

# Improving your home 2011-15

Your guide to  
Secure ♦ Warm ♦ Modern



Approved  
by the Customer  
Communications Panel



Corporate member of  
Plain English Campaign  
Committed to clearer communication

301



INVESTOR IN PEOPLE



NCHLFT59

Improving your home

# What is

## Secure ♦ Warm ♦ Modern 2011-15?

**Our Secure ♦ Warm ♦ Modern programme will make sure every council home in Nottingham is a decent place to live.**

The Government has recently reduced the budget for 'decent homes' across the country, but we are still committed to delivering the programme to Nottingham council tenants.

Working with tenants, we have revised the programme which will now be completed between 2011 and 2015. This programme is still based on your three priorities. Take a look at the map on page 10 to see when we expect to be improving your home.

**It is divided into your three main priorities of work:**

- **Nottingham Secure** – replacing single glazed windows with double glazing
- **Warmth for Nottingham** – improvements to heating systems where required
- **Modern Living** – internal improvements, including new kitchens and bathrooms where required.

We will also be improving electrical wiring, external doors, roofs, walls and other internal alterations where necessary.

The Secure ♦ Warm ♦ Modern programme will make sure every home not only meets the Government's 'decent homes' standard, but improves on it (Nottingham's Decent Homes Plus Standard).

**Please note some homes already meet the standard and therefore will not require any work.**

# The Decent Homes Standard

## What is the Decent Homes Standard?

Despite national reductions in the Decent Homes budget, the Decent Homes standard remains the same.

**The national Decent Homes Standard aims to make sure each home:**

1. Meets the current national minimum standard for housing
2. Is in a reasonable state of repair
3. Has modern facilities and services
4. Provides a reasonable degree of thermal comfort.

## Does your home meet Nottingham's Decent Homes Plus Standard?

**To meet our standard, your home must:**

- Have a kitchen less than 20 years old
- Have a bathroom less than 30 years old
- Have effective heating and insulation
- Be in a reasonable state of repair
- Have double glazed windows
- Have secure external doors.



# Is your home in a reasonable state of repair?

## Your home is not of a 'decent' standard if:

- One or more key building components are old and, because of their condition, need replacing or need major repairs. This includes things like windows, doors, heating and electrical work
- Two or more other building components are old and, because of their condition need replacing or need major repairs. This includes things like the condition of kitchens and bathrooms.



A kitchen older than 20 years that will be replaced as part of the programme.



An example of a new kitchen.

## For example:

- If your windows and frames are rotten or single glazed we will fit new PVC-u double glazed ones
- If your external doors are warped, rotten or beyond repair, we will fit new ones. You will have a choice of colour and design
- If your home has major damp issues, we will find out the cause and use the best solution to resolve the problem
- We will check the electrical wiring in your home and upgrade it if necessary.

# Nottingham secure

## Will all your windows be replaced with double glazed units?

- All existing single glazed windows and frames will be replaced with double glazed PVC-u frames. **If you already have double glazing we will not replace it**
- Existing front and back doors will be replaced if they are old, rotten and in poor condition or need a lot of maintenance. The new replacement doors will include a composite door and frame
- Entrance doors to individual flats will be replaced if they are beyond their serviceable life or do not meet current fire regulations. Replacement doors and frames will be in a similar style to the existing ones, meet current fire regulations and include security door handles
- All replacement doors and windows will be designed to meet the 'secured by design' standard.



# Warmth for Nottingham

## Does your home have effective heating and insulation?

### Your home will not meet the decent homes standard if it:

- Doesn't have an efficient heating system
- Doesn't have effective insulation.

### We will:

- Provide central heating to all homes that do not currently have it
- Upgrade existing partial central heating systems to full systems
- Remove and replace inadequate systems and/or boilers coming to the end of their serviceable life
- Fit controls where required so you can independently control the timing and temperature of the heating.

