

YOUR GUIDE TO

improvements in your home



Investing in
Neighbourhoods

The Investment Programme at-a-glance...

Wards	2011-12	2012-13
Appleton	Bathroom & Showers (bungalows)	Kitchen
Bewsey & Whitecross	Security Package	Fencing (houses)
Birchwood	Fencing (houses)	Bathroom & Showers (bungalows)
Burtonwood & Winwick	Fencing (houses)	Bathroom & Showers (bungalow)
Culceth, Glazebury & Croft	Fencing (houses)	Bathroom & Showers (bungalows)
Fairfield & Howley	Bathroom & Showers (bungalows)	Central Heating
Grappenhall & Thelwall	Bathroom & Showers (bungalows)	Kitchen
Great Sankey North	Central Heating	Bathroom & Showers (bungalows)
Great Sankey South	Central Heating	Bathroom & Showers (bungalows)
Latchford East	Security Package	Kitchen
Latchford West	Security Package	Kitchen
Lymm	Kitchen	Bathroom & Showers (bungalow)
Orford	Fencing & Castle Walls	Central Heating
Penketh & Cuardley	Fencing (houses)	
Poplars & Hulme	Castle Walls Central Heating	Security Package
Poulton North	Kitchen	Security Package
Poulton South	Kitchen	Security Package
Rixton & Woolston	Bathroom & Showers (bungalow)	Fencing (houses)
Stockton Heath	Bathroom & Showers (bungalows)	Kitchen
Westbrook		Bathroom & Showers (bungalow)
Whittle Hall	Fencing (houses)	Bathroom & Showers (bungalows)
Hatton, Stretton & Walton	Bathroom & Showers (bungalows)	Kitchen

2013-14

2014-15

2015-16



Welcome to your customer information pack...

Golden Gates Housing Trust (GGHT) will be working with its contractors to carry out improvement works in your area in the near future. We are committed to improving our homes and neighbourhoods to deliver the 'Warrington Standard'. These are the improvements that you, our tenants, told us were most important.

This pack has been designed to tell you about the improvements that Golden Gates Housing Trust (GGHT) will be carrying out to your home. The pack includes details on the full range of improvement works that we will be carrying out over the next five years and should be kept in a safe place so you can refer to it when you have improvements carried out in your home in the future.

The type of improvement work that we will be completing on your home, as part of the investment programme, has been determined by a sample survey that has recently been completed on GGHT properties. Each property will be assessed individually and the work that is being completed on your home may be different from that in your neighbour's home. If you need any advice or guidance, please contact your Tenant Liaison Officer.

Contact details for your Tenant Liaison Officer:

If you have any general repairs which do not relate to your improvement work you will need to report these as normal. Please contact us free on 0800 25 26 27. Mobile Users 01925 452452



“Golden Gates Housing Trust - a leading housing provider creating quality homes and neighbourhoods where people want to live” *GGHT Vision*



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Investing in
Neighbourhoods

Our aim is to work with customers to achieve the highest level of customer satisfaction.

Working with our contractors, we aim to achieve the highest level of customer satisfaction across all of our planned improvement works.



We will:

- ❖ Send you a letter telling you about the work at least 20 days before any work is due to start
- ❖ Provide you with a dedicated Tenant Liaison Officer to help and support you
- ❖ Make and keep appointments, making sure we tell you about any changes as soon as possible
- ❖ Explain what work will be carried out in your home, how long it will take and how this will affect you
- ❖ Use high quality materials and suppliers selected in partnership with our tenants
- ❖ Provide a choice of fittings where possible
- ❖ Consider any personal issues and arrangements that affect your normal daily routine (e.g. pets, shift workers, children, holidays)
- ❖ Not start work before 8am or finish after 5pm (unless agreed with you).

We will respect you and your home at all times.

At all times during any improvement works GGHT and its contractors will treat you and your home with respect.



