



Birmingham City Council  
**Housing  
allocation  
scheme:  
summary**



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# Introduction

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This leaflet is a summary of Birmingham City Council's (BCC's) allocation scheme. If you need more information, you can see a copy of the full document at your local housing office or neighbourhood office or you can visit BCC's website at [www.birmingham.gov.uk](http://www.birmingham.gov.uk). A copy of the full scheme can be provided on request but we will make a small charge for this.

The allocation scheme says who we can offer a council property to, and how we decide who should be housed first. We need an allocation scheme because we don't have enough properties to meet demand. Our allocation scheme is designed to be fair – it works on a points system, which reflects people's different housing needs.

If anything in this summary is not clear, please ask at your local neighbourhood office. We can also help you to fill in your housing application form, and answer any other questions you may have.

## Working within the law

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Every council must have an allocation scheme. We have to follow many laws when we create our allocation scheme, and we need to make sure that the policy is in line with our other policies.

Our housing service is paid for by public funds, so we work to protect these funds from fraud and corruption. It is a criminal offence for applicants to try to obtain BCC accommodation by deliberately giving false information, or holding information back.

Birmingham City Council is committed to equal opportunities and non-discriminatory practice. Every effort will be made to ensure that people applying for housing are treated fairly and sensitively, and will not be discriminated against on the grounds of race, colour,

ethnic or national origin, disability, faith or belief, age, gender, sexuality or marital or civil partnership status.

## The housing register

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The housing register is a list of people who have applied for council housing in Birmingham. We also allocate some housing owned and managed by other landlords, such as housing associations. When we allocate those properties, this is known as a nomination.

### **How to apply to join the housing register**

We ask you to fill in a housing application form so that you can join the housing register. You can get a housing application form from your local neighbourhood office. You can also download a form from the council's website [www.birmingham.gov.uk/finding-a-home](http://www.birmingham.gov.uk/finding-a-home). If you have difficulty filling in the form, staff at your local neighbourhood office can help you to fill it in.

We will need certain documents to prove your circumstances. You can find more information about this in the housing application form.

### **Who can apply?**

Anyone aged 16 or over can apply to join the housing register. For us to consider your application you must fill in one of our application forms. Then, as long as you are aged 16 or over and can show us the acceptable proof of your identity, we will put you on the housing register.

### **Who can be made an offer of a home?**

We have some rules about who can be made an offer of a home. Some of the rules are because of the law and others are because it is Birmingham City Council policy.

The law stops us from offering a home to people subject to immigration control and certain people from abroad. It is also council policy not to offer a home to:

- 16- and 17-year olds unless there are exceptional circumstances
- any applicant where we have decided that they or any member of their household is guilty of behaviour which would make them unsuitable to be a tenant at the time that the application is considered.

If the council decides that although you are on the housing register you can not be made an allocation of a home, we will write to tell you this and the reasons for the decision. You will also have a right to request a review of the decision (see page 17).

If we decide that you can not be made an offer of accommodation this decision will automatically be reviewed either annually or on your 18th birthday, whichever is sooner.

It is very important that you tell us of any change in circumstances and particularly in immigration status. We carry out checks before we make a formal offer of accommodation and if we find at that time that you are not eligible because you failed to tell us about your change in circumstances we will not be able to make you any offers and we may reduce any priority you may have in the future (see page 11).

## How we decide who needs housing first

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After we have received an application form and decided that the applicant is eligible to join the housing register and is eligible to be made an offer of a home we must then look at how urgently the applicant needs to move.

We do this by using a points scheme. We give points for a number of housing circumstances. Mostly points are given to show that the applicant has a need for another home but sometimes we give points to allow us to make the best use of the housing that the council owns or manages.

The points scheme is based on the law, which tells us the types of housing circumstances we should give priority to in our allocation scheme. We do not give the same number of points for every type of housing need because some housing circumstances are more urgent than others. We do not have enough homes becoming available for everyone on the housing register so we must have a way of deciding who should be housed first.

You can find a table showing what we give points for at the end of this leaflet but we have outlined below some of the types of circumstances that we consider to be a housing need.

