

CONTINUOUS TENANT OMNIBUS SURVEY 2020

SUMMARY OF
KEY FINDINGS

PRODUCED BY THE
RESEARCH UNIT
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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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Housing Executive
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www.nihe.gov.uk

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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 2020. 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 2020 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

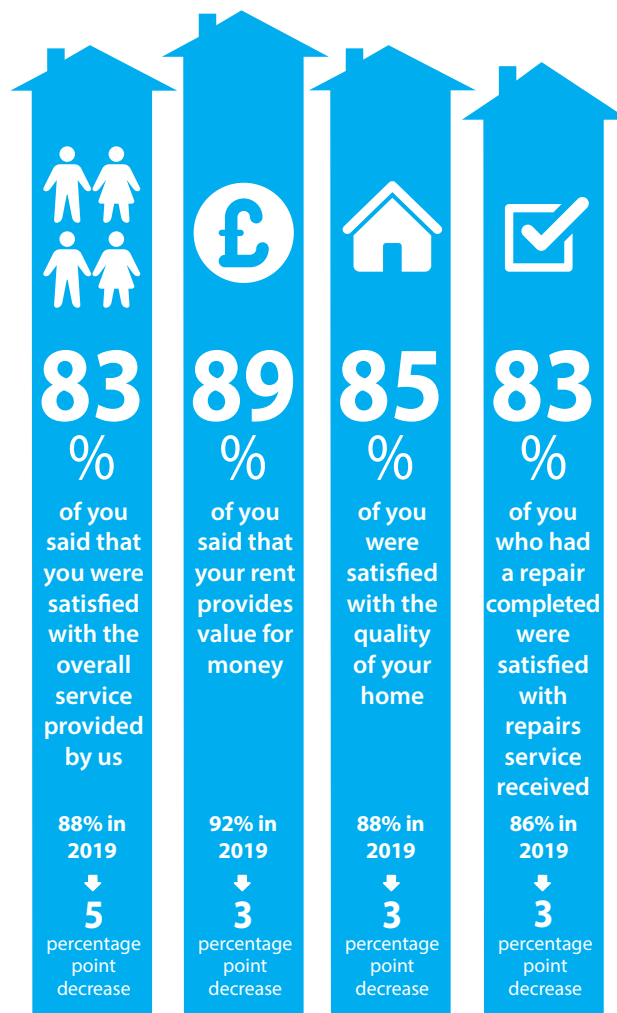
This report sets out feedback from you and relates to the following:

