



Vote **YES** to resident led,
locally based housing services



Would you like to see a locally based housing office?



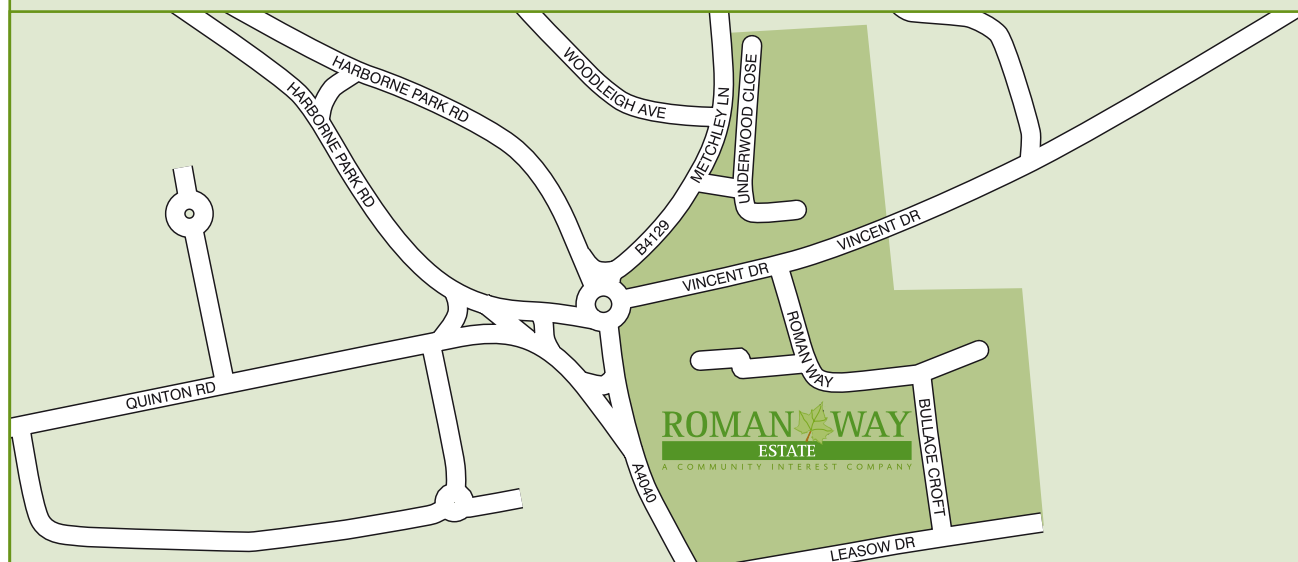
Do you want a dedicated local housing team with familiar staff?



Would you like more of a say in how your housing services are provided?

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The Offer

Roman Way Estate Community Interest Company (CIC) would like you to consider our offer to deliver a locally based housing service for Roman Way Estate managed by residents providing the following services:

- day-to-day repairs
- void repairs
- tenancy management
- estate services

We are inviting all tenants and leaseholders to vote on our offer. We believe this is a great opportunity for our community and we would encourage you to vote in favour of the proposals, which will mean:

- a locally based housing office;
- a dedicated local housing team; and
- more of a say in how your housing services are provided.

This document explains what this would mean for tenants and leaseholders, how it would be different from current arrangements, and what improvements you could expect to see.

You will receive your ballot paper shortly: this is a great opportunity so please do take advantage and vote 'yes' for tenant management on Roman Way Estate.



What the offer means

For you

- Birmingham City Council will continue to be your landlord. The Tenant Management Organisation (TMO) is not changing the ownership of council housing: the change would mean that the responsibility for the way homes are managed will be in the hands of the tenants.
- Tenants will remain secure tenants of the council and maintain all their rights such as 'Right to Buy'.
- All rents will continue to be paid to Birmingham City Council. This includes Housing Benefit, which will continue in the usual way.
- If a TMO is set up, an elected board of residents will meet on a regular basis to make sure services are being delivered in a way that residents are happy with. This means that the TMO will be local people managing the services for the community.
- Through the TMO, tenants and leaseholders will be able to set priorities and establish standards for the chosen services with the aim of providing an improved service for everyone.
- As a TMO we can employ our own staff, who are locally based, to run the services the way the TMO decides on behalf of and in consultation with local residents.
- If you are a resident of the Roman Way Estate and over 18 years of age, then you can become a member of the Roman Way Estate Community Interest Company. Any member of the CIC is entitled to stand for election to the board of directors unless legally prevented from doing so.



