



Southway Stories

Tenant
approved



Your home, safe in our hands

February 2017 Newsletter

Thanks to all
who came out
to dress our
Community tree!
For more outdoor
events see
Pages 12 & 14



What's inside...

Easier online
Free training &
volunteering

Page 5.



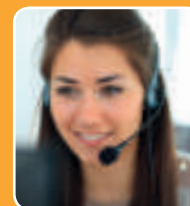
Attention!
Changes to
your benefits

Page 6.



STAR survey
What you
said

Pages 8-11.



Welcome to the Spring edition of Southway Stories!

Back in November you gave us feedback on all of our services in the STAR Survey and over Pages 8-11 of this issue you can find the results, as well as some of the ways we've started to look at how we can address the things you've told us.

You may notice a few differences in the way we look this year – starting with our new logo! With all the changes taking place at Southway we felt it was time to update our brand with a more modern, slicker style – we hope you like it.



There are also some important messages about Rent in the opening pages of this issue, so make sure you don't miss these!

Big changes to rent from April 3rd



To help us deal with your calls more effectively, from April 3rd you will no longer be able to telephone us to pay your rent.

The main reason for this is to reduce the number of calls to our Customer Hub so that we can deal more quickly with other enquiries, such as requests for essential repairs and appeals for support.

In the STAR survey you told us that the speed of answer time was your main issue with communicating with us. We have limited resources in the Hub and demand on this service is extremely high. Without taking rent payments, we can improve on this.

It also costs a lot of money to take rent payments over the phone and we believe we could put this money to better use. As a non-profit organisation, any 'profit' made above our basic running costs is used to build new homes (to address the housing crisis across Manchester) as well as to make our communities even better places to live.

There are lots of ways to pay your rent that are both easier and more cost-effective to you and to Southway, and we will happily guide everyone on how to use them.

We recommend Direct Debit

The best way to pay rent is by Direct Debit (DD) as it's free, convenient, automatic and safe. Virtually all basic bank accounts now offer Direct Debits and since January 2016, contrary to what you may think, none of them carry a fee if the Direct Debit fails.

According to Martin Lewis' money saving expert website, some of the best basic bank accounts are currently:

- Barclays Basic Account,
- Co-op Cashminder and
- Virgin Money's Essential Current Account

Now is also an ideal time to set up a Direct Debit as everyone paying rent by DD will be entered into the March Rewards Draw and could win some great electronic gadgets including tablets, televisions and xbox ones!

Rent payment line

The automated rent payment line is still available to use. The most cost-effective way to do this is by dialling the Customer Hub number and selecting the RENT option, and then you will be prompted to PRESS 1 to make a payment. This way you will pay is the local call rate for phoning Southway.

If you phone the rent payment number directly it can cost as much as 50p per minute from mobiles and 30p per minute from landlines.

Please refer to Rent area of our website www.southwayhousing.co.uk/payingrent for more advice and ways to pay to suit every need.

Shaping up your rent account

We understand the pressure that the on-going effects of the Government's Welfare Reforms puts on household budgets, and want you to know we're here to help.

If you are struggling to pay your rent, or perhaps you have already fallen behind with payments, the first step to getting things back on an even keel is to talk to us – we don't bite.

We can help you with claiming the Benefits you may be entitled to, and with money advice and managing debts. The hardest part might just be starting an email or picking up the phone to speak to one of the team here.

Please do not hesitate to contact us via **connect2** southway@southwayhousing.co.uk or on **0161 448 4200** to get support.



Rent free week

All Southway tenants receive two rent free weeks per year, one at Christmas and the other at the beginning of April. If you're a weekly, fortnightly or four weekly Direct Debit payer* this means two 'payment breaks' over these weeks where we will reduce or won't take your Direct Debit payment.

To receive these payment breaks, in accordance with your tenancy agreement, your rent account should be (at least) **a full payment ahead – i.e. a week, two weeks, four weeks in credit** depending on how you pay. If it isn't, your Direct Debit payment will be taken as usual in order to pay off any arrears or to move your account into the above position of being in credit.

So clear any arrears and get ahead and you too will benefit from future payment breaks.

*Please note monthly Direct Debit payers will not be affected as their 50 weeks payments are split across the 12 months.

