



**MAGAZINE**

ISSUE 2 SEPTEMBER 2011

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## Contact the G-team:

Please send any feedback to the G-team  
email [residentsmagazine@GenesisHA.org.uk](mailto:residentsmagazine@GenesisHA.org.uk)  
or write to us at 25 Chapel Street, London NW1 5DT

## Staff Community Day



### Genesis staff got stuck into a variety of community projects during the Staff Community Day on 6 July.

A range of activities took place including clearing of over 100 bags of garden waste for elderly residents in Westminster and Brent, painting the interior of the Hartspring Lane Community Centre and planting over 120 plants at Mitchellbrook Estate. Staff also met with families and other guests over lunch at Len Williams Court and Cecil House.

### Welcome

to the second edition of G Magazine - the magazine designed especially for you. Thank you to everyone who has sent in feedback.

### Win a Kindle!

Simply fill out the survey on p18 along with your contact details and send it in to us to enter the draw.

## Residents benefit from Basildon empty homes work



A revived Basildon home ready for tenants to move in

A Basildon family at risk of being homeless has received the keys to their new home thanks to Genesis and the Thames Gateway South Essex Empty Homes Initiative who have partnered with Genesis on the project. The new residents will benefit from a

complete re-decoration which includes a brand new kitchen, new central heating and new double glazed windows. The property is part of a Genesis project to turn empty and neglected properties back into much needed homes ready to house tenants.



## Residents 100% satisfied with IT training

### Cyberspace becomes familiar territory

Genesis residents on the Disability Forum have just completed a free 20 week IT training course. During the course residents learned basic IT skills such as setting up email accounts, sending emails, surfing the internet, as well as using Microsoft Office

programmes. Overall the course received 100% approval in the customer satisfaction survey. One of the course attendees William Hamilton said "when I started the course I couldn't even switch on a computer, but thanks to the tutor and course I have learnt a

lot - I've enjoyed every minute of it". Genesis set up the Disability Forum in November 2009 to improve the way that the needs and views of residents with disabilities were represented. They were awarded funding for the course from Access to Volunteering.

## Hamara Ghar goes green



Staff from Genesis Community give the Hamara Ghar roof space a green make over

Genesis staff donned overalls and took to the roof of a housing scheme for Asian elders, transforming it into a relaxing green space for the residents to enjoy. The team cleared the roof space and potted and arranged a collection of new plants to brighten up the area.

Residents also lent a hand by decorating the plant pots with an array of colourful designs. Since Hamara Ghar first opened its doors 15 years ago in East Ham, the scheme has regularly held a number of events from arts and crafts classes to yoga and lunch clubs serving up authentic Asian delicacies.

## LGBT residents' forum

A forum for lesbian, gay, bisexual and transgender (LGBT) residents was formed in August in response to resident feedback.

All LGBT residents are welcome to attend the next meeting on Monday 3 October at Capital House, 25 Chapel Street, London NW1 5DT, at 6pm. Refreshments will be provided and there will be a chance to chat to other residents. The meeting will feature a presentation and discussion with Genesis managers on improving the management of anti-social behaviour.

To confirm attendance please email: [mygenesis@genesisha.org.uk](mailto:mygenesis@genesisha.org.uk) or leave a message in confidence on **020 8451 8218**. Please leave a contact email or telephone number that you are happy for us to contact you on nearer the time.



Moshtak Ahmed from Genesis Community explains the Wii to a resident

### Essex UniTe

Genesis Community and Chelmer Housing hosted Essex UniTe Community Day in May to offer fun IT taster sessions to older residents. In total, 19 residents took part in the event which included an internet search quiz, creating greeting cards and playing with new Wii consoles. They were also introduced to Silver Surfers, a national scheme aiming at digital inclusion for older people.



## First residents move into Woodberry Down

The first residents moved into Woodberry Down in May this year— a major estate regeneration project being run in partnership by Genesis, London Borough of Hackney and Berkeley Homes Limited. Genesis and its partners will be replacing around 2,000 council-owned homes with around 4,600 new mixed-tenure homes over the next 20 years. So far 117 new apartments that have been built and in the future plans for the regeneration project include the renovation of a local primary school, new community buildings and a health clinic.

