

CONTINUOUS TENANT OMNIBUS SURVEY 2019

SUMMARY OF
KEY FINDINGS

PRODUCED BY THE
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Housing
Executive

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ACKNOWLEDGEMENT

The Housing Executive would like to thank everyone involved in this research. In particular our gratitude goes to all the tenants who took the time to participate and on whose goodwill and co-operation made the Survey possible.



For any information on the Continuous Tenant Omnibus Survey please contact:

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What is the Continuous Tenant Omnibus Survey?

The Continuous Tenant Omnibus Survey (CTOS) is the main way we collect information about what our tenants think about their tenancy, their home, the service they receive and about the neighbourhood they live in. It has been providing feedback from tenants for more than twenty years and this current report provides up to date views for 2018. Any change in tenants' opinions over time can be identified and used to inform local housing managers and central planning in order to improve the quality of our services.

Who takes part?

Throughout 2019 a total of 2600 tenant interviews were completed, randomly selected to represent households across our 13 Area Offices. Interviews were completed with either the household reference person (HRP) or their partner.

Findings

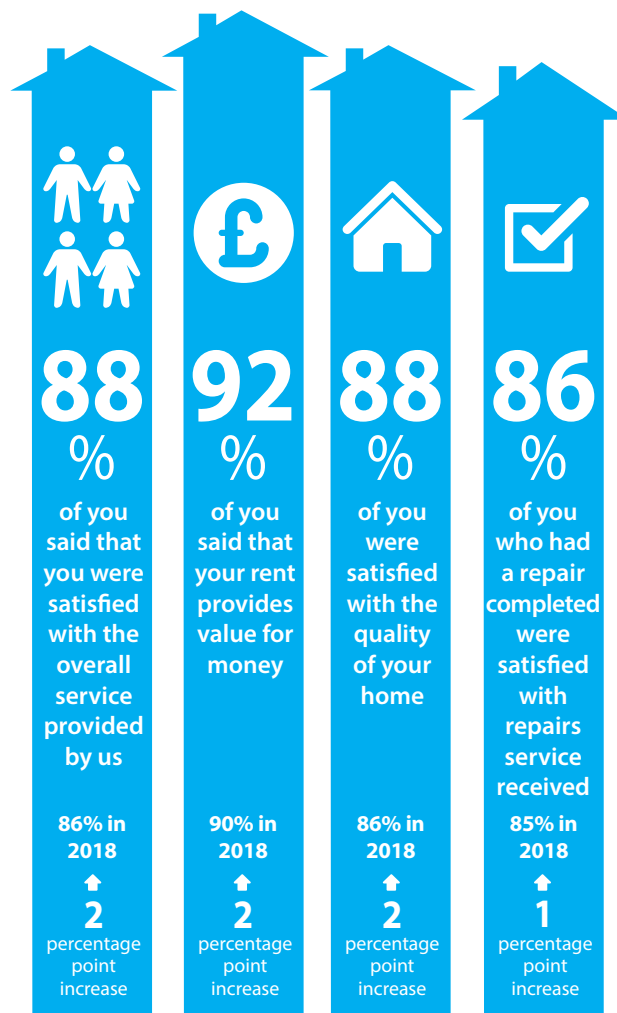
This report sets out feedback from you and relates to the following:

- Your home and neighbourhood
- Your views on some of our key services areas
- Your views on how we have consulted and communicated with you
- Your experience of contacting us

If you have any comments about the report please don't hesitate to get in touch with us by telephone (03448 920 900), email www.nihe.gov.uk or calling at your local Housing Executive Office.

To read the full report please go to the Landlord Services section at <https://www.nihe.gov.uk/Working-With-Us/Research/Attitudes-to-landlord-services> under Completed Research.

Here's what we found





Overall satisfaction & value for money in 2019



88%

of you said that you were satisfied with the overall service provided by us

86% in 2018

↑ **2** percentage point increase



92%

of you said that your rent provides value for money

90% in 2018

↑ **2** percentage point increase

What are we doing?

- We will continue to ensure that tenants receive value for their rent payments.
- Our rental income provides the financial resources required to fund the delivery of services to our tenants, including repairs and improvements to their homes. We will continue to maximise our rental income, as much as we can, during these very challenging times for us and our tenants.
- We will continue to identify and contact tenants experiencing difficulty paying their rent and make sure that they receive all of the expert advice and assistance they need.
- Our Financial Inclusion Strategy aims to improve the financial wellbeing of our tenants and ensure they have the ability to access the right financial help, support and services when needed. We are developing the Strategy to ensure all of our tenants have the opportunity to obtain the benefits of the related services. We have appointed three Financial Inclusion Managers who will provide additional expertise and support to our front line staff and tenants.