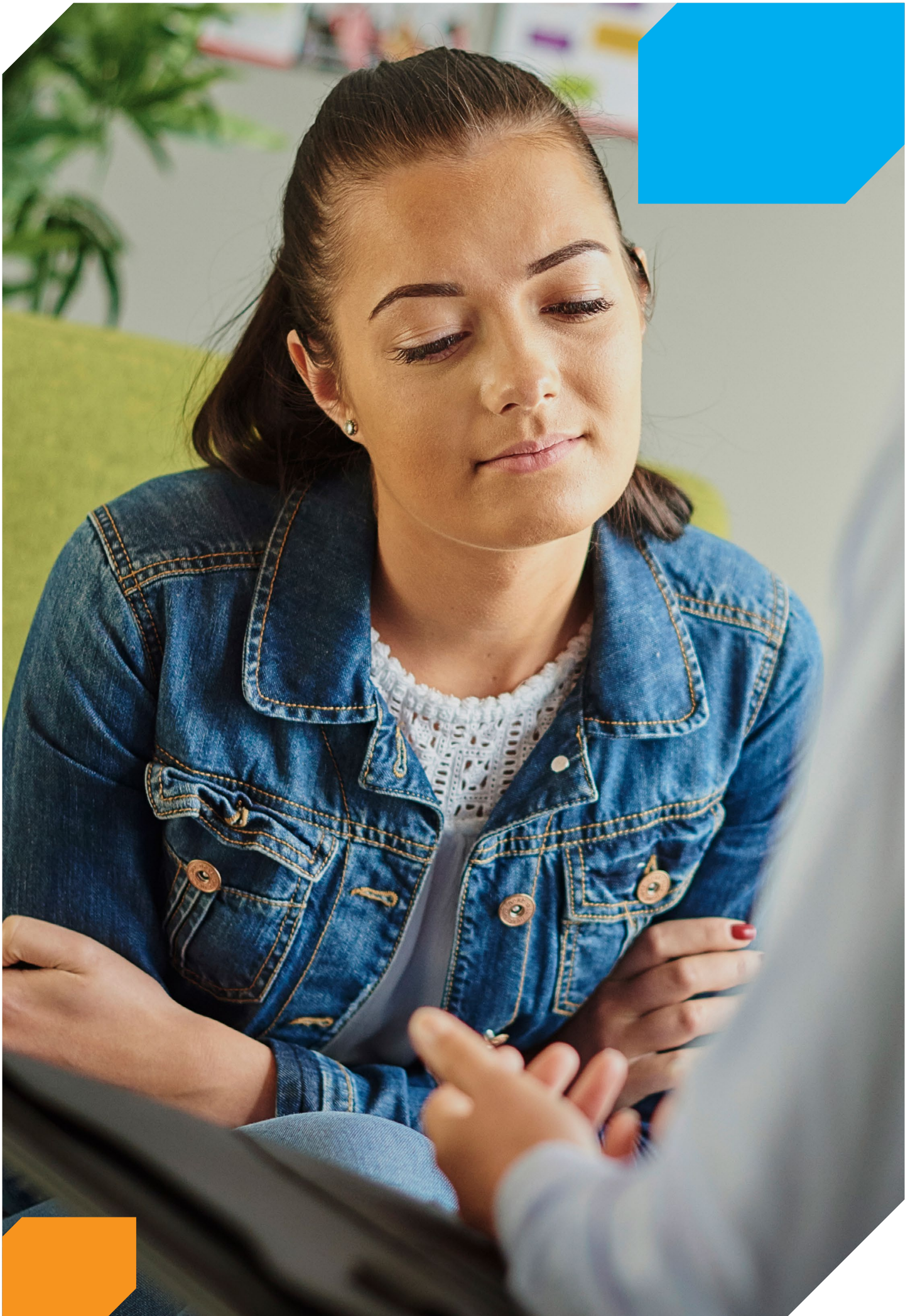
- Your home and neighbourhood
- Your views on some of our key services areas
- Your views on how we have consulted and communicated with you
- Your experience of contacting us

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 2020



83%

of you said that you were satisfied with the overall service provided by us
88% in 2019
↓ **5** percentage point decrease



89%

of you said that your rent provides value for money
92% in 2019
↓ **3** percentage point decrease

What are we doing?

- We will continue to ensure that tenants receive value for their rent payments through delivery of quality accommodation and services.
- In 2020 we raised our tenants' rents for the first time in five years. Making the most of our rental income is important to help ensure that we are able to invest in the required repairs and improvements in our properties.
- Housing Executive rents are considerably lower than other Social and Council rents in the UK. We continue to monitor this to ensure that our rents remain affordable.
- 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. Our dedicated Financial Inclusion Managers work with our customers and this specialist service has significantly improved the financial wellbeing of numerous tenants within the last year.

"We will make every  count."

Your home & neighbourhood in 2020

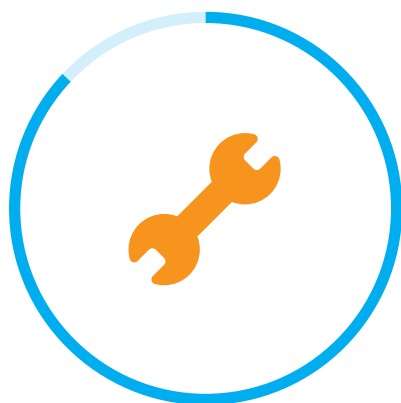


85%

of you were satisfied with the quality of your home

88% in 2019

↓ **3** percentage point decrease



83%

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

87% in 2019

↓ **4** percentage point decrease



80%

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

85% in 2019

↓ **5** percentage point decrease

**In 2020
there were:**

83,500
approx. occupied properties

162,525
approx. household members

Your home & neighbourhood in 2020



89%

of you were satisfied
with your neighbourhood
92% in 2019

↓ **3** percentage point decrease



76%

of you were proud about the
general image of your area
75% in 2019

↑ **1** percentage point increase

6%

said you were ashamed about the
general image of your area

6%

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

What are we doing?