Lord Mayor visits tenants at Oasis Close



This month Lord Mayor Carl Austin Behan, who chose the name 'Oasis Close' for the development, and local MP Jeff Smith paid a visit to the new tenants.

They were given a tour by Elsie Beadow, who at 83 has downsized from a 3 bedroom property five minutes from the Close.

Both the Mayor, who was councillor for Burnage in his previous role, and Jeff Smith who is MP for Withington, said it was a pleasure meeting tenants and to see Oasis Close first hand, as they are both invested in supporting homes that meet the needs of their constituents.

Buckthorn House

We have recently made the very difficult decision to close Buckthorn House.

Unfortunately there were just not enough people regularly using the centre to justify the costs of continuing to run it.

This is not a decision that has been taken lightly, and we are already working with regular users to look at other ways to support local tenants and residents in ways that will reach more people and be a better use of our resources:

- Discussions are taking place to relocate regular hobby groups such as cooking and knitting to other community centres across the area.

- Annual community events like the Easter Egg Hunt will still take place in the Arrowfield Road area and local residents will receive information about these.
- Our newly-launched Quids In food club will continue to be delivered from Buckthorn House until another local venue is found.
- A dedicated staff member will remain available in Chorlton Park making sure that opportunities are in place for people to get involved and attend events.

If you would like to get involved or have any queries please contact Diane Roege or Maureen Ward via the Customer Hub.

Don't forget Chorlton residents can also access many services from BMCA Learning Hub. You can call or pop in to book an appointment:

CHORLTON BMCA Learning Hub, 23 Mersey Bank Avenue, Chorlton M21 7NT

0161 446 4806 option 2

f BMCA Ltd

www.barlowmoorca.co.uk

@BMCA Ltd



Local support services

The St Vincent de Paul Society (SVP), an organisation of people who volunteer to support others, offer befriending for people who have no family or have become isolated through ill health or unexpected circumstances.

They also offer other types of support services including debt advice and counselling.

The SVP can be found at the Community Shop at 15 Copson Street in Withington every Monday 11am - 12 noon, or you can telephone:

07851 618871 (Withington)

07405 767653 (Didsbury)

Chorlton and Whalley Range Dementia Action Group are holding public information meetings throughout March. All are welcome including

- People living with dementia
- Carers including family members
- People working with dementia
- People simply wishing to know more

Tuesday 14th March Services for People with Dementia

Sally Ferris, Together Dementia Support and Joy Watson, Dementia Activist

Tuesday 21st March Dementia Research

Professor Nigel Hooper, Director of Dementia Research at the University of Manchester

Tuesday 28th March Legal Issues

Charlotte Pisuto, Hugh Jones Solicitors. A discussion on future planning and the importance of Lasting Powers of Attorney and Wills.

All taking place at 7.15pm at Chorlton Central Church, Corner of Barlow Moor Road and Sandy Lane, Chorlton M21 8BF - just drop in.



Make life easier online

We can help you get 'Internet Savvy' and learn how to navigate your way through the world wide web. Over 8 weeks of 2.5 hr sessions we'll teach you the basics to get you started, including:

- "Being Social" online; Skype, FaceTime & YouTube
- Saving money online plus checking benefit entitlement and making claims
- Budgeting and shopping online
- Employment skills - job searches, online job applications, practising interview skills.
- Banking, internet security and more

Our next course starts Tuesday 14th March 10am-12.30pm at Westcroft Community Centre in Burnage.

If you're interested in signing up for this or future courses, contact the Digital Inclusion Officer Joe Sandwick on 0161 448 4200 or connect2southway@southwayhousing.co.uk

Want to gain valuable volunteering experience?

Become a Southway Digital Champion today and help get our communities online!

There's no need to be a computer whizz – full training is provided, you just need to know your way around the internet. We can provide you with equipment and training.

As a Digital Champion you could help people:

- make the most of the internet
- learn how to safely shop, bank and pay bills online
- gain confidence using computers
- find the tool to access the internet to suit their needs
- volunteer at local IT classes
- share your enthusiasm and meet new people

And gain training and mentoring skills for your CV!

To find out more information on how to become a DigiChamp contact Joe Sandwick on 0161 448 4200 or email connect2southway@southwayhousing.co.uk.