"We will make every  count."

Your home & neighbourhood in 2019

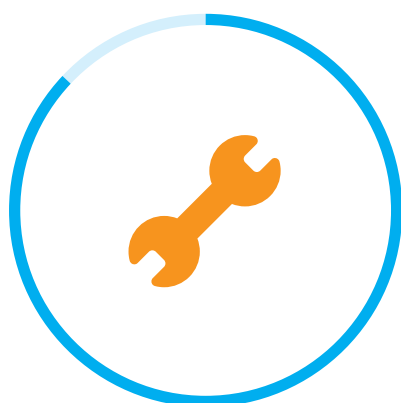


88%

of you were satisfied with the quality of your home

86% in 2018

▲ **2** percentage point increase



87%

of you said you were satisfied with the general condition of your property

86% in 2018

▲ **1** percentage point increase



85%

of you said you think your home is just the right size

85% in 2018

Same as previous year

**In 2019
there were:**

84,000
approx. occupied properties

171,500
approx. household members

Your home & neighbourhood in 2019



92%

of you were satisfied
with your neighbourhood

93% in 2018

↓ **1** percentage point decrease



75%

of you were proud about the
general image of your area

77% in 2018

↓ **2** percentage point decrease

4%

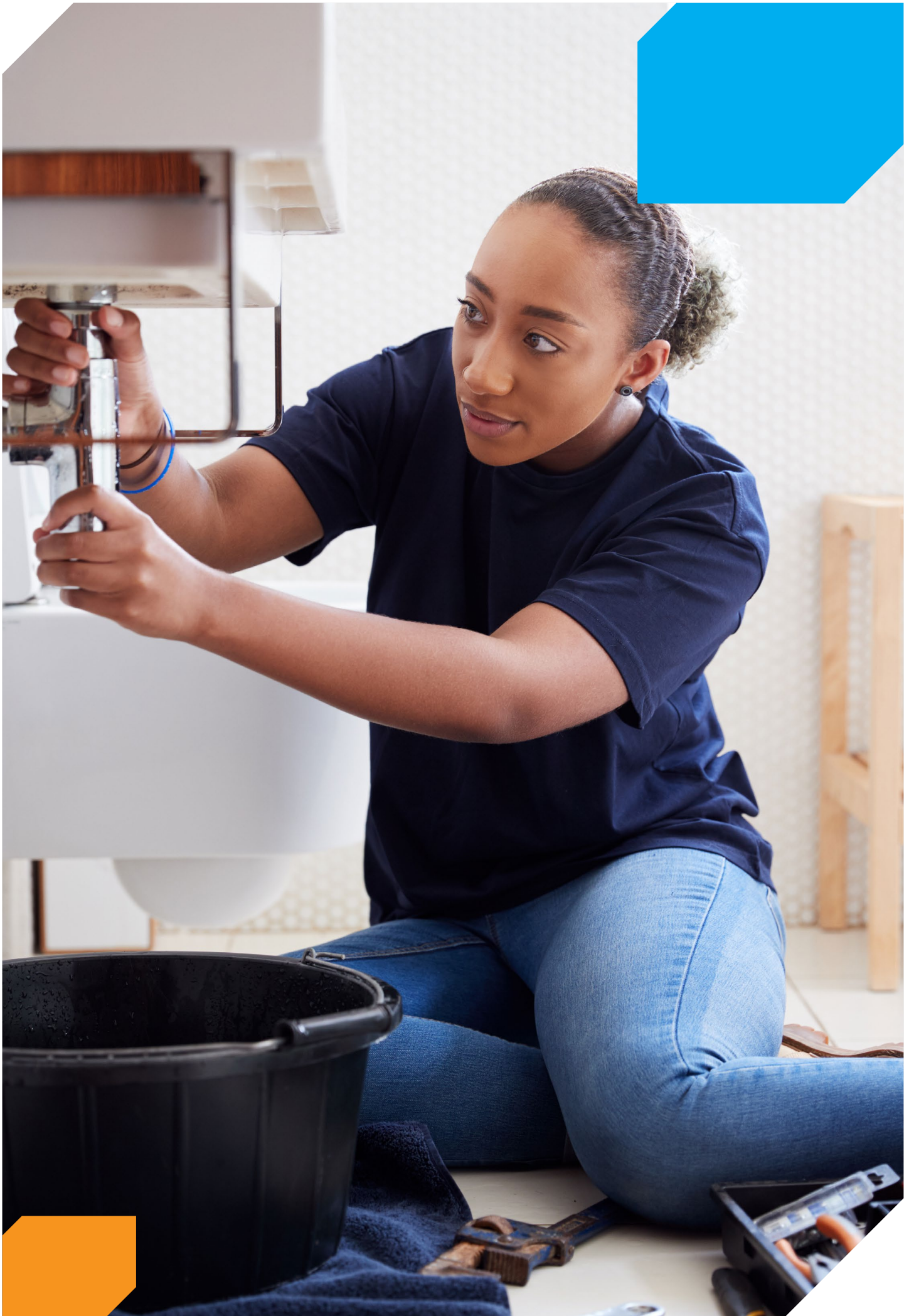
said you were ashamed about the
general image of your area

