

Helitaanka adeegyada Hounslow Homes Xidhiidhka lagula yeesho (Communicating with you)

Adeegyada Hounslow Homes

Yaannu nahay

Hounslow Homes waxa la aasaasay 2002 si ay u maamusho degmada guryaha kawnsalka ee ku yaal oo ah 16,500. Iyadoo harumarin lagu samaynaayo tayada guryaha ee degmada ayaa waxaannu rajaynaynaa inaannu gaadhno hadafka la rabo inaannu gaadhno ugu danbayn 2007.

Waxaannu qabanno

Waxaannu u jirnaa inaannu maamullo, dayactirno, oo horumarin ku samayno Guryaha kawnsalka oo aannu la shaqayno xafiisyada guryaha iyo kuwa kaleba si aannu beesha uga dhigno meel wanaagsan.

Degmada Hounslow waxay sii yeelan doontaa dugyihii degmada waxaanay mas'uul ka noqon doontaa inay iyagu guryaha dadka u qoondeeyaan oo ay kirada dejiyaan.

Helitaanka adeegyadayada

Luqadaha

Hounslow Homes waxay macmiisha aanay luqaddooda koowaad ahayn ingiriisida u fidin kartaa adeegga afcelinta iyo tarjamadda.

Fadlan la soo xidhiidh 020 8583 2299 ama minicom 020 8583 3122 haddii aad u baahantahay dmacluumaad ah luqad kale adigoo sheegaya lambarka tixraaca iyo magaca warqadda ama dhokumentiga.

Marinka adeegyada loo maro (Physical Access)

Hounslow Homes xafiisyada guryaha waa la tegi karaa, waxaanay leeyihiin albaab loo sameeyay inay ka galaan dadka lagu riixayo gaadhiga naafada iyo gawaadhida carruurta lagu riixo, qol carruurta

loogu beddlo, iyo musqulo la geli karo. Guriga ayaa lagugu soo booqan doonaa haddii aanad xiifiiskayaga iman karayn.

Nidaamka loobka (Loop-System)

Xafiisyada guryaha ee ku yaal Civic Centre, Chiswick Town Hall, Brentford and St Catherine's House ee Feltham waxay leeyihiin qoolal lagu xidhay nidaamka luubka (fixed loop-systems). Meesha aanu ku xinayn luubka, waxaannu keeni karnaa luubka la qaadi karo. Waxa kale oo kaas qaadan kara shaqaalaha dadka macmiisha ah ee maqalka ka laxaadka la' ku soo booqanaya gurigooda ama meel kale. Fadlan la soo xidhiidh xubin ka tirsan shaqaalaha Hounslow Homes haddii aad u baahantahay qalab kaa caawiya helista adeegyada.

Cajeladaha maqalka

Hounslow Homes macluumaadka ayay beddeli kartaa, waxyaabaha ku qoran waraaqaha ayaa lagu duubi karaa cajeladaha maqalka haddii loo baahdo.

Qoraalka loogu talagalay dadka aragga ka laxaadka la'

Hounslow Homes waxay macluumaadka loogu talagalay macmiisha iyo waraaqaha ku daabici kartaa farta loogu talagalay dadka aragga ka laxaadka la'.

Turjubaannada wax ku tarjuma luqadda tilmaamaha

Hounslow Homes waxay kuu keeni kartaa turjubaanka ku tarjuma tilmaamaha (BSL(kuwa ingiriisida u gaarka ah) iyo kuwa kaleba) waxana loo keeni karaa dadka macmiisha ah.

Farta waawayn (Large Print)

Hounslow Homes waxay macluumaadka iyo waraaqaha ku daabici kartaa farta waawayn.

Telefoonka qoraalka (Type Talk (Minicom))

Hounslow Homes waxay loo soo diri karaa telefoonnada qoraalka ah. Taasi waa adeeg qarsoodi ah oo dhex maraya qofka qoraalka soo diraya iyo qofka wax maqlaya oo uu qof shaqaale ahi u kala gudbinayao.

