

Resident involvement agreement

Standards of consultation & involvement

Available in large print, Braille and on tape

Contents

The Agreement	2
Introduction – What is a Resident Involvement Agreement?	3
What do we mean by residents?	3
Standards of Involvement and Support	3
About Northwards Housing	4
How Northwards Housing makes decisions and how residents are involved in this	4
Resident Involvement Agreement Standards	7
Choices for Involvement	9
The Involvement Structure	12
Developing Local Agreements	13
Complaints and Praise	13
Reaching out to everyone	13
Tenant Management Organisations (TMOs)	14
Manchester Residents Association	14
Core Standards	14
Monitoring the agreement	18
Agreement Action Plan	18
Key Contacts	19

This Resident Involvement Agreement forms an agreement between Northwards Housing and its residents to work together to shape the housing service.

The Agreement

In signing this Agreement we are demonstrating our shared commitment to work in partnership and to achieve the jointly agreed activities outlined in the Action Plan.

Signed: _____
On behalf of Northwards Housing

Signed: _____
On behalf of Northwards Residents

Aims of the Agreement

The main aim of the Agreement is to make it clear how you can get involved with Northwards to make a difference to how the housing service works. It also aims to tell you how you can get information, how you will be consulted on decisions affecting your housing service and how you can make a difference by influencing those decisions.

1 Introduction – What is a Resident Involvement Agreement?

A Resident Involvement Agreement is an agreement between a landlord and residents about how they can work together to influence and shape the landlord's services. It is a document which describes how you can get involved in the decision-making to improve your housing service and how Northwards Housing will support you to get involved.

Agreements work out the best ways to put residents at the heart of decision-making on issues that may affect your home and community. This Agreement makes sure that you can:

- Have an informed view of the housing service
- Be involved in planning and improving that service
- Check how Northwards Housing is performing
- Identify problems and take action to make improvements.

This Agreement guarantees Northwards Housing's overall commitment to resident involvement and sets out the standards it will meet.

Resident volunteers and Northwards Housing jointly produced this Agreement. This partnership of residents and landlord offers you the opportunity to get involved in shaping the housing service.

If you have any comments about this agreement or the choices of involvement on offer please contact the Resident Involvement Team on 0161 227 3040 or look on the Northwards website www.northwardshousing.co.uk

2 What do we mean by residents?

In this Agreement we refer to '*Residents*', by which we mean:

- Tenants of Northwards Housing
- Northwards Housing Leaseholders
- Residents living within Northwards estates
- Residents in Northwards supported or sheltered housing schemes
- Board members of existing Tenant Management Organisations.

3 Standards of Involvement and Support

The Government set out a number ways in which it thinks you should be involved in the work of your landlord. These were developed into a set of core standards, and detailed in the Revised National Framework for Tenant Compacts (tenant compact is the term used by Government to describe resident involvement agreements), which was issued in March 2005. This Agreement is based upon these core standards and develops Choices for Involvement as agreed between Northwards Housing and residents involved in developing this agreement.

4 About Northwards Housing

Northwards Housing is an 'arms length management organisation' – or ALMO – that took over the management, maintenance and improvement of 13,000 City Council homes in north Manchester in December 2005. Although Northwards Housing manages your home, you are still a council tenant, with Manchester City Council as your landlord.

The Northwards Housing mission statement

Brought to life by the resounding YES vote of North Manchester's council tenants in Autumn 2005, we are here to build on their trust by delivering the excellent standard of housing service tenants deserve and desire.

Our service will be successful, responsive to tenants and driven by our can-do outlook. It will win us the extra funding needed to improve tenants' homes and the wider environment by 2010 - up to and beyond the 'decent homes' standard.

We share this commitment to the future of social housing in North Manchester with our residents and the Council, as we work in partnership to make our communities safe and sustainable.

We respect each other - tenants, staff and partners, celebrating the diversity of our communities and workforce. Together we will help to renew North Manchester.

As well as the Mission Statement we have the following values

Top class customer service

We will provide an excellent and accessible level of service to all of our customers.

Local services

We take pride in being based within North Manchester and delivering local services to our customers.

Embracing equality and diverse communities

We will treat everyone fairly and with respect, and we will embrace diverse communities and identities.