4%

of you were dissatisfied with where
you live, the main reason being
anti-social behaviour

What are we doing?

- We will continue to support communities through our community involvement infrastructure, development projects and programmes that build good relations in communities through our Cohesion & Community Involvement Strategies.
- We continue to address Anti-Social Behaviour in our estates in line with our new Community Safety Strategy. Community safety will continue to be a key focus of work and we are committed to tackling anti-social behavior in all its forms, whilst ultimately working towards improving the quality of people's lives
- We evaluated our Social Enterprise scheme and developed a new Social Enterprise Strategy for 2020-24 to bring additional investment into our communities and assist in the development of new social enterprises, as well as supporting entrepreneurship in our estates. Overall we will invest over £3.5 million annually in support of programmes within our communities.
- We have established a Social Enterprise Working Group, including representatives from our communities, to advise on our social enterprise work.



Repair service in 2019



69%

Of you reported a repair in the 12 months previous to being surveyed

68% in 2018

↑ 1 percentage point increase



89%

of you said the work was carried out within the timescale advised

87% in 2018

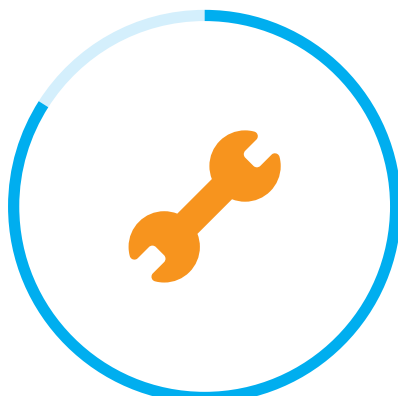
↑ 2 percentage point increase



88%

of you who requested a repair had at least one repair **fully completed** in the 12 months previous to be surveyed

*The following relates to those of you who had at least one repair **fully completed** in the 12 months previous to being surveyed:*



84%

of you said the repair was completed on the first visit

87% in 2018

↓ 3 percentage point decrease

In 2019 at least **9 in 10**

of you were satisfied with repair work done and with those who carried out the work in terms of:
• Speed • Quality of work • Quality of materials • Tidiness • Politeness • Friendliness



Repairs service in 2019



91%

were satisfied with how we had managed the repair
91% in 2018
Same as previous year



91%

were satisfied with how the contractor had carried out the work
92% in 2018
↓ 1 percentage point decrease



86%

of those respondents who had a repair completed in the 12 months previous to being surveyed were satisfied with the repairs service
85% in 2018
↑ 1 percentage point increase

Overall

8%

of you were dissatisfied with our repair service.

The main reasons were:

- Repairs not completed on time
- Poor workmanship or repairs not done properly/repairs take too long

What are we doing?

