



# SHA NEWS

Staffordshire Housing Association Residents' Magazine  
Autumn 2011

## BETTER SERVICE

SHARP reviews  
planned  
maintenance

## NEW HOMES

MP Tristram  
Hunt officially  
opens West  
End Village

## HEALTHY LIVING

Residents' Olympic  
countdown

## COMMUNICATIONS

We're now on  
Twitter!



Residents' news | Housing benefit changes | Money advice | Prize crossword

# Contents

Follow us on Twitter



MP opens West End Village



Tenancy SIP News



Article	Page
Residents' Olympics	3
Sisters retire from Bradeley Village shop	4
Residents raise £500 for charity	4
MP Tristram Hunt opens West End Village	5
Housing officers' new patches	6-7
Help managing debt	8
Benefits changes news	9
SHA is now on Twitter	10-11
Residents' panel conducts first 'scrutiny'	12-13
Beat the freeze	14-15
Your complaints - our actions	16-17
Tenancy SIP news	18
Prize wordsearch	19

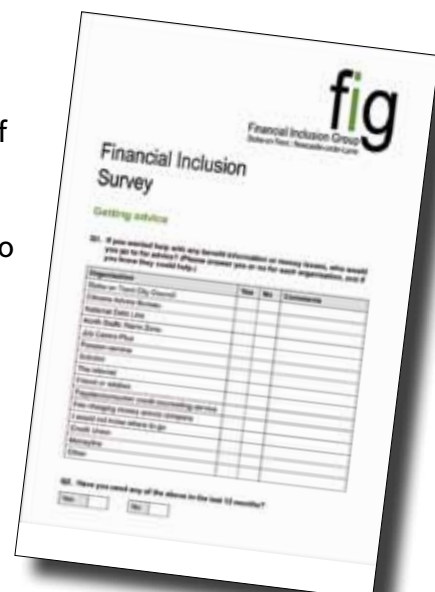
## Enclosed with this edition

We are enclosing a financial survey on behalf of Stoke-on-Trent City Council and Newcastle Borough Council.

The results of the survey will be used to help bid for funding for Stoke-on-Trent. They will also help to improve access to information about financial services and assistance.

We would be very grateful if you would fill the survey in and return it to us in the pre-paid envelope provided.

We will then send it to the council on your behalf.



# Residents hold their own Olympics



.....  
Pictured left:  
Residents Neil Mason  
(front), Pauline Bayley  
(centre) and Derek  
Dymond (back) begin  
their Olympic challenge.  
.....

Residents from three SHA older persons' villages are gearing up for the Olympics with a marathon relay challenge. The relay will help them keep fit *and* raise money for Age UK North Staffordshire.

Residents from West End Village, Rowan Village and Bradeley Village will be using the gyms at their villages to clock up the 159 mile distance from Stoke to the Olympic Park, east London.

The first leg of the challenge began at West End Village on Wednesday, 27 July – exactly a year to the day to the start of the London 2012 Olympic Games.

West End Village residents will use the gym equipment to cover the equivalent of one third of the journey on treadmills, rowing machines, static bikes and cross-trainers. Once they have

completed their leg, they will pass the baton to Rowan Village for Rowan residents to complete their third of the journey. Rowan in turn will then pass the baton to Bradeley Village residents who will count down the third and final set of miles.

The total miles covered by residents will be displayed on a mock mileometer in each village. A second display will show how the fund-raising drive is progressing.

The countdown will end with a celebration at Bradeley Village on the day the London Olympics begin.

The challenge has already attracted media attention, with the West End Villagers appearing in *The Sentinel* and on *Midlands Today*, cheered on by fellow residents and SHA staff.

# Sisters retire after 17 years

Sisters Ivy Eardley and Ada Fryer have rung up their last sale on the till at the Bradeley Village shop. Both began working at the store as volunteers as soon as they moved in to the village when it first opened its doors.

Now, having handed over the till keys to other volunteers, they plan to spend their retirement taking part in exercise and dance classes.

Ivy and Ada are pictured right with support worker Pearl Bridge and other village residents, who presented the sisters with a gift of flowers to show their appreciation.

We wish them a very happy retirement.



## Residents raise £500 for Donna Louise Trust

Residents from Alhambra Court in Normacot have raised a fantastic £500 for charity The Donna Louise Trust.

They raised this money over four months by holding regular bingo sessions and a Chinese Auction at their scheme.