Tenant focused

Tenants are at the heart of everything we do. We will involve tenants in our decision making, consult and listen to them to develop and improve services.

Committed to our employees

We will value and support our employees to develop and retain a highly skilled and motivated staff team.

Accountable

We will be open with and accountable to tenants, employees, the Council and partners in of our dealings.

Warm, safe and affordable homes

To provide warm, safe and affordable homes for all our tenants through advice, support and a multi-million pound investment programme, which will create jobs for local people.

Successful communities

To contribute to the regeneration of North Manchester, and work with partners to help develop successful communities.

Quality services

To work with customers to develop and deliver excellent services that satisfy their needs and aim to meet their aspirations.

Value for money

To provide sound financial management, and to ensure that we offer excellent value for money to our customers.

Safer places to live

To work with partners and local communities in helping to reduce crime, fear of crime, and anti-social behaviour.

An attractive environment

To help develop a safe and attractive environment within North Manchester, which contributes to the pride and well-being of local communities.

Promote equality and diversity

To understand the needs and aspirations of the diverse communities of North Manchester, and to work with partners to address inequality and to meet the needs of vulnerable people.

Northwards Housing is governed by a voluntary board, consisting of tenants, council nominated representatives and independent people who bring a range of skills and knowledge to the work of the board. The twelve-person board makes informed decisions independently of the Council within the context of the Management Agreement, which sets out the rights and responsibilities of the Council and Northwards Housing.

5 How Northwards Housing makes decisions and how Residents are involved

Northwards Housing believes that local people are in the best position to shape their housing service. That's why there are four tenant members on the Northwards Board. They are equal to the other board members and have the same powers to make decisions about the housing service.

The Board makes decisions about policies and plans for Northwards, sets its wider aims and objectives and makes sure that the staff working day-to-day are

meeting standards of service and improvement. It ensures that the organisation sticks to the Northwards Mission Statement.

The *Choices for Involvement* should enable all residents to get involved in Northwards at a level they wish, from board membership to commenting to a housing officer about how the service should be delivered. Turn to page 9 of this Agreement to see how you can get involved. If you see something you would like to be involved in please contact the Resident Involvement Team on 0161 227 3040. Alternatively, if you can think of ways that you might like to get involved but they are not currently listed – please let us know as we are keen to hear your ideas.

Come to a board meeting

The Board currently meets every month (this could change in future). You are welcome to attend a Board meeting. If you would like to please contact the Resident Involvement Team and they will make arrangements for you.

Details of all the minutes of the Board meetings are available for you to see on the website at www.northwardshousing.co.uk , or alternatively contact the Resident Involvement Team on 0161 227 3040 to receive a copy of the latest minutes. Papers for Board meetings are available 7 days in advance of the meeting on the website, at local libraries in the Northwards area and at the three local housing offices.

Sub Committees

The main Northwards Board has set up four sub-committees to look at important issues in more detail and to make recommendations. Subject to the approval of the Board, members of the public can be co-opted (on a non-voting basis) on to sub-committees. Each sub-committee can have up to two co-optees at any time.

You are welcome to attend a sub-committee meeting. If you would like to attend please contact the Resident Involvement Team on 0161 227 3040.

Each sub-committee is made up of members of the Board. The committees are:

- **Human Resources & Equality**
Key responsibilities are staffing issues and promotion of equality and diversity.
- **Performance & Quality Services**
Key responsibilities are performance monitoring, communication and customer involvement.
- **Procurement & Property**
Key responsibilities are overseeing and monitoring home improvement and maintenance contracts.
- **Resources & Governance**
Key responsibilities are finance and resources, overseeing implementation of the business plan, risk management, audit issues, insurance, ICT policy and strategy.

Details of all the minutes of the Sub-Committees are contained within the minutes of Board meetings and are available for you to see on the website at www.northwardshousing.co.uk.

Making Decisions at a local level

Northwards Housing covers 13,000 homes over a wide geographical area. But it maintains its strong local connections through its three 'Area Panels'. Each Panel has seven Northwards tenants, two owner-occupiers, one leaseholder, and a councillor from each of the wards in its area. The Panels are:

- (a) **Wilton:** Higher Blackley; Crumpsall; and Cheetham wards
- (b) **Fourways:** Charlestown and Moston wards
- (c) **Riverways:** Harpurhey; Newton Heath & Miles Platting and Ancoats and Clayton wards.

