

# Working for a Brighter Future



## MAINTENANCE

Improving the homes of our tenants, now and in the future



## CHANGE

Responding to change, offering more for our tenants



## TENANTS

Listening to our tenants' views and influencing our service provision



## WELLBEING

Improving health, wellbeing and dementia awareness



## Chief Executive & Chair's Report



**Linda Milton** Chief Executive

It's difficult to know how to follow our golden anniversary year last year but we have to now look forward, having celebrated the past.

With the accreditation from the CHS and the knowledge that having successfully tendered for our older people's support services for at least three years, we could make plans not just for our sheltered tenants but the organisation as a whole. What was going to be the direction for the next 50 years was too big a question, so we looked forward to the immediate future with a view to plan ahead strategically and operationally for the next 5 years and financially for the next 30 years.

of the partnership framework in London Borough of Waltham Forest in February 14 ensured that the successful larger developing organisations worked with smaller local providers and WFHA were named as one to do business with. Discussions have already started and we hope that in time they will be fruitful and once again WFHA will be contributing to new housing stock in the borough.



**Ben Furr** Chair

At the Board awayday the need to extend our tenant involvement was a high priority. With two tenant Board members and an active Focus Group already in place, we will be looking at how we can involve more tenants who may wish to be involved in various ways. This has already started with involvement on service tenders but a full review will be completed next year.

Development is one of our main goals and we will be working with partners locally and in G320 to make this happen. The outcome

*Bricks and mortar are not the only things we develop...our local offer to our tenants and the community this year was around health and wellbeing...*



*Our planned maintenance work at Omnibus Way has offered better facilities for residents as well as protecting the long-term fabric of the building.*



### *A Date to Remember...*

House of Commons Dinner, celebrating our 50th year providing housing and support in London Borough of Waltham Forest.



We are very pleased that we are able to also report on the progress implementing our Planned Maintenance Programme, with a spend of over £350,000 on works ranging from window replacement to new kitchens and bathrooms and remodeling of studio flats, to installation of a mobility lift.

It's sometimes very difficult to quantify the work that we do but along with all Housing Associations, we have to evidence that we do provide value for money. This is easier when looking at reduction in repair costs or an increase in rent collection, but how much are we saving generically with our work on improving the lives of people living with Dementia for example? We are contributing to a pilot project that hopefully will make this much simpler for us to evidence in the future but that's not for this year. In the meantime we do hope that you have enjoyed some of the benefits of our work during the past year and continue to do so in the coming year.

We hope that bricks and mortar are not the only things that we develop and our local offer to our tenants and the community this year was around health and wellbeing. We were initially looking at hospital

discharge as it benefits not only our tenants but all of our community but it has extended into Dementia Awareness too, so much so that we will be carrying this offer through to 2014/15. We were very pleased that we were able to provide joint training with staff at Whipps Cross, part of a larger programme organised by Barts Health Trust. There are improvements in discharge, but the work continues into 2014/15 with further joint training not just with Whipps Cross staff, but also Adult Social Care. Our Dementia Awareness work is an area that we are very proud of and thank Orbit Charitable Trust for including us in a project that has escalated beyond all expectations and is covered on page 5 of this Report.

We couldn't end this introduction by not mentioning the events of last year that enabled the Board and staff to celebrate with our tenants and partners and we thank you all for making it such a memorable year.

## Our Offers to You

Working locally in one borough does enable us to focus on issues that may affect all of our tenants as well as our neighbours in the community.

This past year we have concentrated on how we can work in partnership to improve health and wellbeing generally but specifically around hospital discharge and latterly increasing Dementia Awareness.

### **Working in partnership with health and social care.**

Hospital admission is one thing that can happen to any of us and it is certainly something that is common with our tenants. We were finding that there were issues around their hospital stay as well as their discharge that sometimes led to readmissions, which is not good for any one, least of all our tenants. So we selected this topic initially as a local offer to you to work with health and adult social care to try and improve things.

How were we going to do this? Discussions started and eventually two training sessions were arranged with Whipps Cross staff. They were very useful in highlighting what the issues of discharge were from both parties as well as looking at some quick fix measures. It was clear though, that major improvements could not happen without the input of Adult Social Care. This finally happened in May 2014 and is ongoing.