We promise to:

- ❖ Always show a photographic identity card and ask permission to enter your home
- ❖ Ensure that we are sensitive to your needs, recognising the needs of vulnerable groups such as elderly people or people with disabilities.
- ❖ Consider the needs of each occupier who may be affected by the improvement works
- ❖ Not swear or smoke in your home
- ❖ Help you move any heavy furniture
- ❖ Make sure your property is kept secure at all times
- ❖ Remove all rubbish generated by the work and leave your home tidy
- ❖ Work in a safe way and ensure the safety of you, your family and any visitors to your home
- ❖ Make sure all services, such as sinks and cooking facilities, are restored at the end of each working day
- ❖ Consider the surrounding environment and your neighbours
- ❖ Ensure all contractors working in your home have been vetted and approved.

Your Tenant Liaison Officer

We recognise that carrying out improvement works to your home may disrupt your normal daily routine. We will aim to work with you to keep disruption to a minimum and deliver the highest levels of customer service to you and your family.

Before any work can begin, your Tenant Liaison Officer will need to carry out a brief survey of your home...

Once your Tenant Liaison Officer has identified if the work is needed.



Your Tenant Liaison Officer will explain what work we are going to do and when the work is going to begin and discuss any concerns you may have as well as any health and safety considerations with you.

They will:

- ❖ Explain the work process, what the contractors should do and what we expect from you before work can begin
- ❖ Identify any specific needs you may have including cultural requests or additional support that needs to be taken care of before work begins
- ❖ Present the style and colour choices available (where applicable)
- ❖ Arrange for the designer to attend your home (where applicable)
- ❖ Answer any questions or concerns you may have
- ❖ Contact you a few days before we are due to start to make sure you are ready.

Before any work can begin, your Tenant Liaison Officer will need to carry out a brief survey of your home to identify the potential works needed and to record the condition of any appliances and fixtures and fittings in your home. This is to ensure that we cause minimal disruption to you, your home and your belongings. This may involve the use of a digital camera and you will also be asked to provide your signature to confirm you are in agreement with the details recorded.

Once your improvement work has started your Tenant Liaison Officer or one of their colleagues will be available every working day (between 9am and 5pm).

They will:

- ❖ Make regular visits to ensure everything is being carried out to your satisfaction
- ❖ Make you aware of any changes to the work programme.

Your Improvements Team

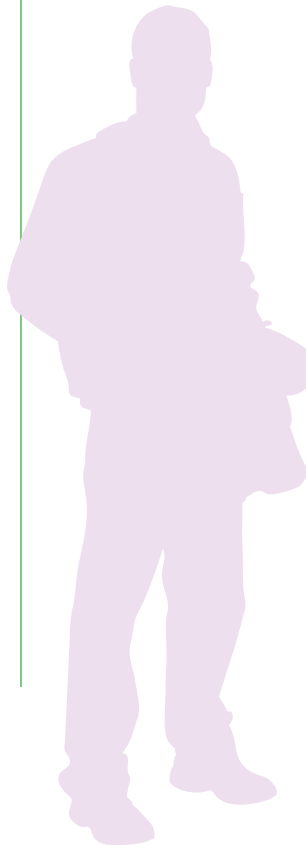
Tenant Liaison Officer

They will be your main point of contact before and during your home improvements.



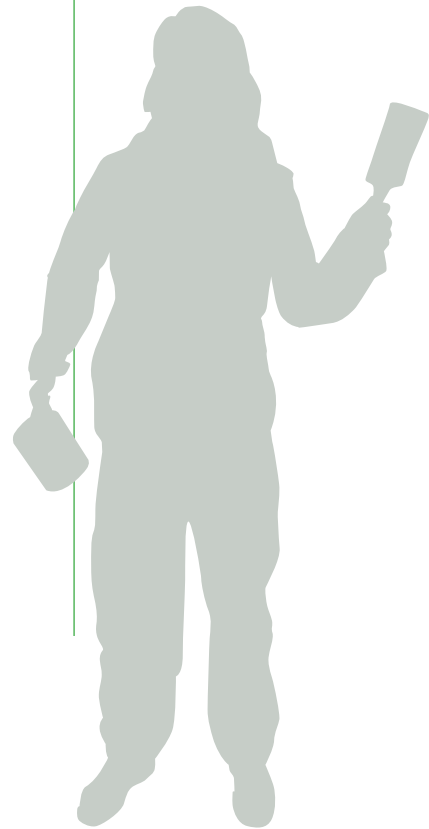
Site Supervisor

They will deal with all on-site issues, co-ordinate the work and manage the operatives working in your home.