The types of need we give points for include:

- **Moving from a home that no longer suits you but is in high demand.** For example, your home is too large for you, or your household no longer needs an adapted property.
- **Points to try and prevent people from becoming homeless.** For example, you are leaving the armed forces and you have a local connection with Birmingham.
- **Homelessness.** The council has a legal duty to house some homeless people in great need, for example, those with dependent children, or women who are pregnant. We give different points to homeless applicants, depending on circumstances.

- **Unsatisfactory living conditions.** For example, we give points for overcrowding and for sharing facilities. We also give points for people who will lose their home because the area they live in is being regenerated.
- **Medical or welfare reasons.** For example, you have a long-term health or care need which means you need a different type of home or a home in a different area.
- **Moving because you have been referred by a social worker.** For example, you may be fostering or adopting a child and your current home is unsuitable.
- **Moving to avoid hardship.** For example, you need to move to start a new job in another part of Birmingham.

### **What happens if I have more than one housing need?**

If you have more than one housing need, your points will be added together to give you a points total. For example, you may be living in an overcrowded property and need to move to another area to start a new job.

### **Points that can not be given together**

Some of the points awards can not be given together. This is because they may be recognising the same housing need. For example, we would not be able to give you homeless points and points for domestic violence if you have become homeless because of domestic violence.

### **Time waiting**

For every year that you are on the housing register, we will award one extra point for each set of points you have. This is to make sure that where there are applicants with the same levels of

housing need we are able to offer a home to the applicant that has been in housing need for the longest. You do not get waiting points if we have decided you do not qualify for any other points.

You do not get waiting points if we have decided that your points should be reduced for one of the reasons shown on page 11.

### **Medical and mobility points**

To be given these points you must complete a Health and Housing application form. You can find out more information about this in the leaflet *Moving home because of serious ill health or disability*. Applications for medical or mobility points are considered by a medical panel which includes a health professional. Points may be awarded more than once if there is more than one person in your household with a medical or disability need.

### **How we assess overcrowding**

We use the law and government guidelines to help us to work out if your household is overcrowded. We give points for each bedroom that you are lacking in your current home. To work out how many bedrooms your household needs we use the following rules:

## Rules to assess overcrowding

The following can share a bedroom:

- a couple.
- two persons of the same sex, up to and including the age of 17.
- two persons of opposite sex, up to and including the age of nine.

If you or a member of your household is pregnant we will take the unborn child into account when working out if your household is overcrowded as long as we have seen proof of the pregnancy.

We do not usually include children from current or former relationships in the overcrowding assessment unless the children are equally dependent on both parents; evidence of this will be needed.

Some bedrooms are not suitable for sharing according to the rules above due to the size of the room.

- Bedrooms under 50 square feet will not be included in the calculation.
- Bedrooms more than 50 but less than 90 square feet will be classed as a single room, suitable for one person.
- Bedrooms over 90 square feet will be classed as a double room, suitable for two people.

We give additional points for statutory overcrowding. These are given if you are living in a home which is overcrowded by applying the rules set out in the Housing Act 1985.

# Helping you to understand where you are on the housing register

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Once we have assessed your application and added up all the points, we will put you in a housing needs band graded from A to D, with A at the top. This banding gives you an idea of where you are on the housing register, compared to other people.

Your total number of points	Band
More than 250 points	Band A
Between 100 and 250 points	Band B
Between 1 and 99 points	Band C
No points	Band D

## Reducing your points

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In some cases, we may decide to reduce your points. For example, if you have 100 medical points, we could reduce them to either 10 points or 50 points. We could do this because we have decided that:

- you have enough assets or income to pay for another type of housing, for example, renting privately; and/or
- you don't have a local connection to Birmingham; and/or
- you have acted in a way that affects your suitability to be a council tenant. Some of the types of behaviour we consider are:
  - you owe the housing department money
  - you have caused a nuisance to others
  - you have knowingly made your housing situation worse to try and get more priority on the housing register
- you have been abusive to a member of staff.

