

Rural Matters

2021 Edition | June 2021

Focus On

Our new tenant portal,
My Housing Executive
Oil Buying Clubs
Dementia Friendly Homes
Rural Community Award Winners
Online Learning

**Housing
Executive**

50 YEARS

Welcome to the 2021 edition of our Rural Matters Magazine

After the success of our first online edition of Rural Matters, we are continuing to go digital.

Through the challenging winter months, when we had to adapt once again to the challenges of COVID-19 (coronavirus), the Housing Executive has been able to continue providing essential housing services and advice, whilst maintaining the safety of our staff and customers.

A year on from the beginning of the pandemic, we are aware of the effects lockdown and isolation can have on communities and individuals, particularly in rural areas.

On the cover:



**Advice from a sunflower...
be bright, sunny
and positive
spread seeds of
happiness
rise, shine and hold
your head high**

This is why we have kept in-touch with our customers through phone calls, emails, virtual meetings and social media, recognising that now, more than ever, you need to know we are here to help you with your housing needs.

In this edition of Rural Matters, we are showcasing our new tenant portal, My Housing Executive, which will help our tenants to view and manage information remotely. We have also included features on some of the support we offer to tenants and customers to ensure they have access to a home which can help them to live independently, including our 'Dementia Friendly Homes' initiative and our Private Sector Home Improvement Grants programme.

Later this year, we intend to publish our draft Rural Strategy for public consultation and we would like to take this opportunity to thank everyone who took the time to respond to our pre-consultation questionnaire. Your feedback was crucial in ensuring that our objectives for rural housing and housing services for the next four years remain relevant and reflect the changing needs of our rural customers. Please keep an eye on our social media channels and website for the consultation launch.

Finally, on pages 12-13 you can read about the winners of the 2020 Rural Community Awards competition. This is our way of celebrating and highlighting some of the invaluable work undertaken by community groups and volunteers in rural areas over the past 12 months. Many of our isolated and vulnerable tenants and residents benefitted from the work of these groups

to deliver essential goods and to keep in contact through periods of lockdown.

We are preparing to launch the 2021 Rural Community Awards competition in the coming weeks. If you are involved with a rural community group who undertake activities to make your village a better place to live, then please get in touch. We look forward to hearing from you!

Stay safe everyone.



Peter Roberts
Professor Peter Roberts,
Chair



Grainia Long
Grainia Long,
Chief Executive



Affectionately known as the hub of Fermanagh by locals, Kesh is a bustling village steeped in history and surrounded by beautiful countryside. We went down to see their new community facility earlier this year.

The old courthouse in Kesh was completely revamped, thanks in part to funding from our Rural Development Programme match-funding initiative, after over a decade of planning and hard work from people across the community. As soon as we stepped into the centre we received a very warm welcome and it was clear that this was one of the many reasons why it has quickly become the heart of the village.

While taking us on a tour of the facility, Frances, Alan and Gerald are all members of The Courthouse Kesh Ltd and told us the new building allows them to provide invaluable services like a food bank, a 'tunic room' filled with clothes for needy families, a community café, counselling and befriending schemes.

We were blown away by the work of the team and asked them how they had been able to make a huge difference to this rural community within such a short space of time. "We try to do everything we can here to support people and it all starts with having a chat over a cup of tea", Gerald explained, "Through this we are able to find what we can help them with and start putting together a plan so they can get back on their feet."

Alan, who manages the café, added, "We also found that some people in our community felt isolated so the café is a great place for them to come to socialise and make new friends."

Like the traffic in the village, people here seem to have an endless desire to help one another and this is why we want to keep up with them.

KEEPING UP WITH THE KESHIANs

Would you like help making your rural area a better place to live?

Visit the rural section of our website www.nihe.gov.uk to find out how we can support you.



Improve your home with one of our grants

Speak to a member of our **Private Sector Grants Team** to find out about financial support options to help you live independently, and make your home more energy efficient.

If you own your own home, or you rent privately, you may qualify for our Boiler Replacement Scheme or a Disabled Facilities Grant.

Boiler Replacement Scheme

Up to **£1,000** is available to help home owners with the cost of replacing boilers which are at least 15 years old.