The fund-raising was the brainchild of Mrs Chan and Mrs Lovatt, who are keen to start another fund later in the year.

The next fund-raiser will span several months and aims to consist of several different events to raise money for sufferers of autism.

Well done on a fantastic achievement!



Above from left to right: Mrs Yates, Mr Lovatt, Mrs Lovatt, Mrs Cooper, Mrs Hawkins and Mrs Massey.

# Tristram Hunt MP opens West End Village

Residents, partners and community members gathered in Stoke for the official opening celebration at West End Village in May.



Speakers at the event included SHA Chair Rhian Hughes and Paul Spooner of the Homes and Communities Agency. Stoke-on-Trent Central MP Tristram Hunt officially 'opened' the village and welcomed residents to their new homes. He then presented residents with two canvas prints of village scenes produced by local artist Rob Pointon.

Guests took a tour of the village and watched a film on the development created by Rob Pointon and animator Karen Sayle. Earlier in the day, pupils from Alexandra Infants' School had joined Karen and Rob to make an animation of their own depicting life at the village.

The event closed with guests enjoying afternoon tea with village residents.

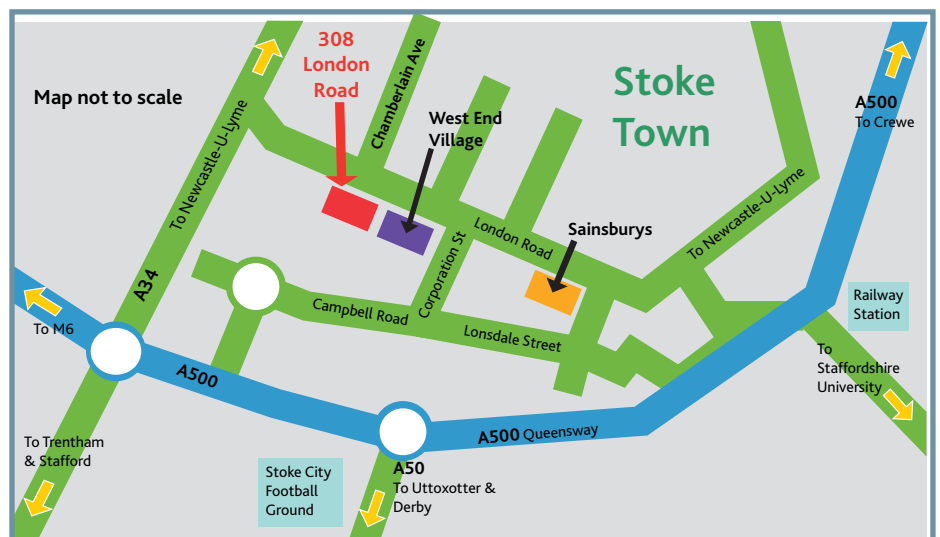
Pictured above: Tristram Hunt MP presents a canvas to residents Billy and Ray Hulme and West End Village Manager Michelle Potts.

## New office reminder

Don't forget that we're now based at 308 London Road, Stoke, ST4 5AB.

The new office is a five minute walk from the centre of Stoke. There is a visitors' car park with reserved disabled spaces, and for visitors using public transport there is a bus stop right outside (we're on routes 21 and 21A).

We look forward to welcoming you at 308 London Road.



# Housing officers change patches

## Have you got a new one?

Every so often our housing officers change the areas, or 'patches', in which they work. We do this because it ensures that all housing officers are familiar with all schemes and geographical areas. This means that any member of the housing team is able to deal knowledgeably with any housing query.

Changing patches is also an exciting time for housing officers, as it means they will get to meet new residents, or meet up again with residents whose areas they have managed before.

Read on to see if your housing officer has changed ...