We will write to you to let you know that we are reducing your points and tell you why. You have the right to appeal against our decision to reduce your points (see page 17).

We will look at your situation every six or 12 months, depending on the reason why we have reduced your points. If your circumstances change before your application is due for review and you think you should no longer have a reduction in your points you should complete a change of circumstances form which is available from your local neighbourhood office.

## The guidelines we use to allocate properties

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We have many more people on the housing register than we have homes available. This means we have guidelines to enable us to allocate properties fairly and make the best use of the homes that do become available for letting.

### **The size and type of properties**

#### **Property size**

The size of the home we offer you is usually based on the number of people in your household and their age, sex and relationship to each other. We work out how many bedrooms you need by looking at who is in your household and who can share a bedroom, using the same sharing rules as we use to work out if your household is overcrowded. For example, a single applicant or a couple will be eligible for bed-sit or a one bedroom home only. A couple or single person with two children may be eligible for a two or three bedroom home, depending on the ages and sex of the children.

We have very few large family homes (four or more bedrooms) available for letting each year and this means that we allow applicants to choose if they would like to be considered for a smaller home than they need as long as the allocation would not mean the household would be seriously overcrowded.

Due to the limited availability of family-sized homes we can not take children from current or former relationships into account when offering a home if the applicant does not have equal responsibility for care and control of the child(ren). Any court orders regarding children will form part of the assessment we carry out. For example, an applicant whose children stay or would stay with him or her at weekends can only be made an offer of a one bedroom home.

## **Property type**

The types of homes most frequently available for letting are flats and maisonettes. Many people on the housing register would like to live in houses. We can offer applicants with children in the household a number of different types of properties such as high and low rise flats, maisonettes or houses. If you do not have children in your household you will be eligible for offers of flats or maisonettes only, unless you meet the rules for sheltered accommodation or bungalows.

## **Exceptions**

If you are asking to move from a property that is bigger than you need and you are a council or housing association tenant in Birmingham we will allow you to have a property that has one more bedroom than you need. For example, you are living alone in a four bedroom council house and you would usually only be eligible to receive an offer of a one bedroom flat, but because you will be giving back a family sized home that is in very high demand we will be

able to offer you a two bedroom property if you have enough priority on the housing register.

If the Health and Housing Panel decide that a specific type of property or an extra bedroom is essential, for example, to allow a member of your household to receive medical treatment we will take this into account when deciding the size and type of home you need.

## **Sheltered housing**

We have a range of properties for people aged 50 or over. You can find out more details in the leaflet *About sheltered housing*. We will assess your situation and any support needs you have before we allocate you a property in a sheltered housing scheme.

## **Bungalows**

Most of the bungalows we have are one bedroom or bed sit bungalows. Some are part of sheltered housing schemes and some have an alarm linked to a 24-hour Careline service. Demand is very high for bungalows in most parts of the city and they are usually allocated to applicants with mobility problems whose current home is unsuitable. If they are part of a sheltered housing scheme we use the usual eligibility rules as explained above.

## **Adapted properties**

Only an applicant who needs, or who has a member of his or her household who needs, a property with major adaptations, and who has been assessed by a BCC occupational therapist as needing such a property, may be allocated a home with major adaptations. Not all adapted properties are wheelchair accessible, but they may have other features such as a walk-in shower or stair lift.

## How we allocate properties

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BCC uses three methods to allocate properties:

- Most properties are allocated by BCC officers, with properties offered to applicants with the highest number of points.
- Some properties are allocated through our choice based letting scheme known as Urban Choice. Applicants make an expression of interest (otherwise known as a bid) for a property. You need to have your PIN number and user identification number to be able to bid for homes advertised in the choice based lettings scheme. If you do not know these, you should ask at your local neighbourhood office.
- In rare cases, such as when a court tells us to, we may allocate a home to a person who may not have the most points for that property.

## Information held on the housing register and your right to information

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Once you are on the housing register, you have the right to ask for a copy of your entry, free of charge. We may hold details that you have given us on your application form, in a letter or from any other contact you have made with the council. We may also hold details of any risk associated with your application. If we do this we will write to you and tell you.