What do the Area Panels do?

The Panels provide feedback about the housing service in their area and reflect the needs and views of local communities. They comment on proposals, monitor the services provided and make suggestions to the main Northwards Board. They also recommend improvement schemes after consulting local people.

Panels help engage all sections of the community – membership of the panels reflects the make-up of the different communities each Area Panel represents.

You're welcome at Area Panel meetings, and you can ask to speak at a meeting. Space is limited at the meetings so contact the Resident Involvement Team on 0161 227 3040 to book your place

6 Resident Involvement Agreement Standards

Northwards Housing is committed to involving you in deciding how to run and deliver the housing service. As a landlord it is also committed to involving you in the decisions that affect your home and the area in which you live.

You can be involved in a range of activities, including:

- Monitoring budgets and looking at financial issues
- Developing the environmental works programme
- Developing and monitoring policy and performance in key areas including investment, repairs, lettings, anti-social behaviour and equality and diversity
- Setting, monitoring and reviewing our service standards and ensuring that these standards are met
- Specifying what goes into new contracts.
- Coming up with new ways for people to get involved

Service standards explain what service you can expect to receive from us. We have developed service standards for a number of services including:

- Repairs
- Empty Homes
- Customer Services
- Rents
- Caretaking

Details of these and other standards are available on our website and at local housing offices or by calling Northwards On Call on 953 2662.

To ensure that service standards are met and that they are further developed and improved, Northwards have agreed to set up Task Groups. Task Groups are made up of residents and officers who will examine in detail service standards and how the service is delivered. The activity of the Task Groups will make sure that a programme of continuous improvement in service delivery is set in place.

Task Groups have been set up to cover the following areas:

- **Housing Management Services**
 - Looks at tenancy and estate management, environmental issues, lettings, managing empty properties, neighbour nuisance and anti social behaviour, caretaking and customer service
- **Resident Involvement Task Group**
 - Will develop and monitor the Resident Agreement, develop a variety of ways for Residents to get involved and monitor the impact of resident involvement on services delivered
- **Repairs and Improvements**
 - Looks at the day to day repairs service and the improvement programme
- **Equality and Diversity**
 - Considers how housing services can improve to meet the diverse needs of Residents
- **Communication**
 - Monitors how Northwards communicates with its Residents, including the website and newsletter.

The Task Groups will identify the potential for improving and developing services and their recommendations will be put in to an action plan which they will monitor. The Task Groups will link in with the Area Panels and Board sub-committees. If you are interested in joining a Task Group, please contact the Resident Involvement Team on 0161 227 3040.

7 Choices for Involvement

You should have as many opportunities as possible to get involved and to air your views. Individual Residents, as well as those from organised groups, will all have opportunity to get involved through the *Choices for Involvement*.

The following table shows the range of ways in which you can get involved and how much commitment is required of you if you choose that method.