## At a glance: Officers by alphabetical area\*

<u>YOUR AREA</u>	<u>YOUR HOUSING OFFICER</u>
Abbey Hulton	Mandy Durber/Lauren Upton
Basford	Mandy Durber/Lauren Upton
Bentilee	Mandy Durber/Lauren Upton
Biddulph	Diane Winfield
Bucknall	Mandy Durber/Lauren Upton
Burslem	Mandy Durber/Lauren Upton
Cheadle	Diane Winfield
Chesterton	Danielle Jones
Clayton	Danielle Jones
Cobridge	Sarah Jackson-Hedges
Dresden	Danielle Jones
Fegg Hayes	Mandy Durber/Lauren Upton
Fenton	Diane Winfield
Goldenhill	Sarah Jackson-Hedges
Hanley	Diane Winfield
Hartshill	Mandy Durber/Lauren Upton
Kidsgrove	Sarah Jackson-Hedges
Leek	Diane Winfield
Longton	Danielle Jones
Newcastle (town)	Danielle Jones
Newcastle (suburbs)	Sarah Jackson-Hedges
Norton	Mandy Durber/Lauren Upton
Pittshill	Mandy Durber/Lauren Upton
Porthill	Mandy Durber/Lauren Upton
Silverdale	Danielle Jones
Smallthorne	Mandy Durber/Lauren Upton
Stafford	Diane Winfield
Stoke	Diane Winfield
Stone	Diane Winfield
Talke Pits	Sarah Jackson-Hedges
Tunstall	Sarah Jackson-Hedges
Wolstanton	Danielle Jones

\* We have some individual homes in areas not listed here. If your area is not listed, please call us to find out who your housing officer is.



## Sarah Oliver

Sarah is Housing Team Leader. She is responsible for supporting the housing officers and she looks after our shared ownership and leasehold homes (excluding specialist shared ownership and leasehold for people over 55).



## Danielle Jones

Danielle is Housing Officer for SHA homes in Longton, Fenton, Dresden, Chesterton, Wolstanton, Clayton, Silverdale and Newcastle under Lyme town centre.



## Diane Winfield

Diane looks after SHA homes in Leek, Cheadle, Biddulph, Stone, Stafford, Stoke, Hilderstone, Hanford and Hanley.



## Mandy Durber

Assisted by Lauren Upton (right), Mandy (left) is Housing Officer for Bentilee, Abbey Hulton, Bucknall, Smallthorne, Norton, Basford, Fegg Hayes, Pittshill, Burslem, Bradeley, Porthill and Hartshill.



## Sarah Jackson-Hedges

Sarah manages SHA homes in Cobridge, Tunstall, Kidsgrove, Talke Pits, Goldenhill and Newcastle under Lyme.



## Natalie Beqiri

Natalie recently moved to the Housing Team from the Special Projects Team. She looks after homes we manage for Keele University and the University Hospital of North Staffordshire. She also oversees homes we let at prices equivalent to those in the private rented market.

# Finding it difficult to manage your debt?

## The Debt Support Trust (DST) can help

SHA's money advice service is working in partnership with the Debt Support Trust (DST). While SHA offers you personal appointments with a Money Adviser, the DST provides a telephone-based debt advice service.

The DST is a charity with friendly staff trained to give free, confidential advice on the solutions available to you.

To speak to the DST, call 0800 085 0226. You can also visit their website at [www.debtsupporttrust.org.uk](http://www.debtsupporttrust.org.uk) or email [contact@debtsupporttrust.org.uk](mailto:contact@debtsupporttrust.org.uk).

To arrange a face-to-face appointment with SHA's Money Adviser, call Jacqui Willett on 01782 744533.



## How the DST can help you

### Debt Management

DST can help you create a debt management plan between you and your creditors.

### Refinance

If you own assets, such as a house, you may have equity which could be used to help pay your unsecured debts.

### Individual Voluntary Arrangement

An IVA is a proposal where you typically agree to repay creditors what you can afford over 60 months.

### Bankruptcy

If there is no other way to pay of your creditors, bankruptcy may be your only option. DST can help with this.

### Benefits Advice

Millions of people in the UK receive government benefits, but it can be difficult to understand what you are entitled to. DST can carry out a benefits check.

## Other free debt advice services

National Debtline:  
0800 808 4000  
[www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

Consumer Credit Counselling Service  
0800 138 1111  
[www.cccs.co.uk](http://www.cccs.co.uk)

# Benefits news

There are lots of changes to the benefits system coming up over the next couple of years. We take a look at how some of them may affect you.



## If you claim Incapacity Benefit and Income Support

Between now and March 2014 tenants who receive Incapacity Benefit, Severe Disablement Allowance and Income Support will be moved to Employment Support Allowance (ESA).

You will get a letter telling you that you are due for reassessment, and a phone call from the Department of Work and Pensions (DWP) to see if you need extra help.

You will then be sent a medical questionnaire. Give as much detail as possible on this questionnaire as it will help the DWP decide if you are entitled to Employment and Support Allowance (ESA). If they can make a decision based just on your questionnaire, they will. If not, they will make an appointment for you to attend a Work Capability Assessment.