Wherever possible we will upgrade to a full gas central heating system. We may not be able to do this in properties where a gas supply is not available. In these situations we will fit modern, up to date, controllable, replacement electrical systems instead.

If needed we will top-up loft insulation if your home has less than 200mm (approximately eight inches). Please be aware that this work could be done at anytime during improvements to your home.



# Modern living

## Does your home have a modern kitchen?

### Your kitchen is not of a decent standard if it:

- Has units more than 20 years old
- Has units less than 20 years old, but in need of major repairs
- Does not have enough work surfaces to prepare food
- Does not have a safe layout.

For three bedroom houses we aim to give you 1.5 cubic metres (53 cubic feet) of storage. For one and two bedroom houses this will be 1.2 cubic metres (42 cubic feet).

If a new kitchen is to be fitted in your home it will include new base units and wall cupboards. You can choose from a range of kitchen sets including:

- New worktops
- New ceramic tiles above all worktops and behind the cooker
- New vinyl floor tiles
- New taps with lever handles.

If your home needs a new kitchen, the layout will be agreed with you before we start work. The layout will incorporate your existing appliances wherever possible.

## Will you take out my pantry?

Pantries provide significant storage space and will only be removed in exceptional cases.





## Does your home have a modern bathroom?

### Your bathroom is not of a decent standard if it:

- Has fittings more than 30 years old and in need of major repair
- Has fittings less than 30 years old, but still need major repairs.

### If a new bathroom suite is fitted in your home, it will include:

- White bath and fittings
- White toilet cistern and fittings
- White wash hand basin and fittings
- White bath panels
- A choice of ceramic wall tiles
- A choice of vinyl non-slip flooring
- Taps with lever handles.



A bathroom older than 30 years that will be replaced as part of the programme.



An example of a new bathroom.

**Note: If your home has a downstairs toilet (your main toilet) and fails the Decent Homes Standard we will try to include a new wash hand basin in this area of your home where possible.**

