



Southway Stories

Tenant approved



Your home, safe in our hands

May 2017 Newsletter



It's back!

On June 1st we'll be out running events across your neighbourhood for Community Commitment Day.

Join us!
See enclosed flyer

What's inside...

Smart Moves
Helping you into work

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Our Priorities for the

Investing in the people who live in our homes is really important and we want to provide advice, support and community activities that improve life skills and opportunities for our tenants.

We also want to help customers to make positive changes to their health and well-being and to live independently and maintain their tenancies.

We have a new Community Investment Strategy for 2017 – 2020 with four areas of priority:

1

Employment and Training

We are working with partner organisations who provide support to people looking for work. If you want to know more, please go to www.southwayhousing.co.uk/employment-training



2

Community Buildings and Partnerships

Supporting local community groups to provide services that will be of real benefit to our tenants. For more information go to www.southwayhousing.co.uk/community-centres

3

Health and well-being

Providing activities and events to promote healthy lifestyle choices and to empower our tenants to be healthier and happier. These include things like exercise classes, yoga, healthy eating and hobby groups, all provided at community centres across our area. For more information go to www.southwayhousing.co.uk/community-centres



4

Volunteering

Supporting our tenants to maximise the benefits they gain from volunteering. If you want to find out more about volunteering opportunities with Southway, please go to www.southwayhousing.co.uk/volunteering



year ahead

What will this look like?

Every year we will achieve at least the following:

- **400** tenants will access pre-employability training to be work ready
- **50** tenants will be supported into employment
- **400** tenants will access services through our community centres
- **170** tenants will access health and well-being activities
- **300** tenants will be active volunteers within our area

For more on how we can support you in any of these areas, visit our website or contact the Community Investment team via the Customer Hub: connect2southway@southwayhousing.co.uk or 0161 448 4200.

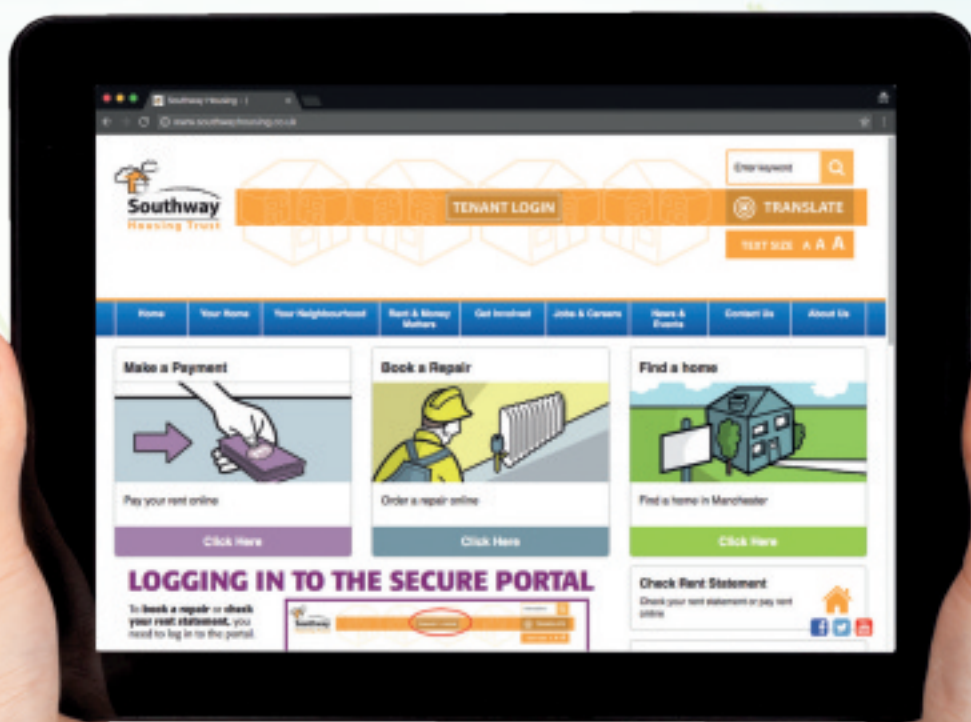
A New Website

At the end of the summer we will be launching our new and improved website.