For the neighbourhood

- In addition to housing management, we care about the wider issues affecting the estate, and are actively involved in the Roman Way Residents' Group and Neighbourhood Tasking meetings. Roman Way Estate Community Interest Company is committed to the TMO process and the wider regeneration issues that affect the Roman Way Estate to bring improvements for local residents.
- During the development stage of the Right to Manage process, Roman Way Estate Community Interest Company board members have continued to build excellent relationships with key stakeholders such as local councillors, West Midlands Police, West Midlands Fire Service, Primary Care Trust, the local MP and officers of Birmingham City Council. The board recognises the importance of partnership working with stakeholders who have an interest or provide services to the residents of the Roman Way Estate. Roman Way Estate CIC will continue to work in partnership with these stakeholders in the interest of your community.
- There has also been a neighbourhood study conducted in parallel with the Right To Manage process, recognising that housing services do not operate in isolation of wider community issues. The study helped us to identify opportunities for greater involvement of residents in the neighbourhood management services delivered in the area. We want to make sure that the neighbourhood issues that concern you are addressed, and that we can all play a part in ensuring Roman Way Estate is a great place to live.

Independent Government-sponsored research has shown the benefits of forming a TMO*, such as:

- many TMOs are involved in wider community activities and play an important part in neighbourhood regeneration; and
- the majority of TMO tenants say the TMO helps increase community spirit and improve quality of life.

For Birmingham City Council

- Roman Way Estate Community Interest Company (CIC) has an excellent relationship with Birmingham City Council, and will work in partnership with it in the interests of local residents.
- Birmingham City Council will continue to be the landlord and retain ownership of all properties.
- Birmingham City Council will enter into an agreement with Roman Way Estate CIC to provide contracted housing management services on their behalf, for which an allowance will be paid. One current council staff post, the caretaker, would be transferred to, and employed by, the TMO.
- Birmingham City Council will monitor the work of Roman Way Estate CIC to ensure tenants and leaseholders are receiving services in line with the agreement.
- Birmingham City Council will continue to provide all other housing management services as listed in the section on page 9.



*Taken from the National Federation of Tenant Management Organisations website at www.nftmo.com

What next?

1. You will shortly receive a ballot paper asking you to vote yes or no to Roman Way Estate CIC setting up a Tenant Management Organisation (TMO) and commencing the management of housing services to the Roman Way Estate on behalf of Birmingham City Council.
2. The ballot will be open to allow voting for a period of 14 days.
3. Directors of Roman Way Estate CIC will be canvassing the neighbourhood, providing you with opportunities to ask questions.
4. The ballot papers will then be counted by an independent organisation and the outcome of the ballot confirmed. As an eligible resident you will be invited to attend the count event which will be held locally.
5. The TMO will proceed to set up if:
 - a majority of tenants and leaseholders voting have voted in favour of Roman Way Estate Community Interest Company; and
 - a majority of secure tenants who vote, have voted in favour of Roman Way Estate Community Interest Company.
6. If these two conditions are not met, then the TMO will not proceed and the Right To Manage notice is considered withdrawn.
7. Within a maximum of 14 days, Birmingham City Council (BCC) shall inform all affected residents, BCC parties, BCC elected members and the Government's Secretary of State of the result of the ballot and the consequences of that choice.

Your vote counts: please help us to help you



**Vote YES to resident led,
locally based housing services**



Introduction to Roman Way Estate Community Interest Company (CIC)

In recent months there has been a great deal of communication with residents including newsletters, face-to-face discussions, meetings and events. You may have heard a lot about Tenant Management Organisations, the Roman Way Estate Community Interest Company and the up-and-coming ballot where you will decide the next step.

So who is Roman Way Estate CIC?