You will continue to get your current benefit (as long as you meet the conditions of entitlement) until the DWP reassesses your claim.

Some people will be told they do not qualify for ESA and advised to claim Job Seekers Allowance. You can appeal against this, and there are several organisations who can help you do it.

Advice is available from:

- Jacqui Willett, Money Advisor, SHA, 01782 744533
- Citizens Advice Bureau. For details of your nearest bureau call 08444 111 444
- Disability Solutions. Call 01782 683800
- Useful Web Links:  
<http://www.adviceguide.org.uk>  
<http://www.benefitsandwork.co.uk>

## Council tax benefit in England may be replaced with 'localised support'

The government is currently consulting on a new system of council tax discounts to be launched in April 2013. Under the new system, local councils rather than the government will decide the rules on how much council tax benefit a person should get.

The scheme is designed to reduce the council tax benefit bill in Great Britain. Part of this will involve creating stronger incentives for councils to get people back into work.

The closing date for responding to the consultation is 14 October 2011.

The consultation is happening by internet. For more information see the Department for Communities and Local Government (DCLG) website at [www.communities.gov.uk](http://www.communities.gov.uk).

Look in the 'Consultations' section of the site for the document called 'Localising support for council tax in England'.



# SHA is now on Twitter

## Twitter is ...

Twitter is a 'social networking' website. People and companies use Twitter to broadcast (or 'tweet') news and views and link to other information, and other people, on the internet.

## SHA is using Twitter because ...

SHA is using Twitter because it is a quick way to get information out and to engage in two-way communications with anyone who chooses to 'follow' us. It's just another method of communicating with us for you to choose from.

## SHA will use Twitter for ...

SHA will use Twitter for broadcasting news and linking to other information we think might be useful or interesting to you. We will also use it to ask for your views.

## If you follow us you can ...

If you follow us you can keep up to date with what we're doing. And you can let us know your news and views. We check our Twitter page regularly throughout the working day to make sure we respond to messages quickly.

# How to ...

## Get a Twitter account

Go to [www.twitter.com](http://www.twitter.com). Either fill in your details in the boxes under 'New to Twitter?', or click on 'Get Started' and follow the instructions.

## Find us on Twitter

Our name on Twitter is @staffshousing. There are two ways to find us on Twitter. One way is to type staffshousing into the 'search' box. The other way to find us is to go directly to our Twitter page at <http://twitter.com/Staffshousing>

## Follow us

When you've found us on Twitter, you will see a button on the page that says 'Follow'. Click on the button, and you are now following us.

## Read our tweets

Once you're following us, you will automatically get our tweets on your Twitter 'timeline'.

If any of our news has blue text in it beginning with [bit.ly/](#) it means we are linking that bit of news to more information somewhere else on the internet. Click on the [bit.ly/](#) link and it will take you to the other site in a new window.

## Communicate with us

You can reply to our tweets by clicking on 'reply' underneath the tweet. You can send us a private message by clicking on the envelope on our page.

We regularly check our Twitter Page during working hours, which are 8.30 - 5.30 from Monday to Friday.

**Our name on Twitter is  
@staffshousing**

# Quick guide to Twitter terms

## Tweet/tweeting

Putting a message or some news on your Twitter page is called 'tweeting'. Each individual message or piece of news is known as a 'tweet'.

A tweet can only be 140 characters long - which is why they often contain a [bit.ly/](#) link to take you to another website for photos or more information.

## Follow

To see someone's tweets on your twitter timeline, you need to be following them.

## Timeline

Your timeline is what you see when you are logged in to Twitter. It shows all the latest tweets of the people you are following.

## Re-tweeting

If you think a message by someone you follow would be interesting to people who follow you, you can re-tweet the message on your Twitter page.

# A SHARP eye on our services

SHA News talks to three members of SHARP (SHA Residents' Panel) about their first 'scrutiny' project

.....  
**“There’s no point in having scrutiny if it just hangs in the air. It has to lead to actions”**  
.....



Three SHARP members: Alan Kaminski (left), Margaret Montgomery (centre) and Ann Starkie (right)

Last year, SHARP began inspecting some SHA services. For their first 'scrutiny' inspection, which began in October 2010, they chose to look at the planned maintenance service.