We wanted to improve our online services, to make it easier for you to find out about events and opportunities, to pay your rent, book and track a repair, access information and much more. The new website will allow you to do all this 24/7, whenever it is convenient for you.

This is the first stage of a programme of improvements to deliver 21st Century services and make it easier for our customers to access services and engage with us. Watch this space!

We are working with a specialist company to change the look and structure of the website and improve the tenant portal area. The new portal will hold your information, essential tenancy documents, your rent statement, repairs information including latest repair and repair history, messages from Southway and events that you may be interested in.



Our Priorities for the year ahead (cont)

Southway Voyagers. To boldly go...

At Southway, we are always looking at ways we can better serve our customers – change sometimes means our service can suffer a little short-term disruption, but in the long term we look to make the processes concerned better than ever. For this reason, we have recently created an internal group – The Voyagers – tasked with looking at our services.

The Voyagers are made up of dedicated staff who will:

- explore business process
- seek out new ways to work
- investigate the way we do things currently
- discover ways to be more efficient and effective

What does this mean for you?

By looking at all of our service areas in this way, we will find out where we can improve and what

we can do better for our customers, so that we are able to react and alter or streamline the way we work to make sure we are doing everything in the best possible way to deliver the best service we can.

If you would like to help us:

Have you considered joining the Scrutiny panel? See page 14.

Would you like to be part of a group reviewing our ASB service? See page 12.

A commitment to Our Manchester

The Our Manchester strategy, launched in 2015 by the City Council, sets out a long term vision for Manchester's future. As a key place maker Southway is committed to contributing to this strategy, working together with communities, public sector organisations, businesses and the voluntary sector.

The strategy has four key aims:

- **Better Lives – it's about people**
- **Listening – we listen, learn and respond**
- **Recognising strengths of individuals and communities – we start from strengths**
- **Working together – we build relationships and create conversations**

Using a strengths-based approach the strategy looks at what people can do, rather than what they can't do. All of this is aimed at helping people across the city lead better lives.

Every year our collective progress will be shown through a 'State of the City' report.

To find out more and watch the Our Manchester video, go to www.southwayhousing.co.uk/our-manchester.



Performance and Standards

To ensure we are delivering our objectives and meeting the standards promised to our customers and agreed with our Board, we have a number of performance indicators that tell us how we are performing.

Indicators are specific measures, for example 'Customer Satisfaction', 'Percentage of repairs completed on time' and 'Rent collected', that we collect information about.

We set ambitious targets against these measures, so that our teams strive to deliver the best possible services. We recognise and congratulate staff when we succeed and we scrutinise areas where

we don't achieve the target, to see how we can improve.

Our performance targets are agreed by the Board and we report on these regularly.

We will publish our performance on the new website so you can see how we are doing.

Customer Charter

This year we have revised our Customer Charter.

The Charter explains the standards our customers can expect from us when making an enquiry. It sets out our commitment about how we will engage with customers over the phone, in person or at home.

You can find the new Charter at www.southwayhousing.co.uk/publications/customer-charter



Love your neighbourhood

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.

So we've launched 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 like you to join us, to;

- Help reduce litter on your streets
- Report repairs in the area
- Get out and active by litter picking (Southway will provide necessary materials)



Join Southway for the next event to help improve your surroundings on:

**Wednesday 23rd August 2017
9.30am - 11.30am – Green End Road area**

Start point: 26 Westcroft Rd, M20 6EF

For more information contact Maureen on 0161 448 4200.

Smart with money

Are you aged under 35? Want to get better at managing your finances?

