



your neighbourhood

# Extra help settling in to your new community

*Housing support for black & minority ethnic people*

Available in large print, Braille and on CD

## How can we help?

We recognise that some people new to north Manchester and to social housing may need additional support settling into a new neighbourhood. We work closely with Manchester City Council who offer help if you're from a black or minority ethnic community.

They tell you about the services and the local knowledge you need to settle in. They can also put you in touch with specialist help and advice for refugees and former asylum seekers.

They will help you with things like those in the following lists.

But that's not all. You'll get your own support worker who will talk to you about any problems so that together you can agree a support plan that suits you.

So you'll know exactly what help and support you can expect, and how often they'll visit you to keep in touch. Their aim is to help you settle in and make the most of your new neighbourhood so you can live independently. So, after a time, you won't need

their service. But you can always come back if you need help in the future.

## We can help you to:

### Set up and run your home well

- get the gas, electric and water switched on
- find furniture
- sort out rent and other bills
- manage your money and get your benefits
- look after your home, keep it secure
- insure your things.

### Make the most of your neighbourhood

- find the shops and post office
- integrate into your new neighbourhood
- get information and services in your language
- find relevant cultural or religious organisations
- contact the doctor, dentist and services you'll use
- look for jobs and train for work
- see what education courses there are.

# Contact details

If you, or someone you care for, could use the Housing Support Service for BME communities, please call:

**Phone:** 03000 123 123

**Textphone:** 0161 274 0899

**email:** [info@northwards.co.uk](mailto:info@northwards.co.uk)

The service is open to all who have the legal right to public funds including people with ‘humanitarian protection (HP) status’ and ‘indefinite leave to remain’ (ILR). They’ll be happy to check that you’re entitled when you get in touch.

## **They can also help you with information on:**

- refugee/asylum organisations
- social services
- help with any racial harassment or discrimination.

To talk about any of these things please call the telephone number above.

## Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

**Call:** 03000 123 123    **E-mail:** info@northwardshousing.co.uk

**Fax:** 03000 124 123    **Text phone:** 0161 274 0899

Nëse këtë dokument e domi të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

إن كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أعلاه. تتوفر هذه الوثيقة أيضاً بصيغة برايل للمكفوفين وبالحروف الطباعية الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请拨打下列电话。  
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

هه گه ر بڤت خوښه نه رچومه ي. نه م به لگه نامه يه وه رگريت، نكابه يه يوه ندي يكه به نه و ژمنه ي خواره وه. نه م به لگه به هه ر وه ها به شپورازي، نوسراوي كوڤران، نه چيني گه زره و ښان ته سه ر سي دي هه يه.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

I faddii aad rabto 'in dukumentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ امن دستاویز کا ترجمہ چاہتے ہیں تو براؤ کریم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123