We were also involved in joint discussions on health with voluntary sector partners co-ordinated by Stella Creasy MP but these are in the very early stages.

We will be monitoring how things improve from both our perspective and that of our tenants. As these are both ongoing issues, we are carrying this offer forward to the coming year.



*Stella Creasy MP*



# Our Offers to You

## DEMENTIA AWARENESS

During 2013/14 the Association and other small registered providers were invited by Orbit Charitable Trust to take part in a dementia research project.

This research was to determine what actions small housing associations needed to take to become dementia-friendly organisations. With the assistance of the Waltham Forest Alzheimer's Society WFHA have made great steps to achieve this.

All staff have received dementia awareness training and a session of Dementia Friends. They now wear their badges with great pride.

We now have two dementia champions, one strategic and the other operational, providing tenants and staff with essential support.

The Sunshine Group has been developed during the course of the year offering activities tailored to meet the needs of our tenants who are living with Dementia; it is open to all of our tenants. This monthly group takes place at our schemes and provides a safe environment for tenants to enjoy such activities as pampering, music, quizzes and reminiscence sessions. The group is designed to raise awareness of dementia in a social way to educate others to understand the needs of their neighbours.

WFHA was a co-founder member of the recently formed Waltham Forest Dementia Action Alliance (DAA) and now chairs the group, which aims to help local business and voluntary agencies raise awareness. Waltham Forest DAA will be formally launched later this year.

### *A Date to Remember...*

Official opening of our new offices in Walthamstow, kindly opened by Stella Creasy MP for Walthamstow and Cllr Nadeem Ali Mayor for Waltham Forest.



*WFHA Adult Social Care and staff from Whipps Cross Hospital, discuss hospital discharge issues and the importance of essential joint input from all parties.*



*The Sunshine Group provides a safe environment for tenants to enjoy such activities as pampering, music, quizzes and reminiscence sessions.*



## Support Services

The support services team have continued to provide an excellent service to 210 sheltered tenants, delivering a needs based service, tailored to individuals' needs.

In 2013 WFHA embarked on a pilot project with Age UK, supporting five older people living in the community, supporting them in various ways. This pilot was a great success with each individual feeling supported due to our services.

WFHA hope to continue this service in partnership with Age UK.

### Partnerships

WFHA continues to work in partnership with Southern Housing Group, and London & Quadrant for their older people's schemes and with Outward Housing, Family Mosaic, Outlook Care and LBWF in our learning disabilities schemes. These partnerships continue to grow and flourish and we look forward to working together again in the coming year.

### Outcomes & Achievements for the Service

	2013-14	2012-13	Change
<b>Economic well being</b>			
Tenants that received support to establish regular payments, promoting independence which assisted in promoting social inclusion	32	22	
<b>Enjoying and Achieving</b>			
Number of tenants that established support from external services with the assistance of the support services	115	93	
<b>Being Healthy</b>			
Number of incidents of ill health that were improved and the tenants were able to remain independent through intervention from the support services	354	278	
Number of tenants that achieved support with their mental health and are in direct contact with the mental health team	33	12	
Number of tenants that are now in receipt of assistance for their substance misuse	15	4	
Number of tenants that have now received the desired Aids and Adaptations to improve quality of life	25	19	
Number of tenants that were supported to sustain a course of medication	31	22	
Number of tenants that were supported to take up a physical activity	167	122	
<b>Stay safe</b>			
Number of tenants that were supported to avoid eviction	4	8	
Number of tenants that required assistance in safeguarding, either from self, other person or third party	24	14	
<b>Making a Positive contribution to society</b>			
Number of tenants that have achieved greater choice and control in their lives	71	67	
Number of individual occasions tenants received assistance through translation or services relevant to their disability	43	18	

The support services delivered 364 person centred support plans and risk/needs assessments.

## Integration & Tenant Involvement

The Tenant Focus Group continues to be involved in the decisions that affect our tenants. There are 10 members from sheltered, supported and general needs schemes across the borough with a majority from our sheltered housing schemes.