## Thumbs up for Grahame Park

Grahame Park, one of the largest regeneration schemes in England, has received planning approval for the next major stage of the 90 acre development. The project is being delivered by Genesis along with partners the London Borough of Barnet and Countryside Properties.

## Awards



### Double honour for Genesis

Genesis has won a double honour after being named in the top 50 employers for women by The Times – the first housing association to do so, while the Director of Genesis' Corporate Services, Allison Sofekun, has scooped the National Champion Award for Excellence in Practice. Genesis was named on the top 50 list due to its clear strategic approach to promoting diversity in the workplace and supporting females in developing their skills and career development. This approach extends to our communities in which we work as many of our residents are women, and with a representative workforce, we can better understand everyone's needs.



### St Giles wins design recognition

A supported housing scheme in Chelmsford, which last year rose from the ashes after being severely damaged by fire, has won recognition for its design. St Giles, which is run by Genesis, was commended for its high standard of construction and workmanship at the Local Authority Building Control, Building Excellence Awards.

The Bicknacre based scheme supports adults with learning disabilities and mental health problems, providing round the clock care and support for the 42 residents who live there. Residents of the scheme benefit from a craft and pottery room, an IT suite and over 20 acres of woodland complete with ponds and allotments.

### St Anne's awarded £1000 grant

The residents of St Anne's House, a Genesis supported housing scheme based in Ditchingham, were excited to receive two picnic-style benches complete with large umbrellas after being awarded a £1,000 grant from South Norfolk Council last month. John, now a former resident, said that the garden furniture means that people can gather together in the garden and not stay isolated in their rooms. "This helps provide a sense of community and inclusion for all the residents" he said.

We want to hear from you!

## Resident letters

Thank you to everyone who sent in letters. This space is dedicated to you, and here we will answer some of your questions and address topics of concern.

**Q:** *From a former Springboard resident on transfer list: Why can't Genesis not open up all properties as 'choice lettings' so we can all bid for properties?*

**A:** We have an obligation with local authorities to provide 75% of our empty properties for allocation, therefore not all of our units in East London and Essex are advertised on our choice based lettings scheme, called Locata. The remaining empty properties are advertised on Locata for all transfer applicants to bid on.

**Q:** *The new Genesis website is very good. I like that the G Magazine is posted to the website.*

**A:** Thank you for all the positive feedback about the new Genesis website. The website has been designed with our residents and

customers in mind, so please do let us know if you have any further feedback or anything else you would like to see featured on the website. We do have a programme of improvements planned over the next year so you'll soon be able to access more services online.

**Q:** *I don't understand why it takes so long for us to get any repairs done in our house...Also I should get a phone call to book anything in!*

**A:** We are currently reviewing our repairs service so you don't experience any frustration with having a repair completed. Our internal provider of repairs - Shenstone - is going through a major review focused on improving resident satisfaction. There is a feature on page 12 dedicated to our new repairs service.

Please write to us at:  
**G magazine**  
Genesis Housing Association,  
Capital House,  
25 Chapel Street,  
London,  
NW1 5DT

Our response...

# Opening doors a fresh start

*We talk to resident Falguni Gorecha and hear about her journey to overcome adversity, her visit to the Palace of Westminster and how her new home has changed her life.*

A devastating motorbike accident two years ago saw 29 year old Falguni Gorecha face a gruelling couple of years as she came to terms with facing life with a physical disability and the new challenges this presented her with. With no money or support after the accident, Falguni struggled with her emergency shared accommodation on the second floor of a split level building. Unable to manage even one flight of stairs, it was a far cry from her life before the accident when she worked as a beauty therapist, played pool, skated and went clubbing in her spare time.

Falguni was referred to Outreach Barnet, a service managed by Genesis in partnership with Notting Hill Housing and Homeless Action in Barnet. At the time she was living without any financial assistance. Tinned food was all she survived on as she had limited mobility, no

money and no help to manage the stairs to the kitchen.

Outreach Barnet put a support plan into place to address Falguni's most urgent needs. Her support officers helped her find appropriate accommodation in a ground-floor one-bedroom flat and ensured she received the benefits she was entitled to.

“**I thought it was quite exciting that an MP was inviting me for tea – I had never met an MP before**”

Moving to suitable accommodation gave Falguni a new lease of life. After gaining back some of her independence she was able to start piecing

her life back together.