Bid for homes on the go



Manchester Move, the website which advertises all the properties managed by landlords in the city, now has an App for bidding.

Customers who are already registered will see the App advertised on the 'Look for A Home' webpage. The App is available to download from Google Play and the App Store (iOS).

The App keeps you logged in until you choose to log out – meaning all currently available suitable properties are instantly viewable.

This list is automatically updated at the same time as the website, allowing you to view and bid on homes quickly and easily while you're on the go.

The App is also designed to be economical with data usage, a great help to those without Wi-Fi.



ATTENTION: BENEFIT CLAIMS CHANGE

If you are receiving Employment and Support Allowance, or are considering making a claim, it is important that you know about changes that are coming soon and could make a big difference to your income.

7th April 2017

From 7th April 2017, the "Work-Related-Activity" premium, currently worth **£29.05/week** and payable if you are in the "Work-Related Activity Group" for Employment and Support Allowance, will not be paid to new claimants.

If you make a new claim for Employment and Support Allowance from 7th April 2017 and are put in the Work-Related Activity Group after assessment,



you will only get the basic allowance of £73.10/week. Those who are currently allocated to the Work-Related Activity Group should not be affected.

If you are in the Employment and Support Allowance "Support Group", and you are moved to the "Work-Related Activity Group" after a re-assessment of your claim, your income will be reduced to the basic allowance of £73.10/week, and you will not receive the "Work-Related Activity" premium.

We expect the Government to speed up the re-assessment of existing "Support Group" claimants and to apply the criteria very strictly, to transfer more claimants to the "Work-Related Activity Group". If this happens to you, contact Southway Housing's Advice Team.

We recommend that everyone who claims a health-related Benefit, such as Employment and Support Allowance, Disability Living Allowance or Personal Independence Payments, should keep as much medical evidence as possible, in case you need it for a Benefit challenge or appeal.

This evidence could be letters from your GP or consultant, hospital reports, social care assessment reports or any similar documents. All of these can be useful if you need to provide evidence of your health problems as part of a Benefit appeal.

If you have any queries about your Benefits, or need advice about looking for work, ask to speak to an adviser from Southway's Advice team on 0161 448 4200 or email connect2_southway@southwayhousing.co.uk and ask for a call back at a good time for you.

Peace of mind

While many people often hope that nothing will happen to their belongings, sometimes things can go wrong unexpectedly.

Southway can help tenants and residents obtain home contents insurance easily and at a price that is affordable.

With a special scheme, arranged in conjunction with Manchester City Council, Southway tenants and residents can enjoy having their belongings



protected and gain peace of mind knowing they have cover if the unexpected happens.

Go to www.southwayhousing.co.uk/homecontentsinsurance to download an application pack or contact the Customer Hub to request a free pack.

Proud of our 'Quids In' clubs

Last year the Quids In food club was a finalist in the Manchester Be Proud awards in the Best Project category. Southway staff and club volunteers were delighted to get this recognition and in November attended a special evening at the town hall to receive the award.

More tenants get chance to be Quids In

Building on the success of our two existing 'Quids In' food clubs on Merseybank Avenue and Westcroft Community Centre in Burnage, we have now opened a third at Buckthorn House for residents of the Arrowfield estate.

At the launch event in January new members told us they were delighted with the range of dried, chilled and fresh foods they could choose from the club shop and were keen to get their friends and neighbours to join. The Buckthorn club will be open every Thursday 11am – 2.30pm and, like the other clubs, members get around £15 worth of shopping for their £2 membership fee.



During February we will be opening two more clubs, one at Old Moat Sure Start Centre which will run every Friday and one at Burnage Community Centre which, like the Westcroft club, will open on Wednesdays. All the clubs are run by volunteers, supported by Southway. The experience gained has proved useful for those looking for work - so far it has helped three volunteers to get jobs!

Membership is open to anyone claiming at least some Housing Benefit. Places are limited so if interested you need to sign up early. To register with one of the new food clubs, join one of the existing ones or to enquire about the volunteering opportunities please contact Southway by email to connect2southway@southwayhousing.co.uk or contact the Customer Hub.



Food bank support

Benefit delays, sanctions and zero hours contracts have resulted in many families experiencing a financial crisis. If you're waiting for the next payment putting food on the table can be particularly difficult. Local food banks can be essential to getting through these temporary hard times and can provide enough to feed your household for about three days.