Operatives

You will come across a range of trades' people who will carry out various parts of the work. These include joiners, plasterers, painters & decorators, plumbers, labourers, and so on.



DON'T FORGET... Everyone working at your home will have identification badges. If you are in any doubt about the identity of anyone please refuse entry and contact your Tenant Liaison Officer to verify their identity.

What we expect from you

Improving your home to the Warrington Standard is a major commitment from Golden Gates Housing Trust and we can only deliver the high standards we aim for with your support.

Access to your home

We will need to access your home between the hours of 8am and 5pm. If there are any problems in gaining access to your home, this could result in a delay to your home improvement.

In certain circumstances we may be able to arrange a secure key holding facility.

PLEASE NOTE... We will be checking all customers rent accounts prior to starting any work. It is important that your rent account is kept clear or that you make and keep to any payment agreement so as not to run the risk of being removed from the investment programme.

To help deliver the work on time we expect the following from you:

- ❖ Reply quickly to appointment letters
- ❖ Keep to appointments and make us aware if you can't keep an appointment
- ❖ Ensure your property has had its annual gas service
- ❖ Let us know if you have any concerns or if there is anything you feel that you need help with
- ❖ Let us have access to your home to carry out the improvement works
- ❖ Clear up any pet excrement in your home or garden
- ❖ Keep your home clean and tidy
- ❖ Be ready for the work to be carried out i.e. remove personal belongings
- ❖ Make sure children under 16 are accompanied by a responsible adult
- ❖ Keep your pets safe
- ❖ Be considerate to staff
- ❖ Understand that there may be some disruption
- ❖ Remove garden furniture and cover any garden ponds (where applicable)
- ❖ Fill in the customer satisfaction survey at the end of the works.

Once the work has been completed it is important that you look after your home. If you have got any questions about how to look after your property please let your Tenant Liaison Officer know and they will help you.



Looking after you and your family

Looking after you and your family is extremely important to us. Before any work begins your Tenant Liaison Officer will go through a full list of health and safety issues with you but please let us know if you have any concerns at any stage of the works.

Good health and safety is everyone's responsibility

By following the advice in this section you will help us to keep everyone safe & secure.

Keep your home secure

You should always check who you are letting into your home. All workers will be required to carry ID cards featuring photographs and it is extremely important that you check these before allowing them to enter your home. If you are still not sure, please ring your Tenant Liaison Officer.

Please keep your valuables somewhere safe at all times and remove any pictures or furniture from the work areas.

Protect your children

For their own safety and to prevent any accidents, please keep children away from all work areas and also from tools, materials, rubbish skips and vehicles.

We will not leave any of our tools in your property over night.

Your Tenant Liaison Officer may be able to advise you of any upcoming events in your area that may interest your children in school holidays.





If you smell gas or suspect a gas leak contact TRANSCO immediately on 0800 111 999

Protect your pets

Improvement works could distress your pets and upset their routine. To help us prevent any distress, accidents or injuries please:

- ❖ Keep your pets secured in another room away from the work and operatives.
- ❖ Refrain from letting your pets run free in gardens and communal areas.
- ❖ Ensure that your garden and any areas that workers are operating in your property are clear from animal faeces.

If you cannot keep your pets away from work areas you should make arrangements for them to go somewhere else.

Manage dust

Improvement works may create dust for short periods of time. Our workers will try to keep this to a minimum but if you have any health concerns about dust please inform your Tenant Liaison Officer before work begins.

Be careful around workers' equipment

Tools or equipment can be extremely dangerous and should only be handled by our trained workers. While work is happening you should be alert to extra hazards when moving around your home as there will be building materials and other tools around.

Extra traffic/vehicles

There maybe an increase in traffic due to the improvement works taking place. We will make sure we minimise the level of disruption as much as possible.

Please take extra care and pay attention if there are extra vehicles ensuring children are supervised at all times.

Fire Procedures

Please ensure there is a clear exit for you, your family and our workers at all times.

If there is a fire please leave the property immediately and do not return until the fire brigade tells you that it is safe to do so.