Falguni has since been embracing life to the full. She has plans for the future, and more recently, she has been rubbing shoulders with Member of Parliament for Finchley and Golders Green, Mike Freer, at the Palace of Westminster.

After presenting at International Women's Day on behalf of Barnet Asian Women's Society at the House of Commons, Mike Freer invited Falguni for tea to speak more about her situation and Outreach Barnet. "I thought it was quite exciting that an MP was inviting me for tea – I had never met an MP before" Falguni said. "My favourite part of the visit was tea with Mr Freer. He also gave us a private tour of Parliament which was really interesting. The palace was really nice; from the terrace I could see the river on

the other side. It was an amazing view." While Falguni enjoyed tea with Mr Freer, they discussed her experiences. "Mr Freer knew of people who were in similar circumstances to me that he wanted to refer so he was interested to hear more about Outreach Barnet. The Outreach team is really good at helping people like me who really desperately need help." Falguni told Mr Freer how moving into her new home helped her to gain back some of her independence and concentrate on her recovery. "My new home really means a lot to me. Now I can make my favourite tea for myself and I can make it how I want it. I can also make meals and hot food in my kitchen, whereas before, the kitchen was downstairs and I couldn't get there. Now that I am living on a single storey it is quite easy for me to do everything myself" Falguni said.

With her increased independence, Falguni is setting her sights on new goals for the future. "I would like to start working again, that is my main goal. Before my accident I was training towards my NVQ3 in beauty therapy and working in a beauty salon. I hope to start training towards my qualifications again soon, and one day, I would like to open my own business."

“**Moving to suitable accommodation gave Falguni a new lease on life. After gaining back some of her independence she was able to start piecing her life back together**”

Falguni said she would like to express her thanks to everyone from Outreach Barnet who helped her, from filling out forms for assistance and finding her a new home to the ongoing support she is still receiving. Falguni expressed her heartfelt thanks to her support officer Ashish Christian.

"I want to say a special thanks to Ashish my support officer. He's been so helpful over the last year – he's kind of like my brother – understanding everything. He changed my life" ■

Outreach Barnet is a service providing support to vulnerable people living in Barnet. It is managed by Genesis Tenant Support Team in partnership with Notting Hill Housing and Homeless Action in Barnet. The Tenant Support Team also manages support services for vulnerable people living in Brent, as well as having other services that are for Genesis residents living across London and Hertfordshire. For further information, contact: **020 8451 8300**



Resident involvement:

# Regional committees up and running

Residents getting involved locally

The regional committees are the new forum for Genesis residents to get involved locally in monitoring how we are performing against our service standards. The first meetings of the five new regional committees took place between 27 June and 7 July 2011.

Each committee represents one of the five Genesis regions and has space for eight residents who will have full training in order to get the most out of the process. The first meetings were attended by the relevant Divisional Director (east or west), as well as senior housing and repairs managers. In addition to looking into the last quarter's performance statistics, the

main issues raised by residents were a strong desire to see improvements in the repairs service and in the management of service charges. In response, we are arranging more detailed discussions on our plans for improvement, which residents will have the opportunity to influence.

The regional committees provide a unique opportunity to play a role in monitoring performance and influencing improvements. There are still some vacancies on some of the committees, so if you would like to get involved, please call the Resident Involvement Team on **0208 451 8218** or email [mygenesis@GenesisHA.org.uk](mailto:mygenesis@GenesisHA.org.uk) ■

## Residential Panel

We are changing the way we manage service charges, and to make sure we get it right, we are recruiting for a new Residential Panel. If you are a Genesis resident and want the chance to hear what changes we might be making and tell us what you think of them, then we want you to join our panel.

## Design Guide Panel

This resident panel will play an important part in improving homes for the future by updating the design guidelines for the new homes and neighbourhoods that Genesis is involved in building. This is an exciting opportunity for our residents to play a role in designing improved homes for the future. There will be opportunities to take part by attending a Design Guide Panel meeting and also by submitting ideas through email.

## Join our panels

To join either of the above panels or to request a copy of the residents involvement strategy, please contact the Resident Involvement Team on **020 8451 8218** or email: [mygenesis@GenesisHA.org.uk](mailto:mygenesis@GenesisHA.org.uk)



## Residents estate inspector

Help us improve your neighbourhood

Genesis will soon be recruiting resident volunteers to check on the quality of the cleaning, grounds maintenance and the communal repairs for the buildings where they live so that we can get a 'resident's-eye-view' of the quality of our estate services.