- We have plans to invest over £130 million in stock improvement programmes over the course of the year. We have also allocated over £60million to response maintenance.
- We will continue to work on environmental improvement schemes in our estates including investigating a rewilding strategy with Grounds Maintenance partners.

Our community safety strategy works to address Anti-Social Behaviour in our estates. We are committed to tackling anti-social behavior in all its forms, through investment in diversionary schemes and taking appropriate action against perpetrators.

- We continue to roll out action plans on our range of community strategies including for our Involvement, Cohesion and Social Enterprise Strategies. These are designed to give residents a say and help improve local neighbourhoods as places to live. We invest over £2 million each year through these.



Repair service in 2020



67%

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

69% in 2019

↓ **2** percentage point decrease

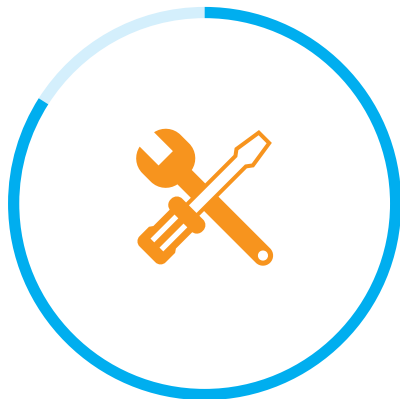


81%

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

89% in 2019

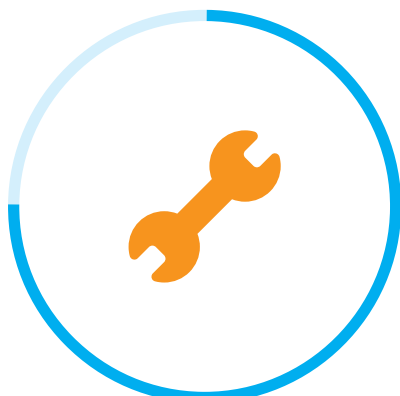
↓ **8** percentage point decrease



79%

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:*



75%

of you said the repair was completed on the first visit

84% in 2019

↓ **9** percentage point decrease

In 2020 at least **8 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 2020



90%

were satisfied with how we had managed the repair
91% in 2019

↓ **1** percentage point decrease



89%

were satisfied with how the contractor had carried out the work
91% in 2019

↓ **2** percentage point decrease



83%

of those respondents who had a repair completed in the 12 months previous to being surveyed were satisfied with the repairs service

86% in 2019

↓ **3** percentage point decrease

Overall

12%

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?

- We are procuring new contracts in a number of areas.
- We are working in partnership with our contractors to help manage increasing material costs and other pressures evident in the construction industry.
- We are examining our inspection regime and using more remote inspections to streamline work.
- We continue to increase options for our customers to make appointments that suit them.

Tenant consultation & communication in 2020



11%

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

What are we doing?

- We have commissioned research into views on our tenant and community consultation and this will include seeking customers preferred methods of communicating with us.
- The Central Housing Community Network continues to be a key source of reflecting customer views on key matters such as strategy development, contract procurement, service delivery and customer communication
- A Baseline survey around satisfaction and views on the Housing Community Network will be used to inform actions designed to further improve this.
- We have let new planned maintenance contacts including consultations standards and the need for dedicated Customer Liaison Officers.
- WE will commence the use of broadcast messaging through our tenant portal as a means of keeping customers informed.

Contacting us in 2020



74% of you had contacted us by telephone in the 12 months prior to interview

89%

of you were satisfied with the telephone contact

91% in 2019

↓ **2** percentage point decrease



14% of you visited a local office in the 12 months prior to interview

91%

of you were satisfied with the visit

91% in 2019

Same as previous year



40% of you had received a home visit by a member of staff in the 12 months prior to interview

81%

of you were satisfied with the home visit

84% in 2019

↓ **3** percentage point decrease

What we are doing?