The Roman Way Estate Community Interest Company (CIC) is a resident-led organisation set up for the Right to Manage process which is a legal right of tenants to explore issues relating to the management of their homes. Roman Way Estate CIC is designed to manage, on behalf of Birmingham City Council, specific housing services delivered to council and leaseholder properties on the estate. The company was incorporated in February 2008.

A community interest company is a limited company, with special additional features. Its main purpose is to provide benefits to the community, rather than to the individuals who own, run or work in it, and its profits are protected for this purpose.

This document introduces us, outlines our vision, values and aims, and details the opportunity being presented to tenants

and leaseholders for a locally-run housing management service.

You as a tenant or leaseholder have the opportunity to vote on whether to take up this opportunity, so please take the time to read this document so you understand what we are offering.

Before you vote, there will be opportunities to ask questions and meet with directors of Roman Way Estate CIC to help understand the proposals better.

This is an exciting opportunity for Roman Way Estate tenants and leaseholders.



Our vision

Roman Way Estate CIC is committed to enabling a flourishing urban village in the heart of Birmingham for the people of the Roman Way Estate. Roman Way Estate CIC will ensure excellent provision of services and improve the quality of life for tenants and residents through tenant management and community involvement.

Roman Way Estate CIC will achieve this by:

- providing the best housing and repairs service possible for our tenants and residents;
- ensuring we continue to communicate, consult and involve all members of the community in the Tenant Management Organisation (TMO) and local decision-making;
- continuous improvement of the estate for our residents;
- undertaking projects and initiatives that will benefit local people, improve the environment and raise the 'community spirit';
- working with other groups and organisations to provide a wide range of quality services for all residents, making an attractive, enjoyable and flourishing place to live;
- raising awareness of the influence tenants have and give them a real say in the management of their estate; and
- benchmarking our vision and its success with a comparable TMO of equal tenure. Benchmarking will be made utilising the National Federation of TMOs (NFTMOs) benchmarking guide.

Our values

Roman Way Estate Community Interest Company (RWEIC) has adopted the following values in order to reflect our commitment to providing excellent services and the empowerment of local people:

- the RWEIC board cares about and respects our community and the people within it;
- RWEIC board members do what we do because of that care and respect and not for any financial gain or social status;
- the RWEIC board celebrates the diversity of our community and will strive to ensure we represent and serve all of our tenants and residents in a fair and equitable manner;
- the RWEIC board recognises estate tenants and residents as our customers and their contribution is key to our success;
- the RWEIC board believes in participation and encouraging everyone to have the confidence and imagination to create solutions; and
- RWEIC board members do what we say we are going to do.

These values apply equally to our staff, partners and our stakeholders.



Meet the Board of Roman Way Estate Community Interest Company

Roman Way Estate CIC is a community interest company. To ensure that it acts in the interest of the local community, the board is made up of elected local residents working on a voluntary basis with a duty to represent the views of residents.

Once elected at an Annual General Meeting (AGM), directors hold office for a term as near as possible to three years.

The current directors of Roman Way Estate Community Interest Company are:

Sophia Mannan

Chair – Resident Involvement Lead

I have lived on the estate for around 14 years. I became a director because I believe in the future of the estate and that we as residents really can make a difference in our community.



Althea Hamilton

Vice Chair – Child Protection Lead

My family and I moved to Bullace Croft on May Day 1993. My fellow board members and I are striving to develop both yours and our very own “Shangri la” on the Roman Way Estate. Join us to make a positive difference to where and how we all live.



Nick Reynolds

Company Secretary / Training Officer

When I moved to the estate my first impression was very positive. It was a lovely estate and I was really pleased to be offered my flat. Directors are volunteers and we commit some time each month to try and make a difference to the estate where we all live – I’ve noticed the difference, have you?



Sally Weston

Finance Officer

I wanted to be involved with the estate and went to a residents’ group meeting. I went, I saw and I decided that I wanted to be part of the group that wanted to make this estate not only a good place to live, but a great place!



Allan Bennett

Board Member

I have lived on the estate since 1981 and I love it! It’s a lovely area with lovely people of all ages. I serve as a board member because I believe there are exciting times ahead for our community!



David Tankard

Board Member

I am the newest member of the board. I have lived on the estate since 1999 and am impressed with the community spirit that has developed across the estate over the years and wanted to enhance this spirit further.



