 330 3131

Minicom: 0115 915 7447

www.nottinghamcityhomes.org.uk

Your Local Housing Offices

Aspley

14 Strelley Road, Strelley,
Nottingham, NG8 3AP

Tel: 0115 915 3121

Minicom: 0115 915 3126

E-mail: aspleyoffice@nottinghamcityhomes.org.uk

Bilborough

95 Bracebridge Drive, Bilborough,
Nottingham, NG8 5PL

Tel: 0115 915 0491

Minicom: 0115 915 0485

E-mail: bilboroughoffice@nottinghamcityhomes.org.uk

Radford & Hyson Green

Mary Potter Centre, Gregory Boulevard,
Hyson Green, Nottingham, NG7 5HY

Tel: 0115 883 8220

Minicom: 0115 883 8225

E-mail: radfordoffice@nottinghamcityhomes.org.uk

Anti-social Behaviour Helpline

Tel: 0115 915 2020

Repairs Call Centre

Tel: 0115 915 2222

Minicom: 0115 915 1826

Email: repairs@nottinghamcityhomes.org.uk

www.nottinghamcityhomes.org.uk/your_repairs

Get Involved!

Tel: 0115 915 7380

Text: text INVOLVE to 60066, followed by your name and address

Email: gettinginvolved@nottinghamcityhomes.org.uk

Secure Warm Modern

Tel: 0300 333 8100

(calls charged at local rate)

Email: SWM@nottinghamcityhomes.org.uk

Nottingham On Call

Tel: 0115 915 1640

Email: housingoncall@nottinghamcityhomes.org.uk

Translations

If you are unable to read this tenant and leaseholder newspaper please contact your area housing office, or call us on **0845 3303131**. We can arrange for an interpreter to explain it to you, or send you a spoken word version on tape or CD. If neither of these are suitable, we can translate this publication into your chosen language. This is also available in large print.

Cantonese

如果你不能夠閱讀這刊物，請聯絡你的地區房屋辦公室，或致電 0845 330 3131。我們可以安排一位翻譯員去為你解釋，或寄送一份口述版本的錄音磁帶或光碟給你。如果這兩者都不適合，我們可以把這刊物翻譯成你所選擇的語言。我們也可以用大字體提供。

Czech

Pokud si nejste schopni tuto publikaci přečíst, prosím kontaktujte bytový úřad pro Vaši oblast nebo nám zavolejte na 0845 330 3131. Můžeme zařídít tlumočnicka, který Vám to vysvětlí, nebo Vám můžeme zaslat namluvenou verzi na kazetě nebo CD. Pokud ani jeden ze způsobů není vhodný, můžeme tuto publikaci přeložit do Vámi vybraného jazyka. Můžeme ji také poskytnout ve velkém písmu.

French

Si vous ne parvenez pas à lire cette publication, s'il vous plaît contacter votre bureau de logement de secteur ou appelez-nous sur 0845 330 3131. Nous pouvons nous charger pour qu'un interprète l'explique à vous, ou vous envoyer une version parlée sur une bande ou un CD. Si ni l'un ni l'autre de ces derniers ne convient, nous pouvons traduire cette publication dans votre langue choisie. Nous pouvons également la fournir en grande copie.

Gujarati

તમે આ પ્રકાશન વાંચવામાં અસમર્થ હોવ, તો તમારા વિસ્તારના આવાસન ઓફિસનો સંપર્ક કરવા કે 0845 330 3131 પર અમને કોલ કરવા વિનંતી. અમે તમને તે સમજાવવા દુભાષિયાની ગોઠવણ કરી શકીએ, અથવા ટેપ કે સીડી પર બોલેલા શબ્દની આવૃત્તિ તમને મોકલી શકીએ. આ બંને માંથી કોઈપણ તમને યોગ્ય ન હોય, તો અમે તમારી પસંદગીની ભાષામાં આ પ્રકાશનનું ભાષાંતર કરી શકીએ. અમે તેને મોટી પ્રિન્ટમાં પણ પૂરું પાડી શકીએ.