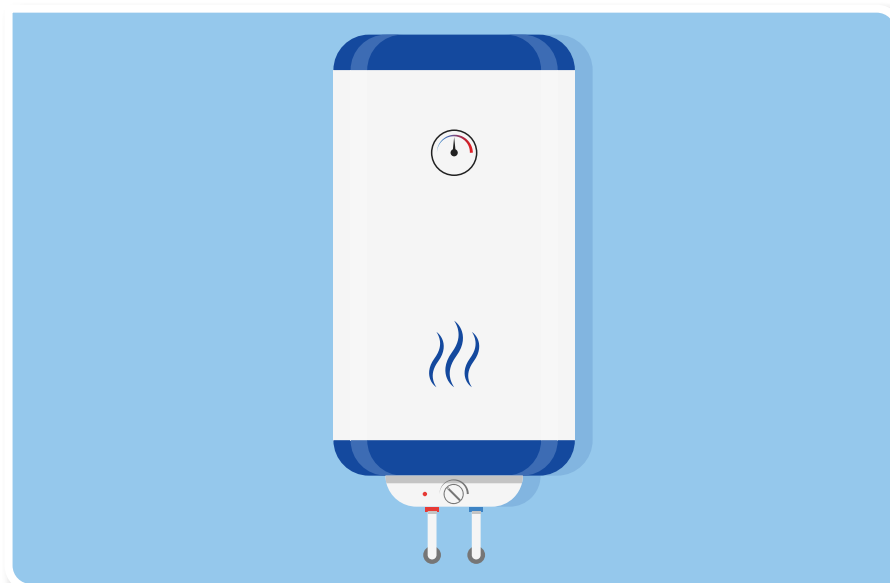
To qualify you must:

- Live in Northern Ireland;
- Own and occupy your property as your main residence;
- Have a total household gross income which is less than £40,000 per year; and
- Have a boiler which is at least 15 years old.

You can apply for the Boiler Replacement Scheme by emailing energyefficiency.psis@nihe.gov.uk or calling 03448 920 900 and asking to speak to your local Grants Office.

Grab a grant!

Visit the [Grants section](#) of our website to find out how we can help you improve your home.



Disabled Facilities Grants

If you're a home owner, landlord, or private tenant, you may qualify for help to adapt a property if there is a person with a disability using it as their home.

Adaptations include:

- Improving access into the home or rooms within the property;
- Providing appropriate showering facilities;
- Adapting lighting or heating controls.

Up to **£25,000** is available, with the size of the grant awarded depending on the cost of the work recommended by an Occupational Therapist, and an assessment of the applicant's financial circumstances.

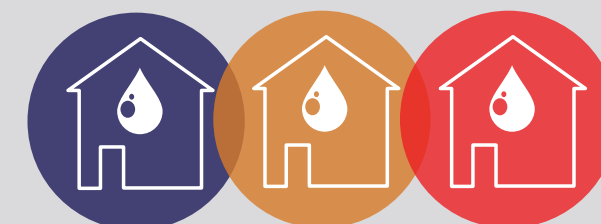
A financial assessment is not necessary if the adaptations are for a child.

To apply contact the Duty Occupational Therapist at your local Health and Social Services Trust, your GP, or social worker. All work must be recommended by an Occupational Therapist.



Join the club

Become a member of our Oil Buying Clubs and spend less heating your home.



With our Oil Buying Clubs you can order heating oil with other local people and save money. This is because buying collectively enables members to negotiate a better price as they can order in bulk and reduce the supplier's delivery costs.

The more people that take part, the greater the savings and these are passed on to everyone. As a member you can buy as little as 200 litres and easily keep track of heating oil prices so you can order at a time that suits you.

You only ever pay for the oil you order and we don't add anything to the price. Our clubs are free to join and are open to all householders so you do not need to be a Housing Executive tenant to become a member. So join today and start saving!



How it works

Get a quote

Members place their order by a specified date. Based on estimated monthly order requests, the club representative will negotiate the best price on each oil group's bulk order.

Place your order

Members are contacted with details of the discounted cost per litre and a proposed delivery date. At this point, you must confirm your order and commit to it.

Receive your oil

Members will then receive deliveries from their local supplier, on their confirmed delivery date. You must pay on delivery or in advance by debit or credit card directly to your oil supplier.

This is dependent on any terms and conditions established by the club.