Don Lorenzo

Board Member – Vulnerable Persons Lead

One of the reasons I became a member of RWEIC was my belief that as a group of residents we could improve many of the services we rely upon. Some of these changes have started to have positive repercussions in our community. It has become a friendlier, safer and cleaner estate.



Mike McNamara

Board Member

When I moved to this estate about three years ago, the first thing I noticed was how friendly and helpful my neighbours were – not just in Thirlmere House where I live, but around the whole estate. I believe this sense of community has culminated in the Roman Way Estate CIC.



To find out more about the legal status of the Roman Way Estate CIC, members’ rights and becoming a director – see the section on frequently asked questions on pages 12 and 13.

For a copy of the full rules that regulate the work of Roman Way Estate CIC, contact the Company Secretary on 07507 878 681 or visit the website at www.romanwayestate.com

What's our track record?

Roman Way Estate CIC has been independently assessed as meeting the national criteria for TMOs which is the result of five years of hard work and development.

Alongside that, the community has seen a range of successful events, activities and initiatives as we have worked to address the concerns of local residents.

Over the years the board of directors has undergone extensive training to equip members to deliver services effectively. In September 2010 an assessment was carried out by an independent organisation to ensure Roman Way Estate CIC met the required standards. The assessor praised the board's preparation and experience, noting in particular strengths in:

- community activities and events;
- partnership working and developing positive relationships with all departments of the council, the police and other agencies;
- willingness and ability to learn;
- financial management and comprehensive business plan.

In conclusion, the approved assessor reported that Roman Way Estate CIC "has met the required competencies to manage as required by the Right to Manage regulations. Roman Way Estate CIC, is judged as successful in this stage three assessment and can therefore proceed towards the final ballot."



Building our capability

Roman Way Estate began the development study of the Right to Manage process in June 2008. The group has worked extremely hard building its capacity, attending training, building competencies, discussing options with the community, developing a business plan, building relationships with the local authority and strengthening governance processes.

During the development stage of the Right to Manage process, Roman Way Estate CIC board members have continued their work in building excellent relationships with key partners recognising the importance of partnership working with others who have an interest or provide services to Roman Way Estate.

The development study final report is available on request. Call 07507 878 681 to request a copy.

Testimonials in support of Roman Way Estate CIC

"Without doubt I can personally say that in my 13 years service I have not policed an estate which is so passionate about local concerns with a group so determined to improve the quality of life for all those who live on the estate."

Sgt Mark Heard, West Midlands Police

"We at Bournbrook Fire Station have found working alongside the estate to be a mutually rewarding venture, allowing us to develop positive relationships with residents and other local partners."

Watch Commander Matthew Ling, West Midlands Fire Service

"The group actively engages with residents and agencies to ensure a true working partnership is achieved and delivered to the benefit of the residents and local community."

Sue Hickin, Edgbaston Community Safety Coordinator





What is on offer and how it will be achieved?

What services will be included?

If successful in becoming a TMO, the board of Roman Way Estate Community Interest Company will work to provide an excellent housing service in the chosen areas of responsibility. All other housing management services will continue to be provided by Birmingham City Council (BCC), and the TMO will work closely with BCC and other partners in the interests of the local community. All other local authority services will continue to be provided by BCC.

“I am extremely satisfied that the officers of the group are an able, experienced and enthusiastic team who are well practised in engaging with relevant stakeholders for the benefit of all the residents on the estate.”

*Councillor Deirdre Alden,
Edgbaston Ward*

“It has been a pleasure working with residents of the Roman Way Estate CIC over the past five years. The board members are passionate about the neighbourhood. This has been demonstrated in the amount of time they have committed to developing the skills that will help them to make the estate better for all.”

Anthony Collins Solicitors

Serving our community

There have been a number of events and consultation exercises taking place in the neighbourhood with the aim of:

- increasing involvement from residents;
- informing and seeking support for the TMO process;
- promoting community spirit; and
- addressing wider community issues including:
 - clean-up days to support environmental concerns;
 - neighbourhood tasking to promote community safety;
 - campaigning to ensure community voices are heard, for example during the development of the hospital; and
 - Christmas events when we celebrate together as neighbours.