Once the monthly inspection is completed a checklist will be sent to the local Property Manager who can then immediately start to deal with the issues raised by the Resident Estate Inspector.

The scheme is currently being tested and if you would like to volunteer as a Resident Estate Inspector when the full project starts later this year, please contact the Resident Involvement Team on **0208 451 8218** or email [mygenesis@genesisha.org.uk](mailto:mygenesis@genesisha.org.uk) to register your interest. ■



## Mark Rabjohns

Hi, my name is Mark Rabjohns and I was a resident with PCHA for almost ten years. Like many residents I was not happy with the way things were going and it seemed increasingly difficult to get things done. Then, when PCHA changed to Genesis things started to look like they could improve, so when I got the opportunity to join one of the new regional committees I thought this could be my chance to help shape the new Genesis.

The new regional committees have been set up to give residents a voice in Genesis where the focus is on the resident and the service they receive. This covers all issues from repairs to service charges and anti-social behaviour to name a few. On the committees we get to question the people who make the decisions that affect all of us and point out where we think things can be improved. We don't give them an easy ride! There is still a long way to go, and we are starting to see improvements in most departments and services. The regional committees are a positive move in making Genesis a better place for all, and as resident committee members we are doing our best to make sure that you as residents get what you deserve.

# Improving our repairs service

The repairs service is one of the most important areas in Genesis. We know that a well maintained home is a top priority for our residents, so it is very important that we get this right.

## Shenstone restructure

Shenstone is our internal provider of repairs and maintenance and has been running since 2001. They carry out the majority of repairs to residents' homes. We are committed to providing an excellent repairs service to our residents through Shenstone, and as a result of this commitment, Shenstone has gone through a major operational restructure to meet this aim.

The aim of these changes is to increase the quality of service we provide and to be more flexible with our appointments to meet your needs, e.g on Saturday mornings and early evenings to 7pm.

Please bear with us while we make significant changes to the repairs service. You may be

noticing that it's taking a bit longer to get through to us on the phone and for your repair to be done. Your service will start to improve in the next few weeks as we put new systems in place.

## Aiming to get it right first time

We work hard to ensure that we provide you with the best service possible. We know that when you report a repair you want us to do it quickly and in one visit. We monitor the number of repairs that we complete correctly at the first visit, with the aim to achieve a target of 75%.

## Repairs performance

We measure our performance through a series of indicators. We aim to complete 97% of emergency jobs and 96% of routine jobs within set time scales.



## What can you expect from us?

- We will keep to the appointment arranged unless you're given prior notice of any changes or delays
- We will be polite, courteous and always carry an ID badge
- We will explain to you what works we are there to carry out
- We will wear a clean uniform
- We will tidy up afterwards



It is important that we prioritise jobs correctly to ensure that we meet your needs. The information below outlines examples of each type of repair and the target completion times:

## Emergency Repairs

TARGET COMPLETION WITHIN 4 HOURS

These are repairs necessary to avoid immediate danger or serious damage to the property and include:

- Total loss of electricity
- Total loss of water supply
- Water leaking from pipes and tanks

## Urgent Repairs

TARGET COMPLETION WITHIN 5 DAYS

These are works affecting health & safety and environmental living conditions of our residents that cannot wait more than a week, including:

- Door difficult to open and close
- Partial loss of power
- Toilet cistern not working where more than one toilet is fitted

## Routine Repairs

TARGET COMPLETION WITHIN 21 DAYS

These are non-urgent repairs to property, including:

- Faulty extractor fan in bathroom/kitchen
- Loose toilet seat
- Defective wall/ceiling plaster
- Dripping tap
- Damaged fencing

## What can you do?

- Update Genesis with current contact numbers
- When calling about a repair request, always give as much information as possible in order for us to arrange for the right operative and allow sufficient time, materials and tools to complete the job first time

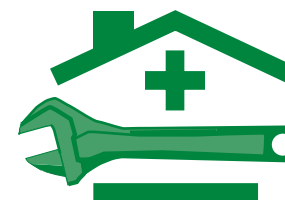
In order to minimise inconvenience to our residents, we now offer appointment slots as follows:

1. First call 8am-10am
2. AM 8am-1pm
3. PM 1pm-5pm
3. Last call 3pm-5pm
4. Avoidance of school runs: 10.30am-1pm or 1pm-3pm

In addition, we are looking to set up a text message reminder service for all appointment jobs.