I picked up lots of **tips to reduce my spending.**

I know how to **borrow sensibly.**

I can now **manage my money and bills much better.**



We can help - just come along to one of our free one-day

Smart with Money LEARNING SESSIONS

You'll learn to become better at budgeting and managing your bills, and pick up tips on how to make savings and live better for less.

All attendees get free Credit Union membership and a savings account opened.

All take place 10am – 4pm at Southway's office, Aspen House in Didsbury.

For more information or to book a session contact Elaine Wilkinson at connect2southway@southwayhousing.co.uk or on 0161 448 4200.

Upcoming sessions:

29th June 2017

10th August 2017

21st September 2017

2nd November 2017

Improve your job prospects

Helping tenants prepare to move into employment and to find jobs is a big priority for Southway.

We have developed partnerships with a range of local providers who offer a package of personalised support to help you find suitable work. They also offer placements and training opportunities.

Our employment support services include:

Help to prepare for work: Confidence building, IT and literacy skills, work placements

Help getting into work: Job searching, CVs and applications, communication and interview skills, local job opportunities.

If you need help getting into work, we can help – contact Elaine Wilkinson (Employment and Money Coordinator) at connect2southway@southwayhousing.co.uk or on 0161 448 4200 for an appointment to discuss what you are looking for and to work out what support you need.

Smart Moves catwalk included!

We recently held a 'Smart Moves' employment event at Barlow Moor Community Centre in Chorlton.



Southway staff as well as Barclays UK, Transport for Greater Manchester and Working Well were on hand to let residents know about services they provide.

There was also a catwalk show promoting 'Smart Works', who support women into work. Those with a job interview lined up are given a complete new outfit and accessories, as well as expert coaching, to help them succeed at the interview.

If candidates are successful they get more clothes to start building their work wardrobe.

Tenants volunteered as models and all were given outfits suitable for work and had a full hair and make-up treatment before doing a catwalk show for us. All were amazed at the transformation and said how confident it made them feel.

We will be organising another Smart Moves catwalk event

later this summer as part of a jobs fair.

If you are interested in volunteering for this please contact Elaine Wilkinson at connect2southway@southwayhousing.co.uk or on 0161 448 4200.



Changes to Tax Credits

In April 2017, Child Tax Credit (CTC), Housing Benefit (HB) and Universal Credit (UC) changed to impose a limit of two child elements / child allowances in an assessment.

This means that for most families who have a third or subsequent child on or after 6th April 2017 they will see no increase in their CTC / HB / UC award to help them support that child – although exceptions do apply*.

The changes to Tax Credits (and UC) only apply to people who have children born on or after 6 April 2017.

Claiming for a third child born on or after 6th April 2017?

- If you are getting CTC or UC for two children and you have a third child born on or after 6 April 2017, you will not get extra money, called a child element, for the third (or more) child.
- You'll still get Tax Credits/UC for your first two children, and you'll get Child Benefit for the third child as normal.
- If you already have three children and you're making a new claim for UC on or after 6 April 2017, you'll be told to claim Tax Credits instead.
- When the Tax Credit Office (HMRC) or Department for Work and Pensions (DWP) look

at how many children you have, it means the number of children you are claiming for. It doesn't matter if some of those children are your partner's children and not yours, or vice versa.

- If you're responsible for three children as a couple, then you would only get CTC/UC for all three if they were all born before 6 April 2017.
- If you claim for a young person who has a child of their own on or after 6 April 2017, you will be able to claim CTC/UC for the baby even if that means you are claiming for more than two children.
- *There are some limited exceptions where you can get a child element for a third child born on or after 6 April 2017, such as adoption, multiple births, non-consensual conception and kinship care situations.

For more details and information around the changes and rules of claims and exceptions, or if you have any problems claiming your Benefits and need advice, please contact Southway's Advice Team.



Spring/Summer Outdoor Events

Join us outdoors in June, July and August for these fun, free, family-friendly activities:

June

Community Commitment Day

Thursday 1st June

Various times and locations - see the flyer enclosed with this newsletter!