Roman Way Estate Community Interest Company TMO responsibilities

- Day-to-day repairs
- Emergency out-of-hours responses
- Empty property repairs which include:
 - repairs to empty properties
 - security to empty properties
- Tenancy management including:
 - management of breaches of tenancy
 - management of empty properties
 - administration of the Right to Exchange
 - administration of applications to sublet
 - administration of the Right to Succession
 - giving consent
- Estate services – providing a caretaking service



Birmingham City Council continues to provide

- Repairs, including
 - major works
 - gas
 - lifts
 - programmed replacement and repairs
- Collecting rent
- Estate services
 - programmed grounds maintenance
 - electrical supply to communal areas
- Leaseholder and freeholder service charges
- All remaining tenancy management services including antisocial behaviour (ASB)
- Right to Buy and sales

How will we do it?

Roman Way Estate Community Interest Company will provide a locally based housing service. We will employ a team of staff, who will be accessible to residents and able to respond promptly and effectively. This team will focus on the housing services detailed below.

Repairs and voids

Roman Way Estate Community Interest Company will adopt multiple approaches to the provision of repairs and empty properties.

The Roman Way Estate Community Interest Company would appoint an estate handyman and also commission an external organisation to provide:

- additional repair requirements; and
- emergency out-of-hours repair provisions.

Tenancy management

Tenancy management will be carried out primarily by the senior housing/business development officer supported by the administrative assistant and estate handyman who will act as first point of contact on the estate.

Being based on the estate, the handyman will become aware of situations as they arise and will be able to ensure a prompt response. Tenants will know him/her personally and therefore feel comfortable to update them on any housing-related issues that exist. We expect that good relationships with a locally-based tenancy management team will lead to tenants and leaseholders experiencing a quick and satisfactory service that they can rely on.

Estate services

The caretaker and the handyman will work as a team to provide estate services.

Block inspections would be carried out on a weekly basis, providing continuity in monitoring and supporting the goal of meeting performance targets of 100% cleanliness of blocks and 100% satisfaction from tenants.



Who will do it?

Operating with a small team, Roman Way Estate Community Interest Company would envisage all posts working in a general manner, taking responsibility for tenancy management, estates services, repairs management, business development, resident involvement and administration.

Roman Way Estate Community Interest Company will initially adopt the Birmingham City Council recruitment procedure which is committed to promoting and maintaining recruitment and selection practices that:

- are effective and efficient – to identify and appoint suitable candidates, in a timely and cost-effective manner;
- are fair and ensure that at all stages decisions are based on the merits of the individual linked to the requirements of the job; and
- ensure externally advertised jobs are accessible to all sections of the community. This is through the use of appropriate advertising, recruitment and selection processes, including reasonable adjustments for disabled applicants.

How will you know it's been done?

Performance monitoring of Roman Way Estate Community Interest Company's work in its function as managing agent will be carried out using the performance standards set within its agreement with Birmingham City Council and within the Audit Commission's key lines of enquiry for housing stock. Performance and monitoring standards will be reviewed on an annual basis with the housing team at Birmingham City Council (BCC) and targets set for the following year.

Roman Way Estate CIC will put together these targets initially using Birmingham City Council Key Performance Indicators (KPI) to ensure that services tenants are receiving are at least equal to, but not less than, these currently provided by BCC.

If you do have any concerns relating to any part of the service provided by Roman Way Estate CIC, we want to hear from you and will have in place a complaints procedure that embraces the following principles:

- **Accessibility and openness**

We will make it easy for you to make your views known.

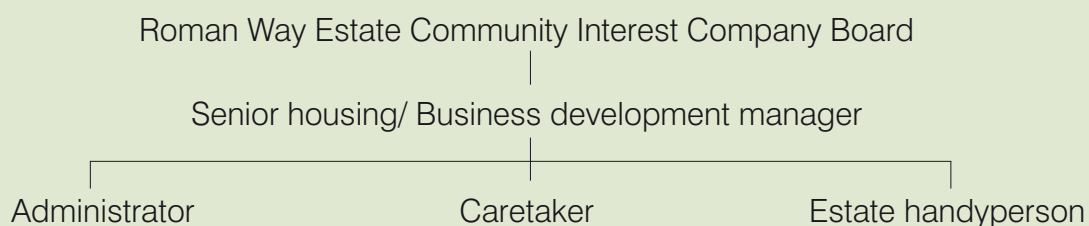
- **Confidentiality**

Any complaints will be treated in confidence.