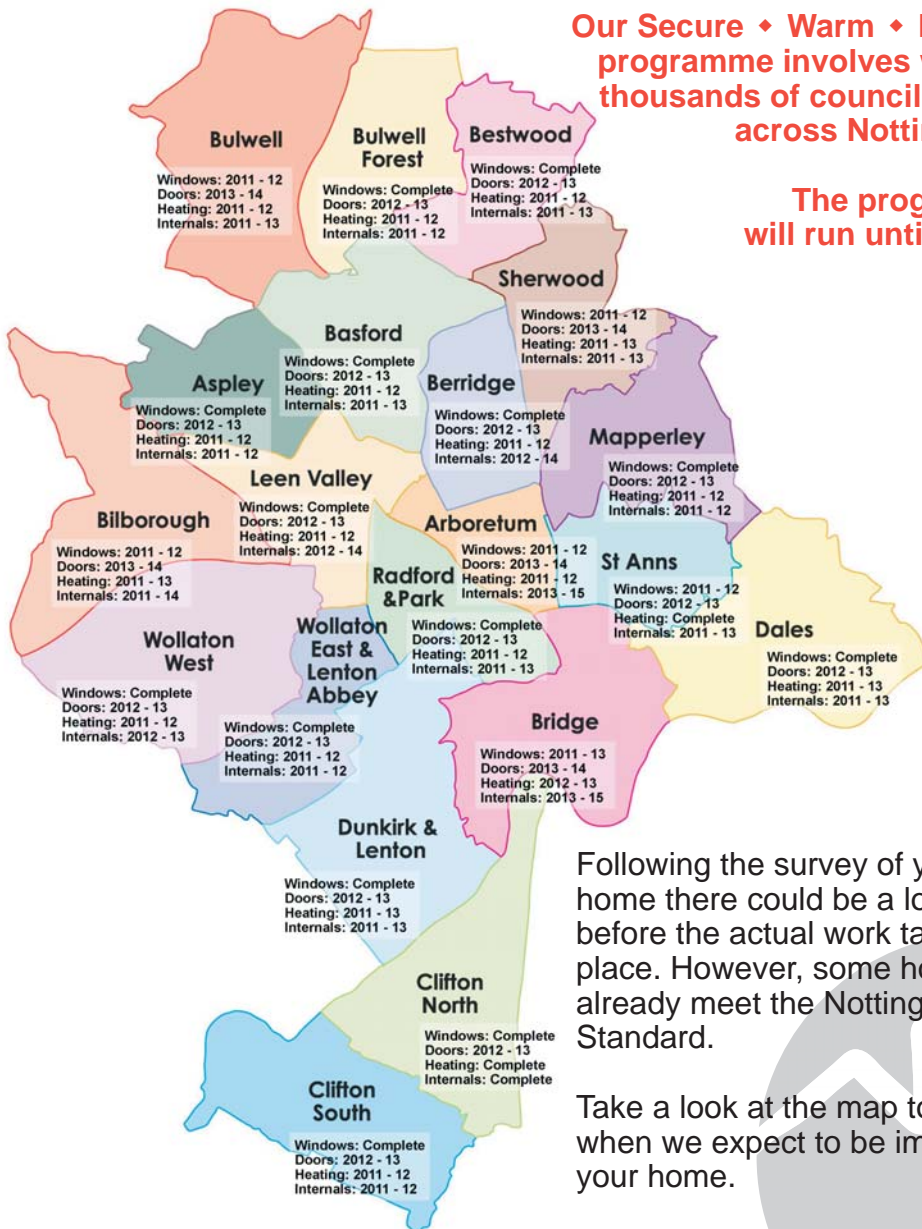




# If work is required – when?

Our Secure ♦ Warm ♦ Modern programme involves work to thousands of council homes across Nottingham.

The programme will run until 2015.\*



Following the survey of your home there could be a long gap before the actual work takes place. However, some homes already meet the Nottingham Standard.

Take a look at the map to see when we expect to be improving your home.

- \* The map is a guide, correct at time of press and may be subject to change.
- \*\* Where it is noted as 'complete' this does not include where we haven't been able to get into a property or tenants have said 'no' to the work.

# The next steps

If your home requires any work we will contact you to arrange an appointment to discuss this.

Throughout the programme you will have the opportunity to discuss:

- Any worries or concerns
- Any special needs or requirements
- Access to your home
- Health and safety
- What you will need to do to prepare for the work
- The standards you should expect from us and what is expected from you.



# Helping Hands

**This scheme is our promise to give extra help and support to vulnerable tenants while we are working in your home under the Secure ♦ Warm ♦ Modern programme.**

Once we have surveyed your home and decided what work needs to be done, we will put together a workplan. If you have specific needs, we will make sure our workplan takes these needs into account.



## **Changes we may make to the workplan include:**

- Splitting the work to minimise disruption, for example doing jobs individually such as the kitchen and bathroom, rather than all at once
- Changing the layout of kitchens and bathrooms to suit individual needs making sure we take your medical conditions and daily routines into account when planning the work
- Making sure you always have access to essential services like water and the toilet
- Accommodating mobility needs
- Making arrangements if people cannot remain in their home during the work
- Provide heaters where necessary
- Provide cookers where necessary.

## **What you need to do**

If you think that you may need a 'Helping Hand', while the work is carried out please contact the Secure ♦ Warm ♦ Modern Team using the details opposite.

**Address:** Beechdale Court,  
Beechdale Road,  
Nottingham, NG8 3LH  
**Phone:** 0300 333 8100  
**Fax:** 0115 876 2094

**E-mail:** [SWM@nottinghamcityhomes.org.uk](mailto:SWM@nottinghamcityhomes.org.uk)

# Adaptations

**You will only get an adaptation under the Secure ♦ Warm ♦ Modern scheme if the item being requested has failed the Decent Homes Standard.**

If not, we will give you details on how to contact Nottingham City Council's Adaptations Agency who will be able to advise you.