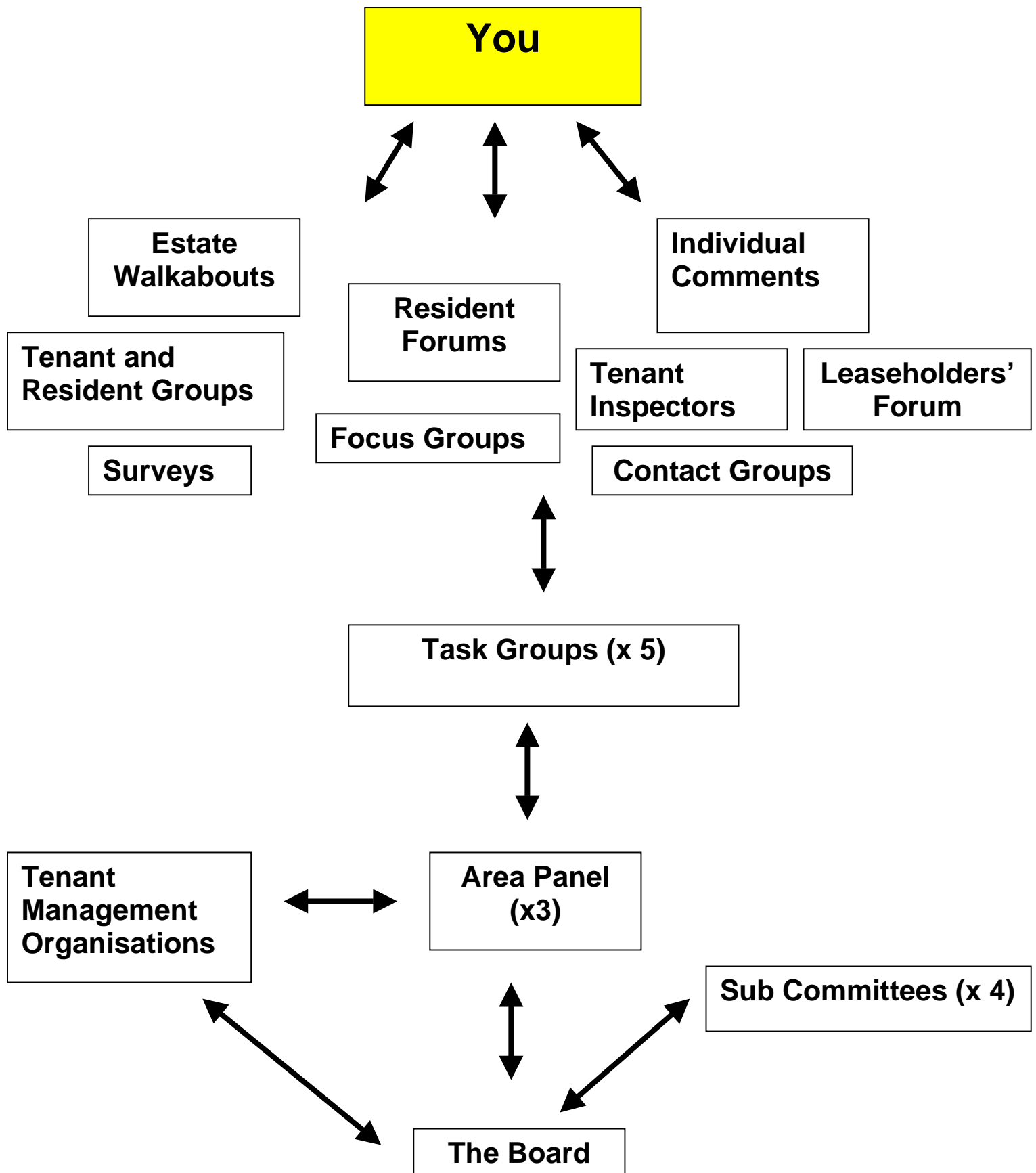
Opportunities for involvement	What they do	Level of Commitment
Tenant Board Member	The Board makes policies and plans for Northwards, sets its wider aims and objectives and makes sure that the staff working day-to-day are meeting standards of service and improvement.	Meets every month. Members are required to read documents and keep their knowledge of housing matters up to date. Tenant board members are also required to attend training and act as an ambassador for the organisation; and also to attend Board Sub-Committee meetings.
Board Sub Committees	The Sub-Committees look at important issues in more detail and make recommendations to the board.	Meet every month. Members are also Board Members, but may also co-opt members of the public (up to two at any time per Sub-Committee)
Area Panel	They consider how well Northwards is performing at a local level and make recommendations to the Board on a range of issues.	Meets every month, members are required to read documents and keep their knowledge of housing matters up to date.
Housing Management Services Task Group	Considers a range of issues to develop and improve services.	Meets every 2 months. May also need to attend training sessions and visits to other areas.
Repairs and Improvement Programme Task Group	Monitors the repairs service and the improvement programme. Looks to develop and improve the service.	Meets every 2 months. May also need to attend training sessions.
Equality and Diversity Task Group	Considers how equality and diversity issues affect the services being delivered.	Meets every 2 months. May also need to attend training sessions.
Communication Task Group	Monitors performance and looks to improve and develop communication between Northwards and residents.	Meets every 2 months. May also need to attend training sessions.