There are two tenant Board members, one from sheltered housing and one from general needs, who provide two way communication and feedback between Board and Focus Group meetings.

We have recently agreed some guidelines – to ensure the meetings are as effective as possible, allowing equal contributions from all. Their Terms of Reference are currently being reviewed.

We utilised our membership of the Tenant Participation Advisory Service (TPAS), an organisation we joined last year, to provide training for Members on 'Being a Better Representative' which was well received by those who attended.

### Additional activities

The Focus Group also contributed to the Association's work by involvement in a range of activities (top centre) some of which particularly carry on from the previous year.

However some of the topics were of interest to tenants who are not Focus Group Members and they looked at two

### Additional activities

- Estate Inspection Procedure
- Grounds Maintenance contract (cleaning, window cleaning and gardening)
- Performance Indicators/Rent Arrears
- Use of telephone recording and text messaging to improve service delivery
- Business Plan
- Asset Management and Procurement Strategies.

contracts in particular that will commence in the coming year:

- Grounds Maintenance contract (cleaning, window cleaning and gardening)
- Utilities



Students of Walthamstow High School, tenants and staff enjoying our annual Silver Surfers day...and below, Chapel End School sharing experiences of the Seaside both old and new.

It's not all work though, as we do like to encourage some inter-generational activities that involve our tenants and local schools.

Continuing our Dementia Awareness work, we arranged a reminiscing afternoon with Chapel End School. WFHA staff and tenants joined with children to talk about their experiences and memories of the seaside, including a collection of personal photographs. The children had recently returned from a day trip and our tenants were about to enjoy a day out at Southend on Sea and so memories of years gone by were shared with those of just a few days ago. WFHA also held a joint event at the school on World Book Day.

For the second year running, we were joined by the students of Walthamstow High School at our annual Spring Online Silver Surfers day. Their knowledge, experience and patience were enthusiastically received by over 20 tenants for some of whom it was their first experience of IT. They surfed the net to look at how they could do their shopping, find their ancestors or Skype relatives living abroad.

# Maintenance

This year saw further progress on maintenance services and management and many more tenants benefited from the improvements that we carried out during the year.



We worked in partnership with other Housing Providers both locally and within the Solomon Group to help implement our planned programme as well employing experienced surveyors.



## Repair target times

2012-13	100%
2013-14	100%
2012-13	100%
2013-14	99.48%
2012-13	100%
2013-14	99.15%
2012-13	100%
2013-14	99.59%

■ Emergency    ■ Routine  
■ Urgent        ■ All repairs

It combined the planned programme with opportunities presented by empty properties that were available for major works without tenant disruption. A range of works were carried out including window replacement

at three schemes - with tenants expressing a high level of satisfaction. A number of tenants have benefited from other improvements including kitchen replacement in seven schemes; bathroom replacement in five schemes; heating systems at five schemes and rewiring in nine schemes. We also replaced the external disabled access lift at one scheme and took the opportunity to remodel two empty flats from studios to one-bed flats. Overall, works were carried out in 18 schemes.

## A Date to Remember...

Scheduled maintenance works begin at Omnibus Way, to improve the homes of our tenants and secure the long-term fabric of the property.



The doors and windows were in need of replacement and repair. Here are some pre and post works.

*A range of works were carried out including window replacement at three schemes - with tenants expressing a high level of satisfaction*



*The old wooden windows were inefficient and expensive to maintain, with the new replacement units reducing heating bills and improving tenant living conditions.*



*Where possible, original features were retained or matched, maintaining the unique period feel of the property.*



In addition to the works shown here, there are major roofing and related works planned next year at Libro Court with more heating, window, bathroom and kitchen replacements in the pipeline as well as an ongoing electrical upgrade programme.

With all this work progressing it was important that we provided training for staff, Board and the Focus

Group so that there was a shared understanding which promoted the principle that good procurement practice applies overall, from minor office supplies to major maintenance contracts. We have now drafted a Procurement and Asset Management strategy, in consultation with the Tenant Focus Group, Board and staff which will be finalised next year.