July

Gardening Competition

Entries by 23rd June with judging 4th and 12th July

Appointments will be arranged with entrants.

(See details on page 11)

Ball Games and Circus Skills

Monday 24th July, drop in 1pm - 3pm

Moorcroft Drive Green Space

August

Community Fun Day

Wednesday 2nd August, drop in 1pm - 3pm

Plover Terrace Green Space

Rocket Making

Tuesday 8th August, drop in 1pm - 3pm

Mottram Avenue Green Space

Fun and Feedback Day

Saturday 19th August drop in 11am - 3pm

Parrswood Road Green Space

Making Fire by Friction

Monday 21st August, drop in 1pm - 3pm

Old Moat Green

Den Building

Tuesday 29th August, drop in 1pm - 3pm

The Drive Green Space

For more information, contact Southway's Environment team through the Customer Hub.

Grow your own

Grow your own food and meet new people at Withington Fire Station Community Garden's weekly gardening group.

We meet from 1.30pm to 3pm every Thursday.

Recently we've had new members join the group and have been planting spuds, onions and garlic – but we'd like more help!

If you would like to get involved with growing your own food, or know anyone in the

Withington area who might want to, contact Claire Drury, Urban Ranger at Southway Housing Trust on 0161 448 4200 or connect2southway@southwayhousing.co.uk.



Hayward Court opening closes affordable housing campaign

In March, we officially opened Hayward Court, providing 26 state-of-the-art, affordable rented homes in South Manchester.

The £2.1 million development on Beverly Road has seen the former site of Ladybarn Social Club, left empty since 2013, transformed into 18 one-bedroom and eight two-bedroom flats across three buildings, with on-site car parking and landscaping.

Named in honour of fallen soldiers from Ladybarn, Hayward Court provides much-needed high quality affordable housing in the area. The completion of the scheme followed a week of Manchester-wide campaigning, led by the National Housing Federation, about the importance of affordable housing.

On average, Southway receives 180 bids for every rental property and new research has identified housing as a top priority for voters in Greater Manchester, with 40% of voters believing the new Mayor should prioritise plans for new housing in the first 100 days of office.

Despite providing around one in four properties across Manchester and delivering around 40% of all new homes, non-profit organisations like Southway face growing challenges to continue creating much-needed developments like Hayward Court. The campaign aims to

put the topic in the limelight.

Elliott Lewis, tenant of Hayward Court, said: "Properties need to be affordable because a lot of people who need housing are going to be unemployed or people who don't have a lot of experience, because they don't have a lot of qualifications – or not the right ones to get high-paid jobs. Where are they going to go?"

"You're going to struggle because even with a job it only just covers your rent. Paying market value rent – I'd be left with nothing. You'd just about be able to afford food; food or social life; that would be your choice. That life – it's not giving you any prospect or hope."

Hayward Court is part of an ambitious programme of residential development across south Manchester and the surrounding areas. It is the fifth successful scheme delivered in the area by Southway Housing Trust and their partners over the last two years. The other schemes provide 48 homes across four developments including Talbot Court and Oasis Close.

Duncan Smith, Director of Business and Growth, said: "We're really proud of Hayward Court; developments like these not only provide much-needed housing, but help revitalise areas too. It is crucial to south Manchester that we continue with our programme of residential development in the local and surrounding areas."



Gardening competition

Every year we run a gardening competition to find the best gardens in south Manchester. There are lots of hidden gems in our neighbourhoods which we hope to dig out and celebrate! Various prizes are on offer, including cash.

The six 2017 categories you can enter are:

- Best Garden
- Best Eco Friendly Garden
- Best Homeowner's Garden (private residents)
- Best Family Garden
- Best Garden Structure
- Best Kitchen Garden

Entries should be in by Friday 23rd June. Judging will take place on Tuesday 4th and Wednesday 12th July.

For more information, please visit our website www.southwayhousing.co.uk/mygarden/gardeningcompetition.