If you have difficulty using your bath, steps or path, you must tell the surveyor who visits your home. You can also tell your project liaison officer. They will arrange for an occupational therapist to visit you and assess your needs.

The City Council's Adaptations Agency can be contacted at:

**Address:** 77 Radford Boulevard, Radford, Nottingham, NG7 3BQ

**Phone:** 0115 915 3280

**Minicom:** 0115 915 9728

**Fax:** 0115 915 3297

**E-mail:** [adaptations.housing@nottinghamcity.gov.uk](mailto:adaptations.housing@nottinghamcity.gov.uk)



# Our promise to you

**One of our values is 'respect the individual' – so all our employees or contractors follow a code of conduct when they are in your home.**

## **We will:**

- Carry and show identification at all times. We will give all visitors temporary identity cards and partners will have dual branding on their identity cards
- Keep our appointments we make with you or let you know if we cannot keep them
- Be respectful, polite and courteous to everyone who lives there
- Be considerate of your possessions
- Keep all your personal details confidential
- Show special consideration to anyone who is vulnerable
- Not smoke, consume alcohol, play music or use bad or offensive language in your home
- Not use your facilities such as the toilet, telephone, electricity or gas supplies without your permission
- Use suitable protection for furniture and floor coverings
- Wear appropriate safety clothing
- Leave your home safe, clean and tidy when the job is finished and at the end of each working day
- Leave you with water, heating and lighting at the end of each day
- Keep stairways and entrances clear during the work
- Keep tools and harmful substances out of reach of children and pets (where reasonably practicable)
- Keep you informed about how the work is going.

We are confident all our workforce follow this code, but if you find any NCH employee or our contractors are not complying with this code, please take the personal details on their identity card and report it to us on **0300 333 8100** as soon as possible.

**If the worker or visitor does not have an identity card, do not let them in and contact the Nottingham City Homes Secure ♦ Warm ♦ Modern Team on 0300 333 8100. If in doubt, keep them out!**

# What we expect from you

**We want to disrupt you as little as possible when completing works. To do this we need your co-operation.**

## **To help us carry out the work in your home you must:**

- Make sure you keep any appointments we make with you or let us know if you cannot keep them
- Make sure all work areas are clean and tidy before we arrive
- Keep away from work areas while work is being carried out
- Pack away breakables and valuables including pictures, plates, mirrors, clocks and electrical equipment (you may also need to do this when we are working next door because of vibration)
- Keep your children safe by keeping them away from the work area
- Keep your pets safe by making sure they cannot get into the work area – if they react badly to strangers you may want to leave them with a friend or neighbour.

## **To help keep our workers safe, please do not:**

- Use the work skips for your household rubbish
- Use threatening, abusive or discriminatory language, or behave badly
- Smoke in your home two hours before our arrival.



This is a sample ID badge

# Your health and safety

**Your health and safety is very important. When work starts we will explain what is planned and how it will affect you.**

We may need to put up temporary barriers to stop you getting into a room while they are working in it. For your own safety, please keep yourself and others away from these areas. If you need to get into these rooms please tell the workers so they can protect you.

## **Children**

You must keep children away from all areas of work, including the site compound, scaffolding, tools, materials, rubbish and skips.

## **Pets**

You must keep pets away from all areas of work. If floorboards are being lifted, take extra care if you have small animals.

## **Dust**

If a job is particularly dusty, we will create a dust screen at doors and restrict access to the rooms we are working in. We will try and minimise the amount of dust in your home and clean up daily.

## **Electrical work**

Workers sometimes leave sockets and switches loose from walls while plaster or tiling dries. They will advise you which sockets and switches are safe to use.

## **Watch your step**

Wherever possible we will make sure you can easily get around your home but you must be careful when you walk on dust sheets or near things like rolled up carpets.