# 50th Anniversary Celebrations



This report would not be complete without some wonderful memories of celebrations to commemorate providing housing and support services in London Borough of Waltham Forest for the past 50 years. Three of the main celebrations included our office opening by Stella Creasy MP and the Mayor in April; our celebratory lunch at the House of Commons in June and our tenants party in September. We also celebrated Jacqui Harrison's 15 years at WFHA, as she retired in September. Here are some happy memories from those events.





# Value for Money

## What VfM means to us

We are committed to providing efficient and cost effective services to tenants and other stakeholders. Achieving Value for Money (VfM) is essential to securing and allocating resources to fulfil that commitment.

### Tenant Satisfaction Survey:



710 satisfaction slips were sent out



58 satisfaction slips Returned



58 expressed satisfaction!

While comparatively few tenants return satisfaction slips, we continue to receive very high satisfaction scores, comparing favourably with our peers and the sector in general.

### Our VfM Strategy aims are: -

- To achieve high quality service at the best possible price, recognising that quality is essential
- To secure informed and active commitment from our Board, staff and stakeholders where necessary
- To integrate VfM principles in all we do
- To involve our tenants in pursuing VfM

### To achieve VfM we look at: -

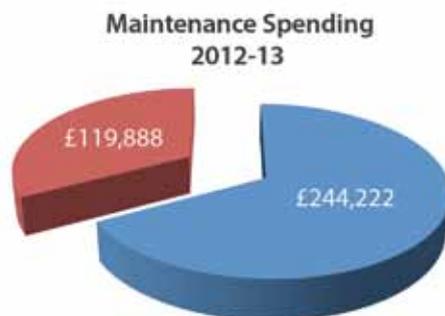
- COST – obtaining the most comprehensive rates for quality services/ products
- EFFICIENCY - doing things the best way with the least resources
- EFFECTIVENESS - making sure that we get the result that we want

These pages show some of the highlights in the year. Our full VfM Self Assessment can be read and downloaded from our website.

### Maintenance Spending

The Planned Works programme is a major factor in our longer-term planning and we can see the beneficial effects of earlier works as costs move proportionally from responsive to planned works.

The year saw significant progress in the Programme. While total maintenance spending rose by 83.6% from the previous year, spending on responsive works dropped by £33,000 year on year, from 67% to 31.6% of total spending.

