



your home

Extra Services for customers

Here's what we offer & how to get in touch

Available in large print, Braille and on CD

Shqip արիبي 中文 Čeština Français كوردی Português Soomaali أردو

Our extra services are for customers who may have:

Reduced or no vision

Large print, Braille or CD versions of documents such as statements.

Reduced or no hearing

Minicom and type-talk phone aids and communication cards you can point to so we know how you want to communicate with us. We provide signers and a fax service.

Difficulties with walking or movement

Access ramps to our buildings where possible, wide doorways and some automatic doors, toilets for disabled people and baby changing rooms. We are happy to visit you at home to deal with any housing query including rehousing and medical assessment.

Difficulty understanding or reading English

Translations of our documents, or interpreters to help you speak to us in your language. Opening times displayed in various languages and a language prompt system to

help you ask in your language at all reception points. Let us know if you have trouble reading. We can contact you in other ways.

Difficulties understanding forms

We use plain language to make our publications easy to follow. We use pictures and symbols to help deaf people and those who speak other languages. We're happy to help you fill in forms and read out written information, and we treat these requests with sensitivity. You can also get important information from us on audio CD.

You'll find all these services available when you contact Northwards Housing. We'll always let you know how long it will take to get your preferred format to you.

For more information about these extra services please contact:

Customer Services,
Northwards Housing, Level 6, Hexagon Tower, Crumpsall Vale, Blackley, Manchester M9 8ZS

Telephone: 03000 123 123

Textphone: 0161 274 0899

Fax: 03000 124 123

Email: info@northwardshousing.co.uk

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

نه گه ر بڻت خوڻشه نه رجومه ي. نه م به لڱه نامه به وه رگريت، نڪانه به يوه ندي بکه به نه و ژمنه ي
خواره وه. نه م به لڱه به هه ر وه ها به شينوازي نوسراوي ڳوڻران، نه چيني ڳه زره و بيان نه سه ر سي دي
هه به.

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 turjamo 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 کرم 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