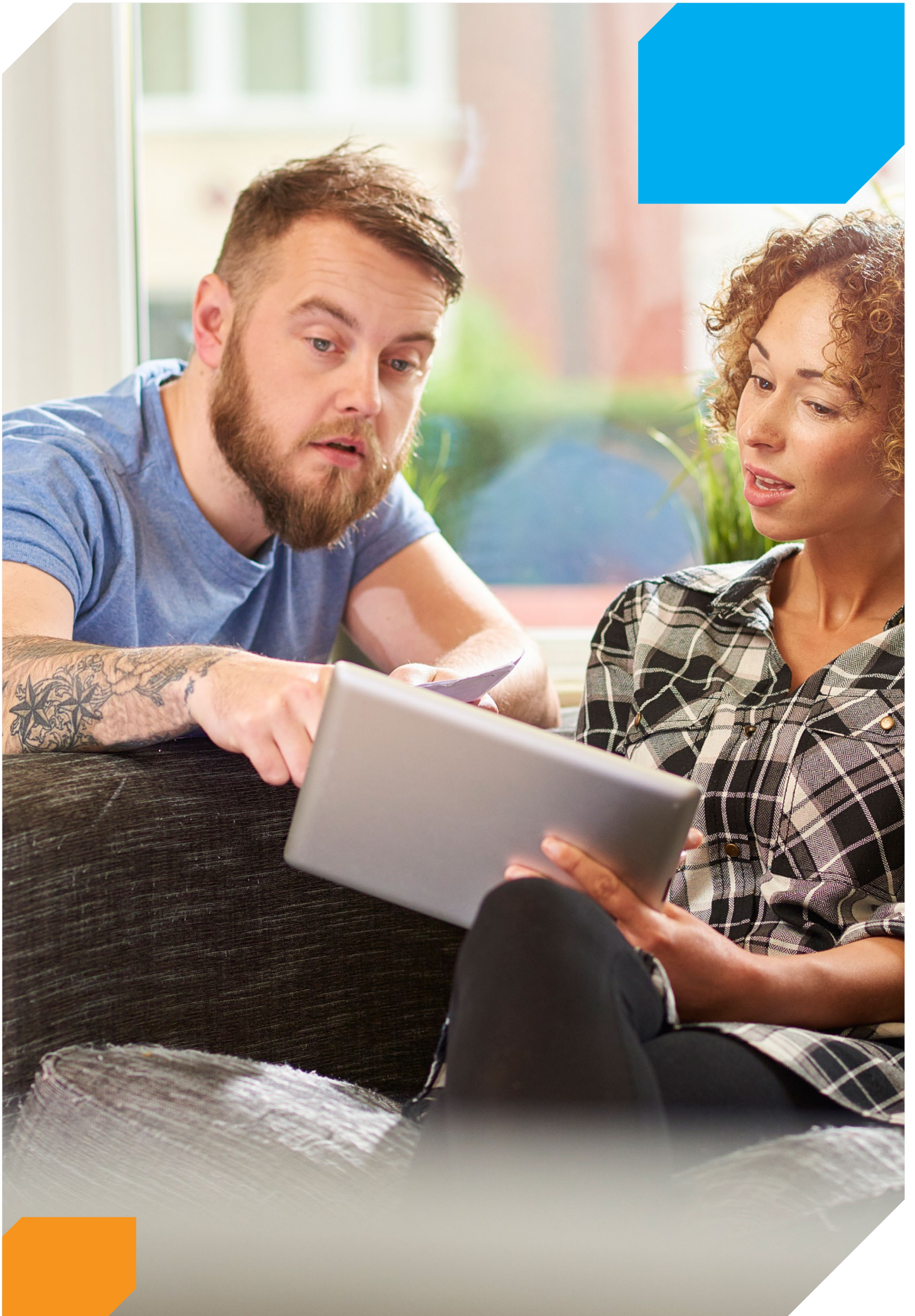
- We continue to invest in our telephony structures and reporting arrangements to ensure customers get the best possible service.
- Following the easing of COVID restrictions we are carrying out more home visits and operating appointments systems for customers to visit our offices.

86%

of those who visited a local office were seen in less than 15 minutes (56% in less than 5 min)

94%

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

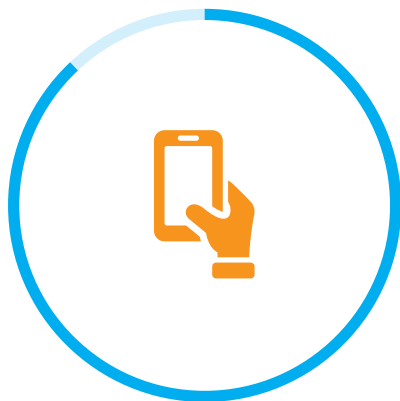


Digital inclusion in 2020



70%

of you had access to the internet
64% in 2019
↑ **6** percentage point increase



92%

of you owned a mobile phone
88% in 2019
↑ **4** percentage point increase



75%

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



67%

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



74%

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

96%

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

41%

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

 **71%** mainly access the internet via a smartphone

What we are doing?