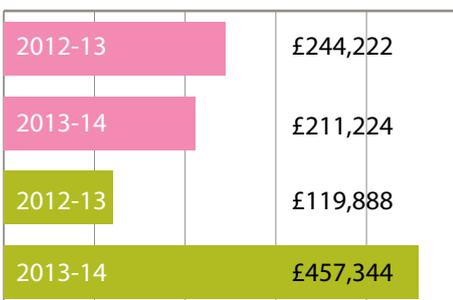


■ Responsive maintenance

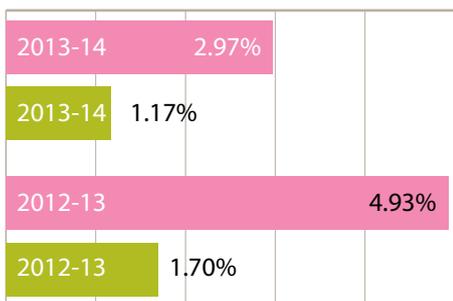
■ Planned works programme

**Return on assets**


- General needs
- Sheltered & Supported
- All properties

**Maintenance spend**


- Responsive maintenance
- Planned works programme

**Rent arrears – as % of Annual Income**


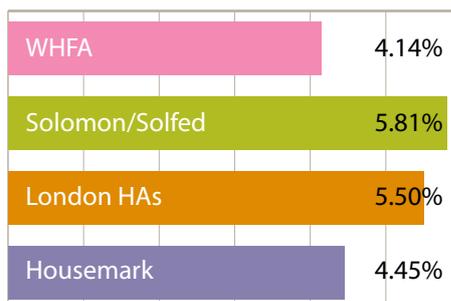
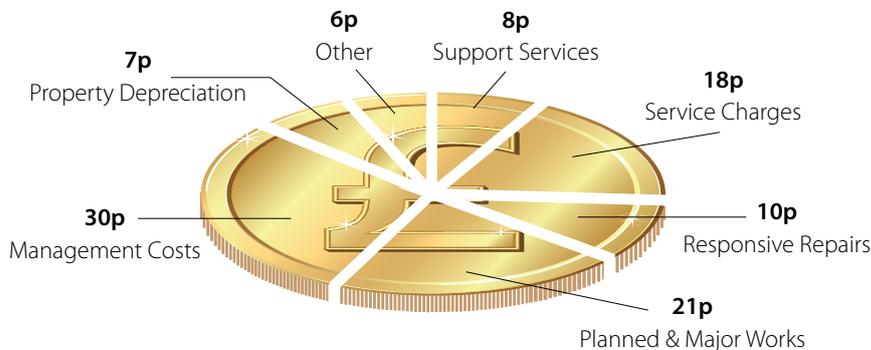
- Current
- Former

**Return on Assets**

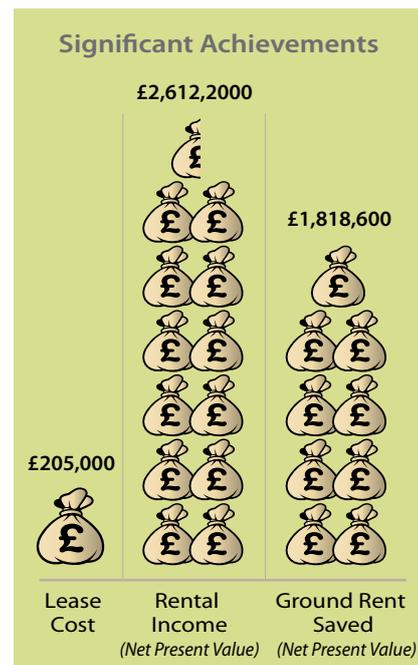
This is the first year that we have calculated this, and we will link it to regular scheme appraisals to ensure the continuing viability of our stock.

**Rent Collection**

During the year we reduced arrears levels significantly, by improving our work with tenants with high arrears, as well as increasing our work with tenants with low arrears to prevent individual debt levels rising. We also introduced rent collection by Direct Debit, ending the year with 30 tenants set up for direct debit collection.

**Rent arrears – peer comparisons**

**How we spent your £1**

**Significant Achievements**

At the end of the year we extended the lease on a four unit scheme for a further 99 years, on very favourable terms: cost, income and savings are shown below. This also keeps two one-bed and two two-bed general needs flats within the social housing sector in the borough.



# Income & Expenditure Account

FOR YEAR ENDING 31 MARCH 2014

	<b>2014</b>	<b>2013</b>
	<b>£</b>	<b>£</b>
<b>Turnover</b>	2,372,498	2,252,686
Operating costs	<u>(1,682,931)</u>	<u>(1,633,835)</u>
<b>Operating surplus on ordinary activities</b>	689,567	618,851
Interest receivable	4,304	3,776
Interest payable	<u>(88,997)</u>	<u>(90,772)</u>
<b>Surplus on ordinary activities for the year</b>	<b><u>604,874</u></b>	<b><u>531,855</u></b>

All amounts relate to continuing activities.  
There were no recognised gains or losses other than those reported above.

The Association's auditors, Nexia Smith & Williamson, issued an unqualified audit report on the financial statements, which were approved and signed by the Board of Management on 30 July 2014.

A full set of accounts can be downloaded from the Association's website.