Many of the food bank volunteers have been there themselves so understand how difficult such times can be, so as well as food you certainly get a compassionate ear. If you need referral to the food bank, vouchers are available from Southway's Advice Services Team as well as from other sites in the community such as Westcroft Community Centre and South Manchester Credit Union.











Star Survey

Every two years we carry out a huge tenant satisfaction survey so you can tell us how we are doing.

We listen to what you say, check what you think we are doing right, and find out where you think we could do better. Thank you to everyone who did the survey – it helps to make a big difference for ALL our tenants.

So, what have we found out this year?

Satisfaction with Key Service Area	% Expressing satisfaction/rating good 2016		% Expressing satisfaction/rating good 2014
Overall satisfaction with services provided by landlord	86%	86% 	86%
Satisfaction with area as a place to live	82%	82% 	82%
Satisfaction with value for money of rent	81%	81% 	76%
Satisfaction with overall quality of home	85%	85% 	86%
Satisfaction with repairs and maintenance	85%	85% 	86%
Satisfaction that landlord listens to residents' views and acts upon them	67%	67% 	73%
Satisfaction with general condition of property	83%	83% 	85%
Rating landlord on keeping tenants informed on things that may affect them	84%	84% 	86%

What this shows

Generally, we've seen consistent high performance with our key service areas but we have noticed that satisfaction with how we listen to residents and act upon views has dropped.

It is important to say that the proportion who gave a **neutral** response is higher than previous years, rather than the number who are dissatisfied increasing. This suggests many tenants might not know about the different ways they can make their views known to us.

We'll look into this over the next few months and will report back (via Southway Stories) about listening to tenant views. It's a really important part of the way we run our business.

We provide lots of ways for you to express your views and always try to react to tenant feedback wherever possible. See the Get Involved area of our website or visit our Facebook page for more info about this.

Your views on specific services

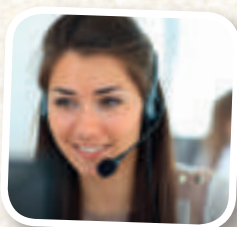
GREEN SPACES

- **8 out of 10** tenants (**82%**) feel that Southway looks after green spaces well
- Most tenants feel that green spaces should be used either as play areas for children (**54%**) or for quiet and relaxation (**40%**)

11% responded neutrally about our green spaces – suggesting some may not know where they are – so we've included a map of our green spaces in this edition of Southway Stories!

CUSTOMER HUB

- **8 out of 10** rate our responses to calls, emails and other types of enquiries either as very good or good.
- Feedback on staff service is that staff provide good help & advice but that the speed of answer / time taken for the right person to call back is not as positive.



We have recently gone through huge changes with "Shaping Southway" which has affected our answer times (and therefore the results!) and we thank tenants for your patience during this time.



COMMUNICATION

The majority of tenants feel we communicate well:

- **84%** said we keep residents informed about issues that may affect them
- **95%** agreed that written information is clear and easy to understand
- **91%** of tenants feel that Southway communicates in a way which is suitable to their particular needs.

The **91%** is an improvement on the 2014 survey where only **89%** of tenants felt that this was the case. We have carried out a significant piece of work since the last survey to help identify which tenants might benefit from 'bespoke' communications such as translated documents or braille.

SOUTHWAY STORIES

Southway Stories is received and read by the overwhelming majority of tenants (**90%**). In addition, the publication is considered interesting, useful and relevant – so thank you very much – we'll aim to keep our standards high!



Green spaces should be used as play areas for children

54%



MAP OF GREEN SPACES

Star Survey (Continued)