- We participate in a number of programmes designed to enable digital inclusion amongst our customers and community including PEACE IV and ONSIDE projects.
- We have a specific digital inclusion working group as part of our HCN partnership. This identifies key actions and information to help us and customers communicate digitally,
- Our Social media team continues to play an important role in providing up to date information for customers.
- As more and more of our customers become digitally enabled we
 - are reviewing the content of our website to ensure it is most relevant and accessible for our customers.
 - continue to encourage uptake and use of our customer portal as a key method to allow customers to engage with us 24/7. We have added information and functionality to this

Welfare Reform in 2020

Welfare Reform changes apply primarily to working age people, and not all will be affected. As an organisation we endeavour to contact and help the people most likely to be affected by the changes. This means not everyone we spoke to as part of CTOS had been impacted by the changes whilst others are unlikely ever to be affected. This research gives us useful information to help us measure the impact and success of our work.



24%

of you were not aware of any of the welfare changes

18% in 2019

↑ **6** percentage point increase



18%

of you were aware of welfare changes but not sure how they may affect you or your household

30% in 2019

↓ **12** percentage point decrease

In 2020 you were asked the **main method** you found out about welfare changes:



35%

of you said a letter from the Housing Executive

Welfare Reform in 2020



44%

of you feel quite/very poorly
Informed about welfare changes
28% in 2018, 35% in 2019
▲ **9** percentage point increase



37%

of you have concerns about welfare
changes; the remaining 63% are
not at all concerned
40% in 2018, 42% in 2019
▼ **5** percentage point decrease

63%

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 including training our staff to help customers when they need it.
- We have procured an Income Analytics Product which in addition to existing reports will help us identify customers In need of support as early as possible.
- We have introduced a new free of charge Benefit and Budget Calculator which customers can use on our website or talk through with their Patch Manager.
- Our Financial Inclusion managers continue to work with customers to maximize their income. This can result in tenants and families being thousands of pounds better off each year.
- We are examining ways to develop our Making Your Money Work Service including piloting a revised approach. We continue to strive to improve the support we offer to our tenants to help them to maximise their income and manage their money
- We are continuing to carry out research into Universal Credit to identify any further work we can do to help customers deal with all the impacts of the changes to the welfare system.



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 wealth of information which ensures we can monitor the profile and needs of our tenants on an ongoing basis. 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 remained high at 83%. While this does represent a decrease from 88% in 2019, the result is still positive given the challenges that 2020 brought. Many housing providers experienced a fall in satisfaction levels during 2020. It is encouraging to note that in Housemark's COVID-19 Impact Survey of UK social landlords our outturn of 83% remains above the average (82%).

2020 was an unusual year in terms of customer service delivery as the COVID pandemic meant customers were no longer able to access services through our office network or home visits, having to rely more on telephone and digital contact. Whilst services continued to be delivered to a very high standard, this lack of face to face contact is not ideal for all services or customers.

The most significant impact was on our repairs service and for periods of 2020 repairs were restricted to emergencies only. When restrictions did ease there was a significant

backlog of repairs which needed to be addressed. The situation was compounded by contractor issues in sourcing labour and materials. These factors contributed to a number of customers feeling less satisfied than normal with the service provided. In connection to this, tenant satisfaction with the overall quality of their home also fell slightly (85%, down from 88% in 2019).

Eighty-three per cent of respondents were satisfied with the general condition of their property (87% in 2019). Tenant satisfaction with their neighbourhood as a place to live continues to remain high at 89% (92% in 2019). Almost 9 out of 10 tenants (89%) felt their rent offered value for money. Whilst this is slightly down (92% in 2019) it does follow the Housing Executive's first rent increase in 5 years, in a year when repairs services were occasionally curtailed. Overall it remains very positive to see that the vast majority of our tenants feel their rent provides value for money.