- **Impartiality and honesty**

All parties will be able to expect the matter to be considered impartially and honestly, ensuring that different points of view are listened to and investigated without prejudice. Support will be made available to all involved.

Proposed staffing structure



- **Quality enhancement**

Complaints can provide invaluable information about the quality of service, and we will consider all complaints as part of our regular service reviews.

- **Responsiveness**

We will implement a procedure that is responsive to satisfy complainants wherever possible.

- **Simplicity**

We will have a procedure that is clear, simple and easy to use.

- **Speed**

We will have in place procedures that will ensure that your concerns are addressed promptly.

Arrangement for performance management of the TMO by the council

Birmingham City Council (BCC) will work with Roman Way Estate CIC to implement a monitoring and support framework. BCC and Roman Way Estate CIC officers will meet monthly to discuss all aspects of performance to ensure there is close monitoring of all services being delivered by Roman Way Estate CIC.

BCC will also arrange for regular audits and inspections to be carried out to monitor the quality of services.

BCC will continue to support Roman Way Estate CIC directors in developing their skills through training and will attend board meetings on a regular basis to monitor the governance of the organisation, for example making sure decisions are made fairly and democratically.

Annual reports will also be produced and made available to all, covering how Roman Way Estate CIC has performed during the previous financial year. Should performance not be satisfactory, then BCC can take steps to ensure that Roman Way Estate CIC brings performance up to standard.

Roman Way Estate CIC aims to put into practice a two-tier monitoring service by also introducing National Federation of Tenant Management Organisations (NFTMO) targets which will allow for an additional monitoring of service provision against other TMOs operating locally and nationally.

The board of Roman Way Estate CIC will also continue its programme of training and development to ensure that all board directors are equipped to deliver and manage quality services.

How will this be funded?

If the ballot is successful, Roman Way Estate CIC will be allocated an allowance by Birmingham City Council to deliver the chosen housing management services to tenants and leaseholders of the Roman Way Estate. Subject to agreement, this is expected to be £227,888 for the next financial year: 2011/2012. The basic principle in calculating this allowance is Birmingham City Council's own level of expenditure.

The contract

The Modular Management Agreement (MMA) is the contract between Roman Way Estate Community Interest Company and Birmingham City Council. The MMA includes a range of chapters detailing how the TMO and BCC will work. For example:

- general requirements of the agreement – including how the TMO is managed and its policies;
- tenancy management, including any tenancy agreement changes procedure;
- financial management including the calculation of allowances paid.

This agreement gives permission for the TMO to carry out the housing management functions detailed in the 'What services will be included?' section (page 9), on behalf of Birmingham City Council.

Frequently asked questions

<p>What is Right to Manage?</p>	<p>From 1 April 1994 tenants' organisations (council tenants including leaseholders) have the right to take over the management of their homes. This is called the Right to Manage.</p> <p>The Right to Manage offers the opportunity for a properly constituted tenants' group to form a Tenant Management Organisation and run services such as repairs instead of the council.</p>
<p>What is a Tenant Management Organisation (TMO)?</p>	<p>Tenant management is a form of participation by which council tenants and leaseholders in an area take on the responsibility for day-to-day management of their homes.</p> <p>Tenant Management Organisations manage homes on behalf of the council; they negotiate a management agreement that sets out what services they will provide and how much they will be paid.</p>
<p>Who will be my landlord?</p>	<p>The Tenant Management Organisation (TMO) is not changing the ownership of council housing; it is about working with the council and remaining part of the council, but with the control of the way homes are managed in the hands of tenants.</p> <p>Under the TMO, tenants remain council tenants, therefore Birmingham City Council will remain your landlord and will still own the properties. Tenants will remain secure tenants of the council and maintain all their rights such as 'Right to Buy'.</p> <p>Birmingham City Council Housing and Constituencies Directorate will simply pay the TMO an annual management and maintenance allowance to act as their representative and carry out housing management duties such as repairs, caretaking and rent collection.</p>
<p>Will my rent or Housing Benefit be affected?</p>	<p>Your landlord continues to be Birmingham City Council. As such all rents are paid to Birmingham City Council including Housing Benefit, which will continue in the usual way.</p>
<p>Who will have access to my personal information?</p>	<p>The only information held will be names and addresses and information relating to the services provided – for example repairs. Any such information held is subject to data protection and confidentiality.</p>
<p>Will the TMO know if I have rent arrears?</p>	<p>The TMO will be aware of the level of arrears on the estate. However neither members of the board nor staff will have any information as to the identity of any individuals in rent arrears.</p>
<p>Will the TMO decide or be able to influence who gets a property on the estate?</p>	<p>Birmingham City Council will continue to allocate all available properties on the estate – both transfers and applicants.</p>
<p>If the TMO is successful how long will it exist?</p>	<p>Every five years tenants and leaseholders will be called upon to vote yes or no to the continuation of the TMO.</p>