Resident Involvement Task Group	Considers how to effectively engage residents and monitors the resident involvement service.	Meets every 2 months. May also need to attend training sessions.
Tenant and Resident Groups	Groups operate at a local level to improve their neighbourhoods.	Each group decides how often they meet, though it is usually once a month. Action in between meetings by members may also be required to make progress on specific issues.
Contact Groups	Informal group who provide local feedback but are not formally established in the same way as tenant and resident groups.	Each group decides how often they meet. Can be regular but may be just occasional meetings regarding specific issues.
Tenant Inspectors	A group of tenants who are responsible for inspecting the services that Northwards Housing provide. Look at front line services and also suggest their own inspections.	Anticipated to carry out one inspection per month depending on individual's commitment. Attend training sessions as and when required.
Mystery Shoppers	A sample of residents who assess services provided by Northwards Housing. Contact by phone, on line, letter or in person.	Provide three feedback forms. To be carried out when there is a legitimate cause to contact Northwards Housing. May need to attend training.
Focus Groups	A sample of residents are asked to get together to discuss the service they receive and how they feel it can be improved. It will usually focus on one specific topic, for example the repairs service.	Usually a one off meeting lasting up to two hours.
Residents' Forums <ul style="list-style-type: none"> • Sheltered Housing • Multi storey • Black and Minority Ethnic Groups 	Residents with specific interests get together to discuss the service they receive and how it can be improved.	Quarterly meeting – with some reading of information before and after meetings.

Leaseholders' Forum	Discusses issues that affect leaseholders.	Meets every two months. May also need to attend training sessions.
Estate Walkabouts	Residents meet with local housing staff and walk round estates to identify any problems or issues.	Varies from area to area. May also need to attend training sessions and develop knowledge around housing management.
Commenting as an individual Resident	Talking face to face with a member of staff, phoning in or texting your views or using the website.	One off activity at a time of your choosing.
Surveys	Northwards may ask you from time to time to complete a survey to get your views.	Surveys usually take around 10 minutes to complete and can be done from home at a time of your choosing.
Ask Northwards	Residents can put a question to the Northwards Board on the website.	Low level of commitment – just submit a question at any time on line.

If you would like more information on any of the above and to find out how you can get involved please contact the Resident Involvement Team on 0161 227 3040.

8 The Involvement Structure



9 Developing Local Agreements

The Area Panels are committed to involving you in your local area. In 2006/7 Northwards will explore with the Area Panels the development of local agreements in each of the areas that the Area Panels cover. These would be agreed locally between Northwards and residents and would look at how to improve services in each of the three area panel areas.

It is anticipated that the local agreements will include:

- Service standards for each area
- How Northwards will work with residents and resident groups at a local level
- How standards will be monitored
- What resources will be made available to support resident involvement at a local level.

10 Complaints and Praise

Northwards are determined to provide a high quality service for all customers, and would like you tell us when you feel our service has not been good enough.

The complaints procedure is designed to help you tell Northwards when things go wrong, and give them all the information they need to put things right.

If you need to make a complaint there is a clear step by step guide on how to do this. This can be found on Northwards website, or pick up a leaflet from your local housing office. You can also contact the Resident Involvement Team on 0161 227 3040.

The number and type of complaints Northwards receive will be monitored by the Board and Performance and Quality Services Sub-Committee. Steps to ensure the problem does not re-occur will be taken.

If you have had a speedy and efficient service, or if someone has been especially polite or helpful, you can help us improve our services by telling us when we do something well, either by filling a form on Northwards website, or pick up a leaflet from your local housing office.

11 Reaching out to everyone

Northwards is committed to encouraging involvement from all sections of the community irrespective of gender, race, religion, age, disability or sexuality.

In developing this Agreement, we want to ensure that we have in place a range of involvement mechanisms that are attractive to all residents. As Northwards is a newly established organisation we recognise that we have much work to

do in reaching out to all residents. We will be working on the following groups to develop our plans for involving you.

- Resident Involvement Task Group
- Equality and Diversity Task Group
- Black and Minority Ethnic Forum
- Board Sub Committee on Equality and Diversity

We will also adopt Manchester City Council's Black and Minority Ethnic Group (BME) Agreement and work to develop Northwards' own Agreement in this area over the coming year.