The team of six volunteers carried out their inspection by using a range of different methods, including:

- Visits to other organisations to see how they provide planned maintenance
- Joining SHA staff when they inspected completed work
- 'Mystery shopping': inspecting schemes without prior warning to see improvement work taking place
- Focus groups with residents from two schemes which had recently had works done

SHARP member Alan Kaminski spent an afternoon 'on site' with SHA's Technical Officer Steve Capewell. They visited homes to assess the standard of completed works and check that customers were satisfied.

'I was pleased to find that all customers were happy with the work they'd had done,' Alan says. 'The standard of work I saw was very high overall.'

The focus groups discussed different elements of the service, including resident involvement, communications, contractor professionalism and workmanship. These discussions revealed that, although customer satisfaction was high as Alan had found on his visits, there were still areas for improvement. Customers felt there were several things we could do to make the process more efficient and customer-friendly .

SHARP then compiled a report for SHA's Board of Management, setting out what they had found to be the strengths and weaknesses of the service. They also presented an action plan of recommendations to make the service better.

The goal of scrutiny is that the service as a whole will improve for all residents,' says SHARP member Margaret Montgomery.

SHARP Chair Ann Starkie agrees. 'There's no point in having scrutiny if it just hangs in the air,' she says. 'It has to lead to actions.'

# What SHARP recommended

## And what we're doing as a result

### SHARP recommended:

Produce customer information leaflets which explain what happens when we carry out improvement works.

### What we're doing about it:

We have produced a leaflet explaining what happens when we replace a kitchen. We are now working on similar leaflets for bathroom and window replacements.

### SHARP recommended:

If residents who have had planned works carried out do not return their paper satisfaction surveys, contact them by phone to ask for their views.

### What we're doing about it:

If we have not had surveys back 14 days after sending them out, we will telephone the customer.

### SHARP recommended:

Provide feedback to all residents who have filled in surveys, so residents can see that their feedback is valued.

### What we're doing about it:

We now provide a letter or newsletter at the end of the project which reports on customer feedback and explains what we have learned.

### SHARP recommended:

It should state in tenders that contractors should inform SHA if they will use sub-contractors to carry out work.

### What we're doing about it:

We are now doing this.

### SHARP recommended:

Involve residents in choosing contractors, writing briefs and selecting the products that are to be offered as choices to residents.

### What we're doing about it:

We have recruited one new member to the Maintenance SIP (Service Improvement Panel) to help us with this, and we aim to recruit more members.

### SHARP recommended:

Carry out return visits within 6 months of a project being completed.

### What we're doing about it:

We are starting doing this from November 2011.

These are just some of SHARP's findings and our responses. We will continue to feed back to you the improvements we are making through further editions of this magazine, and the annual planned maintenance brochure. If you would like to see a copy of the full report, contact Adrian Foster on 01782 744533.

If you would like to see a copy of SHARP's full report, contact Customer Involvement Co-ordinator Adrian Foster on 01782 744533.



# Beat the freeze

**What to do if your pipes, drains or taps freeze up**

If this winter is as cold as the last one, you could get a frozen drain, tap or pipe. But the good news is that you don't need professional help to un-freeze it. Just follow the tips below and you will soon have things thawed out.

### Frozen drains

Pour some salt down the drain, wait 15 minutes and then repeat up to twice more. If the salt still hasn't melted the ice, pour in some hot (not boiling) water. Use the same procedure in your sink or bath waste outlet if they are blocked because of ice.

### Frozen Taps

Don't apply too much heat to a frozen tap or you risk damaging the washer within it. Heat the tap gently with a hairdryer on a moderate heat.

### Frozen pipes in lofts

If you think you have a frozen pipe in the loft, open the loft hatch slightly to allow warm air from the house to slowly warm the loft.

### Frozen copper pipes

If a copper water pipe is frozen it can be thawed as long as you take care. First, make sure that any tap situated at the end of the frozen pipe is switched on. Warm the pipe slowly with a hairdryer switched to a moderate heat. Make sure you start at the end of the pipe and not the middle, because trapped water can expand and cause the pipe to burst. Alternatively, put a hot water bottle and/or hot towels around the pipe.

### Frozen plastic pipes

Frozen plastic pipes often cause no problems - the water expands within the plastic pipe with little resistance, then when the water is a little warmer the pipe goes back to its normal size. If you want to try and thaw a plastic pipe yourself, just place a hot water bottle and/or heated towels around it.