- New contracts have been in place since late 2016 with Improved Service Provision and Tenant Contact.
- Monthly performance review meetings are held and contractors are assessed on the quality of completed work, their adherence to timescales for completed work and appointments.
- Complaints are monitored for lessons learned and service improvements
- We continue to increase options for our customers to make appointments that suit them.
- Our customers can now report their repairs on line and via our new customer portal

Tenant consultation & communication in 2019



76%

of you said you were satisfied that we listen to your views and act upon them
73% in 2018
▲ 3 percentage point increase



78%

of you said you had been well consulted by the Housing Executive
74% in 2018
▲ 4 percentage point increase



83%

of you felt the Housing Executive were good at keeping you informed about things that might affect you as a tenant
78% in 2018
▲ 5 percentage point increase

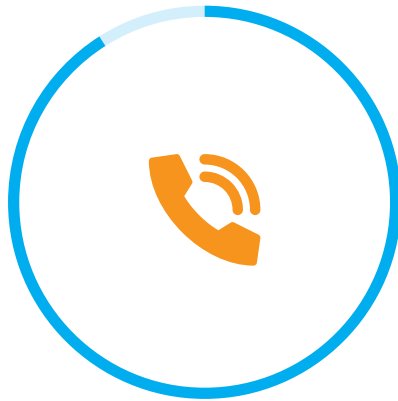
8%

of you said you had been poorly consulted due to lack of communication or no consultation at all.

What are we doing?

- We will continue to develop our Community Involvement framework and work with over 450306 community groups across Northern Ireland who attend our Housing Community Network, ensuring they have a real voice at every level of our organization.
- We continue to invest in our Housing Community Network to give tenants a voice, to help shape our services and we continue to put tenants at the heart of policy development and decision making e.g. Contractor Procurement; meetings with our Chief Executive, senior management team and our Board.
- We have expanded our engagement with difficult to reach groups through our partnerships with the Disability Forum, Youth Forum, Rural Forum and our Strategic Cohesion Forum.
- We are carrying out research into tenant participation to better understand how we can improve our tenant involvement.

Contacting us in 2019



69% of you had contacted us by telephone in the 12 months prior to interview

91%

of you were satisfied with the telephone contact

87% in 2018

↑ **4** percentage point increase



18% of you visited a local office in the 12 months prior to interview

91%

of you were satisfied with the visit

92% in 2018

↓ **1** percentage point decrease



24% of you had received a home visit by a member of staff in the 12 months prior to interview

84%

of you were satisfied with the home visit

80% in 2018

↑ **4** percentage point increase

What we are doing?

- We are working to deliver new customer service training to our staff
- We have launched a new customer portal to provide an additional way for our customers to contact us

91%

of those who visited a local office were seen in less than 15 minutes (67% in less than 5 min)

96%

of you felt that staff dealt with you in a courteous manner when phoning the Housing Executive

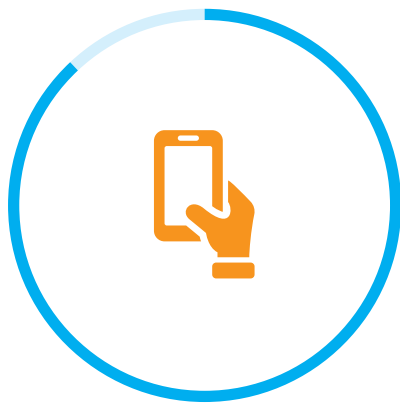


Digital inclusion in 2019



64%

of you had access to the internet
62% in 2018
↑ 2 percentage point increase



88%

of you owned a mobile phone
88% in 2018
Same as previous year



68%

of households with no members with long term illness or disability had access to the internet



59%

of households with at least one member with long term illness or disability had access to the internet



70% of households with **adults** had access to the internet



95% of households with **children** had access to the internet



27% of households with **older** tenants had access to the internet

25% mainly access the internet via a home computer, laptop or tablet (35% in 2017)

What we are doing?

- Digital inclusion is one of a number of ways for tenants, residents and leaseholders to be digitally engaged with on line services. We want to ensure we support our tenants, residents and leaseholders get their 'digital wings'.
- We will continue to increase the engagement of hard to reach groups by providing digital support through our Peace IV programmes including Onside, Listen, Share, Change, Mid & East Antrim Local Area Network, Belfast Building Positive Relations and Futures. This gives participants the opportunity to gain new skills and to engage at a pace that suits them.
- We will continue to support our 'HCN membership and Community Champions' who provide a key service in supporting tenants, residents and leaseholders to develop their digital skills.
- We are developing the online delivery of advice and services for our customers who prefer to make use of digital services. We launched a new smartphone and tablet friendly website in March 2019 with a strong focus on customer advice and online services.
- Our new Customer Portal was launched in May 2020. This gives our customers the flexibility to self-service their rent accounts, report repairs and update their household and further services are in development.