Hindi

यदि इस पत्रिका को पढ़ने में आपको कठिनाई महसूस होती है तो कृपया अपने इलाके के हाउसिंग दफ्तर से इस नंबर पर संपर्क करें, 0845 330 3131। इसे समझने के लिये हम दुभाषीय का प्रवचन कर सकते हैं, या टेप अथवा सीडी पर वर्ड या कहे शब्द को भी भेज सकते हैं। इनमें से यदि कोई भी उचित नहीं है, तो इसे हम आपकी पसंद की भाषा में ट्रांसलैट कर सकते हैं। इसे बड़े प्रिंट में भी प्रदान किया जा सकता है।

Kurdish Sorani

ئەگەر ئێوە ناتوانن ئەم بڵاوکراویە بخوێننەوە، تکایە پەیوەندی بە نووسینگەی نیشتمانی کردنی ناوچەیی خۆت بەکە یانیش تەلەفۆنی ژمارە 0845 330 3131 بەکە. ئێمە داتوانین زمانەهرێگرێکت بۆ داوێن بەکەمین بۆ روون کردنەوەی ئەمە، یان چاپێکی بە دەنگت بۆ بنێرین لەسەر شەرتیی کاسێت یانیش لەسەر سی دی. ئەگەر هیچ لەمانە گونجاو نیە بۆت، ئەوە ئێمە داتوانین نام بڵاوکراویە بگۆڕین زمانی پەسەندکراوی خۆت. هەر وەها ئێمە داتوانین بە پیتی گەورەش داوێنی بەکەین.

Polish

Jeżeli nie potrafi Pan/Pani przeczytać tej publikacji, prosimy skontaktować się z Pana/Pani lokalnym housing office lub zadzwonić pod numer 0845 330 3131. Możemy zorganizować tłumacza, który objaśni Panu/Pani treść tej publikacji lub wyśleć Panu/Pani mówioną wersję na kasiecie audio lub na płycie CD. Jeżeli żadna z powyższych opcji Panu/Pani nie odpowiada, możemy przetłumaczyć tą publikację na wybrany przez Pana/Panią język. Możemy również przekazać Panu/Pani wersję drukowaną dużą czcionką.

Portugese

Caso não consiga ler esta publicação, favor entrar em contato com o housing office (departamento de habitação) de seu bairro ou telefone para 0845 330 3131. Podemos arranjar um intérprete para explicar, ou enviar uma versão falada em fita ou CD. Se nenhuma dessas opções lhe forem convenientes, podemos traduzir esta publicação no idioma de escolha. Também disponível versão escrita em letras grandes/ impressão maior.

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਪੜ੍ਹਿਕਾ ਨਹੀਂ ਪੜ੍ਹ ਸਕਦੇ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਆਪਣੇ ਇਲਾਕੇ ਦੇ ਹਾਉਸਿੰਗ ਆਫਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਉਨ੍ਹਾਂ ਨੂੰ 0845 330 3131 ਤੇ ਫੋਨ ਕਰੋ। ਅਸੀਂ ਤਰਜਮਾਨੀ ਦੇ ਲਈ ਇਕ ਇਨਟਰਪ੍ਰੀਟਰ (ਦੁਬਾਸੀਏ) ਦਾ ਚਿੱਤਰਾਜ ਕਰ ਸਕਦੇ ਹਾਂ ਜਾਂ ਇਹ ਟੇਪ ਜਾਂ ਸੀ ਡੀ ਤੇ ਇਹ ਜਾਣਕਾਰੀ ਭੇਜ ਸਕਦੇ ਹਾਂ। ਜੇ ਦਿੱਤੇ ਵਿੱਚੋਂ ਕੋਈ ਵੀ ਉਚਿਤ ਨਹੀਂ ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਇਹ ਟ੍ਰਾਂਸਲੇਟ ਕਰਵਾ ਸਕਦੇ ਹਾਂ। ਅਸੀਂ ਇਹ ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਵੀ ਮੁਹੱਈਆ ਕਰ ਸਕਦੇ ਹਾਂ।

Urdu

اگر آپ کو اس دستاویز کو پڑھنے میں مشکل پیش آ رہی ہے تو براہ مہربانی اپنے ایریا ہاؤسنگ آفس سے رجوع کریں یا پھر فون نمبر: 0845 330 3131 کے بارے میں آپ کو سمجھانے کیلئے ہم آپ کے لئے مترجم فراہم کر سکتے ہیں یا پھر ان تحریری معلومات کو آپ کی زبان میں ٹیپ یا سی ڈی پر ریکارڈ کر کے مہیا کر سکتے ہیں۔ اگر یہ سب آپ کے لئے موزوں نہیں ہے تو ہم اس دستاویز کو آپ کی اپنی زبان میں تحریری طور پر مہیا کر سکتے ہیں۔ یہ دستاویز بڑے حروف میں بھی مہیا کی جاسکتی ہے۔