### **Watch out for falling objects**

When workers are on the roof or scaffolding, please take extra care when you go in and out of your home.

### **Keep off the scaffolding**

If there is any scaffolding around please do not let children play on it. A fall from any height can have serious results. We will make sure that it is left safe and secure.

### **Keep out of the compound**

We may set up a site compound for storing materials near your home. Please keep your children and pets away from the compound.

### **Do not touch any equipment**

You must not touch or use the worker's machinery and equipment.



# When the **work is done**

**Our officers will continually inspect your home during and after the work to make sure it has been done to the right standard.**

We will show you how to use items like central heating controls, as well as providing you with instructions and aftercare information.

## **A good quality service for everyone**

We are committed to providing good quality service and customer care.

## **Customer satisfaction**

You can help us make sure we are providing good quality service to all by filling in a customer satisfaction form. The information you give us will be treated in confidence and used to monitor and improve our service.



# Frequently asked questions

<p>What is the Secure Warm Modern programme?</p>	<p>All council homes should be to a 'Decent Homes Standard'. Nottingham has a higher standard, known as Nottingham's 'Decent Homes Plus Standard'. The Secure Warm Modern Programme will bring all Council homes to this level by the end of 2015.</p>
<p>Why is it that the previous programme showed my part of Nottingham having works completed by 2013?</p>	<p>In October 2010, the Government carried out it's Comprehensive Spending Review which has unavoidably extended the completion date of our programme from 2013 to 2015.</p>
<p>I have received a letter saying my home requires some work. What happens next?</p>	<p>See the map on page 10 of this booklet which shows when each area of work is to be carried out in your part of the city. If you qualify for any work we will write to you closer to the start date and carry out the work on the date shown on the map.</p>
<p>My letter says my home currently meets the required standard. Does this mean that no work is required?</p>	<p>Yes. Some homes already meet the standard and will not require any works during this period.</p>





<p>My kitchen is 12 years old and in reasonable condition. The letter doesn't say I will receive a new kitchen on the current programme. Why not?</p>	<p>Your kitchen currently meets the standard. It is less than twenty years old and in a reasonable state of repair. This will be addressed under future planned maintenance programmes of work after 2015. Any repair issues should be reported as usual to the Repairs Contact Centre on 0115 915 2222, minicom 0115 915 1826.</p>
<p>Why am I not getting a new bathroom? It is in good condition but quite old – about 22 years old.</p>	<p>Your bathroom currently meets the standard so will not be replaced. For a bathroom to be replaced on the current programme, it must be over thirty years old or be in a poor condition. Any repair issues should be reported to the Repairs Contact Centre on 0115 915 2222, minicom 0115 915 1826.</p>
<p>My home has full gas central heating so why do you need to do more work to it?</p>	<p>We will be upgrading some heating systems with new controls and thermostats. Some homes will also require more loft insulation. This should help keep your home warmer for longer.</p>
<p>Will all my single glazed windows be replaced?</p>	<p>Yes. All single glazing (except outbuildings etc) will be replaced with double glazing. This will make your home more secure, keep the heat in and reduce condensation forming on the inside.</p>
<p>I have double glazed timber windows, will these be replaced as part of the current programme?</p>	<p>No. All double glazed windows meet the Nottingham Standard and will not be replaced under the current programme.</p>
<p>What about new doors?</p>	<p>Not all external / flat entrance doors will be replaced. Existing external doors will be replaced only if they are very old and in poor condition.</p>