Welfare Reform in 2019

Welfare Reform changes only apply to working age people, and not all will be affected. Communications with those impacted are sent on a targeted basis as people are affected by these changes. This means not everyone we spoke to had been impacted by the changes whilst others are unlikely ever to be affected. When we started asking about Welfare Reform in 2017, awareness was low as expected. As time has progressed and more people are affected, we expected awareness to rise and our research has confirmed that.

We have used the research to date as a starting point and guide for us to develop the support you may need, as changes to the welfare system continue to take place. It also gives us useful information to help us measure the impact and success of our work.



18%

of you were not aware of any of the welfare changes
32% in 2018
↓ **14** percentage point decrease



30%

of you were aware of welfare changes but not sure how they may affect you or your household
28% in 2018
↑ **2** percentage point increase

In 2019 you were asked how you found out about welfare changes:



35%

of you said the Media
Not captured in 2018

Welfare Reform in 2019



30%

of you feel quite/very poorly
Informed about welfare changes
46% in 2017, 38% in 2018
↓ **8** percentage point decrease



42%

of you have concerns about welfare
changes; the remaining 60% are
not at all concerned
40% in 2018
↑ **2** percentage point increase

58%

are NOT at all concerned, stating:

- They didn't think it would affect them
- No point in worrying

What we are doing?

- We review and update the information we give to our staff regularly.
- All members of our staff are receiving appropriate training to make sure they can help you when you need it.
- We have developed letters, checklists and forms to provide you with the support and information to help you manage the welfare changes which affect you.
- We are working with a variety of independent groups, including community representatives; to identify how we can support you.
- We have recruited extra Patch Managers to improve the services we provide to you.
- We have updated the letters and rent statements we send to you to make sure they tell you what you need to know.
- We are continuing to carry out research into Universal Credit to identify any further work we can do to help you deal with all the impacts of the changes to the welfare system.
- To support our tenants to access 'digital by default' services we are assisting them to improve their digital skills via projects such as D4C, and have supplied all local offices with PCs for customer use.
- We are developing our Making Your Money Work Service to improve the support we offer to our tenants to help them to maximise their income and manage their money
- We have introduced 3 Financial Inclusion Managers to support delivery of our Making Your Money Work Service and help tenants further.



Client response to survey

The annual CTOS provides the Housing Executive with a comprehensive socio-economic profile of our tenants and their views and attitudes about the services we provide. The Survey is invaluable in providing management with a measurement of customer satisfaction across various areas of our business. This can be tracked over time and used to assess the quality of services and identify good practice or areas for improvement.

The Survey provides a raft of information which ensures we can monitor, on an ongoing basis, the profile and needs of our tenants. This allows us to identify priorities and develop and tailor our services to those needs. The Survey also allows us to gather data where we identify emerging evidence needs.

Overall Satisfaction Levels:

Overall levels of satisfaction with service provided by the Housing Executive increased in 2019 (88%, up from 86% in 2018).

Tenant satisfaction rates with the overall quality of their home also rose again (88%, up from 86% in 2018). 87 per cent of respondents were satisfied with the general condition of their property (86% in 2018) and tenant satisfaction with their neighbourhood as a place to live continues to remain high at 92% (93% in 2018; 91% in 2017).

These figures show an organisational recovery following a demanding year in 2018. It is satisfying to see that organisational responses to issues encountered, including the challenging repairs environment and the roll-out of Universal Credit, have been successful in increasing levels of satisfaction.

92 per cent of respondents were satisfied that their rent provided value for money, an increase on previous years (90% in 2018; 89% in 2017). It is positive to see that the vast majority of our tenants feel their rent provides value for money

and we believe that this reflects the high quality services delivered. With the introduction in October 2020 of our first rent increase in five years, there is the possibility for a change in this trend. We will monitor the impact of this and continue to work to ensure that tenants continue to feel that their rent provides value for money.

Welfare Reform insights:

The implementation of welfare changes have been a key challenge for the Housing Executive and our tenants since 2016. Across this period, the Survey has provided a number of useful insights in this regard, and we have supplemented this with targeted research with those affected by various welfare changes.