Asbestos in your home

We carry out surveys to identify asbestos-containing materials in your property. We will always manage any materials in such a manner as to eliminate, so far as reasonably practical, exposure to asbestos fibres to anyone that could be affected.

If you think a material might contain asbestos don't try and deal with it yourself, speak to a member of our trained staff. They can provide you with more details and if necessary arrange for a specialist to take samples. Remember, if left undisturbed asbestos does not present a danger to your health.

GGHT will take everyone's personal circumstances in to consideration.

If you feel that any of the works could cause you major disruption, let us know and we will look at how we can adapt our work procedures to keep this to a minimum.



After the work has been completed

Working with our contractors, we aim to achieve the highest level of customer satisfaction across all of our planned improvement works.

After the work has been completed we will visit your home to make sure that all work is completed and to check that there have not been any issues or problems since we left. We will also check that you are happy with the finished results and the information that you have been given.

If you are entitled to help with decoration your Tenant Liaison Officer will explain how this will work.

Satisfaction survey

We hope that you will be extremely pleased with our work and the level of service that you have received. During the after-care visit, you will be left with a short satisfaction survey to complete. By completing the survey you will be helping us to constantly improve our service and we would really appreciate you taking a few minutes to answer the questions you are asked.

Your Tenant Liaison Officer will provide you with the survey and can assist you with the completion if necessary. If you would prefer you can complete the survey afterwards and return it back to us using the pre-paid envelope provided.

Help us help you

Please don't forget to complete and return your customer satisfaction survey so we can continue to improve our services

How to tell us how we are doing

If you have got anything to say about the improvement works then please tell us. We are committed to high standards of service and you can help us to make sure we are doing this by letting us know your views. Your complaints, praise and suggestions help us to see how we are doing, and to find ways to improve services.



If you need interpreting services over the phone, ring us free on 0800 25 26 27 for more details.

If you would like to tell us anything your first point of call is to contact your Tenant Liaison Officer. They are responsible for passing your complaints, praise or suggestions to the right person.

GGHT aim to deal with any complaints promptly and to resolve them at the earliest stage. We will treat all your information, and anything you tell us, in the strictest confidence.

If you feel that you are not getting the level of service you expect from your Tenant Liaison Officer, or you do not feel that they have been able to resolve your issue, you can go through our formal complaints procedure.

A complaints leaflet is available in all GGHT offices and on our website. This will tell you how to make a complaint, the stages in the procedure for dealing with complaints and the target times for dealing with complaints. You can complain in any one of the following ways:

- ❖ By telephoning us free on 0800 25 26 27, mobile users call 01925 45 24 52 (Mon-Fri 8am to 6.30pm)
- ❖ Textphone 1800 1 0800 25 26 27
- ❖ In person at any of our housing offices
- ❖ By visiting our website www.gght.org.uk
- ❖ Write to us
- ❖ By fax on 0870 330 5700
- ❖ By email info@gght.org.uk
- ❖ By asking a friend, relative, local councillor, MP or any representative to contact us
- ❖ Filling in the freepost form at the end of the Complaints leaflet.

If your complaint has not been resolved by our procedure, you can contact your local councillor, MP, MEP or the Independent Housing Ombudsman. This service is free and independent, however please be aware that the Housing Ombudsman will not usually consider a complaint unless you have gone through the stages of the complaints process with Golden Gates Housing Trust.

You should write to:

**The Housing Ombudsman Service
81 Aldwych House, London WC2B 4HN**

**Phone: 0300 111 3000 or Fax: 020 7831 1942
Email: info@housing-ombudsman.org.uk**

Some answers to your questions

Why am I having these improvements?

This forms part of our commitment to you to improve homes to the Warrington Standard. This will ensure that essential building maintenance continues as well as improvements and investment in the areas tenants have said is a priority.

Will I be getting the same work done as my neighbours?

Not necessarily, it depends on the condition and age of existing fixtures and fittings. Each property is assessed separately.

Who can I speak to about the work?

You will be assigned your own Tenant Liaison Officer who will offer help and support throughout the improvements. They can be contacted on the number at the front of this pack.

How much choice will I have with the improvements?

We are committed to involving tenants as fully as possible in the planning and implementation of the work to your home. On new kitchens for example, you will be given a wide choice on a range of designs. We want you to feel proud of your home and happy with the improvements.