**But if  
you get  
a BURST  
pipe, call  
us quick!**

Know where your stop tap is located just in case you ever get a burst pipe. Stop taps are normally located under the kitchen sink. It's also useful to know where any isolator valves are. These valves look similar to automatic washer taps, but they have a slot where a screwdriver or small coin can be used to turn them on and off. They are normally visible on a supply pipe to a sink, bath, cistern or washing machine feed.

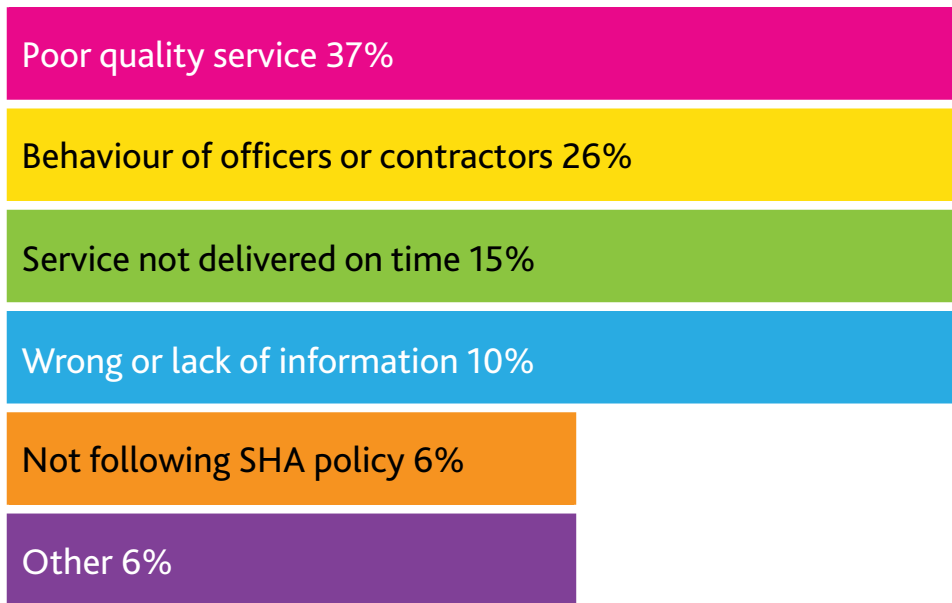
If you get a burst pipe, you should:

1. Try to contain the leak in a bowl or other container.
2. Turn off your stop tap.
3. Call the SHA repairs hotline on 0800 00 99 00. We will arrange for an emergency plumber to come out to your home.

# Your complaints -

Between April 2010 and April 2011 we received 62 complaints. Here's what they were about

## Complaint types



## Stage at which your complaints were resolved

Stage complaint resolved	Number of complaints
Stage 1	55
Stage 2	6
Stage 3	1

## The service areas you complained about



# Our actions

t, how we dealt with them, and changes we've made as we have learned from them.

## How satisfied you were with the complaints service

	Average score out of 10: 2009-2010	Average score out of 10: 2010-2011
Usefulness of information we sent about the complaints process	8.2	5.7
Ease of reporting a complaint	7.5	7.4
Being kept informed about the progress of the complaint	6.8	7.0
Satisfaction with the way the complaint was dealt with	7.3	6.6
Satisfaction with the outcome of the complaint	5.8	5.8
Overall satisfaction with the complaints process	7.6	6.6
<b>Number of respondents</b>	<b>17</b>	<b>24</b>

## What we have done as a result of the complaints we received

- Created new priority procedures for Revival customers and agreed these with Newcastle Borough Council.
- Trained staff on using customer information to ensure customers receive the appropriate service for their needs.
- Introduced parking maps for staff to ensure they don't inconvenience neighbours following our move to a new office.
- Reviewed and updated some procedures.
- Adjusted rent increase letters to include contact details of the staff responsible for directly dealing with any queries.
- Introduced spot checks to ensure Blue Mountain Housing Association customers fully understand the information they are given when they sign up for their new tenancy.
- Improved the information provided to leaseholders on service charges, improvements and maintenance works.
- Begun to develop an estate agreement to be tested at one scheme to try to resolve a range of small neighbour issues.
- Changed the type of shower seats we use when we carry out disabled adaptations.

## What next?

SHARP is currently carrying out a review of SHA's complaints process as they have identified it as an area we could improve. When they have completed their inspection they will produce a report with recommendations. We will let you know what they found and what we are doing in the next edition of SHA News.