## How to log a repair:

Online - [www.GenesisHA.org.uk](http://www.GenesisHA.org.uk)  
Telephone - 020 8451 8000  
Our opening hours are :  
8am - 5.30pm, Monday to Friday



Cut here and save

“

We are bringing in a range of improvements over the next 6 months

”



## Contact Centre improvements

We know there has been some difficulty in getting through to the Contact Centre recently and we apologise for any delay you may have experienced when trying to speak to us. Genesis is committed to providing residents with great service and as part of that commitment we are improving the way we deliver services to you through our Contact Centre. These improvements include investing in new technology, reviewing the way we handle your queries and providing better staff training.

The result of the programme will be:

- A wider choice of ways that you can contact us with your queries
- Consistent and quality responses to your queries, through whichever method you contact us
- More of your queries dealt with at the first point of contact
- Faster response

Over the next six months we will be implementing the following changes:

### Upgrading our telephone system

Genesis has invested in a new state of the art telephone system for the whole organisation including the Contact Centre. This will give us flexibility on how we can deal with and direct your calls so that they can be answered more quickly and efficiently.

We will be introducing a Contact Centre number that you can use on your mobile phone with your inclusive minutes.

### Repairs

We are improving the way we handle repairs, from the point at which you contact us, to the point at which the repair has been completed to your satisfaction. We hope you are always aware of the status of any repair, but sometimes you will want to contact us to get an update. We

are ensuring that we have up-to-date information to let you know the status of your repair.

### Other services

We are developing the systems that help us to answer your queries. This will help us meet our promise to answer 80% of your queries at the first point of contact, and ensure that whoever you speak to, you get a consistent and quality response.

### Contacting Genesis

We want to give you more choice on how you contact us. Over the next few months you will be able to contact us using a new web-chat function on our website, through text messaging, coming into our offices, calling us or writing to us by post or email. Whichever method you choose, you will get a consistently great service.

If you have any questions about the Contact Centre and these improvements, please email us at [info@genesisha.org.uk](mailto:info@genesisha.org.uk)

# The AskSAL helpline:

# ☎ 08452 666663

Safeguarding adults at risk: new service for residents in Essex

Given a moment or two most people can recall the names of children who have suffered as a result of abusive relationships, all of whom have their own tragic stories. Many have become household names because they have, rightly or wrongly, become the subject of wide scale and often national media campaigns.

“

Please help us keep adults safe across Essex

”

But what if we switch the focus to adults? Though modern media rarely focuses upon the abuse of adults at risk, it does happen. Everybody, regardless of age or disability possesses the right to live their lives without suffering at the hands of abusers. Unfortunately this right isn't always realised; last year in Essex more than 3000 referrals of adult

abuse were made, and we'd be foolish to assume the abuse stopped there.

In Essex, a helpline called AskSAL (the Safeguarding Adults Line) is available for anybody to report their concerns. The helpline is operated by experienced and friendly helpline staff primarily as a source of information and advice in situations where callers have concerns that abuse may be occurring. Staff will however, when asked, and if necessary, follow the correct procedures to ensure that a safeguarding referral is made to statutory services.

### Can you help?

Save the number in your phone; this is vitally important if you have regular contact with an adult who you think may be suffering abuse of any kind. Start to think outside of the box; though you may not witness any form of abuse in person there is no harm in keeping an eye out for certain signs, especially if you are concerned. Changes in behaviour can often occur as a result of different types of abuse and signs

that somebody is being neglected are often the most obvious. But there are more subtle indications that other types of abuse may be occurring; are valuable items starting to go missing without explanation? This is just one potential sign of financial abuse but there are many more. For more information visit [www.AskSAL.org.uk](http://www.AskSAL.org.uk).

To have the number sent to you in a text message, text:

**ASKSAL to 60777**

Please help us to keep adults safe across Essex. Remember, ignoring abuse is not an option - any person or organisation with knowledge of, or suspicion that an adult may be at risk of abuse or is being abused must report their concerns.


If you have concerns do not hesitate - call today on:

**08452 666663**

All residents can speak to their property manager if they are the victim of abuse or know someone who is.