How will I know what day the work is starting?

You will receive a letter at least 20 days before the work starts. You will also receive regular contact from your Tenant Liaison Officer who will keep you up to date with any appointments. We will aim to confirm every stage of the process in writing to you.

How will I be able to identify the contractors?

While the work is being carried out, you will come across a range of trades' people who will carry out various parts of the work. These include joiners, plasterers, painters and decorators, plumbers, labourers, electricians and so on. They will be wearing an identification badge and will show it to you when they call. If you are unsure of any caller at your property please contact your Tenant Liaison Officer who will be happy to verify them.

I have pets, and don't want them getting out of the property, what should I do?

It is your responsibility to keep your pets safe. Please keep them in a room away from work areas, or make arrangements for them to go somewhere else.



What happens if any of my belongings are damaged or go missing?

It is your responsibility to be present while we carry out work in your home and you should pack all your valuables away safely. Prior to the work starting we may ask to take photographs of your property. If, during the work, any of your property is damaged or goes missing, report it immediately to your Tenant Liaison Officer who will provide further guidance.

How much inconvenience can I expect?

We recognise that carrying out improvement works to your home may disrupt your normal daily routine and we want to work with you to keep disruption to a minimum and deliver the highest levels of customer service to you and your family. You should be aware work may cause some noise and dust. We will always leave you with sink and cooking facilities at the end of each day. Your Tenant Liaison Officer will advise you how long the work will take.

What happens if I have a problem?

If you have a problem during working hours you can speak to your Tenant Liaison Officer or a member of the site team. If there is a problem after working hours you can call us free on 0800 25 26 27

Will I be entitled to any disturbance allowance?

We will carry out a survey on completion of the work. If you are entitled to help we will offer reimbursement.

What will happen if I am not happy with the work when it is completed?

We will not 'sign off' a property until you are happy with the work that we have done. We will also ask you to fill out a customer satisfaction survey at the end of the improvement works. We value your opinions and feedback.

Do I have the right to refuse work?

If you are concerned about the work and the impact it may have on you and your family please let your Tenant Liaison Officer know as soon as possible. We will assess cases on an individual basis, however if there is a security or health and safety risk involved with not completing the work then we may need to enforce your tenancy agreement.

Can I change my mind once I have chosen my options?

Once your choices have been confirmed you will not be able to change your mind.

If I am on holiday or in hospital when you plan to start the work will I miss out on the improvements?

We will assess cases on an individual basis. If you are aware that you have missed us when we have tried to contact you please get in touch with us as soon as possible.

Will this work affect my rent?

None of the improvement works undertaken by GGHT will affect your rent but we will expect you to keep your rent account clear.

Any other questions?

Please call Golden Gates Housing Trust free on

0800 25 26 27

Our Handy Tips



Report any leaks and drips so they can be repaired quickly.

Treat any areas affected by black mould with bleach or a fungicidal wash (one part bleach three parts water) this will kill the spores. Always follow manufacturers instructions.

When you repaint ensure you use a good quality fungicidal paint.

You should know where the services to your home can be turned off...

Water

Do you know where your stop tap is?

It is where the water pipe enters your home, usually under the kitchen sink.

Do you know where your gate valves are for the hot and cold water storage tanks?

They are usually by the storage tanks. Make sure that you can access your taps and valves and turn them off easily if you need to.

Electricity

Do you know where your consumer unit (fuse box) is?

If you need to turn off your electricity supply you will need to be able to turn the main switch into the 'OFF' position.

Gas

Do you know where your emergency shut off valve is to cut off your gas supply in an emergency?

In most cases it is next to your gas meter. If you are not sure where this is, your Tenant Liaison Officer will help you locate it.

Condensation

Damp houses can not only cause mould to grow on your walls and furniture they can also cause health problems. Condensation is caused by water vapour in the air turning back into water when it hits a cold surface. We all produce water vapour by breathing, bathing, cooking and drying clothes.

Moist air condenses on cool surfaces such as walls, mirrors, wall tiles and windows. Warm moist air rises and often ends up in colder rooms or walls and forms black mould.