Find an Oil Buying Club near you

You can learn more about joining a club near you by:

Calling
(028) 95 98 2068 or
(028) 95 98 3316

Texting
07939843716

Emailing
oilbuyingclubs@nihe.gov.uk

Visiting our website
www.nihe.gov.uk

Homing in on rural areas



We're helping bring new family homes to rural areas through our Rural Housing Need Tests.

We understand that our waiting lists sometimes are not an accurate reflection of the demand for social and affordable homes in rural areas. If there clearly is no available housing, very often people do not come forward to register their interest in living in a rural community. Without names on the local waiting list, the need for any additional social or affordable housing remains hidden. This means that new housing schemes will not be planned, which is why our Rural Housing Need Tests are so important.

Rural Housing Need Tests provide an opportunity for people in a particular area to come forward and speak to our housing advisors about their housing requirements and if necessary, make an application with us.

Normally, a test is tailored to suit the designated area, and can involve community meetings, engagement with the local primary school, and a public information event. Due to the coronavirus pandemic, we are focusing on engaging with people digitally, as well as making contact with community representatives, and local politicians, to help ensure the information reaches people in need of a home.

Each test lasts for 4 weeks. Once it is finished, we will add new completed housing applications to the waiting list. If we find that many people want to live in that area, we will work with a housing association to identify a suitable site to build new homes.

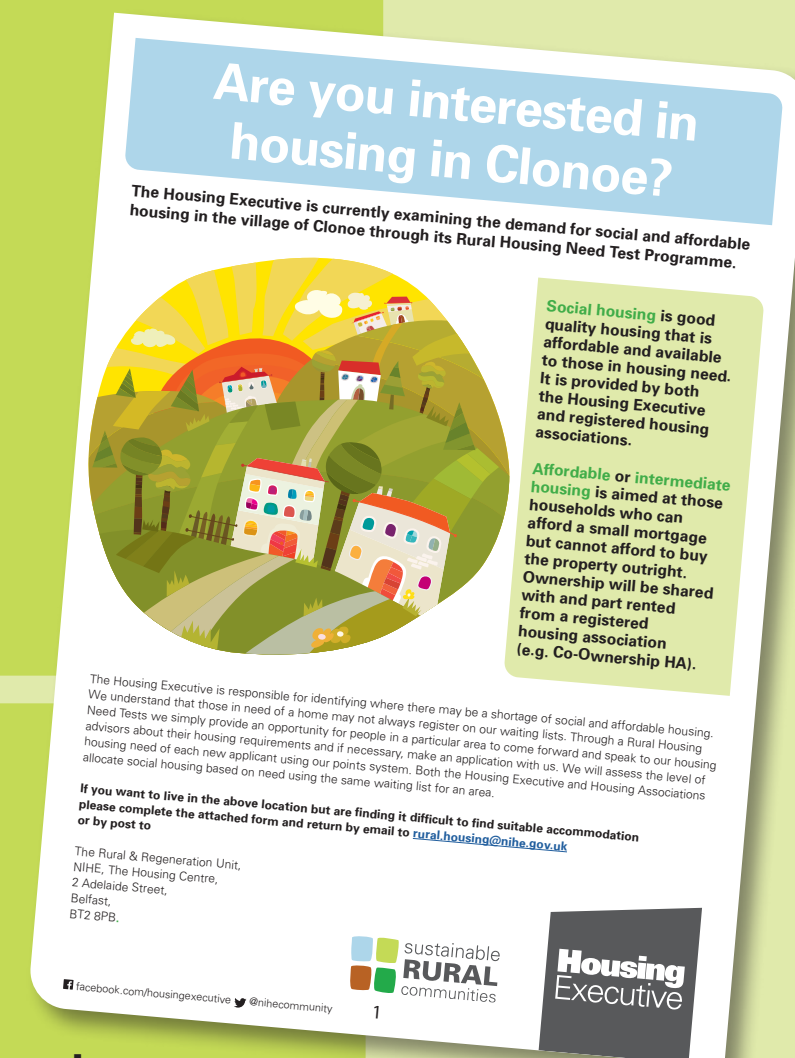
You can learn more about our Rural Housing Need Tests by visiting our [website](#)



Our 2020/21 Rural Housing Need Testing programme

In 2020/21 we carried out the following 12 tests:

- Ballyalton
- Ballyronan
- Desertmartin
- Drumquin
- Donagh
- Gulladuff
- Knockloughrim
- Longfield
- Plumbridge/Cranagh
- Raholp/Saul
- Tobermore
- Upperlands



So far in 2021/22 we have carried out tests in:

- Clonoe
- Markethill
- Gortnahey

Tests are currently underway in:

- Kesh
- Ballyhalbert

All of our tests will be promoted on our website and on social media. However, if you are living in an area for which a test has already been completed or is not included in our programme for this year, you can still contact your local office at any time.

