

We are able to have some information translated into other languages. Please ask for more information about this

ENGLISH

‘የተወሰኑ መረጃዎችን ወደሌሎች ቋንቋዎች እንድትተረጎሙ ማድረግ እንችላለን። ይህንን አስመልክቶ ተጨማሪ ማብራሪያ ከራሳችን እባክዎን ይጠይቁን።’

AMHARIC

‘نحن قادرون على الحصول على بعض المعلومات التي ترجمت إلى لغات أخرى. الرجاء طلب مزيد من المعلومات حول هذا.’

ARABIC

‘আমরা কিছু তথ্য অন্য ভাষায় অনুবাদ করতে সক্ষম। এই বিষয়ে অনুগ্রহ করে আরোও তথ্যের জন্য জিজ্ঞাস করুন।’

BENGLI

Nous tenons à votre disposition les renseignements traduits dans différentes langues. Merci de nous contacter pour plus d'information

FRENCH

‘ਅਸੀਂ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਪੁੱਛੋ।’

PUNJABI

Możemy przetłumaczyć informacje na inne języki. Prosimy pytać o więcej szczegółów na ten temat

POLISH

Podemos traduzir algumas informações noutras linguas. Solicite mais informação sobre este tema

PORTUGUESE

‘م کچھ ایسے معلومات حاصل کرنے کے اہلیت رکھتے ہیں جو دیگر زبانوں میں ترجمہ شدہ ہے۔ اس کے بارے میں مزید معلومات کے لئے براہ کرم پوچھیں۔’

URDU

‘ما می توانیم بعضی اطلاعات را که به زبان های دیگر ترجمه شده اند، فراهم کنیم. لطفاً برای اطلاعات بیشتر در این مورد تقاضا کنید.’

FARSI

Waxa aanu awoodnaa in aanu hayno warbixino ku turjuman luuqadaha kale. Fadlan waydii wixii warbixin dheeraad ah ee ku saabsan arrinta

SOMALI

نیمه‌ده‌توانین هاندئ زانیاری تر وهرگیرینه‌وسه‌سه‌ر زمانه‌کاتی تریش. تکایه‌بؤ ده‌سته‌به‌مکرندی زانیاری زورت‌ر، په‌یوه‌ندیمان پیوه‌بکه‌ن.

KURDISH

Tokoki kobongola kamwa makambo na minoko mosusu. Sala osenga mayebisi mosusu na maye matali likambo oyo

LINGALA

ብኻልኦ ቋንቋታት ዝተተርጎሙ ገለ ሓበሬታ ክህልዎና ክኢልና ኣሎና። ብዛዕባኪ ዚምልከት ተወሳኺ ሓበሬታ ንምርካብ ድግ ብኻብረትኩም ሕተቱና።

TIGRINYA

Tinogona kuti zvimwe zvinyorwa zviiswe mune mimwe mitauro. Ndapota kumbira ruzivo rwakawedzerwa pamusoro peizvi.