We will also look at ways of increasing the involvement of young people in improving our services.

12 Tenant Management Organisations (TMO)

Some groups may wish to take on the management of their properties themselves. Groups who do this are known as Tenant Management Organisations.

Northwards currently supports one TMO, 'Shout', and other groups are looking to develop TMO's. Northwards are committed to supporting existing TMO's and will give advice, financial support and guidance to tenants who wish to explore tenant management.

13 Manchester Residents Association (MRA)

MRA is a voluntary body which offers support and assistance to tenant and resident groups across the City. MRA seeks to forge links locally and nationally with other voluntary organisations and lobbies on behalf of residents for legislative and other changes. You can contact them on 0161 238 4920.

14 Core Standards – What you can expect from Northwards to enable you to get involved

There are many ways in which you can get involved in participating in discussions and decision making on how Northwards' housing services are designed, developed and monitored. These are outlined in the choices for involvement on page 9.

But to get involved at a level where you will have a high degree of influence the best way is to become a member of a Task Group or an Area Panel. These groups ensure that you will be involved in specific aspects of the housing service, or all aspects, depending on your choice of membership.

Topics under discussion in these groups may include Northwards' policies, investment options, modernisation programmes and budgets.

15 Resources

Northwards provides the following resources to enable the support of effective resident involvement.

Budget

Northwards has a budget of £33500 for resident involvement. This budget provides resources for

- Staffing
- Support work to groups
- Development of resident involvement policy and strategy
- Training
- Provision of grants

Northwards offers specific financial support to groups, for example providing premises or for particular initiatives or activities. The amount involved varies according to the circumstances. To find out more about the financial support available please contact the resident involvement team on 0161 227 3040 or visit our website www.northwardshousing.co.uk

Resident Involvement Team

We have a dedicated Resident Involvement Team, who offer information, support and advice to you and residents who want to get involved. The Quality and Customer Services Manager manages these members of staff, and they also work together on developing policy and strategy for resident involvement and monitoring its effectiveness.

Training

Northwards will provide a range of training courses to enable tenant and resident group representatives to develop their knowledge and skills to enable them to work effectively.

Resident involvement staff provide a range of in-house training which can be delivered locally to meet resident's needs. The following courses are available to every new and existing group:

- Induction training on resident involvement for new staff
- Basic Book Keeping
- Committee Skills
- Involving Everybody
- Fundraising
- Equal Opportunities
- Effective Chairing and Secretary Skills

All in-house training is evaluated and the Resident Involvement Task Group will monitor the quality of training provided. The Task Group will look to develop and improve the programme to meet the needs of residents.

Resident Involvement staff will also promote available external training. They will also advise if funding is available to enable you to undertake the training.

16 Meetings

Meetings between residents and Northwards are very important, as they are a vital way of working together to resolve issues and improve services. To ensure that meetings are well run and productive, the following standards will apply to residents, staff and board members.

- Agendas, minutes from meetings and any other supporting information will be sent out 1 week in advance of a meeting
- All information will be in plain English
- Where appropriate, refreshments will be provided at meetings
- Meetings will be conducted in a transparent and open manner
- Meetings will not last longer than 2 hours
- If they do need to run for longer, adequate breaks will be built into the agenda
- Any special requirements will be met, for example written provision of information in large type, use of translators, etc
- All meeting venues will be accessible to all
- All participants at meetings will abide by a code of conduct
- All meetings will have a clear purpose
- Agreed timescales for provision of feedback from meetings will be met

17 Information

Northwards is committed to providing a range of information which covers all aspects of our services. We will make sure that this is in a format which meets your needs. Where appropriate we will make information available in a range of formats including large print, Braille and audio tape, and we will also make sure that translated materials are available.

The Resident Involvement Task Group will monitor the information we provide to ensure it is accessible and easy to understand.

We will provide information in a variety of ways including

- A newsletter sent to all tenants and leaseholders 4 times a year
- An annual report to all tenants
- Information leaflets available at our local housing offices and online
- Housing consultation documents and new regulations available on request
- In your Tenant Handbook

All of the above can be found on our website www.northwardshousing.co.uk which is a quick way to access all the information we provide.