The Survey continues to note increases in awareness and information levels in relation to welfare changes. This is positive and supports the work being carried out by a number of bodies. The number of respondents who were not aware of any welfare changes decreased (18%, 32% in 2018). More than one-third of tenants described themselves as 'quite well' or 'very well' informed (35%; 28% in 2018; 23% in 2017). The numbers describing themselves as 'poorly' or 'very poorly' informed dropped again (30%; 38% in 2018; 46% in 2017). This is testament to work being undertaken across the region, and a useful baseline to measure the need for and success of communication activities.

In relation to tenants' views on the size of their property, the majority of respondents (85%) felt their home was just the right size, the same as in 2018; just over one-tenth (12%) felt their home was too small, while 3% felt their home was too big. This, along with our stock profile, suggests challenges ahead for those tenants who are impacted by the Social Sector Size Criteria (SSSC). We therefore welcome the commitment to extending existing mitigation measures beyond their previously scheduled

end date of 31 March 2020, and the extra time that this provides for all stakeholders to plan and develop responses to the challenges posed by SSSC. The Housing Executive estimates that around one-third of our tenants will face a shortfall in their rental income when SSSC mitigation ends.

Tenants continued to naturally migrate to Universal Credit throughout 2019. We have continued to carry out significant work to prepare our tenants and staff for Universal Credit and the Survey provides valuable information to shape this work. With the move to Universal Credit, we continue to focus on ensuring our tenants are prepared and to support them with a focus on budgeting, banking and being online. We have established a dedicated Welfare Benefits Unit within Housing Services to support tenants and staff with new processes and systems. We have also introduced a Financial Inclusion Manager for each Region. Staff can refer tenants in need for money advice and financial assistance to the dedicated Financial Inclusion Managers

Access to the internet has increased slightly, with 64% of all households (62% in 2018) having access to the internet. Whilst this remains low compared to the 2018/19 Northern Ireland average of 85 per cent, it is useful to note that the majority of younger households have internet access; 90% of households with a HRP aged 16-24 years and 93% of households with a HRP aged 25-44 years. Questions were also included to capture respondents' ownership of an email address; more than two-fifths of respondents (44%; 41% in 2018) had an email address and this was highest among households with a HRP aged between 25-44 years (76%). This evidence is useful in shaping and targeting our approach with tenants and preparing for future needs. We will continue to monitor these figures as Universal Credit continues to roll out and use them to understand and shape our approach to digital services, including the roll-out of our new Tenant Portal.

Financial Inclusion Insights

The Survey also asked if tenants had any difficulty making their rent payment during the 12 months before the interview. Two-thirds of respondents (66%; 68% in 2018) reported they were in receipt of full Housing Benefit and therefore were not subject to rent payments, and a further 30 per cent indicated that they had not experienced any difficulty in paying their rent during the previous year (28% in 2018). A small proportion of all our tenants (4%) said they had experienced difficulty in paying their rent in the past 12 months, the same percentage as in 2018.

However, it is worth noting that of the households that did pay some level of rent (34%), more than one-tenth (12%; approximately 3,300; 13% in 2018) reported having experienced difficulty in making their rent payment within the last 12 months. This indicates particular challenges in relation to tenancy sustainment, financial inclusion and maximisation of rental collection for this group, and these are likely to be exacerbated by events in 2020. We will monitor the situation and develop appropriate responses as it evolves.

We will continue to monitor these figures and they will inform our Financial Inclusion Strategy and the role of our Financial Inclusion Managers, particularly as the impact of Covid-19 is felt by our tenants. Further financial inclusion questions are included in the 2020 Survey to delve into these figures in more detail, particularly as we are aware that the economic climate has changed significantly for many of our customers.

With the vast majority of respondents (96%) reporting that they intended to remain a Housing Executive tenant for the next five years the Housing Executive will therefore have to carefully balance our need to maximize our rental collection and minimize arrears, whilst at the same time supporting our customers to sustain their tenancies in challenging economic times. In 2019 we continued to deliver our Tenancy Sustainment Strategy, our Rental

Income Maximisation Strategy and our Financial Inclusion Strategy. Our rental income provides the financial resources required by us to fund the delivery of services to our tenants, including repairs and improvements to their homes. We will continue to maximise our rental income, as much as we can, during these very challenging times for us and our tenants.

We rolled out a pilot approach to support our tenants through the Making Your Money Work service, seeking to support our tenants by developing our financial inclusion and capability services. In addition to the money advice offered by Patch Managers, we have now recruited a number of additional staff with specialist skills in money/debt advice to support the most vulnerable tenants. The roll-out of our Financial Inclusion Managers has been successful in 2019 and we continue to drive forward our response in this important area of work.

