

Sida looga cawdo adeegyada Hounslow Homes

Hal ku dhigga Hounslow Homes

(Hounslow Homes' Mission statement:)

**“Inaannu gudbinno adeeyada guryaha oo aad ufiican oo
aannu dhiirri gelinno kobcinta beelaha mandaqadda”**

Sida looga cawdo adeegyada Hounslow Homes

Hounslow Homes waxaannu heegan u nahay inaannu bixinno adeegyo tayadoodu sarrayso oo aannu u fidinno macmiishayada. Waxaannu ognahay inay mararka qaar wax naga khaldamaan, markay arrintu sidaas noqoto waxaannu rabnaa inaad noo soo sheegto si aannu u saxno wixii khaldamay.

Haddii aanad ku faraxsanayn adeegyada aanuu annaga ama cidda shuraakada nala ah ama qandaraaslayaasha no shaqeeyaa ay kuu fidiyaan oo ay shaqaalaha arrintaas ka mas'uulka ahi sixi kari waayaan, fadlan isticmaal nidaamkayaga cabashooyinka.

Heerka 1

Dhibaataada u sheeg sarkaalkayaga cabashooyinka.

Waxaad kala xidhiidhi kartaa:

Telefoonka ah: 020 8583 3737

waraaqahaa:

Call Centre Complaints Team

Hounslow Homes

Ashmead Road

Feltham, Middlesex

TW14 9NN

E-mail:

complaints.team@hounslowhomes.org.uk

Foomka cabashooyinka:

Waxa laga heli karaa xafiisyada soo dhawaynta ama waxaad shaqaalahayaga ka codsan kartaa inay kula buuxiyaan

Internet: booqo goobta internetka ee ah: www.hounslowhomes.org.uk

Saraakiisha cabashooyinka ayaa qabanqaabin doona inuu maamulaha adeegga ka mas'uulka ahi kuu soo jawaabo. Waxaannu ka soo jawaabcelin doonna a dhammaan

How to complain about Hounslow Homes - Somali

cabashooyinka na soo gaadha waxanaannu qoraal kuugu soo sheegi doonnaa marka aad jawaab naga fili karto. Taasina sida qaalibka ah waa 2 wiig kadib marka ay cabashadu na soo gaadhay.

Wuxuu macluumaadka aannu haynaa noo sheegayaa inay dadka macmiisha ah 10% oo ka mid ahi dalbadaan in arrintooda baadhitaankeeda la sii wado, kadib marka ay jawaab ka helaan maamulaha adeegga.

Heerka 2

Arrintu si kastaba ha ahaatee haddii aanad ku faraxsanayn jawaabta aad heshay, waxa lagugu marti qaadayaa inaad la soo xidhiidho Sarkaallada adeegyada macmiisha oo samayn doona baadhitaan madax bannaan oo lagu sameeyo cabashadaada.

waxaad Sarkaalladayada adeegyada macmiisha kula soo xidhiidhi kartaa:

Telefoon: 020 8583 3726 or 020 8583 3727

Warqad:

Customer Services Office
Hounslow Homes
St Catherine's House
2 Hanworth Road
Feltham, Middlesex
TW13 5AB

E-mail:

complaints.team@hounslowhomes.org.uk

Haddii ay sababtu siday doonto ha ahaatee aanu maamulayaashayadu kuu soo dirin jawaabta cabashadaadii ahayd Heerka 1, si loo hubiyo in arrinta wax laga qabto ayay Sarkaallada adeegyada macmiishu cabashadaadi si otomaatik ah ugu gudbin doonaan Heerka 2 waxaanay ku sheegi doonaan inay arrintu sidaas tahay.

Markuu bilaabmo baadhitanaka ah Heerka 2 iyaga ayaa warqad kuu soo qori doona oo kuu soo sheegi doona goorta lagu soo jawaabi doonao. Taasi inta badan waa 2 wiig kadib marka la bilaabo baadhitaanka.

Mar labaad macmiisha 10% oo ka mid ah ayaa dalbada in arrinta la sii wado kadib marka ay helaan warqadda ay u soo diraan saraakiisha adeegga macmiishu.

Heerka 3

Xaaladaha sidaas ah marka aanay macmiishu weli ku qanacsanayn natiijada baadhitaankaii ahaa Heerka 2 waxaad ka dalban kartaa Sarkaalka adeegyada macmiisha inuu arrinta u gudbiyo Guddiga cabashooyinka. Guddiga cabashooyinku waxay ka kooban tahay xubnaha maaraynta Hounslow Homes iyo ergooyin ka socda kawnsalka Hounslow.

Markaannu dhammaystirno baadhitaankayaga Heerka 2 waxaannu kuu sharxi doonnaa sida arrinta loogu gudbiyo Heerka 3. Haddii aad dalbato in arrinta la gudbiyo

waxaannu kuu sheegi doonaa wakhtiga cabashadaada au eegi doonto guddiga cabashooyinka, taas oo sida caadiga ah kulanta 6dii wiigba mar.

Heerka 4

Markaad saddexdaa heer marto haddii aanad weli ku qanacsanayn waxaad samayn kartaa inaad:

1. Inaad cabashada u gudbiso garsooraha maxalliga (Local Commission for Administration) (the Ombudsman). Cinwaankoodu waa Millbank Tower, Millbank, London, SW1P 4QP telefoonkooduna waa 020 7217 4621. Lagama yaabo inay cabashadaada baadhaan illaa aad so omarto saddexda heer aannu hore u soo sharraxnay.
2. Haddii aad tahay qof guriga iibsaday cabashadaada u gudbin kartaa nidaamka xallinta khilaafka dadka guryaha iibsaday(Leaseholders Dispute Resolution Scheme). Kani waa nidaam ah dhexdhexaadin iyadoo lal marayo machadka dhexdhexaadinta waxaannu badiil ka yahay tallaabooyin qaanuuni ah oo la qaado oo maxkamado ama guddiydaa qiimaynta dadka guryaha iibsaday(Leaseholders Valuation Tribunal). Waxa jira kharash ah diiwaangelin oo dhan £58.75 oo qofka arrintan doorta ka baxaya.
3. Maa daama aad tahay qof kawnsalka guri kaga jira ama qof guriga iibsaday waxaad kooxda cabashooyinka ee guud ka dalban kartaa inay cabashadaada baadhaan inta aanad u gudbin garsooraha (Ombudsman).

Waxaannu kuu sheegi doonaa doorashooyinkaas marka aannu kuu sheegayno go'aammadii ka soo baxay Guddiga cabashooyinka.

Haddii aad hayso wax faallooyin ah ama su'aalo ku saabsan warqaddan ama adeegyada lagu sharraxay, fadlan kala soo xidhiidh Sarkaallada adeegyada macmiisha telefoonka ah 020 8583 3726 ama 020 8583 3727.

Miyaad u baahantahay caawimo dheeraad ah?

Haddii aad u baahantahay koobbi ah warqaddan oo ku qoran luqaddaada, farta waawayn, farta loogu talagalay dadka aragga ka laxaadka la, ama iyadoo cajelad ku duuban, fadlan la soo xidhiidh 020 8583 2299 ama minicom 020 8583 3122.