Fadlan la xidhiidh xafiiskaaga guryaha haddii aad u baahantahay macluumaad la xidhiidha arrimaha guryaha oo ku qoran luqado kale ama

ku daabacan qaab kale. Haddii aad xafiis soo booqanayso, waxa arrin waxtar leh noqon lahayd markii ay suuragal tahayba inaad la soo hadasho Hounslow Homes intaanad iman si loo sameeyo qabanqaaboyin munaasib ah.

La xidhiidh xafiiska guryaha ee ku qaabilsan

Mandaqadda bariga (East Area):

Chiswick & Brentford Office

Chiswick Town Hall, Heathfield Terrace, Chiswick W4 4JE

ama

58-59 Brentford High Street, Brentford TW8 OAH

Tel: 020 8583 4220

Minicom: 020 8583 4390

Fax: 020 8583 4228

Email: info.housingeast@hounslowhomes.org.uk

Mandaqadda dhexe (Central Area):

Heston/Cranford & Hounslow/Isleworth Office

The Civic Centre, Lampton Road, Hounslow TW3 4DN

Tel: 020 8583 4382

Minicom: 020 8583 3959

Fax: 020 8583 3723

Email: info.housingcentral@hounslowhomes.org.

Mandaqadda galbeedka (West Area):

Feltham/Bedfont & Hanworth Office

St Catherine's House, 2 Hanworth Road, Feltham TW13 5AB

Tel: 020 8583 4383

Minicom: 020 8583 4387

Fax: 020 8583 4052

Email: info.housingwest@hounslowhomes.org.uk

Xarunta lala soo hadlo ee dayactirka (Repairs Call Centre)

Khadka lacag la'aanta: 0800 085 6575

Minicom: 0800 389 9821

Ka baxsan saacadaha

shaqada/ dayactirka degdegga ah: 020 8583 2222

Khadka xidhiidhka (Linkline)

Khadka xidhiidhku wuxuu kuu suurageliyaa in badhan aad taabatid aad qof ku wargelisid inaad caawimo u baahantahay. Khadka shaqaalaha khadka xidhiidhka waxa la heli karaa 24 saacadood ee maalinta, 365 ka maalmood ee sannadka iyadoo telefoon laga so owacayo si ay kaaga caawiyaan inaad u noolaato si madax bannaan oo aan werwer lahayn adigoo og inaad caawimo helayso. Wixii macluumaad ah ee dheeraad ah kala xidhiidh: 020 8583 4400

Cabashooyinka dadka macmiisha ah

Tel: 020 8583 3737

Fax: 020 8583 4336

Minicom: 0800 389 9821

Email: complaints.team@hounslowhomes.org.uk

Xaaladaha degdegga ah ee Degmada Hounslow London Borough of Hounslow Emergency

Ka baxsan saacadaha shaqada

020 8583 2222

Ama haddii aad guri la'dahay

020 8583 3842 (9am illaa 5pm)

Goobta internetka (Website)

Waxaad kala soo xidhiidhi kartaa

Hounslow Homes adigoo soo booqda:

www.hounslowhomes.org.uk

Tarjamadda iyo afcelinta

Haddii aad u baahantahay koobbi ah buugyarahan ku saabsan sida loo helo adeegyada Hounslow Homes oo ku qoran luqad kale ama ku daabacan qaab kale, fadlan soo wac 020 8583 2299 ama minicom 020 8583 3122.

Hounslow Homes waxay heegan u tahay hirgelinta u sinnaanta fursadaha ee dadka oo dhan, in loola dhaqo si qumman oo caddaalad ah oo xushmad leh dhammaan beelaha iyada oo aan loo

eegin da'dooda, qawmiyaddooda jinsiyaddooda, isirkooda, ictiqaadkooda diiniga ah, jinskooda, xaaladdooda guurka, miyuulkooda jinsiga ah, mas'uuliyadda ka saaran ciddii ku tiirsan, naafanimada, nashaadka ururka shaqaalaha ee uu ka tirsanyahay ama nashaadka siyaasiga ah, iyo wixii kale ee exasho keeni kara.