What to do

Reduce the amount of moisture that gets into the air by:

- ✓ Putting lids on pans
- ✓ Opening kitchen or bathroom windows when cooking or washing – if the moisture can get out it will
- ✓ Using extractor fans where they are provided
- ✓ Not drying washing on radiators. Dry washing outside whenever you can. If you have washing drying in a room open a window
- ✓ If you have a tumble dryer make sure it is vented to the outside.

For more information see our Condensation leaflet.



Blocked Toilets

NEVER put face wipes, kitchen roll, nappy wipes, nappies or sanitary towels down your toilet as it will block. If we have to clear a blocked toilet you will be charged unless there is a problem with your drain or the problem is with a communal drain.

If your toilet does block you may be able to clear it by pouring a few buckets of water down the pan. If this does not work call us free on 0800 25 26 27 to report the problem.



Blocked sinks

NEVER put fat, grease or anything other than liquids down the sink. Make sure that you remove as much food as possible from plates and pans before washing up. We will charge you to unblock any sink in your home to the main drain.

If you do have a blocked sink you can clear it by:

- ✓ Using a sink plunger – remove as much water as you can, hold a rag tightly over the overflow to seal it, place the plunger on the plug hole and pump up and down rapidly.
- ✓ Using drain clearing products – always follow manufacturer's instructions.
- ✓ Unscrewing the plastic trap under your sink and clearing any blockage. Remember not to use the taps or pour water down the sink while the tap is unscrewed. Place a bowl under the trap before you unscrew it to catch any water.

Get into the habit of cleaning your drains every so often with soda crystals or drain clearing products. Always follow manufacturer's instructions.



Asbestos in the Home

If you find material in your home which you think may contain asbestos, or if you think any work you wish to carry out may disturb any asbestos-containing materials then call and speak to a member of our trained staff free on 0800 25 26 27.

Resetting a trip switch

Some consumer units (fuse boxes) have up/down switches and some have buttons. All the switches will normally be in the 'ON' position until a fault 'trips' one or all of them in the 'OFF' position.

If your consumer unit has buttons in the OFF position it means the button has popped out. If the button is still in it is ON.

What causes the switches to trip?

- ✓ A fault with an appliance
- ✓ A surge of electrical power
- ✓ A light bulb blowing
- ✓ A circuit is overloaded by using too many extension leads on a circuit.

If a trip switch goes in your home part or all of your electric will stop working.

Improving your energy efficiency

Golden Gates Housing Trust has a free energy efficiency advice service that aims to provide all our customers with practical help and advice on ways to save energy and lower fuel bills.

For further information, or to make an appointment contact our Energy Officer

**Tel: FREEPHONE
0800 25 26 27**

**Mobile users:
01925 452452**

www.gght.org.uk

Improving energy efficiency is important because not only does it reduce carbon dioxide (CO₂) emissions and help the environment, but it can also save you money on your fuel bills and be beneficial to health.

We can help you to:

- ❖ Save money
- ❖ Use less energy
- ❖ Stay warm this winter
- ❖ Reduce your carbon footprint.

We provide:

- ❖ One to one appointments at a time and place to suit you
- ❖ Energy saving packs
- ❖ All the information and advice you need to make informed decisions about saving energy and reducing costs
- ❖ Help to switch to cheaper energy suppliers
- ❖ Useful websites for further information.

For more information see our Energy Efficiency leaflet.



Please use this space to write down any concerns you may have or questions you may have for your Tenant Liaison Officer...

GGHT Contact Details

Telephone: 0800 25 26 27 (free) - Mon-Fri 8am – 6.30pm

Mobile phone users: 01925 452452 (standard rate)

Textphone: 18001 0800 25 26 27 (standard rate)

Emergency out of hours service: Free: 0800 25 26 27

Website: www.gght.org.uk

Email: info@gght.org.uk

Post: GGHT, PO Box 1181, Warrington, WA1 9FB

Other Useful Numbers

Gas emergencies (Transco): 0800 111 999

United Utilities: 0845 746 2200

Environment Agency Floodline: 0845 988 1188 (incident hotline/24hr services)

Cheshire Police: 0845 458 0000 (Non Emergency)

Age UK: 0800 169 6565

Citizens Advice Bureaux: 08444 111 444

National Crimestoppers: 0800 555 111

NHS Direct: 0845 4647

Warrington Borough Council: 01925 444 400



If you would like this document in another format, we can change it into:

Any other language

Another Colour Another Colour

British Sign Language

Braille

Picture Format

Audio



A Larger Font

And many more...