We deal with all the information we hold about you in a confidential manner.

You have the right to ask us for general information about whether you are likely to be made an offer of a home from us and if so how long you may have to wait.

# Keeping the housing register up to date

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## **Change of circumstances**

If your circumstances change you must tell us straight away, for example someone moves out of your current home or someone is expecting a baby. We have a change of circumstances form which you can download from the Birmingham City Council website or which is available from local neighbourhood offices.

If you change address you will need to complete a new application form. This is because a change in home is a major change which may affect your points total.

**Remember** that you will need to be able to show us some proof of the changes in your circumstances so that we can check whether your points will change.

## **Annual review**

We review every housing application at least once a year, to check whether your circumstances or choices have changed. If your circumstances do change you should still tell us straight away. You should not wait for your annual review letter.

BCC may remove you from the housing register if, for example, there is no response to letters or visits, or if you accept a tenancy with a registered social landlord. We will write and tell you if we are removing you from the register.

## What to do if you are unhappy about any decisions made on your housing application

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If you are not happy with the decision about your application, you have the right to ask us to review our decision. This is sometimes known as an appeal. You need to ask for a review of any decisions you are unhappy with within 21 days of being told about the decision.

Someone not involved in the original decision will review your application. You can find more details about this in the leaflet *Unhappy with the decision on your housing application form?*

## Points table

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This table shows you what we give points for in the allocation scheme. If anything in this table is not clear, your local neighbourhood office can help.

### **Is your home in a demolition or clearance area?**

You will get 140 points if your home is in an area that is being demolished or cleared (regenerated). We award the points after Birmingham City Council's cabinet has given its approval.

### **Is your leasehold coming to an end?**

You will get 140 points if you are a council tenant of a home where the lease is coming to an end and the council isn't the freeholder.

We will award the points up to 12 months before the lease ends.

### **Is your residential home closing?**

You will get 140 points if you are living in a residential home in Birmingham, and the home is going to close down.

To get these points, we need to be sure that you can live independently.

### **Is your hostel closing down?**

You will get 140 points if you are living in a hostel that is closing down because funding is being stopped. The funder could be Birmingham City Council's Supporting People programme or another funding organisation.

To get these points, we need to be sure that you can live independently.

### **Have you lost your home, or are you about to lose your home?**

If you have lost your home, or you will lose it in the next 28 days, you may get points. The number of points depends on your situation.

You will get 140 points if you are homeless, you did not intend to be homeless and you are in priority need. This is often known as the 'main housing duty'.

You will get 30 points if you did intend to be homeless and you are in priority need. You will also need to be eligible for assistance.

You will get 30 points if you are homeless and the council does not have a legal duty to house you.

A homelessness officer will interview you and consider your situation. The officer will decide what to do, based on the law.

We will remove your 'main housing duty' homeless points if you turn down our final offer of a suitable home.

### **Are you being harassed?**

You may get 50 points if:

- you or a member of your household are being harassed in a way that is not violent; and
- your harassment has been going on for some time, and it is still going on; and
- you have done everything you can to find out who is harassing you, but you can't find out; and

*continued...*

- an officer from the Birmingham Antisocial Behaviour Unit (BASBU) and/or an antisocial behaviour housing officer from Birmingham City Council can't find out who is harassing you and they have confirmed that they can take no further action.

We will only award you points for being harassed if you are referred by BASBU or by a housing officer in the housing management Antisocial Behaviour team.

### **Are you experiencing domestic violence?**

You may get 50 points if a housing officer decides that you have been a victim of domestic violence and the threat is likely to re-occur but we do not have reason to believe the threat is immediate.

**It is very important to seek advice and have a home options interview at your local neighbourhood office if you are suffering from domestic violence.**

### **Are you experiencing hardship?**

You will get 50 points if you need to move to another area in Birmingham to avoid hardship to yourself or other people. We won't give you these points if you simply want to move to another area.

### **Do you have support and social needs?**

You will get 50 welfare points if you, or a member of your household, needs support to build a stable life. We normally only give these points if an agency contacts us about you. These agencies are agreed by the Housing Pathways service.