Frequently asked questions	
What will the impact be on my repairs?	It is the TMO's aim to complete repairs as efficiently and promptly as possible and in line with, or faster than, Birmingham City Council.
Will the TMO spend more money on the estate than the council has in previous years?	The TMO is allocated a budget equal to the Birmingham City Council expenditure. We believe with a locally based housing service we will be able to deliver a tighter service, channelling the funds where required with a longer term vision to bring the estate to a level equalling those of other TMOs currently in existence.
If successful when will it start?	If successful the set-up time for the TMO would be around nine months from the ballot.
Where would the new housing office be located?	Office accommodation is currently being negotiated with Birmingham City Council.
What is the legal status of Roman Way Estate Community Interest Company?	RWECIC is a limited company, with special additional features, created for the use of people who want to conduct a business or other activity for community benefit, and not purely for private advantage. This is achieved by an "asset lock", which ensures that the CIC is established for community purposes and the assets and profits are dedicated to these purposes.
Membership Becoming a member	At the time of Roman Way Estate Community Interest Company going to ballot the membership of the organisation stands at 84. Membership of Roman Way Estate Community Interest Company is open to any resident aged 18 and over in the area of benefit (Bullace Croft, Leasow Drive, Underwood Close, Vincent Drive, Windermere House, Thirlmere House, Roman Way). Any application shall be considered by the board, who shall appoint any such resident as a company member unless in the board's reasonable opinion the appointment would be detrimental to the work of the company. No previous experience or specific qualifications are required to be a board member.
What does the Roman Way Estate Community Interest Company do and can anyone become a director?	The board of directors is made up entirely of residents who volunteer their time. They act as the connection between housing and residents. The board will support the work of the housing team and prioritise work that is important to local residents. They will discuss the quality of services available and look at ways of improving the delivery. The board will at all times ensure that the choices made mirror the wishes of the wider community. Any member of Roman Way Estate Community Interest Company over the age of 18 is entitled to stand for election to the board unless legally prevented from doing so.
Will my neighbours know my business?	No, committee members will not have access to your personal information.
Who can I contact to find out more about these proposals and Roman Way Estate CIC?	Roman Way Estate Community Interest Company can be contacted on 07507878681 or see our website at www.romanwayestate.com Birmingham City Council is supporting these proposals, and can be contacted on 0121 303 9850..

This is important. If you do not understand this document then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange for an interpreter to meet with you.

هذه الرسالة مهمة، فإن لم تفهمها نرجو أن تطلب من أحد أصدقائك أو أقرائك ممن يتكلمون الإنجليزية أن يتصل بمكتب الحي "تبيرهود أوفوس" المحلي أو فريق الإسكان نيابة عنك. بعد ذلك سنرتب للقاء بك مع وجود مترجم فوري.