<p>If I receive a new kitchen, can I have more cupboards than the maximum stated?</p>	<p>There is a maximum amount of storage units we can offer. Should you need more, we will pass on details of where you can purchase additional units.</p>
<p>I have put down laminate floors and fitted carpets to some areas of my home. Will I need to take up these prior to any works commencing?</p>	<p>These types of floor coverings are your responsibility. We will tell you which rooms we will be working in and expect you to take up and to refit these yourself once works are completed. If you are unable to remove your own floor coverings, please contact your Tenant Liaison Officer to arrange assistance.</p>
<p>What should I do if someone wants to come into my home to discuss or carry out works but has no identity card?</p>	<p>If you are in any doubt who the person is <b>do not let them in!</b> In addition to our workforce, we will also be using partner contractors. Anyone who wants to come into your home must carry and display an identity card. You can also contact us on 0300 333 8100 to confirm that the card is valid.</p>
<p>A member of my family has some special needs and requirements. Will these requirements be taken into account during any works?</p>	<p>Yes. We have the 'Helping Hands' scheme which promises to give extra help and support to tenants that require it. Please see page 12 for more information.</p>



# Appealing against our decision

If you are unhappy about the work we think is needed to bring your home up to the Secure ♦ Warm ♦ Modern standard, you can appeal in the following ways:

## Stage one

Contact our Asset Management Team to raise your concerns. You can do this by:

**Address:** Nottingham City Homes, Asset Management Team,  
Beechdale Court, Beechdale Road, Nottingham NG8 3LH

**Phone:** 0300 333 0050

**Fax:** 0115 876 2094

**E-mail:** [asset.management@nottinghamcityhomes.org.uk](mailto:asset.management@nottinghamcityhomes.org.uk)

If we think your concerns made at this stage are valid, we may visit your home again to help resolve your concerns. We will re-inspect your home as requested and discuss the Secure Warm Modern standard with you in more detail.

Following this re-inspection we will let you know the decision on your property within a week of our visit.

## Stage two

If you are still unhappy after receiving the decision, you can appeal against this. This appeal must be made two weeks after the decision by e-mail or letter, using the contact details on this page.

Please address the letter or e-mail:  
'For the attention of the Asset Data Manager'.





### **Stage three**

If you remain unhappy with our response at stage two, you may wish to move your complaint to stage three.

Your official appeal will be referred to our appeals panel, which meets once a month.

When we have received your appeal letter we will write to you within ten working days to let you know when we will consider your appeal.

We will then write to you again within ten working days of the appeal outcome, to tell you the final decision.

### **Stage four**

If at the end of stage three you are still not happy you may have the right to have your issue reviewed by the Local Government Ombudsman (LGO).

During the investigation, the LGO will usually examine our records. They will talk to you, our staff and anybody else who was involved with the decision and can explain our policies and procedures.

We will keep you up to date with the result of the investigation.

The LGO can be contacted at PO Box 4771, Coventry, CV4 0EH.

We have a legal duty to keep to any decision the LGO makes.



If you are unable to read this publication, please contact your area housing office or call us on 0845 330 3131. 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. We can also provide it in large print.

#### Chinese (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。

#### Kurdish (Sorani)

ئەگەر پێت ناکرێت ئەم بڵاوکردنە بە خوێندنی دە، کەڵکه بایو پەندی بە ئوسێندگەیی نیشتمەنکەر دە، ئارچەمی خۆت، بکە باوەش تەلمەنونی ژێرە 0845 330 3131 بکە. ئەمە دەتوانین ژمارەو گرێبەست بۆ تۆ دابین بکەین بۆ ڕوون کردنەوەی ئەمە، یان چاوەکی بە دەنگت بۆ بڵاوێن ئەمەو ئێرێتی کەسێت یانێت ئەمەو ئەم نەو. ئەگەر هەج لەمەو گرێبەست نەو، ئەمە ئەمە دەتوانین نام بڵاوکەر او بە یەگەر یە زما، یاسمانکەر او ی خۆت. هەر دەها ئەمە دەتوانین بە پێتی گەورەش دابین بکەین.

#### Czech

Pokud si nejste schopni tuto publikaci přečíst, prosím kontaktujte bytový úřad pro Vaši oblast nebo nám zavolejte na 0845 330 3131. Můžeme zařadit tumočníka, který Vám to vysvětlí, nebo Vám můžeme zabalit namlouvenou 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 větším písmu.