## **Are you living in short-term accommodation and need to move on?**

In Birmingham, there are several direct access hostels and specialist accommodation providers that provide short-term accommodation.

You will get 50 points if you are:

- living in a direct access hostel in Birmingham, you have low support needs and you have already successfully completed a support plan; or
- you are living in short-term accommodation funded by Supporting People or you are living in other BCC-funded supported housing (in both cases, for up to two years). Also, you and your accommodation provider have agreed that you will be ready for independent living within six months. By this time, you will have successfully completed a support plan.

You will get 80 points if you are moving on from a mother and baby unit and you are ready to live independently after a support plan has been completed.

## **Health and care award**

If you have a medical condition, disability or social need which can be improved by moving to a new home, you may get:

- 100 points if your medical need is urgent
- 50 points if your medical need is high
- 100 points if you have urgent problems with mobility and access in your home

*continued...*

- 50 points if you have general problems with mobility and access in your home
- 50 points if you need medical care and support.

The Health and Housing Panel will decide what points to give you when they receive your Health and Housing application form. We ask you to give us supporting evidence on your circumstances and details of any organisations that are involved in supporting you. This evidence could be details of welfare benefits, support services, appointments and supporting letters from professionals about your need for re-housing.

For more information, please see the leaflet *Moving home because of serious ill health or disability*.

### **Are you living in an overcrowded home?**

There are two different situations here.

The first situation is where your overcrowding is covered by the law (the Room Standard or the Space Standard, in the Housing Act 1985). In these circumstances, you will get 100 points, plus 40 points for every extra bedroom you need.

The second situation is where your overcrowding is not covered by the law. In these circumstances, you will get 40 points for every extra bedroom that you need.

### **Are you about to leave the armed forces, or have you just left the forces?**

You will get 80 points if you have served with Her Majesty's armed forces and:

- you have been discharged from the armed forces in the six months before you applied for BCC housing; or
- you will be discharged in the next six months.

You also need to have a local connection with Birmingham, or have lived in Birmingham before joining the armed forces.

Your housing officer will need to see your discharge documents (or similar documents) and your certification of cessation of entitlement to occupy a service quarter. We have a separate leaflet available: *Housing advice for those leaving the armed forces*. This offers a range of advice and guidance.

### **Are you provided with a home as part of your BCC job and are you about to lose that home?**

You will get 80 points if you are living in accommodation provided by BCC as part your job with the council, but the council needs to have your home back because:

- you are retiring from your job within the next six months and we need the on-site accommodation for a new employee; or
- the site your house is on will be redeveloped and there are no plans to rebuild the home for you; or
- your terms or conditions of employment are changing and you no longer need to live on site in accommodation tied to the job role; or

*continued...*

- your home will be demolished because of structural defects, and there are no plans for on-site accommodation tied to your job with BCC.

You will get the points up to six months before you are due to lose your home.

### **Are you planning to leave an adapted property?**

We may award you 150 points if you are leaving a home that is adapted for use by someone with reduced mobility and you don't need the adaptations any more.

The adaptations need to meet the needs of an applicant on our housing register.

### **Are you planning to leave a home that has spare bedrooms?**

We will award you:

- 150 points if you are leaving a four bedroom property (or larger) with spare bedroom(s)
- 120 points if you are leaving a three bedroom property with spare bedroom(s)
- 90 points if you are leaving a two bedroom property with a spare bedroom.

We will give you another 10 points for every spare bedroom that you give up.

You need to be a tenant of a social rented home within Birmingham City Council's boundaries, have at least one spare bedroom and want to move to a smaller property.

*continued...*

We will not give points to you if you have a spare bedroom because of your choice of sleeping arrangements. We will use our rules set out on page 13 to work out how many spare bedrooms you have.

### **Are your housing conditions very poor?**

You may get points if you are living in unsatisfactory housing conditions, known as category one or two hazards under the Housing Health and Safety Rating System. The Environmental Health team will assess your home, and we will award you:

- 20 points for each category 1 hazard they find
- 10 points for each category 2 hazard they find.