This will be more important than ever in light of the challenging circumstances that have been experienced in 2020, and insights from the Survey will be crucial in shaping how we respond to this situation. We are fully aware of the additional issues and financial pressures created by the COVID-19 pandemic. We will identify and contact tenants experiencing difficulty paying their rent and make sure they receive all of the expert advice and assistance they need.

Tenant Involvement & Consultation insights:

The Survey also provides important insight into the area of tenant involvement, consultation and communication. Over three-quarters of respondents (78%; 74% in 2018) felt they were well consulted by the Housing Executive, and over three-quarters of respondents (76%; 73% in 2018) were satisfied that the Housing Executive listens to their views and acts upon them. Following a small decrease in 2018, it is pleasing to note the increase in those reporting they felt well consulted and listened.

We will continue to develop our Community Involvement framework and work with over 300 community groups across Northern Ireland through our Housing Community Network, ensuring they have a real voice at every level of our organization. We continue to invest in our Housing Community Network to give tenants a voice, to help shape our services and we continue to put tenants at the heart of policy development and decision making e.g. Contractor Procurement; meetings with our Chief Executive, senior management team and our Board.

The Survey revealed that the vast majority of respondents interviewed were not aware of tenant initiatives such as local residents groups, tenant scrutiny panels, village voices, community champions, estate inspections etc. A number of the questions also point to a particular challenge in engaging young people and families. Younger household groups showed lower satisfaction that the Housing Executive listens to their views, with 72% of those aged 25-44 feeling this compared to 84% of those 65 and over.

We will aim to address these issues and continue to encourage tenants and their representatives to become actively involved and participate in decisions about our housing services through the roll out of our recently launched Community Involvement Strategy. We have expanded our engagement with difficult to reach groups through our partnerships with the Disability Forum, Youth Forum, Rural Forum and our Strategic Cohesion Forum. We are carrying out research into tenant participation to better understand how we can improve our tenant involvement. We will also explore the potential of the website and new Digital Tenant Services portal to facilitate tenant involvement and access hard-to-reach groups, including use of digital services to enable tenants to be involved in ways that suit them.

Tenant Communication & Digital Inclusion insights:

Over eight in ten (83%, 78% in 2018) of respondents felt the Housing Executive was good at keeping them informed about things that might affect them as a tenant. The main method by which respondents wanted to be kept informed and get in touch with the Housing Executive remains by telephone (92% of respondents; 89% in 2018) and we continue to invest in improving our telephony services. In this regard, it is pleasing to see increases in satisfaction with our telephony service (91%; 87% in 2018).

Interest in other methods of contact is growing, which we will continue to explore and build upon. Of those respondents who had an email address (44%), two-fifths (40%) said they would contact the Housing Executive by email in the future, the same proportion as in 2018. In light of potential shifts to digital delivery and the transformation of customer appetites for this in 2020, we have included more questions to better understand tenant appetites. This will also allow us to measure the success of the new Tenant Portal.

In 2019, more than three-fifths (64%; 62% in 2018) of all households had access to the internet, a small increase from 2018. The proportion of Housing Executive households with internet access was 23 percentage points lower than the 2018/19 Northern Ireland average of 85%. To narrow this gap, we continue to support our tenants to become more digitally included by developing the confidence, skills and knowledge to access and use online services. We will continue to increase the engagement of hard to reach groups by providing digital support through our Peace IV programmes including Onside, Listen, Share, Change, Mid & East Antrim Local Area Network, Belfast Building Positive Relations and Futures. This gives participants the opportunity to gain new skills and to engage at a pace that suits

them. We will continue to support our 'HCN membership and Community Champions' who provide a key service in supporting tenants, residents and leaseholders to develop their digital skills.

We are developing the online delivery of advice and services for our customers who prefer to make use of digital services, particularly thinking of the higher numbers of younger household groups with internet access who may wish to use this service channel. The Housing Executive has invested in a new website which launched in March 2019, which is demonstrative of our commitment to enabling online transactions and improving digital communications with tenants where they wish to avail of digital opportunities. The website is mobile friendly, to reflect that mobile/smartphone was respondents' main method of accessing the internet (71%; 63% in 2018). Of respondents who had access to the internet, one-fifth (20%; 18% in 2018) had accessed a Housing Executive service via the web. The Housing Executive has now rolled out a new Digital Tenant Services Portal from May 2020, to empower tenants who wish to carry out transactions online, including self-servicing rent accounts, reporting repairs, updating their household and sending a message, with further services in development.