এটা খুবই গুরুত্বপূর্ণ। আপনি এই দলিলটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন এরূপ আপনার একজন বন্ধু-বান্ধব বা আত্মীয়কে আপনার পক্ষ হয়ে আপনার স্থানীয় নেইবারহুড অফিস বা হাউজিং টিম এর সঙ্গে যোগাযোগ করতে বলুন। এরপর আমরা আপনার সঙ্গে সাক্ষাৎ করার ব্যবস্থা করব এবং এতে সহায়তার জন্য একজন ইন্টারপ্রিটার রাখা হবে।

此事極為重要，如果你看不懂這份文件，請找一位會講英語的親戚或朋友代你接觸當地的鄰舍辦事處或房屋服務隊。然後我們會安排傳譯員一起見你。

این اطلاعات بسیار مهم است. اگر محتوی این مدرک را نمی فهمید، لطفاً از یک دوست یا خویشاوندتان که به زبان انگلیسی صحبت کرده میتواند خواهش کنید که از طرف شما بانیرهود آفس یا هوزنگ تیم محل شما تماس بگیرد. بعداً برای شما مترجم فراهم می کنیم که باشما ملاقات کند.

Message important. Si vous ne comprenez pas ce document, demandez à un ami ou à un membre de votre famille qui parle anglais, de prendre contact en votre nom avec votre bureau de voisinage ou avec l'équipe du logement. Nous prendrons alors les dispositions nécessaires pour qu'un interprète soit présent.

نہم دہقہ نووسینہ گرنگہ. نہگہر نہم نووسینہ تینہگیشیتیت تکایہ نہم کاتہ داوا بکہ لہ برادر نیک یان خز میک ، کہ بہ زمانی نینگلیزی ددوئی، پویوندی بکات بہ نووسینگہی ہاوسیتی "نہیہر ہود نؤفیس" ناوچہکمت یان بہ تیمی خانووبہرہ لہ جیاتی تو. نہم کاتہ نئمہ ہمدستین بہ ریکخستنی چاوپیکوتتیک لہگہلت وہ بہ نامادہیونئی وەرگیزی زمان.

Ważne! Jeżeli nie rozumiesz treści tego dokumentu, zwróć się o pomoc do przyjaciela lub krewnego, który mówi po angielsku, aby skontaktował się w Twoim imieniu z lokalnym Biurem Środowiskowym (Neighbourhood Office) lub wydziałem do spraw mieszkaniowych (Housing Team). Załatwimy wtedy dla Ciebie tłumacza.

ਇਹ ਗੱਲ ਬੜੀ ਜ਼ਰੂਰੀ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਸਮਝ ਨਹੀਂ ਲੱਗਦੀ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁਡ ਔਫਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੇ। ਉਸ ਤੋਂ ਬਾਅਦ ਅਸੀਂ ਕਿਸੇ ਦੋਭਾਸ਼ੀਏ ਰਾਹੀਂ ਤੁਹਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

داہیر مهم معلومات دی. کہ تاسی پہ دی سند نہ پوهیبری نومہربانی وکری دخپل یوملگری یا خپلوان نہ چه بہ انگریزی ژبه خبری کولای شی غوبنتنه وکری چه ستاسی لہ خواستاسی دسیمی نیبرہود آفس یا ہوزنگ تیم سرہ پہ تماس کی شی. بیا بہ مونو ترجمان برابر کرو چه ستاسی سرہ کتنہ وکری.

Hadii aadan fahmin waxa kuqoran boog yarahan (warqadan) fadlan waydiiso qof saaxiibkaa ama qaraabadaada ah oo kuhadla afka ingiriisiga inuu kuu waco xafiiska dariska ee kuu dhaw (neighbourhood office) ama kooxda guryaha asaga oo adiga kumatalaya. Markaa kadib waxaan kuu balaminaynaa afceliye (turjubaan).

یہ دستاویز اہم ہے۔ اگر آپ اس دستاویز کو سمجھنے سے قاصر ہیں تو براہ کرم انگریزی زبان سے واقف اپنے کسی دوست یا رشتہ دار سے کہئے کہ وہ آپ کی جانب سے آپ کے مقامی میجر ہوڈ آفس یا ہاؤسنگ ٹیم سے رابطہ کریں۔ ہم پھر آپ سے ملاقات کرنے کیلئے ایک ترجمان زبان کا انتظام کر دیں گے۔

If you would like this information in Braille, large print or on audio CD please call 0121 675 8701