18 Tenant and Resident Groups (TRG's)

Northwards recognises the vital role that tenant and resident groups (TRG's) play in their community. In order to recognise a group, and to enable us to give groups funding, we expect groups to meet the following standards:

- Groups adopt a constitution which complies with the minimum standards contained within the Northwards' model constitution – details of this are on the Northwards website
- Comply with Northwards Equality and Diversity policy by encouraging all sections of the community to join in and being aware and responsive of their needs
- Hold regular meetings, including an Annual General Meeting (AGM)
- Ensure membership is open to everyone living in the area covered by the group
- Communicate regularly with all members, this can be done in a variety of ways including newsletters and the internet
- Keep open financial records
- Sign the Grant Aid Agreement each time an application is made for funding

Northwards has agreed with tenant and resident groups the following standards:

- Correspondence from Northwards will be sent to the Chair and Secretary of each TRG (or other nominated person identified by the group). Correspondence relating to financial matters should also be sent to the group's Treasurer.
- Northwards will notify groups of changes to staff in a timely manner and will make sure that work is effectively handed over. Where appropriate, the reason for the change will be discussed with the group (this may not be possible at times if there are confidentiality issues).
- Northwards will ensure that an appropriate member of staff attends a TRG meeting if they have been given reasonable notice and information about the meeting.
- Northwards will assist TRG's to complete grant forms.

Northwards and TRG's have agreed that they will work positively together and demonstrate mutual respect for each other.

Further information on constitutions, funding and how to set up a tenant and resident group can be obtained from the Resident Involvement Team and is available on Northwards website.

19 Monitoring and Measuring Performance

We want to make sure that this Agreement meets your needs and delivers what it says it will. To do this the Resident Involvement Task Group will meet every two months to discuss and monitor the Agreement.

In addition, Northwards will:

- Conduct a full customer survey at least every three years which will assess customers' satisfaction with the opportunities to get involved
- Compare the service with other high performing organisations and learn from others
- With the Resident Involvement Task Group, continuously monitor the effectiveness of your choices for involvement
- Monitor all tenant and resident groups by having a yearly visit to assess how they meet the agreed standards
- Use customer complaints and comments to monitor satisfaction levels with this agreement
- Fully review this Agreement every three years.

19 Action Plan

In conjunction with the Resident Involvement Task Group, an action plan will be produced for this Agreement. To see the action plan look on the Northwards website or contact the Resident Involvement Team on 0161 227 3040.

20 Key Contacts

Northwards On Call – 0161 953 2662

Deals with all aspects of the housing service including rent, repairs, anti social behaviour and any other tenancy issues.

Northwards Resident Involvement Team – 0161 227 3040

Deal with any queries about resident involvement, including support for tenants and residents groups, arranging attendance at area panel and board meetings and support for individuals who want to get involved.

Manchester Residents Association – 0161 238 4920

An independent voluntary organisation which can provide advice and support to tenants and residents groups.

Extra services for customers with reduced hearing or vision

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

Call 0161 953 2662 **E-mail:** info@northwardshousing.co.uk

Fax: 0161 953 2660 **Text phone:** 0161 953 2526

للحصول على هذه المعلومات بأي لغة أو بالبرايل أو بالحروف الكبيرة أو على شريط الرجاء الإتصال برقم الهاتف الموجود أسفله.

Arabic

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

لطفا 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 هێنانی ئەم زانیاریانە بە هەر زمانێک یان بە بریال، پیتی گەورە یان لەسەر شریت، ئەوا تکایە تەلەفۆن بکە بۆ ئەم ژمارەیی خوارەو.

Kurdish

Si aad u hesho macluumaadkaani oo ku qoran luqad kasta, tan indhoolaha, daabacaad balaaran ama cajal ku duuban fadlan telefoonka hoos ku qoran:

Somali

یہ معلومات کسی بھی زبان، بریل، بڑے حروف یا ٹیپ پر حاصل کرنے کے لئے براہ کرم ذیل کے نمبر پر فون کیجئے۔

Urdu

Nếu cần bản tin này bằng ngôn ngữ khác, bằng chữ nổi cho người mù, chữ in lớn hay băng ghi âm, xin vui lòng gọi điện thoại số dưới đây:

Vietnamese

0161 953 2662