# Balance Sheet

FOR YEAR ENDING 31 MARCH 2014

	2014	2013
	£	£
<b>Fixed assets</b>		
Housing properties	12,292,457	12,076,264
Less: Social Housing Grant	<u>(8,142,060)</u>	<u>(8,142,060)</u>
	4,150,397	3,934,204
Other fixed assets	<u>352,702</u>	<u>375,753</u>
	4,503,099	4,309,957
<b>Current assets</b>		
Debtors	356,918	147,191
Cash at bank and in hand	<u>1,909,279</u>	<u>1,684,127</u>
	2,266,197	1,831,318
<b>Creditors</b>		
Amounts falling due within one year	(435,742)	(299,576)
<b>Net current assets</b>	<u>1,830,455</u>	<u>1,531,742</u>
<b>Total assets less current liabilities</b>	<b><u>6,333,554</u></b>	<b><u>5,841,699</u></b>
<b>Creditors</b>		
Amounts falling due after more than one year	1,182,919	1,223,925
<b>Provisions for Liabilities and Charges</b>		
Pensions Liability	293,550	309,735
Other Provisions	<u>-</u>	<u>55,829</u>
<b>Total provisions for liabilities and charges</b>	293,550	365,564
<b>Capital and reserves</b>		
Called-up share capital	16	15
Revenue reserves	<u>4,857,069</u>	<u>4,252,195</u>
	<b><u>6,333,554</u></b>	<b><u>5,841,699</u></b>

# Cash Flow

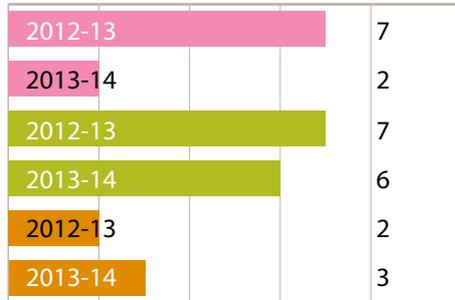
FOR YEAR ENDING 31 MARCH 2014

		2014		2013
	£	£	£	£
<b>Net cash inflow from operating activities</b>		673,680		769,113
<b>Returns on investments and servicing of finance</b>		(84,693)		(86,996)
<b>Capital Expenditure</b>				
Construction of housing properties	(290,918)		(76,299)	
Purchase of other fixed assets	<u>(36,527)</u>		<u>(166,228)</u>	
		<u>(327,445)</u>		<u>(242,527)</u>
<b>Net cash inflow before financing</b>		261,542		439,590
<b>Financing</b>		<u>(36,390)</u>		<u>(31,089)</u>
<b>Increase in cash</b>		<u>225,152</u>		<u>408,501</u>
<b>Reconciliation of operating surplus to net cash inflow from operating activities</b>				
Operating surplus		689,567		618,851
Depreciation charges		206,405		211,255
Change in debtors		(209,727)		(82,003)
Change in creditors		59,449		(15,165)
Movement in pension liability		(16,185)		17,592
Change in other provisions		<u>(55,829)</u>		<u>18,583</u>
Net cash inflow from operating activities		<u>673,680</u>		<u>769,113</u>



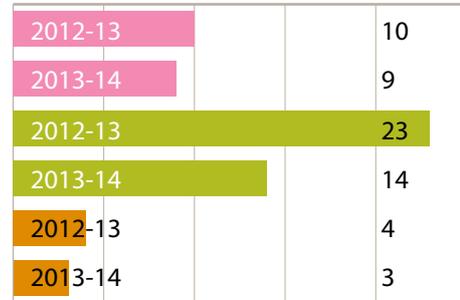
# Performance Indicators

## Total lettings – BME



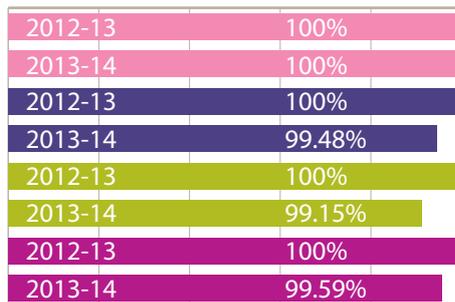
■ General needs  
■ Sheltered  
■ Supported

## Total lettings



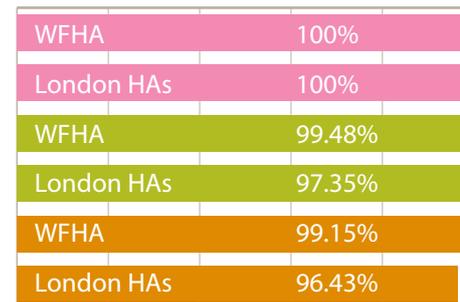
■ General needs  
■ Sheltered  
■ Supported