REPAIRS

85% of tenants are satisfied with our repairs service

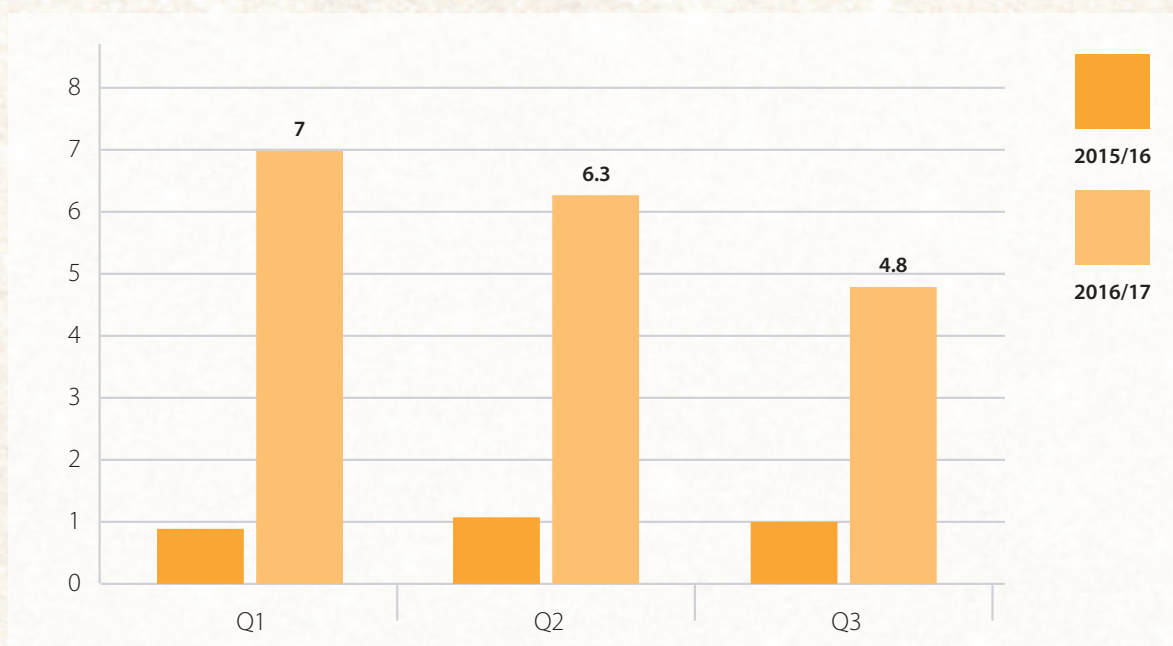
This is consistent with other years as we continue to provide one of the best repairs services in the UK when compared to similar housing associations.

tenants are satisfied with our repairs service

85%



Year-on-year comparison % of repairs booked online



ANTI-SOCIAL BEHAVIOUR (ASB)

This is an area where tenant satisfaction appears to be decreasing over the years. The most common problems tenants mention relate to car parking, rubbish/litter and disruptive children/teenagers.

We put a lot of time, money and effort into tackling ASB so we're keen on finding out more about how tenants feel we could do better – you can provide feedback by contacting us.