Please contact a member of staff at Golden Gates Housing Trust free on 0800 25 26 27



In this pack, you will find information on the improvements we will be carrying out on your property, what support we can offer you and what we will expect you to do. If you need this information translated into your preferred language for free, please contact us on 0800 25 26 27 and explain this to a member of Golden Gates Housing Trust staff.

ईस पैक में आप उन कई प्रकार के सुधार के बारे में, जो हम आपके घर में करेंगे और हम आपको किस प्रकार का समर्थन प्रदान कर सकते हैं और हम आप से क्या काम करने की आशा करेंगे के बारे में जानकारी पाएंगे। यदि आपको इस जानकारी के हिन्दी में अनुवाद की आवश्यकता हो तो आप कृपया हम से ०८०० २५ २६ २७ पर सम्पर्क करें और इसके बारे में गोल्डन गेटस हाऊजिंग ट्रस्ट के किसी कर्मचारी को बताएं।

(Hindi)

لەم کۆمەڵە کاغەزەدا ، زانیاری دەبینن لەسەر ئەو کاری چاککردنەنەوێ ئێمە لە خانووەکاندا جێبەجێیان دەکەین ، هەرۆها زانیاریش لەسەر ئەو ئێمە دەتوانین چی هاوکاریەکتان پیشکش بکەین وە چاوەڕوان ئەکەین ئێوئەش چی بکەن . ئەگەر پێویستت بەو هەبوو ئەم زانیاریانەت بۆ زمانی پەسه نکەراوی خۆت بۆ وەرگیردیت ئەو تکایە لە پێگای ژمارە ئە لە فۆنی 0800 25 26 27 -و هە پەییوەندیمان پێتو بکە وە ئەمە بۆ فەرمانبەریکی (گۆلڈن گەیت Golden Gates Housing Trust) بۆ خانوویەره پوون بکەرەو.

(Kurdish)

Pakiet zawiera informacje na temat usprawnień możliwych do przeprowadzenia u klienta, rodzaju oferowanego wsparcia i oczekiwań z naszej strony. Jeśli potrzebujesz przetłumaczenia tych informacji na twój rodzimy język, skontaktuj się z nami pod numerem 0800 25 26 27 i wyjaśnij swoje potrzeby urzędnikowi Golden Gates Housing Trust.

(Polish)

В этом пакете вы найдете информацию о мерах по улучшению вашего дома или квартиры, чем мы сможем вам помочь и что вам нужно будет сделать. Если вам нужно перевести данную информацию на другой язык бесплатно, пожалуйста, обращайтесь к нам по телефону 0800 25 26 27 и объясните персоналу жилого кооператива Голден Гейтс (Golden Gates Housing Trust).

(Russian)

Bu pakette evinize yapacağımız yeniliklerle ilgili bilgileri, size önerebileceğimiz yardımları ve sizden beklediklerimizi bulacaksınız. Bu bilgiye ücretsiz olarak tercih ettiğiniz dilde ihtiyaç duyuyorsanız, lütfen 0800 25 26 27 numaradan bizimle temasa geçiniz ve Golden Gates Housing Trust'ın bir yetkilisi ile konuşunuz.

(Turkish)

اس پیک میں، آپ کو اپنی جائیداد میں ہمارے ذریعہ کی جاری اصلاحات، ہم آپ کو کس طرح کی مدد پیش کر سکتے ہیں اور ہم آپ سے کیا کرنے کی توقع رکھیں گے، کے بارے میں معلومات ملیں گی۔ اگر آپ کو یہ معلومات اپنی ترجیحی زبان میں ترجمہ شدہ شکل میں مفت درکار ہے تو، براہ کرم ہم سے 0800 25 26 27 پر رابطہ کریں اور گولڈن گیتس ہاؤسنگ ٹرسٹ کے کسی عملے کو اس کے بارے میں بتائیں۔

(Urdu)



Investing in Neighbourhoods