## Repair target times



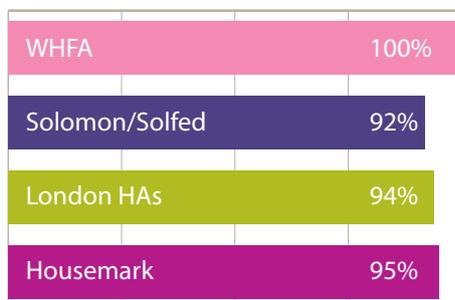
■ Emergency  
■ Urgent  
■ Routine  
■ All repairs

## Repair target times – peer comparisons

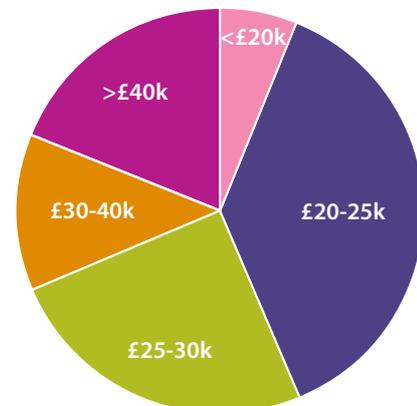


■ Emergency  
■ Urgent  
■ Routine

## Satisfaction with maintenance



## Staff salary



# Our Thanks

With grateful thanks to all who have contributed to our work during the year...

**Chair** Ben Furr

**Vice Chair** Paul Block

**Treasurer** David Joyce

## Board Members

Duncan Howard

Chris Jones

Chido Bobby Supiya  
(Tenant Board Member)

Joe Mensah-Dankwah

Jackie Ginger  
(Tenant Board Member)

With special thanks to Olexandra Stepaniuk, who gave nine years of committed service to the Board at WFHA.

And thanks to...

James Cooke

Errol Harris

Doreen Richards-Legrand

Paula Sisson

...for their contribution, commitment and enthusiasm as Board Members during the year.

With additional thanks to our partners in our Benchmarking Groups, Solomon and Solfed; our Support Partners; London Borough of Waltham Forest; CBHA and ARHAG for their maintenance expertise and services; Greenleaf Trust and all potential new partners.

## Management Team

**Linda Milton**  
(Chief Executive)

**Hayley Mulhall**  
(Director of Housing and Support)

**Martin Isaacs**  
(Director of Finance)

**Cheryl Whittle**  
(Support Services Manager)

**Jonathan Anuku**  
(Housing Services Manager)  
(Retired May 2014)

## Focus Group Members at 31 March 2014

Keith Bishop

Joyce Donnellan

Robert Douglas

M'Buoti Edung

Jackie Ginger

Kevin McKeon

Linda Penhaligon

Rose Reeves

Charlie Rycroft

Chido Bobby Supiya

Our thanks to Ricky Stifell for his contribution

Jenny Crook  
(Chair and Facilitator)

## Staff

Augustina Addai-Poku  
(Sheltered Housing Officer)

Angela Cook  
(Housing Officer)

Rachel Dow  
(Finance Officer)

Jacqueline Harrison  
(Sheltered Housing Officer)  
(Retired Sept 2013)

Jane Howard  
(Sheltered Housing Officer)

Ruth Kintu  
(Sheltered Housing Officer)

Sharon Littlejohn  
(Governance Officer)

Hollie Nicette  
(Customer Services Officer)

Jennifer Quarrie  
(Finance Officer)

Linda Wright  
(Senior Customer Services Officer)

## Interim staff

With thanks to all those interim staff who have worked with us during the course of the year:

Saira Thani

Sally Rowe

## Bankers

Barclays Business Banking

## Auditors

Nexia Smith and Williamson – External

TIAA – Internal

## Solicitors

Blake Morgan

Gilbert Turner Coomber

## Consultants

Mazars – IT support

Tony Culpin – HR Support

Capita Symonds – H & S

Carl Taylor

Ben Wilson

Keith Flaherty – Forest Consult



## Translation Service

If you need any of the information provided here to be translated please contact our office on the number provided. We will then provide you with either a written translation or an interpreter over the telephone. Tel: 020 8524 6987

إذا احتجت لترجمة أي من المعلومات الموفرة هنا فالرجاء الاتصال مع مكتبنا على رقم الهاتف المزود. وسنقوم عندها بتوفيرك إما بترجمة نصية أو عن طريق مترجم عبر الهاتف.