If you'd like to take part in this year's competition please contact Claire Drury if you live in Burnage, Withington or East Didsbury and Richard Eccles if you live Chorlton, Old Moat or West Didsbury by emailing connect2southway@southwayhousing.co.uk or calling 0161 448 4200.

Category	Sponsor	Prizes
Best Garden	Cleanup UK	£60
Home Owner	Greenfingers	£60
Eco Garden	One Green World	£60
Kitchen Garden	Wildlife Trust	Edible plants
Best Structure	Groundwork	£60
Family	RSPB	RSPB family membership



Last years' winners

Award-nominated Green Space

Barlow Hall Green Space is in the running for a Green Flag Award from Keep Britain Tidy! We will find out if the site has been successful in early Summer.

What have we done?

Last year we were successful in winning an £8,000 Tesco Bags For Life Grant – thank you if you helped by voting for us! This money has helped us improve the Barlow Hall Green Spaces along Darley Avenue, Mottram Avenue and Leeswood Avenue – which now provide a place for the community to come together and use the space.

We worked with the four local primary schools (Barlow Hall, St Ambrose, Chorlton Park and Brookburn) to plant a Heritage Garden.

We added to the biodiversity of the site by increasing the number of trees along Darley

Avenue, planting 12 species including Rowan and Hazel which will benefit local birds.

We installed planters and created an orchard on Mottram Avenue by planting a mix of Apple, Pear, Plum and Cherry trees. Residents have already set up a gardening group to grow vegetables and are looking forward to the first harvest!

We installed Kirby, Hopscotch and 'Tiggy Off Ground' games. This allows parents to show their children the games they used to play in the street when they were younger.

If we are successful in getting a Green Flag Award, we will be the first Housing Association in Manchester to achieve this!

If you'd like to get involved with any of our community growing groups, speak to

Southway's Environment team.

Clamping down on fly tippers

Fly tipping is a crime and people can be prosecuted for this offence. Southway inspects, photographs and logs all cases of fly tipping and identifies the evidence by putting “environmental crime scene” tape around it.

We do not remove fly-tipped waste from green spaces. From experience, we have found that immediately removing rubbish means that people repeatedly offend, knowing we will clear their rubbish for them quickly.

So with our method, we send a clear message that addresses the root of the problem. We then letter drop in the local



area seeking information. Since this policy was introduced, the amount of fly tipping on our estates has reduced significantly.

What to do about fly tipping?
If it's not yours: contact the Customer Hub.

If it is yours: Manchester City Council will remove up to three large items of rubbish from your property every year (between 1 April and 31 March) for free

You can take it to your nearest tip: • Sandfold Lane, Levenshulme • Longley Lane, Sharston

or recycling centre: • Chorlton

precinct shopping centre car park • Strathblane Close off Hill Street, Old Moat • Lingard Road/Palatine Road, Didsbury • Stockport Road and Alma Road, Levenshulme

If your unwanted item is in decent condition, use the freecycle website (www.freecycle.org), or ask a charity – the following collect for free: • British Heart Foundation • The Mustard Tree • Wesley Community Furniture Project • Tree of Life • St Vincent's • Age Concern.

For more information on the subject visit www.manchester.gov.uk

Anti-social tenant leaves her home to avoid jail

A property plagued by late night parties and anti-social behaviour has been closed down in Withington.

Southway, working with partners Greater Manchester Police, were successful in an application for an injunction to prevent the female tenant from causing anti-social behaviour.

The injunction was granted under the Anti-social Behaviour, Crime and Policing Act 2014, which allows Southway to seek a preventative injunction to stop disorder and serious nuisance.

The 33-year-old tenant was served the injunction on 12th December 2016. Following repeated breaches of it, she was arrested and appeared in

Court in March. She agreed to give up her home to avoid a lengthy prison sentence.

She has now left the property and relinquished her tenancy. She has also been prevented from returning to the area or causing any nuisance in the vicinity in the future.