We can offer advice and assistance on how you can improve your housing circumstances through support, or through alternative housing options.

Register with My Housing Executive in 7 simple steps

We all lead really busy lives. That's why it is important that you can contact us when you're on the go, or from the comfort of your home, using the 'My Housing Executive' tenant portal. With My Housing Executive, you can report a repair, make payments, and get in touch with us, anytime, anywhere... all you need is internet access!

Meet Laura. Laura wants to access information on her tenancy in one easy place.

She wants to contact the Housing Executive at a time that suits her. With just a few clicks, she can register for My Housing Executive, and get access to everything she needs.

MY Housing Executive

Get in touch

If you're having trouble registering with My Housing Executive, please call our dedicated Tenant Portal Help Line on 03448 920 910 to chat to a member of our staff.

TOP TIP!
Before you start, have a copy of your rent statement handy. It will have your Tenancy Number on it and will help with the registration process. Your Tenancy Number begins with the number 8.

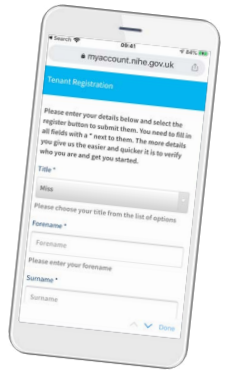
Follow Laura's journey to find out what you need to do to register.

1



Laura visits the Housing Executive website www.nihe.gov.uk and selects the 'Register' option from the menu on the top right hand side of the screen. This brings her to the My Housing Executive registration home page.

2



Laura selects 'Register' from the menu on the left. This opens the 'Tenant Registration' form and adds some personal information. She creates a **username** with an **email address** and a **password**.

Passwords must be between 5 and 20 characters in length and contain:

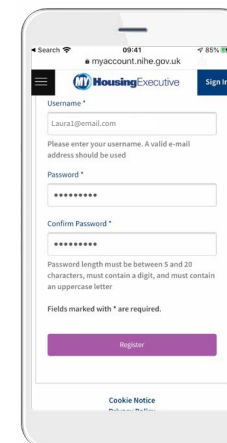
- A number
- A lower case letter
- An upper case letter

It is important to make sure all fields with an * are filled in.

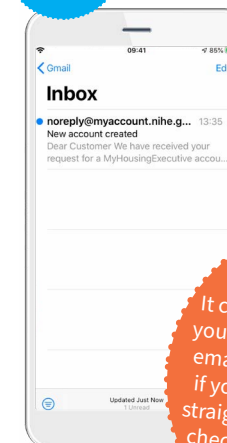
TOP TIP!
Your username should be an email address that you use.

3

Laura clicks on the 'Register' button. She gets an automatic email from us, confirming that we have received her registration form.



4

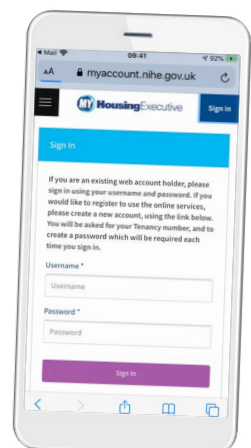


Laura is sent a second email from us asking her to **verify** her My Housing Executive account.

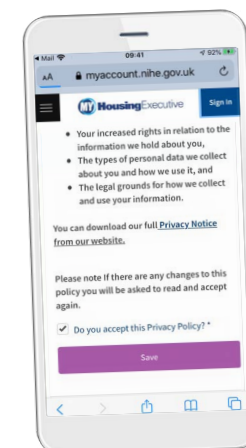
TOP TIP!
It can take up to 24 hours for you to receive the verification email from us, so don't panic if you haven't been sent one straight away. You should also check your 'Junk Mail' folder to see if it is in there.

5

Laura opens the email from us and **copies the verification code** (she needs this for step 6). She clicks the log-in link and enters her **username** and **password**.