#### Polish

Jeżeli nie potrafisz 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 wysłać Panu/Pani mówioną wersję na kasecie 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.

#### 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 envoyez 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.

#### Portuguese

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.

#### Gujarati

તમે આ પ્રકાશન વાંચવામાં અસમર્થ હોવ, તો તમારા વિસ્તારના આવાસન આફિસનો સંપર્ક કરવા કે 0845 330 3131 પર અમને કોલ કરવા વિનવો. અમે તમને તે સમજાવવા દુભાષિતવાળી વોલ્ડવાર કરી શકીએ, અથવા ટેપ કે સીડી પર બોલેલા સ્વરની આધારે તમને માંડવી 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.

#### Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਪੜ੍ਹਿਕਾ ਨਹੀਂ ਪੜ੍ਹ ਸਕਦੇ ਤਾਂ ਕਿਉਂਕਰ ਕਰਕੇ ਅਪਣੇ ਇਲਾਕੇ ਦੇ ਹਾਉਸਿੰਗ ਅਫਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਉਨ੍ਹਾਂ ਨੂੰ 0845 330 3131 ਤੇ ਕੋਲ ਕਰੋ । ਅਸੀਂ ਤਰਜਮਾਨੀ ਦੇ ਲਈ ਇਕ ਬਿਨਵਰਟਰ (ਦੁਬਾਸੀਏ) ਦਾ ਇੰਤਜਾਮ ਕਰ ਸਕਦੇ ਹਾਂ ਜਾਂ ਟੈਪ ਟੇਪ ਜਾਂ ਸੀ ਡੀ ਤੇ ਇਹ ਜਾਣਕਾਰੀ ਰੋਜ਼ ਸਕਦੇ ਹਾਂ । ਜੇ ਦਿੱਤਾ ਵਿੱਚੋਂ ਕੋਈ ਵੀ ਉੱਚਿਤ ਨਹੀਂ ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਇਹ ਟ੍ਰਾਂਸਲੇਟ ਕਰਵਾ ਸਕਦੇ ਹਾਂ । ਅਸੀਂ ਇਹ ਵੱਡੀ ਫਾਈਲ ਵਿੱਚ ਵੀ ਮੁਦਰਿਆ ਕਰ ਸਕਦੇ ਹਾਂ ।

#### Hindi

यदि इस पत्रिका को पढ़ने में आपको कठिनाई महसूस होती है तो कृपया अपने इलाके के हाउसिंग दफ्तर से इन नंबर पर संपर्क करें, 0845 330 3131। हमें सलाह देने के लिए इस तुभाषीय का प्रबंध कर सकते हैं, या टेप अथवा सीडी पर वॉर्ड या कले अथवा को भी भेज सकते हैं। जहाँ से यदि कोई भी उचित नहीं है, तो हम इस आसानी पर वॉर्ड को भाषा में ट्रान्सलेट कर सकते हैं। इसी तरह प्रिन्ट में भी प्रदान किया जा सकता है।

#### Urdu

اگر آپ کو اس دستاویز کو پڑھنے میں مشکل پیش آ رہی ہے تو براہ مہربانی اپنے علاقہ کے ہاؤسنگ آفس سے رابطہ کریں۔ 0845 330 3131۔ ہمیں اس دستاویز کی تفسیر کے بارے میں آپ کے لیے سہولت فراہم کر سکتے ہیں یا اسے ٹیپ یا سی ڈی پر ریکارڈ کر کے بھیج سکتے ہیں۔ اگر یہ سب آپ کے لیے مفید نہیں ہے تو اس دستاویز کو آپ کی اپنی زبان میں تحریری طور پر بھیج سکتے ہیں۔ یہ دستاویز بڑے حروف میں بھی لکھی جاسکتی ہے۔



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