# Tenancy SIP news

The Tenancy and Estate Management SIP (Service Improvement Panel) is made up of a number of residents working with us to improve the housing management services for all customers.

The SIP meets every month to discuss subjects which are of particular interest to them, or areas that SHA has identified as requiring review, improvement or updating.

The SIP has worked with staff to create a range of information booklets and brochures, and they were also involved in setting up the out-of-hours anti-social behaviour (ASB) response line.

The SIP is currently reviewing our ASB policy and respect policy.

The policy reviews will be complete in November.

We will let you know of any important changes in the next edition of SHA News.

If you would like to find out more about the work of our SIPs, please speak to your housing officer or Adrian Foster.



Coming soon ...

**Your chance  
to tell us  
what you  
think!**

Every three years we carry out a thorough satisfaction survey with all SHA residents. It asks your views on a range of issues, from how helpful we are on the phone to how satisfied you are with your neighbourhood.

When we carried out the last survey in 2008 we were delighted to find that 89% of you were satisfied with SHA as a landlord. We're aiming for an even higher score this time!

The survey results are the most useful tool we have to let us know where we need to improve and help us to set our priorities for the future.

The next survey will take place this autumn. It will be carried out by an independent company selected by a panel of customers and staff.

Everyone who fills in their survey will be entered into a prize draw.



# AUTUMN prize wordsearch



All the words in this edition's wordsearch are connected with autumn. Highlight the words on the grid, fill in your details, cut out this page and post to Ben Lowe at our usual address by Monday 7 November 2011.

All correct entries go into a prize draw, with a £50 M&S gift card for the winner, and £25 M&S gift cards for two runners up.

Your name .....

Your address and/or phone number: .....

.....

p	g	u	g	d	t	o	s	i	n	e	y	i	o	e
u	s	o	o	t	e	r	r	s	r	t	e	n	u	y
m	e	o	i	u	m	n	i	i	r	r	f	o	o	l
p	r	t	c	h	t	i	f	r	o	e	f	h	o	l
k	e	m	s	t	i	n	o	k	t	b	k	i	b	i
i	h	a	l	l	o	w	e	e	n	m	o	n	i	h
n	e	e	s	b	f	b	g	r	d	e	t	l	o	c
s	a	q	n	w	h	n	e	a	e	v	f	u	i	c
e	e	p	u	w	e	s	r	r	a	o	u	l	n	d
s	s	a	o	i	i	k	o	a	a	n	d	a	e	w
m	t	l	s	r	n	s	h	y	e	e	i	u	e	t
r	t	h	h	o	a	o	u	d	t	v	h	n	o	u
t	f	g	g	a	n	t	x	e	s	f	a	l	l	a
f	f	o	a	i	e	c	a	h	n	d	d	t	r	o
e	p	d	i	m	n	i	n	e	s	n	o	y	t	s

## Words to find:

- halloween
- november
- bonfire
- october
- pumpkin
- equinox
- dark nights
- chilly
- fall
- season
- conkers

# Contact us



Address: 308 London Road, Stoke-on-Trent, ST4 5AB  
Telephone: 01782 744533 Repairs: 0800 00 99 00  
Text: 07950 911 504 Fax: 01782 744931  
E-mail: mailbox@staffshousing.org.uk  
Website: www.staffshousing.org.uk  
Office Hours: 8.30am to 5.30pm from Monday to Friday

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

ENGLISH

‘የተወሰኑ መረጃዎችን ወደሌሎች ቋንቋዎች እንዲተረጎሙ ማድረግ እንችላለን። ይህንን አስመልክቶ ተጨማሪ ማብራሪያ ከፈለጉ 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।’

BENGALI

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

‘ہم 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. لطفا 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

‘نیمہ دہ توائین ہندئ زانیاری تر وہرگنیرینہ وسہر زمانہ کاتی تریش. تکایہ بؤ دستہ بہر کردنی زانیاری زورتر، پہو ہندیماں پیو ہیکہن.’

KURDISH

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

LINGALA

‘ብኻልእ ቋንቋታት ብተተርጎመ ገለ ኣበሬታ ክህልዎና ክኢልና ኣሎና። ብዛዕባኪ ዚምልከት ተወሳኺ ኣበሬታ ንምርካብ ድግ ብክብረትኩም ከተቱና።’

TIGRINYA

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

SHONA

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