Tom Austin, Southway's Community Action Team Manager, said "We hope that the action we've taken shows that we will not tolerate any form of anti-social behaviour in our homes or communities. This case sends out a strong message that we have zero tolerance for customers who don't respect our homes or abide by the law."



“I never thought it would be me!”

Southway Rewards is our way of saying “thank you” and to encourage all of our tenants to pay their rent, look after their homes and generally stick to their tenancy agreements.

Last month three more Rewards winners collected their Quarterly Draw prizes. Pictured are Natasha from Chorlton and Linda from Didsbury who each won a bundle of digital goodies containing an Xbox One, a computer tablet, a Fitbit and an Amazon TV Fire stick.

They fulfilled this draw’s additional criteria by **paying their rent by Direct Debit** – the easiest, quickest way to pay and the payment method we recommend. Get in touch with the Customer Hub to set this up.

Though both tenants were aware of the scheme both said they weren’t expecting to win, having “never won anything” before! Linda was looking

forward to trying out the Fitbit to track her steps and also to surprising her son with the Xbox (we hope we haven’t spoiled the surprise!).

Natasha had recently completed a computer training course, and so was “thrilled” to now have a computer tablet to try out her new skills. She told us she would now definitely recommend to others that they make sure they are in the draw – the odds really are good.

Win an iPhone!

This time, anyone who **uses the tenant portal between April 25th and June 27th** will be in with a chance to win one of eight fantastic prizes:

iPhone 6 (two to win)

Laptop (two to win)

Fitbit (two to win)

Dyson cordless Hoover

Xbox One

Using the tenant portal means paying rent or checking your rent account, booking a repair or using the portal to contact us.

Not sure what the portal is?

You can find it on our website www.southwayhousing.co.uk. Use the portal guide for details on how to get set up.

All you need to sign up is your tenancy reference number and your PAN payment reference to pay rent.

Not sure what they are?

If you’ve given us your email address, we have emailed you this month with both numbers so check your email. If you haven’t – get in touch and we’ll provide them.



Linda and Natasha with their prizes

Rewards – a look back

Southway Rewards has been running since October 2014. Since then we’ve awarded monthly cash prizes to more than 100 tenants, and prizes including laptops, computer tablets, X Boxes and Smart TVs, patio sets and barbecues have been presented to hundreds more!

The winners have all been eligible for Southway Rewards because:

- **Their rent account is in credit or has a zero balance, or they have been paying any arrears off for at least 13 weeks without a break**
- **Their home and garden are in good condition**
- **There is no action being taken against them for anti-social behaviour**

- **They have a current gas safety certificate**

For full details of the eligibility criteria go to www.southwayhousing.co.uk/rewards.

Later in the year we’ll be looking at how successful our Rewards scheme has been and at whether we’re getting value for money. As part of this review we will be seeking feedback from you.

Want your say on our services?

There are lots of ways to get involved at Southway. These range from attending meetings and events to giving feedback online.

One way to get involved is to join our Tenant Scrutiny Panel - a group of tenants who take an in-depth look at what we do. One of their key aims is to consider whether services are providing good value for money and benefitting tenants.

The Panel has already carried out reviews on several service areas. These, along with the changes made as a result of the recommendations made by the Panel, include:

Complaints

Our complaints process was reduced from three to two stages and an external tenant panel was established to review any complaints not resolved at stage two. In addition, our leaflet about complaints was updated.

Concessionary Services

The Panel recommended that the concessionary decorating service be reduced and only provided in exceptional circumstances. This was to make necessary savings.



Our Residents Committee Group

A new policy around concessionary services was also developed.

Anti-Social Behaviour

The Anti-Social Behaviour Policy was updated to reflect some changes to legislation in terms of powers and actions we can use against perpetrators. A new Anti-Social Behaviour Group will be established later this month to review cases. Please get in touch if you would like to be involved in this group.