### **Children in need**

These points may only be awarded on referral from a social worker as part of our agreement with the Children, Young People and Families directorate.

The Children Act 1989 defines a child in need as:

“A child whose vulnerability is such that he/she is unlikely to reach or maintain satisfactory level of health and development, or his/her health and development will be significantly impaired without the provision of services.”

You will get 80 points for the extra housing needs of a child who is part of your household, or if your needs do not count anywhere else in this points scheme.

*continued...*

You will get the points if:

- a child has been assessed as a child in need, following a formal assessment by our Children, Young People and Families directorate; and
- the social worker who carried out the assessment has made a referral to the Housing Pathways Team; and
- the social worker has said that the child's development is partly held back by their home; and
- you can't get points for your housing circumstances anywhere else in your application, and the officer from the Housing Pathways team is sure that the referral is the right one, and is in line with our duty as a corporate parent.

### **Are you fostering or adopting children, or about to start fostering or adopting?**

You will get 80 points if you need more bedrooms because you have been approved to foster or adopt one or more children. This fits in with our duty to safeguard and promote the welfare of children and their families.

The Housing Pathways team decides whether to award these points. We will give you points if:

- a social worker in the Fostering and Adoption section of the council's Children, Young People and Families directorate has made a referral to the Housing Pathways team, using the right multi-agency form. There should be enough evidence with the form to support it; and
- you have had an assessment that says you have been approved to foster or adopt a child; and

- you need a larger home to start or carry on fostering or adoption; and
- the housing officer on the Housing Pathways team and the social worker believe that finding you another home is the best way to meet the needs of you and the child.

The child does not have to be living with you at the time of referral, but we still need to see that you have been approved for fostering or adoption and that you are planning to adopt or foster the child.

### **Are you a young person about to leave care (a ‘care leaver’)?**

A care leaver is a young person who has been assessed as a ‘relevant child’ under the Children (Leaving Care) Act 2002.

We will give you 80 points if:

- you are a young person who has been referred to the Housing Pathways team by the 16 Plus Care Leavers Service; and
- you and your 16 Plus Care Leaver personal adviser have agreed that you will be ready for independent living, as your support plan goals have been met or will be met within three months; and
- we can see that there is a pathway plan; and
- you have an aftercare adviser to support you.

We accept referrals up to six months before you leave care, or six months before your 18th birthday.

### **Are you the witness to a crime?**

We will award you 50 points if you are a police witness, and the West Midlands Police have said that you are a tier 2 risk.

We use West Midlands Witness Protection guidelines to decide how quickly we need to find you another home.

### **Are you sharing facilities with people who are not members of your household?**

We normally only award these points to people living in hostel accommodation or houses in multiple occupation.

You will get 20 points if you share a bathroom or toilet, and 20 points if you share a kitchen.

### **Are you living with family or friends?**

You may get 30 points if you are living with family or friends.

We will give points if you are sharing facilities, such as a kitchen or bathroom.

### **Points for exceptional circumstances**

The Management Panel, which is made up of senior officers, has the discretion to award additional points up to a maximum of 200 in cases where the applicant has an exceptional housing need that is not sufficiently recognised by the allocation scheme or it is in the council's financial or strategic interest to award additional points, for example where child or public protection issues create an urgent need for housing. Cases are referred to the panel by assessing needs managers: individual applicants cannot apply for this.

## **Have you been on the housing register for more than one year?**

We will give you one point per year for each category of housing need. For example, if you have a disability and you have unsatisfactory housing conditions, you will get two points for every year that you have been waiting with those points. If you do not have any other housing needs points you do not receive waiting points.



**This is important.** If you do not understand this leaflet then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange for an interpreter to meet with you.

هذه الرسالة مهمة، فإن لم تفهمها نرجو أن تطلب من أحد أصدقائك أو أقربائك ممن يتكلمون الإنجليزية أن يتصل بمكتب الحي "تبيرهود أوفوس" المحلي أو فريق الإسكان نيابة عنك. بعد ذلك سنرتب للقاء بك مع وجود مترجم فوري.