tenants who were dissatisfied with the way their ASB complaint was handled

55%

2016



% tenants who were dissatisfied with the way their ASB complaint was handled

2016
55%

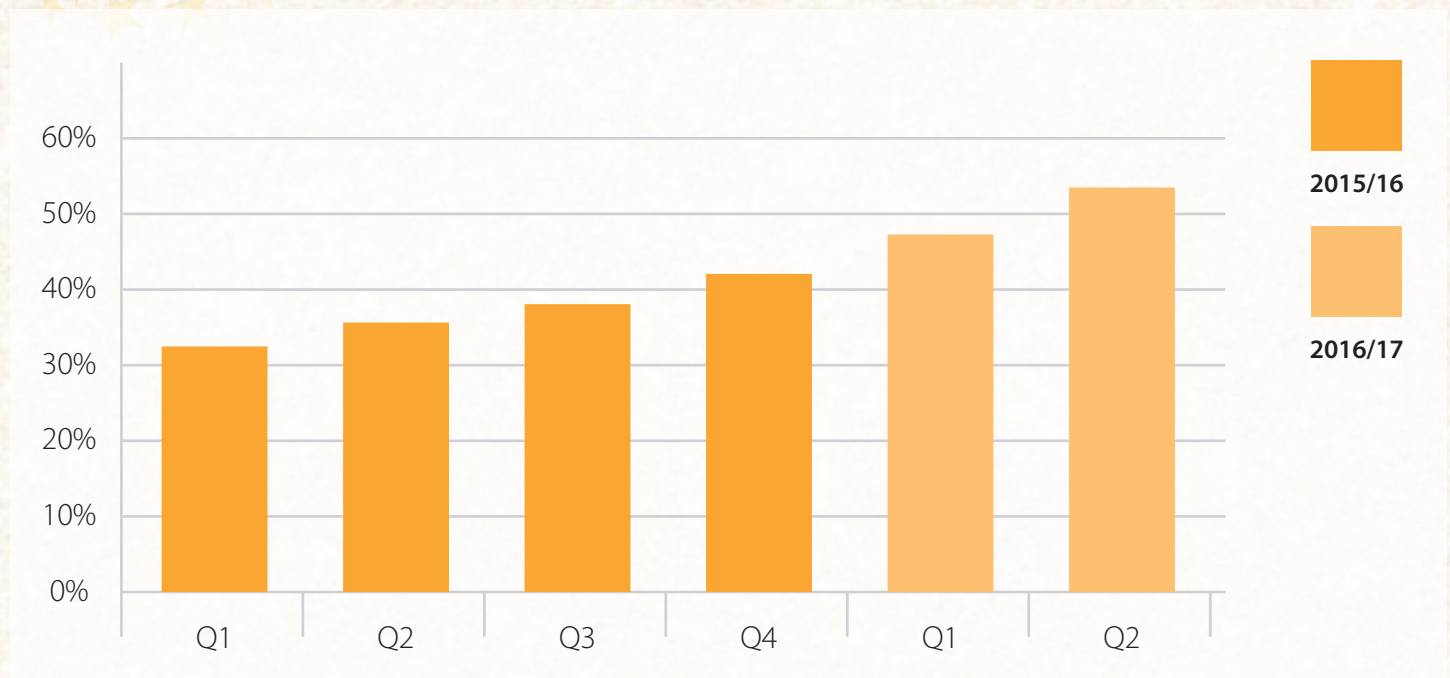
2014
50%

2012
38%

2010
29%

2008
34%

% of Tenants who we know are Digitally Enabled



DIGITAL ACCESS

Three-quarters of our tenants have access to the Internet, in most cases logging on at home via a smart phone or computer. This is a significant increase compared to the 2014 survey when only **52%** of tenants reported having Internet access. We refer to those who use websites to do things like check their rent or bank accounts and to book repairs or other services as “digitally enabled”.



The majority of tenants rate the Trust’s website as useful and three in ten report using it to view their rent accounts and to book repairs. Tenants are using the website more and more. We are really hoping to increase this and so this year we’re carrying out a big project to support this growing trend:

NEW WEBSITE!

To help provide top-class services online we are currently developing a new website, and will be inviting tenants to test the features as it progresses to make sure it’s right for you.

The main aim of the website is for tenants to be able to manage their tenancy and find anything they need from Southway, more quickly and easily online than ever. We’ll keep you informed on how it’s going and hope to have it finished later this year.



Spring events



Easter Egg Hunt

Thursday 13th April on Arrowfield Estate. Drop in between 1pm and 3pm starting on the green space outside Buckthorn House (last chance to do the trail at 2.30pm).

Hanging Basket Making Workshop

Thursday 20th April 12.30pm at St Christopher's Church, Old Moat.



Get Walking Community Health Walk

Tuesday 2nd May 10am starting from Westcroft Community Centre, Burnage.

For more information contact Claire Drury on 0161 448 4200 or connect2southway@southwayhousing.co.uk.

Other South Manchester events

Spring Propagation Workshop

Saturday 11th March at Parrswood Environmental Centre. Drop in 1pm-3pm.

Spring Fair

Saturday 15th April at Parrswood Environmental Centre. Drop in 1pm-4pm.



Didsbury Festival

Saturday 20th May starting 11am at Didsbury Park.

Maytime Fair

Monday 29th May at Parrswood Environmental Centre. Drop in 1pm-4pm.

Free events for over-50s



HEALTH EVENT

Thursday 16th March 12.30pm - 3pm

Falls and Active Therapy Team provide information and advice, a chair-based exercise taster session and a pamper session. Plus, you will have a chance to win a Bone Health Hamper and enjoy a healthy lunch.

HANGING BASKET WORKSHOP

Thursday 20th April
12.30pm - 2.30pm

See article above. A light lunch will be provided. Spaces are limited.



LOOK BACK AND LAUGH

Thursday 18th May 12.30pm - 3pm

Sharing stories from the past is a great way of connecting with others. The third in our series of very popular reminiscence events. A light lunch will be provided.