Rent Collection and Communications

This review has only just been completed. The Panel has recommended that we stop using colour copying when sending out letters regarding rent to save money. They also asked that the rent statement be redesigned and that we ensure it can be viewed clearly on all types of electronic devices.

What next?

The Panel will be starting a new piece of scrutiny in the summer and would really like some new members to join them. There is a fair amount of work and time involved – the Panel usually meets every fortnight – however, the existing members say that they get lots of satisfaction from this project. If you would like to talk to a member of the Panel please let us know and we can put you in touch.

If this is something you would like to be involved in or if you would just like to observe a meeting, please contact Maureen Ward. All out of pocket expenses will be paid and lunch is provided. Training can also be organised.

We look forward to hearing from you soon!

If you don't think Tenant Scrutiny is for you but would like to get involved in another way, please get in touch.

Friends and food

Over 50? Would you like to meet new people?

A group of residents from Old Moat, Withington and surrounding areas have launched a Pub Lunch Group which meets once a month for food and socialising.

Pubs chosen will have reasonably priced meals and be close to public transport routes - previous meet-ups have taken place at Barlow Croft in Parrs Wood and The Greenfinch in Withington.



If you or anyone you know is interested in joining the group, contact Elma on 0161 446 1060.

PEOPLE AND PLACES - ONE YEAR ON

Southway's People and Places committee was set up in April 2016 following a review of Southway's Governance arrangements.

It was created to ensure that there was tenant representation at a senior level of Southway, making decisions about the issues that affect our residents and communities.

The Committee is made up of four tenants (one of whom is the Chair and also on Southway's Parent Board), two local councillors and an independent member who is also on the Parent Board.

During their first year they have approved:

- **A new Digital Access Strategy designed to help more Southway tenants to get online and use digital services**
- **A new Customer Care policy - which sets higher standards of service for our customers**
- **A new Green Spaces Strategy - which confirms Southway's commitment to managing, maintaining and improving our environment**

- **A new Community Investment Strategy - which outlines how Southway supports its tenants and residents in acquiring new skills, employment and training.**

They have also received reports from Southway's Tenant Scrutiny Panel on Anti-Social Behaviour and Rent Collection, as well as holding officers to account for their performance in managing and delivering Southway's landlord service.

All in all, it has been a very busy but productive year.

If you are interested in learning more about the work of this Committee or how you could get involved, contact Matthew Maouati, Southway's Head of Governance and Performance.

Half price computer devices and free training

We've now helped hundreds of customers get and stay online. Would you like to be next?

Our free Internet Savvy course is designed to help complete beginners gain useful computer skills and access low-cost equipment. You'll start from the very beginning learning keyboard and mouse skills and as the weeks progress you will create an email address, learn how to fill in forms online, learn about online banking and shopping and how to save money on your household bills.

We'll also show you how to keep in touch with your family and friends, through platforms like Facebook, WhatsApp and Skype.

Internet Savvy learners can purchase a laptop for £75 (which

comes with software that is worth over £100 by itself) and/or a tablet device for £50. These are part-funded by Southway and we also offer flexible weekly payments, depending on your financial situation.

Upcoming course:

Withington Fire Station

Wilmslow Road, Manchester M20 4AW

Starts on Friday 23rd June 2017 and runs every Friday for 8 weeks 10am -12.30pm.

Burnage Community Centre

Burnage Ln, Manchester M19 1ER

Starts on Thursday 29th June and runs every Thursday for 9 weeks 10am-12.30pm.

Contact Southway's Digital Inclusion Officer Joe to book your free place.



Did you know that we also offer Digital Champion support? If you don't feel that the classroom setting is for you, we can arrange for one of our Digital Champions to meet you in one of our community centres, at a coffee shop or even in your home, and provide you with one-to-one support – contact us to get started.

We also have other offers available for purchasing laptops and PCs, as well as a free laptop loan scheme. Just ask us if you'd like to find out more.

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, ব্রেইলে, 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 وړکړی شوی تلیفون شمیره زنگ 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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