এটা খুবই গুরুত্বপূর্ণ। আপনি এই দলিলটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন এরূপ আপনার একজন বন্ধু-বান্ধব বা আত্মীয়কে আপনার পক্ষ হয়ে আপনার স্থানীয় নেইবারহুড অফিস বা হাউজিং টিম এর সঙ্গে যোগাযোগ করতে বলুন। এরপর আমরা আপনার সঙ্গে সাফাৎ করার ব্যবস্থা করব এবং এতে সহায়তার জন্য একজন ইন্টারপ্রিটার রাখা হবে।

此事極為重要，如果你看不懂這份文件，請找一位會講英語的親戚或朋友代你接觸當地的鄰舍辦事處或房屋服務隊。然後我們會安排傳譯員一起見你。

این اطلاعات بسیار مهم است. اگر محتوی این مدرک را نمی فهمید، لطفاً از یک دوست یا خویشاوند تان که به زبان انگلیسی صحبت کرده میتواند خواهش کنید که از طرف شما بانیبرهود آفس یا هوزنگ تیم محل شما تماس بگیرد. بعداً برای شما مترجم فراهم می کنیم که باشما ملاقات کند.

આ બાબત અગત્યની છે. જો તમને આ દસ્તાવેજમાં લખેલી બાબત ન સમજાય તો કૃપા કરી કોઈ અંગ્રેજી બોલતા મિત્ર અથવા સગાંસંબંધીને તમારી સ્થાનિક નેબરહુડ ઓફિસ અથવા હાઉસિંગ ટીમનો તમારા વતિ સંપર્ક સાધવા વિનંતી કરો. પછી ટુભાષિયા સાથે તમને મળવાની અમે વ્યવસ્થા કરશું.

ਇਹ ਗੱਲ ਬੜੀ ਜ਼ਰੂਰੀ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਸਮਝ ਨਹੀਂ ਲੱਗਦੀ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁੱਡ ਔਫਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੇ। ਉਸ ਤੋਂ ਬਾਅਦ ਅਸੀਂ ਕਿਸੇ ਦੋਭਾਸ਼ੀਏ ਰਾਹੀਂ ਤੁਹਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

دادیر مهم معلومات دی. که تاسی په دی سند نه پوهیږی نومهربانی و کړی دخپل یوملگری یا خپلوان نه چه په انگریزی ژبه خبری کولای شی غوښتنه و کړی چه ستاسی له خواستاسی دسیمی نیبرهود آفس یا هوزنگ تیم سره په تماس کی شی. بیا به مونږ ترجمان برابر کړو چه ستاسی سره کتنه و کړی.

Tani waa muhiim. Hadii aadan fahmaynin warqadan fadlan waydiiso ruux saaxiibkaa ama qaraabadaada ah oo af ingiriiska ku hadla inuu kuu waco xafiiska Dariska (Neighbourhood Office) ama kooxda guryaha asagoo adiga kumatalaya. Markaa Kadib Ayaan kuu balaaminaynaa Turjubaan.

یہ دستاویز اہم ہے۔ اگر آپ اس دستاویز کو سمجھنے سے قاصر ہیں تو براہ کرم انگریزی زبان سے واقف اپنے کسی دوست یا رشتہ دار سے کہنے کہ وہ آپ کی جانب سے آپ کے مقامی نمبر ہوڈ آفس یا ہاؤسنگ ٹیم سے رابطہ کریں۔ ہم پھر آپ سے ملاقات کرنے کیلئے ایک ترجمان زبان کا انتظام کر دیں گے۔

Đây là việc quan trọng. Nếu quý vị không hiểu tài liệu này làm ơn nhờ bạn hay người thân biết nói tiếng Anh thay mặt cho quý vị liên lạc với đội nhà cửa hoặc văn phòng nhà cửa ở địa phương của quý vị. Chúng tôi sẽ thu xếp một thông dịch viên đến gặp quý vị.

**If you would like this leaflet in Braille, large print or on audio CD or tape, please call your local housing team.**