COFFEE CLUB

10.30am - 12pm on
9th and 23rd March,
6th and 27th April,
4th and 25th May.

All the above are at St Christopher's, Old Moat M20 1HE.

Free and open to all people over 50 living in Old Moat, Withington and surrounding areas. To book a place or for more information on any of them contact Cathy Ayrton at c.ayrton@southwayhousing.co.uk or contact the Customer Hub.

FREE Chair-based exercise class

Every Friday 12.45pm - 1.45pm

Le Bas House, Ormskirk Avenue Old Moat M20 1HJ.



PLEASE NOTE BOOKING IS REQUIRED. To reserve a place at any events contact Cathy Ayrton at connect2southway@southwayhousing.co.uk or call the Customer Hub.

Southway Rewards 2017

Southway Rewards continues into 2017 with more amazing prizes to be won!

Mr Reid from Chorlton (pictured) was thrilled to find out he had won the 50" television in the December draw. Over Christmas all tenants were automatically entered providing you:

- **Had credit on your rent account or a zero balance, or had kept to an arrears repayment plan for more than 13 weeks**
- **Had a valid gas safety certificate**
- **Were sticking to all other aspects of your tenancy agreement (have a tidy home and garden, no ASB, etc.)**

We also gave £100 shopping vouchers to 25 other tenants to put towards their Christmas shop. **Congratulations if you were one of the winners!**

Spring draw – Paying by Direct Debit

For the Spring Draw on March 28th you will need to be doing all of the above plus paying rent by Direct Debit. 10 tenants who do will win computer tablets, and 3 will win huge bundles of digital goodies which include an Xbox One, Fitbit and Amazon TV Fire stick.

With over a month left to get in the draw, there is still plenty of time to set up your Direct Debit for a chance to win! See p3 for more details.

Summer draw – Using the portal

The criteria for the Rewards Summer Draw is 'Use our Online Services'.

Many of you have now registered on the tenant portal on our website which is fantastic, but have you tried out the online services?

The tenant portal is the quickest way to book a repair and check your rent account and a very easy way to pay your rent, and you can do so in your own time. Anyone who does one of these three things before June 27th (and meets the other criteria for Monthly Draw) will be entered into a draw to win one of 8 prizes:

2 x iPhone 6

2 x Laptop + Mifi

Xbox One + Mifi

2 x Fitbit

Dyson Hoover

Not yet registered? Simply sign up now at www.southwayhousing.co.uk and use the portal before June 27th.

And remember, there's still £1000 up for grabs every month in our Monthly Draws, as long as you're sticking to the three criteria above.



Rewards winner Mr Reid.

Happy 100th to Southway's oldest tenant Nancy

We recently celebrated a very Happy 100th Birthday to Nancy of Holland Court. Holland Court held an afternoon tea party for residents and family, where Nancy showed off her letter from the Queen.

Nancy and her daughter thanked us though she also insisted she 'didn't know what all the fuss was about!'. We do, Happy Birthday Nancy!



Love your neighbourhood

Would you like to see your neighbourhoods cleaner and greener?



We are always looking for ways to make South Manchester a place that people are proud to live in, and this starts with the condition of our streets. We are launching the 'Love your neighbourhood' project, part of a nationwide movement to be greener and help improve the environment where you live.

We will be out in your neighbourhoods on three dates this year and would love if you would join us, to:

- Help reduce litter on your streets
- Report repairs in the area

- Get out and active with litter picking (Southway will provide necessary materials)

Join Southway local schools to help improve your local surroundings on:

Friday 3rd March

9.30am - 11.30am – Welsh Estate

Start point: Ladybarn Community Centre, Royle Street, M14 6RN

Wednesday 23rd August

9.30am - 11.30am – Green End Road area

Start point: 26 Westcroft Rd, M20 6EF

Tuesday 7th November

1.30pm - 3.30pm – Merseybank

Start point: 23 Mersey Bank Avenue, Chorlton, M21 7NT

... and we've even set a date for next year:

Thursday 22nd March 2018

9.30am - 11.30am

Start point: Old Moat Green Space, Old Moat Lane, M20 3FN (opposite school)

For more information contact Maureen on 0161 448 4200.