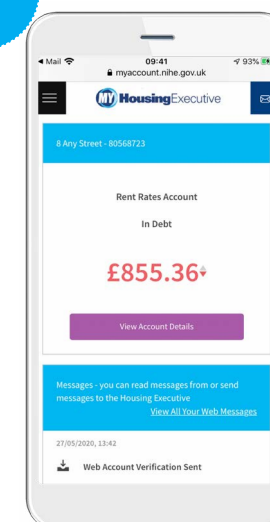
6



Once she is logged in to the portal, she is asked to **read and accept** the Privacy Policy and the Cookie Notice.

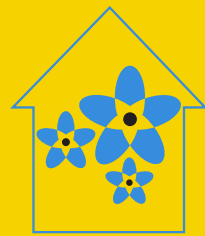
She then pastes the **verification code** into the next screen.

7



Laura's My Housing Executive account is now up and running!

Creating Dementia Friendly Homes



Making your life easier

We can make adaptations to your Housing Executive home, without a referral from an Occupational Therapist, to help you continue to live independently. We can also give you a 'Dementia Friendly Pack' which includes items such as:

- A specially designed landline telephone with large number keys and picture buttons
- A 2-in-1 calendar clock that displays the month, day, date and time prominently
- A dry-wipe reminder board and pen
- Colour contrasting key fobs with labels
- Alzheimer's Society documents and guides
- An easy to read bookmark that has all our contact details on it

If you would like a pack or to have your home adapted please speak to one of our Dementia Champions.

We can also add an alert to our customer records, with the tenant's permission, so that when we get in touch, we do so in a way that meets their needs, and suits them and their family.

We are able to support tenants in a number of ways, such as adapting their home, providing a 'Dementia Friendly Pack' full of items that can make doing everyday tasks easier, and can refer them to partner agencies that provide specialist support.



We sat down with Andrea Curran, one of our Dementia Champions, to chat about how we're helping tenants living with dementia to stay safe in their home, and remain independent.

In 2018, Andrea and her colleague Paula Keenan, developed a 'Dementia Friendly Homes' pilot in our South Down area. Since then, we have trained over 40 members of staff across Northern Ireland as Dementia Champions, providing bespoke support to our tenants, and their families, who are living with dementia.

“People who have been diagnosed with dementia often worry about managing their home and we want to let them know that we are here to help, Andrea explains, By making simple changes, based on the needs of each individual, they can stay independent, active, and safe.”

Would you like our help?

To contact one of our Dementia Champions send us a message on our tenant portal, My Housing Executive, or ring our General Enquiries Line **03448 920 900**



Get a move on with HomeSwapper

Are you looking to downsize, move to a bigger property, or live in a different area? You should register for HomeSwapper, an online Mutual Exchange service for social housing tenants, and find a home that meets your needs.

With HomeSwapper you can swap with another Housing Executive tenant in Northern Ireland or a housing association tenant who lives in any part of the UK. After you register your account on the HomeSwapper website or app, a member of our housing team will confirm if you are entitled to swap. Your Patch Manager can also offer advice on things to consider when looking for a new home.

If you have a secure tenancy with us, you'll be able to post an advert on HomeSwapper. This should have photos of your current home, as well as a few lines on what you're looking for in a new home and where you would like to live.

By doing this, potential swappers can see what your current property looks like and find out if their home meets your needs. You can also search for homes and send messages to other tenants to see if they would be interested in swapping.

Over 500,000 people are on HomeSwapper so join now and find your new home!

Moving just around the corner: Leanne's story



“In January I decided that to move out of my flat in Killyleagh into a house as I wanted more space for myself and my cat Eddie.

HomeSwapper was great as you could view photos of other people's properties and get a feel for what it would be like to live there. I also wanted a house with oil central heating so I was able to ask the previous tenant if my home had this and how much it costs to heat it.

Being able to choose the area I wanted to live in was brilliant as I could pick an estate that was still just round the corner from my mum and dad.”

Get Swapping now



HomeSwapper

To register for HomeSwapper download the app from the [Google Play Store](https://play.google.com/store/apps/details?id=com.homeswapper) or the [Apple App Store](https://apps.apple.com/gb/app/homeswapper/id1444444444) You can also create an account on www.homeswapper.co.uk

Celebrating Rural Community Champions

2020 was a year like no other. This is why our Rural Community Awards recognised the individuals and community groups who kept their communities going during the pandemic.