Welfare Reform insights:

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

Interestingly, the survey this year does note a decrease in awareness around welfare changes. Twenty-four per cent (6 percentage points increase from 2019, 18%) of respondents stated they were not aware of any welfare changes. This is still lower than the 32% in 2018. The 2020 reduction could be because Welfare Reform is now well established and tenants no longer view it as a change. Many people will have been through the process since 2017 and many more will never be affected. As such we may need to reflect on the questions asked to make

sure they are as appropriate and insightful as possible going forward. Encouragingly, more than two-fifths of tenants (44%) described themselves as 'quite well' or 'very well' informed (35% in 2019; 28% in 2018). The numbers describing themselves as 'poorly' or 'very poorly' informed dropped again to 22% (30% in 2019; 38% in 2018). This is testament to work being undertaken across the region and indicates the effectiveness of communication activities.

In relation to tenants' views on the size of their property, the vast majority of respondents (80%) felt their home was just the right size, compared to 85% in 2019. Fifteen per cent (12% in 2019) felt their home was too small, while only 5% (3% in 2019) felt their home was too big. This contrasts with our own estimate that around one-third of our tenants would face a shortfall in their rental income should Social Sector Size Criteria (SSSC) mitigation end. We therefore welcome the ongoing continuation of mitigation measures in Northern Ireland to assist tenants in sustaining tenancies and meeting their rental charges. The increase in those feeling their house was too small may relate to the amount of time respondents spent confined to their own homes in 2020 as the 'stay at home' message limited opportunities for time spent in other locations.

Tenants continued to move to Universal Credit throughout 20/21 with over 6500 doing so. 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. The dedicated Welfare Benefits Unit within Housing Services continues to support tenants and staff. We are witnessing the significant impact of our Financial Inclusion Managers and the benefits they bring to customers. They have been able to establish additional benefit entitlement in around one-third of cases with the average

additional entitlement being around £3,500 per annum. For low income families this makes a substantial difference. We have also introduced a Benefit and Budgeting calculator for use by staff and customers. This indicates benefits which a customer may be entitled to and helps them to create a household budget.

Access to the internet has increased in the last year with 70% of all households (64% in 2019) having access to the internet. Whilst this remains low compared to the 2020 Northern Ireland figure of 92%, it is useful to note that the majority of younger households are enabled, with 96% of households with children having internet access and over 95% of households with an HRP aged between 16 and 44 being internet enabled. This is important to note as welfare changes affect primarily those of working age.

Questions were also included to capture respondents' ownership of an email address; more than half (54%) had an email address which represents a 10 percentage point increase from 2019. Email usage was highest among households with a HRP aged between 16-44 years, with around 86% in this cohort having an address.

Overall access to the internet and email increased across all cohorts of tenants. This evidence is useful in shaping and targeting our approach with tenants while also preparing for future needs. We will continue to monitor these figures as Universal Credit rolls 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 asked if tenants had any difficulty making their rent payment during the 12 months before the interview. Around three-fifths of respondents reported they were in receipt of full Housing Benefit and therefore were not subject to rent payments, and almost

a further third (31%) indicated that they had not experienced any difficulty in paying their rent during the previous year (30% in 2019, 28% in 2018). **The proportion of all tenants who said they had experienced difficulty in paying their rent in the past 12 months remains relatively small at 7%.** However, this does represent an increase from the previous year's figure of 4%. Given the economic circumstances of 2020 this is perhaps not surprising.

When we separate out those who did pay rent, in addition to or instead of benefit coverage, the figure who experienced difficulty is 18% (6 percentage point increase). This indicates particular challenges in relation to tenancy sustainment, financial inclusion and maximisation of rental collection for this group. We will monitor the situation and develop appropriate responses as it evolves. These findings do highlight the importance of the continued role of services such as Making Your Money Work, Financial Inclusion Officers and the Benefit and Budgeting calculator and the investment we make in them.

Of those who reported difficulty in paying their rent, over two-fifths reported that the reason for this was a change in personal circumstances. This category included the impact of COVID-19. The Northern Ireland economy witnessed strong growth following the lifting of COVID-19 restrictions, which should help our tenants in employment. It should be noted that any impact of the end of the furlough scheme would have to be balanced against this. We will monitor the situation and ensure that support is available to those customers who need it, through the range of services highlighted above.