# Puzzles

**Brain teasers:** can you crack the code?

1. CCCCCCC	2. R E A D I N G	3. G LOST N LOST I LOST K LOST A LOST M LOST 
4. HE'S/HIMSELF	5. CYCLE CYCLE CYCLE	6. LU CKY

## Spot the 8 differences



- Answers:**
1. THE SEVEN SEAS
  2. READING BETWEEN THE LINES
  3. MAKING UP FOR LOST TIME
  4. HE'S BESIDE HIMSELF
  5. TRICYCLE
  6. LUCKY BREAK

## Woodberry Down

Small Grants Programme **2011-2012**

Grants of up to **£2000** are available for community projects on the **Woodberry Down Estate**. If your group has a project idea that will make your community a better place, help people in need or provide opportunities, contact us for an application pack.

Contact us on **020 3222 7028 / 7000**

Email [Daphne.Tagoe-Borllons@GenesisHA.org.uk](mailto:Daphne.Tagoe-Borllons@GenesisHA.org.uk)



## We want you!

Are you interested **volunteering?**

**Genesis Community** is looking for volunteers to deliver energy information sessions to run from autumn **2011** to spring **2012**.

Volunteers will be trained to deliver sessions to resident groups about getting the best from their energy supplier and reducing energy costs.

For more information, or an application form, contact Margaret Roffe, Financial Inclusion Manager

Call **020 89004762**

Email [Margaret.Roffe@GenesisHA.org.uk](mailto:Margaret.Roffe@GenesisHA.org.uk)



# Survey

Win a Kindle!



To what extent do you agree with the following statements...

## WIN!

To enter the draw simply complete the survey and send to **G magazine** Genesis Housing Association, Capital House, 25 Chapel Street, London, NW1 5DT

Your feedback

Please tick the appropriate response below

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I found G magazine to be informative and interesting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After reading G magazine I felt I understood more about Genesis and its aims	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G magazine had a good balance of stories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### What was your favourite feature in G magazine?

- News
  Residents letters  
 Opening doors
  Resident involvement  
 None stood out  
 Other, please specify \_\_\_\_\_

### How do you get the majority of your information from Genesis?

- Property manager
  G magazine  
 Posted letters
  Genesis website  
 I do not access any information  
 Other, please specify \_\_\_\_\_  
 Can you provide any additional feedback? \_\_\_\_\_

### Contact details

NAME: \_\_\_\_\_  
 PHONE NUMBER: \_\_\_\_\_  
 EMAIL: \_\_\_\_\_

The winner will be drawn by mid October and notified by phone.

# Notice board

## Messages for residents in central and north London

From 7 July 2011 BSW in the Westminster area will no longer be your contractor. The new contractor will be Milverdene Ltd.

The contractors for the different areas of the Genesis portfolio are as follows:

For the Westminster area please call Milverdene Limited on:

**0208 201 3366/3377/3388** or email: **gas@milverdene.com**

For East and North London area or former West Hampstead properties please call J.O'Connors on:

**0208 367 4401** or **0208 367 4445**, or email: **mail@joconnor.co.uk**

For Brent, Camden and Barnet area please call Village Heating on:

**0800 980 4796** or email: **enquiries@villageheating.co.uk**

If you require assistance relating to no heating and hot water as well as gas safety checks, please contact the appropriate contractor for your designated area.

## Volunteer

Volunteer for the new Residential Panel - email

**mygenesis@GenesisHA.org.uk**

or call 020 8451 8218

## Apprenticeship

Apprenticeship programmes are available through HT Group – gain experience while developing key employment & technical skills.

Contact **info@ht-group.org** for further information.

## Start your own business!

Aspire Foundation provide 10 week business courses where you can learn from people with real experience of running successful companies.

To find out more, please contact:

**Sarah Connelly** on **020 8900 4774**

or email **sarah.connelly@GenesisHA.org.uk**



If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.

Nëse ju duhet ndonjë pjesë e këtij informacioni në Braille, në CD, në kasetë ose të shpjegohet në gjuhën tuaj, ju lutemi kontaktoni në numrin poshtë.

**Albanian**

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

**Arabic**

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

**Bengali**

اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

**Farsi**

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

**French**

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

**Somali**

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

**Turkish**

**020 7563 0029**