The panel received some amazing applications, and after much deliberation, we selected community groups based in Moneydig, Cullybackey, Portaferry, and Kesh as the winners of the Rural Community Spirit Award.

We also crowned volunteers Patricia McQuillan, Alan Crawford, Maria McKeating, and Kathleen Breen, Rural Community Champions, for supporting vulnerable people living in their area during this uncertain time.

Although we couldn't have an awards ceremony this time around, we travelled across Northern Ireland to hand-deliver £6,000 worth of cash prizes to our winners once restrictions had eased. These will be used to support any initiatives being run, by the groups and volunteers, in their villages and hamlets.

If you'd like to learn more about how the Housing Executive can support your rural area visit our [website](#)



Moneydig

Moneydig Rural Network members started a 'befriending service' during the pandemic, led by their Secretary **Patricia McQuillan** who was awarded Rural Community Champion, so they could support vulnerable people in their community.



Cullybackey

Last year Cullybackey Community Partnership ran a range of projects that kept local people connected, such as a 'Best Kept Garden' competition and creating a knitted tribute to the NHS.



Portaferry

The panel were really impressed by how Portaferry Community Collective ran a 'Jigsaw Puzzle Project', creating over 100 personalised jigsaw puzzles featuring different places in the village, to reduce social isolation during lockdown.



Kesh

The Courthouse Kesh Ltd members have been running a range of services, managed by Rural Community Champion winner **Alan Crawford**, such as a food bank, debt management advice and medicine delivery to improve the wellbeing of villagers.



Carrowshee

We also crowned **Kathleen Breen**, from Carrowshee and Sylvan Hill Community Association, Rural Community Champion. During the last year she reached out to everyone in her village and connected them with local advice services.



| Rural Community Spirit |
WINNERS

**Housing
Executive**

| Community Champion |

 sustainable
RURAL
communities

Our door is always open

Your home should be a safe space. We are here to offer you advice and support, if you are suffering from, or feel at risk of domestic abuse.

What is domestic abuse?

Domestic abuse can happen to **anyone** regardless of gender, age, ability, sexual orientation, or ethnicity.

When a current or former partner, or a family member is violent or abusive to you, you're experiencing domestic abuse. It can involve physical contact, verbal or emotional abuse, coercive and controlling behaviour, and threats to harm or kill.

You do not have to be physically harmed to be abused.

What happens if you report domestic abuse to us?

Do not suffer in silence - you can call us in confidence on **03448 920 900** and ask to speak to your Patch Manager.

We will support you to make decisions about your living arrangements to help keep you safe such as:

- Installing security enhancements in your home
- Organising support from organisations that specialise in helping victims of domestic abuse
- Arranging temporary emergency accommodation and transport to get there
- Discussing your permanent housing options with you

You only have to tell us about your experience once, and we will ensure confidentiality in accordance with your wishes.

If you feel in immediate danger, contact the PSNI by calling 999

If you are unable to speak press 55 on your keypad, the call operator will flag with the silent solutions team as an emergency.

We also run an out-of-hours, emergency homeless service.

If you find yourself in a crisis, after 5pm, at the weekend, or on a bank holiday, you can ring our team on **03448 920 908**.

Regardless of the abuse you are experiencing:

- it is not your fault
- you are not alone
- you have the right to live free from fear
- you can survive and move on from an abusive relationship.

Help is at the other end of the phone

We give funding to a range of specialist organisations that provide advice and support to victims of domestic abuse. You can get in touch with them by calling the following numbers:

24 hour Domestic and Sexual Abuse Helpline:
0808 802 1414

Women's Aid:
028 9024 9041

Men's Advisory Project:
02890241929 or 02871160001

Men's Action Network:
0287137777

Support for the LGBT+ community, provided by The Rainbow Project:
02890319030 or 02871283030

If you are worried about a child please ring the **NSPCC** on **0808 808 8000**



Get connected with your Local Rural Support Network

Your Local Rural Support Network can offer your community group support with applying for funding, developing your neighbourhood, and signposting you to service providers.

There are 6 Local Rural Support Networks across Northern Ireland. Get in touch with them to find out how they can help your community grow.