Tenant Involvement & Consultation insights:

The Survey also provides important insight into the area of tenant involvement, consultation and communication. Over three-quarters of respondents (76%) felt they were well consulted by the Housing Executive, and almost three-quarters of respondents (74%) were satisfied

that the Housing Executive listens to their views and acts upon them. Again, in an unusual year it is encouraging to see we maintained our usual levels and standards of contact and consultation with customers and reflects organisational and staff commitment to prioritising customer focus throughout the organisation.

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 organisation. We continue to invest in our Housing Community Network to give tenants a voice, to help shape our services, strategies and plans. For example, our Central Housing forum play a crucial role at the heart of policy development and decision making at organisational level. At local level Area HCNs scrutinise performance and service delivery standards.

A number of the questions reveal a particular challenge in awareness levels and engagement with young people and families. Younger household groups showed slightly lower satisfaction that the Housing Executive listens to their views - approximately 69% in the 25-44 age bracket compared to 72% of those aged 45-59, and over 80% of those aged 60 and over. As part of our tenant participation research we are asking questions around how people would like to engage. This includes the possibility of online forums and digital consumer panels as potential ways of increasing connectivity with younger groups. Key to this is allowing people to engage in ways which suit them, including the possibility of using online surveys on our Tenant Portal. We are aiming to make involvement as quick and easy as possible for people who wish to engage in these ways.

We continue to encourage tenants and their representatives to become actively involved and participate in decisions about our housing services through the ongoing roll out of the Community Involvement Strategy. We continue to make engagement as wide and

as representative as possible through our partnerships with the Disability Forum, Youth Forum, Rural Forum and our Strategic Cohesion Group.

Tenant Communication & Digital Inclusion insights:

Eight in ten (80%, 83% in 2019) 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 (89% of respondents, 86% in 2019) and we continue to invest in improving our telephony service. Improvements include the introduction of Caller Telephony Integration, which identifies and routes customers correctly based on their phone number, making service delivery quicker. Satisfaction with telephone contact remains very high at 89%.

Interest in other methods of contact is growing and we will continue to consider service delivery in light of this. The number of customers who would be happy to be kept informed by email more than doubled to 26% between 2019 and 2020 (11% in 2019). To embrace this increased willingness for email contact both the Housing Executive and our customers can now send and track electronic messages through our Tenant Portal

In 2020, more than two-thirds (70%, 64% in 2019) of all households had access to the internet, an increase of 6 percentage points, indicating that the gap between Housing Executive tenants and wider society is narrowing (the NI figure increased by 1 percentage point between 2019 and 2020). We will help narrow this gap further by continuing to support our tenants to become more digitally included by developing their confidence, skills and knowledge to access and use online services. We will make our own digital services as easy and efficient to use as possible. We will also continue to increase the engagement

of hard to reach groups by providing digital support through our various programmes including the ONSIDE project. 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' 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 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, launched in March 2019, which is demonstrative of our commitment to enabling online transactions and improving digital communications with tenants, where they wish to do so. The website is mobile friendly, to reflect that mobile/smartphone was still respondents' main method of accessing the internet (70%, 71% in 2019).

The number of respondents who had accessed services through the website continues to grow with almost one quarter of all respondents having done so (24%, 20% in 2019). User and transaction numbers on the Tenant Portal continue to grow with around 5000 users and over 7000 transactions (excluding registrations) in its first year. The Portal is an important development to empower tenants who wish to carry out transactions online including self-servicing rent accounts, reporting repairs, updating their details and sending a message. We are continuing to explore ways to increase usage and experience when using the Tenant Portal including publicity videos and exploring outgoing messaging options. We have also developed internal standards of service for responding to Portal transactions.

Overall access to the internet and email increased across all cohorts of tenants. We will continue to reflect these societal changes in the way we offer our services.

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 ةيزي لجنال ةغلل نكت مل اذا
يف ةدعاس مال ىلع لوصح لجاتحتو مال
عيطتستف ، ةيطلخال او ةيفشل ةمجرتل
هذه ريفوت ةيذيفنتل نالكس ال ةمدخ
لكنم ىجري ، بلطلال دنع ةيناجمل تامدخلا
نم ليصفتل اب رمال اذه لوح راسفتس ال
يلحمل كفتبتم.

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務，請在你當地的辦公室詢問進一步的詳情。

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, požiadajte 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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