Wildlife boost

Wildflower meadows, native hedgerows, trees, bird feeding stations, bat boxes, hedgehog hotels, outdoor seating and insect log hotels are just some of the additions that have been made to the shared gardens in Antrim Close, Burnage and Moorcroft Walk, Didsbury over the past six months to encourage more wildlife into them.

The work, a partnership between Lancashire Wildlife Trust and Southway, was based around consultation work with residents of the bungalows in the area to make their gardens more valuable. As well as attracting more birds, butterflies and bees, our aim is to encourage tenants to make more use of the lovely gardens too.

A huge helping hand was given to the project by over 100 children from Green End Primary School and St John's CE Primary School, who braved the cold and the wet to plant over 300 native wildflowers across the two gardens.

James Hall, Senior Project Manager at Lancashire Wildlife Trust said: "This has been a fantastic project

which has made some really positive changes for wildlife in South Manchester. We cannot wait to see how colourful the gardens will be next spring and summer as a result of the hard work by local students and volunteers."



Give your feedback and win

Just in time for Christmas we were happy to present a prize of shopping vouchers to Wayne, one of the members of our Armchair Group. The group completes surveys online to provide valuable feedback on our services. All new members receive a memory stick and after completing three surveys are entered into a draw to win £25 shopping vouchers.

We're still looking for members - all we ask is for you to complete an online survey three

times per year, from the comfort of your own home. If this is of interest please provide your email address to Tina at connect2southway@southwayhousing.co.uk.



If you would like this information in another language or style please contact us.

Tel: 0161 448 4200 **Fax:** 0161 448 4334 **Textphone:** 0161 448 4349

Email: connect2southway@southwayhousing.co.uk **Web:** www.southwayhousing.co.uk

SMS: 07554 400781 (include your address and no more than 160 characters please)

للحصول على هذه المعلومات بأي لغة أو بالبرaille أو بالحروف الكبيرة أو على شريط الرجاء الإتصال برقم الهاتف الموجود أسفله.

Arabic

এই তথ্যগুলো অন্যান্য ভাষায়, ব্রাইলে, বড় অক্ষরে অথবা সিডিতে পেতে চাইলে দয়া করে नीचे দেওয়া নম্বরে টেলিফোন করুন।

Bangla

如欲索取這資料以任何語言或盲人用點字、大字印刷編制的版本或錄音帶，請致電下列號碼。

Chinese

لطفاً برای دریافت این اطلاعات به زبان های دیگر، به خط بریل (خط ویژه افراد نابینا)، چاپ درشت و یا بر روی نوار با شماره تلفن زیر تماس بگیرید.

Farsi

Pour recevoir ces informations dans d'autres langues, en Braille, en gros caractères, ou sur bande sonore, prière d'appeler le numéro de téléphone ci-dessous.

French

यदि आप यह जानकारी किसी दूसरी भाषा, ब्रैल, बड़े प्रिन्ट या टेप में चाहते हैं तो कृपया नीचे दिये गये नम्बर पर फोन कीजिए।

Hindi

بۆ بەدەست ھێناتنی ئەم زانیاریانە بە ھەر زمانێک یان بە بریال، پیتی گەورە یان لەسەر شریت، ئەوا تکایە تەلەفۆن بکە بۆ ئەم ژمارەیە خوارەوە.

Kurdish

که چیری تاسی دا مالومات په یو بیله ژبه باندی. یا د دیندو خلکو د پاره خاص لیک باندی. په غټو ټکو کبی یا په سی-دی کبی بند تر لاسه کول غواړی نو بیا مهربانی وکړی او مونږ ته په لاسی ورکړی شوی تلفون شمیره ښک وکړی

Pushto

Si aad u hesho macluumaadkaani oo ku qoran luqad kasta, tan indhoolaha, daabacaad balaaran ama cajal ku duuban fadlan telefoonka hoos ku qoran:

Somali

Bu bilgiyi diğer dillerde, Braille olarak, büyük puntoda ya da CD de almak isterseniz lütfen aşağıdaki numarayı arayınız.

Turkish

یہ معلومات کسی بھی زبان، بریل، بڑے حروف یا ٹیپ پر حاصل کرنے کے لئے براہ کرم ذیل کے نمبر پر فون کیجئے۔

Urdu

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