SHONA

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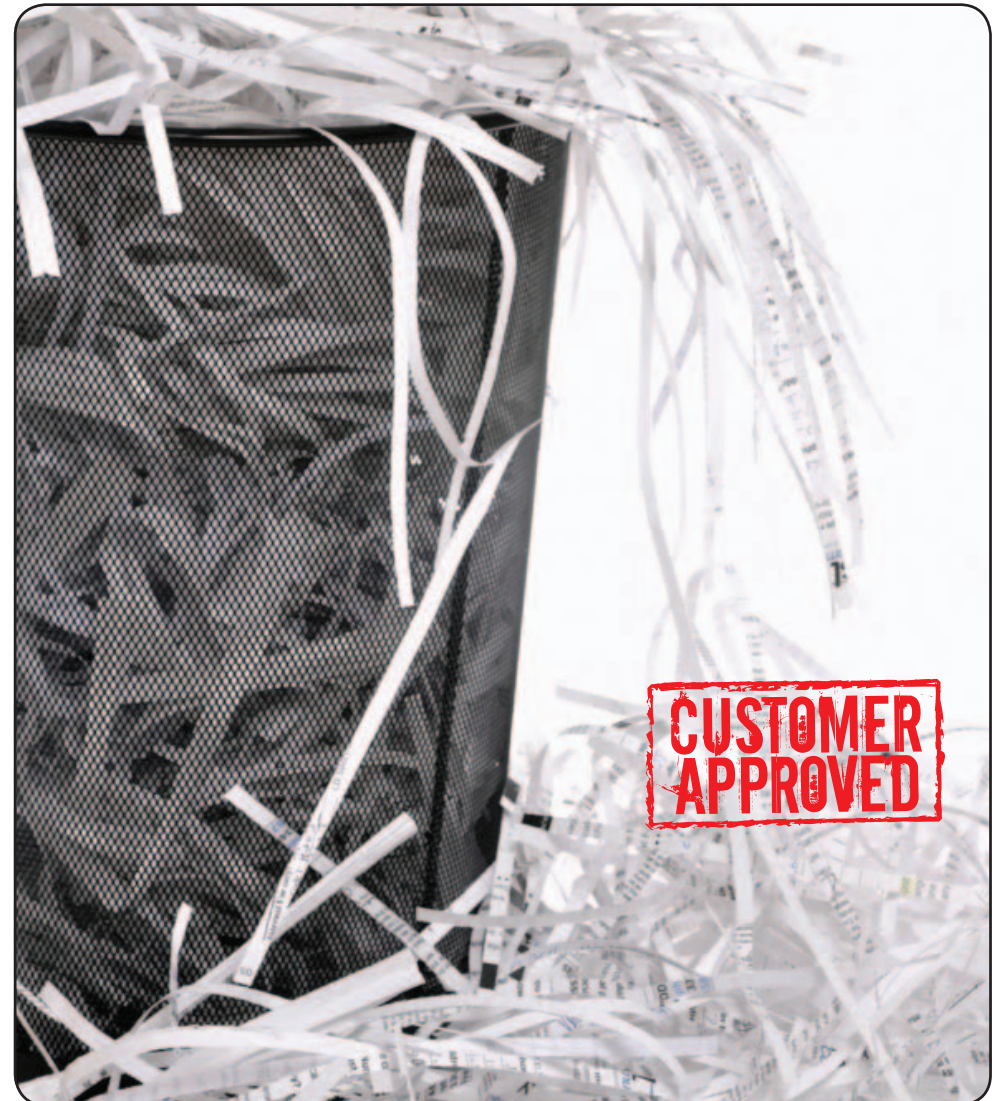


Other languages



staffordshire HOUSING ASSOCIATION

# Respecting your privacy



**We respect your privacy.** You can be sure that any information we hold about you will be handled sensitively, confidentially and in accordance with the law.

### **Our promise.**

We keep information about you in files and on computer systems. We promise to keep this information secure.

Information we hold about you will be appropriate to the purposes for which it is retained. We will not keep details about you which are not relevant to your housing application or tenancy.

We will ensure your details are accurate and up-to-date. Please let us know if your circumstances change so that we can do this.

We will not keep your data for longer than is considered necessary. When we dispose of any data, we will place it into locked confidential waste bins.

### **Your data and the law.**

The information we hold about you is covered by the Data Protection Act 1998. Where appropriate (such as on housing registration forms), we will ask you to give us your consent to process and keep your personal details.

Your private and family life, home and correspondence are also protected by the Human Rights Act 1998.

This means that you are protected from interference by a public authority, except where necessary for legal, security or safety reasons. An example of this exception is the Crime and Disorder Act 1998, which contains a requirement for us to release information relating to applications for orders such as anti-social behaviour orders and sex offenders' registers.

Staffordshire Housing Association will only disclose confidential information to others with your prior consent.

In exceptional circumstances, where we believe there is a risk

to an individual's health, safety or well-being, information may be disclosed to another agency, such as a local authority, the police, health authorities and HM customs and excise without your consent.

Checks will always be made to check the identity of a representative from one of these agencies.

### **Customer service.**

If you visit our office, we will not discuss matters out in the open. We will take you to a private interview room or confidential area.

### **Photographs.**

If you come to an event we are holding, there may be a photographer taking publicity pictures. We will not use photographs of you without your permission, and we will not use photographs of children without the signed permission of a parent or guardian.

# How to contact us

### **Phone.**

- To report a repair call 0800 00 99 00
- To report an emergency repair out of office hours call 0800 00 99 00
- To report anti-social behaviour out of office hours call 0845 680 5105
- For all other enquiries, call our main switchboard on 01782 744533

### **Email.**

[mailbox@staffshousing.org.uk](mailto:mailbox@staffshousing.org.uk)

### **Address.**

Staffordshire Housing Association  
308 London Road  
Stoke on Trent  
ST4 5AB

### **Website.**

[www.staffshousing.org.uk](http://www.staffshousing.org.uk)

### **Office opening hours.**

Our office is open from 8.30 am to 5.30 pm from Monday to Friday.