Useful Contacts

Housing Executive

Enquiries: 03448 920 900

Enquiries textphone: 18001 03448 920 900

Repairs: 03448 920 901 - Open 24 hours

Repairs textphone: 18001 03448 920 901

Housing Benefit: 03448 920 902

Housing Benefit textphone: 18001 03448 920 902

Benefits

Advice line: 0800 232 1271

Textphone: 0800 232 1715

Fire, Police & Ambulance

Emergency Calls: 999

Textphone: 18000

PSNI non emergency: 101

Crimestoppers: 0800 555 111

NI Water

Waterline: 0345 744 0088

(interruption)

Leakline: 0800 028 2011

Flooding incident: 0300 2000 100

NI Gas Emergency

Emergency: 0800 002 001

Minicom: 0800 731 4710

Electricity - NIE

Power cut: 03457 643 643

Minicom: 03457 147 128

Advice

Citizens Advice NI: 0800 028 1881

Advice NI: 028 9064 5919

Housing Rights Service: 028 9024 5640

Energy Advice: 0800 1422 865

Consumer Council: 028 9025 1600

Supporting Communities NI:
028 2564 5676

Women's Aid Helpline: 0808 802 1414

Welfare Changes Helpline:
0808 802 0020

EMBRACING ALL OUR NEIGHBOURS

If English is not your first language and you need help with interpreting & translation the Housing Executive can provide free services on request, please ask for further details at your local office.

ARABIC

لفت غل يه فيزي لجنال الة غللا نكت مل اذا
يف ءدع اس مال لى لوع لوص حل اجات حتو مال
ع ي طت ستف ، ءي طخل او ءي ف شلا تم جرتل
هذه ريفوت ءي ذيفن تل نالكس ال ءمدخ
لكنم لى جري ، بل طلا دن ع ءي ن اجم ال تامدخ ل
نم لى صفت ل اب رمال اذه لوح راسفت س ال
يل حمل ا كفتب تكم

CANTONESE

如果英語不是你的母語，並且你需要幫助來進行口譯和文字翻譯，那麼 Housing Executive 可以根據請求而提供免費的服務，請在你當地的辦公室詢問進一步的詳情。

LITHUANIAN

Jeį anglų kalba nėra jūsų gimtoji kalba ir jums reikia pagalbos dėl vertimo žodžiu ir raštu, jums pageidaujant Housing Executive gali suteikti nemokamas vertimo paslaugas; dėl išsamesnės informacijos prašome kreiptis į vietinį skyrių.

MANDARIN

如果英语不是你的母语，并且你需要帮助来进行口译和文字翻译，那么 Housing Executive 可以根据请求而提供免费的服务，请在你当地的办公室询问进一步的详情。

POLISH

Jeśli język angielski nie jest Państwa językiem ojczystym i potrzebują Państwo pomocy w zakresie tłumaczeń ustnych i pisemnych, Housing Executive oferuje bezpłatne usługi tłumaczeniowe na życzenie. O szczegóły prosimy pytać biuro lokalne.

PORTUGUESE

Se o Inglês não for a sua língua materna e precisar de ajuda com tradução e interpretação, o Executivo de Habitação pode providenciar serviços gratuitos mediante solicitação, pode obter mais informações no seu escritório local.

RUSSIAN

Если английский не является вашим родным языком и вам требуется помощь с устным и письменным переводом, жилищное управление может предоставить по запросу бесплатные услуги переводчика. За более подробной информацией обратитесь в ваш местный офис.

SLOVAK

Ak angličtina nie je váš materský jazyk a vyžadujete si pomoc s prekladom a tlmočením, kancelária úradu pre otázky bývania (Housing Executive) vám ochotne poskytne tieto služby bezplatne. Prosím, požiadať svoju miestnu kanceláriu o viac informácií.

SOMALI

Haddii af Ingiriisigu uusan ahayn luqaddaada hooyo oo aad u baahan tahay in lagaa caawiyo turjumaadda oraahda ah iyo midda qoran Agaasinka Gurayeynta (Housing Executive) ayaa adeegyo bilaash ah bixin kara marka laga codsado, fadlan faahfaahin dheeraad ah weydii xafiiska xaafaddaada.

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