Northern Community Network

Old School House, 25 Mill St, Cushendall, Co. Antrim, BT44 0RR

Website: <http://www.nacn.org>

Tel: **028 2177 2100**

Email: info@nacn.org

County Down Rural Community Network

Ballymote Centre, 40 Killough Road, Downpatrick, BT30 6PY

Website: <http://www.countydownruralcommunitynetwork.com>

Tel: **028 4461 2311**

Email: info@countydownrcn.com

The, Antrim, Down, and Armagh Rural Support Network (TADA)

Unit 10A, 19 Carn Business Park, Portadown, BT63 5WG

Website: <http://www.tadasupportnetwork.com>

Tel: **028 3839 8888**

Email: info@tadarsn.com

Community Organisations of South Tyrone & Areas (COSTA)

President Grant's Homestead,

45 Dergenagh Road,

Dungannon, Co. Tyrone,

BT70 1TW

Website: www.costaruralsupportnetwork.org

Tel: **028 8555 6880**

Email: info.costa@btconnect.com

Cookstown & Western Shores Area Network

The Crieve Centre,

2 Hillhead Stewartstown,

County Tyrone,

BT71 5HY

Website: <http://cwsan.org>

Tel: **028 8773 8845**

Email: info@cwsan.org

Omagh forum for Rural Associations

Omagh Community House,

2 Drumragh Avenue,

Omagh, Co Tyrone,

BT78 1DP

Website: <http://www.omaghforum.org/>

Tel: **028 8225 1559**

Email: info@omaghforum.org

Making your garden blooming marvellous!



Last year we distributed sunflower, summer flower, and mixed herb seeds to communities across Northern Ireland.



We were delighted to see so many of you using them to give your garden some TLC during lockdown. We hope it has inspired lots of young people to become budding horticulturists!

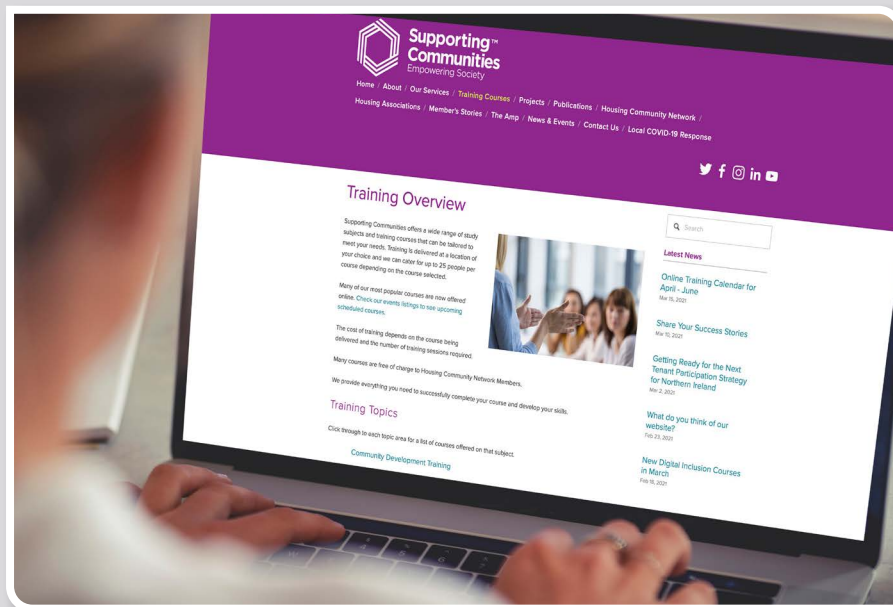
Take your learning to the next level

We provide funding to Supporting Communities so they can offer a range of, accredited and non-accredited, training courses free of charge to members of our Housing Community Network.

As an OCN training centre, they are here to support community groups develop their skills, deliver their projects more efficiently and demonstrate how their work helps local people. Their staff can also help you establish good governance practices in your group and put systems in place so you can manage your finances easily.

All the courses can be done online and they also offer awareness sessions so you can learn the basics on a specific topic before deciding if you want to commit to doing more training.

If you're interested in studying, please speak to your local Community Development Officer at Supporting Communities or one of our Good Relations Officers.



Here's what community groups said about their experience...

Without the support and guidance of Supporting Communities I would not have had the confidence and opportunity to consider Community Development as an area of further education.

I am now more confident that I could complete a funding application to a much higher level than before I completed this training.

Level up

Supporting Communities offer a range of training courses and qualifications on topics such as:

- Community Development
- Financial Management
- Measurement and Evaluation
- Communications and Social Media
- Digital Skills
- Tenant Participation
- Good Governance

You can find out more by visiting www.supportingcommunities.org



Making rural communities safer

While the majority of our areas are safe and popular places to live, we recognise that nuisance and anti-social behaviour are real issues which can have a significant impact on you and your family.

Reporting anti-social behaviour

If you are one of our tenants, the easiest way to report anti-social behaviour is to ring our General Enquiries Line on **03448 920 900** and ask to speak to your Patch Manager.

You can also send them a message on our My Housing Executive tenant portal.

If you prefer, a relative, friend, or representative can make a complaint on your behalf. You can also report anti-social behaviour anonymously on our website www.nihe.gov.uk however this may mean action that can be taken may be limited.

Help us help you

It is important when reporting anti-social behaviour that you provide as much detail as possible, such as the date and time of the incident, who was involved, where it happened, and who was affected by the anti-social behaviour. It may also be necessary for you to report anti-social behaviour to the PSNI or your local council.



We are here to support you

If you make a complaint, we will respond in a sensitive way, and take appropriate action to tackle the problem, taking your wishes into account. We also organise support for victims and witnesses, by making referrals to specialist organisations such as Victim Support Northern Ireland.

Interpretation services for deaf or hard of hearing customers

If you are deaf or hard of hearing you can get in touch with us online, by text, or face to face.

LET'S CONNECT

British (BSL) and Irish Sign Language (ISL) users can use the online interpretation service offered by SignLive to access advice and support on everything to do with your tenancy with us.

Video Relay Service (VRS) works by connecting you with a BSL or ISL interpreter who will relay the conversation between you and a member of our staff.

To find out how to use SignLive visit our website www.nihe.gov.uk



SEND US A TEXT

If you have a textphone or the Relay UK app installed on your smartphone, you can communicate with us via text using the below numbers:

GENERAL ENQUIRIES:
18001 03448 920 900

REPAIRS:
18001 03448 920 901

HOUSING BENEFIT:
18001 03448 920 902



VISIT OUR OFFICE

If you've been asked to come into one of our offices by a member of our staff to discuss your housing situation, we can arrange for a BSL or ISL interpreter to provide you with communication support during your visit.

WIN an Amazon Fire.

We are giving the chance for two of our readers to win an Amazon Fire.

The closing date is **31 August 2021**
and we will present the winners in the next edition of the magazine.

Respond by email to rural.housing@nihe.gov.uk



1. Up to how much money is available to home owners to help with the cost of replacing an old boiler?

2. How many steps are involved in registering with My Housing Executive?

3. Name one item from the Dementia Friendly packs we can offer our customers?

*We will retain your personal data until the competition draw has taken place, after the draw we will securely destroy the information. We will not use or retain your personal data for any other purpose.

EMBRACING ALL OUR NEIGHBOURS

ARABIC

اكتب غل يه فيزييل جنال الة غللا نكت مل اذا
يف قدع اس ملال عل لوصح الح اجاتحتو مل
عيطتستستف ، عيطخل او فيفشل قمجرتل
هذه ريفوت فيذيفنتل نالكسلا قمدخ
لكنم يجرى ، بلطلل دن ع فيناجل مل تامدخ
نم ليصفتل اب رمل اذه لوح راسفتستال
يلجل مل الكبتكم

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

Jei anglų kalba nėra jūsų gimtoji kalba ir
jums reikia pagalbos dėl vertimo žodžių ir
rašto, 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。

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.

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 Guraynta
(Housing Executive) ayaa adeegyo bilaash
ah bixin kara marka laga codsado, fadlan
faahfaahin dheeraad ah weydii xafiiska
xaafaddaada.

For customers with sensory disabilities, information can be provided in alternative formats like large print, Braille or audio. Sign language interpreters can also be provided, but please give as much notice as possible to allow us to meet your request.

**Housing
Executive**

nihe.gov.uk [facebook.com/housingexecutive](https://www.facebook.com/housingexecutive) [@nihecommunity](https://twitter.com/nihecommunity)

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