Se precisar que qualquer informação aqui fornecida seja traduzida contacte o nosso escritório no número fornecido. Poderemos então fornecer-lhe uma tradução escrita ou um intérprete pelo telefone.

এখানে যেসব তথ্য দেয়া হয়েছে, আপনি যদি এগুলোর যেকোন একটির অনুবাদ চান, তাহলে দয়াকরে আমাদের অফিসে প্রদত্ত নম্বরে টেলিফোনে যোগাযোগ করুন। আমরা তখন আপনাকে হয়তো এর লিখিত অনুবাদ পাঠাবো অথবা টেলিফোনে একজন দোভাষী বা ইন্টারপ্রিটারের ব্যবস্থা করবো।

ਜੇ ਇੱਥੇ ਦਿੱਤੀ ਗਈ ਜਾਣਕਾਰੀ ਵਿਚੋਂ ਕਿਸੇ ਦਾ ਤਰਜਮਾ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਤੁਹਾਨੂੰ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਦੱਸੇ ਗਏ ਨੰਬਰ 'ਤੇ ਇਸ ਦਫ਼ਤਰ ਨੂੰ ਟੈਲੀਫ਼ੋਨ ਕਰੋ। ਫਿਰ ਅਸੀਂ ਤੁਹਾਨੂੰ ਲਿਖਤੀ ਤਰਜਮਾ ਦੇ ਦਿਅਾਂਗੇ ਜਾਂ ਤੁਹਾਨੂੰ ਟੈਲੀਫ਼ੋਨ 'ਤੇ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੈਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

Si parmi les renseignements fournis ici, vous souhaiteriez que certains vous soient traduits, veuillez contacter nos bureaux au numéro indiqué. Nous pourrions soit vous fournir une traduction écrite, soit faire en sorte qu'un interprète vous les traduise au téléphone.

Haddii qayb ka mid ah macluumaadka halkaan ku qoran aad u baahantahay in Af-Soomaali laguug turjumo fadlan nagala oo xiriir lambarka xafiiskayaga ee lagu siiyay. Dabadeed waxaan kuu diyaarinaynaa iyadoo qoraal lagu turjumay ama turjubaan khadka taleefoonka.

आमां आपेली कोठपया माडितीनुं जे तमारे भाषांतर करायवुं होय, तो आपेला नंबर पर अमारी ओफिसनो संपर्क करो. त्यार पछी अमे तमने ज्यां तो लभायमां भाषांतर आपीशुं ज्यां तो झोन पर दुभाषियानी सेवा उपलब्ध करीशुं.

Si usted necesita que se traduzca alguna parte de la informacion aqui proporcionada, por favor pongase en contacto con nuestra oficina en el numero de telefono indicado. Entonces podremos proporcionarle o bien una traduccion escrita o los servicios de un interprete telefonico.

यदि यहाँ दी गई जानकारी में से किसी का अनुवाद आपको अपनी भाषा में चाहिए, तो कृपया बताए गए नम्बर पर इस दफ्तर को फ़ोन करें। हम आपको लिखित अनुवाद भेज देंगे या यह जानकारी टेलीफ़ोन पर समझाने के लिए किसी इंटरप्रेटर का प्रबंध करेंगे।

இங்கு தரப்பட்ட தகவல்கள் ஏதேனும் உங்கள் மொழியில் மொழிபெயரக்கப்பட்டுத் தர வேண்டுமாயின் எமது அலுவலகத்துடன் தரப்பட்டிருக்கும் தொலைபேசி எண்ணில் தொடர்பு கொள்ளவும். அதன் பின்பு நாம் உங்களுக்கு இதன் மொழிபெயர்ப்புப் பிரதியையோ அல்லது ஒரு மொழிபெயர்ப்பாளரையே ஒழுங்கு செய்து தருவோம்.

Se volete la traduzione di alcune delle informazioni qui fornite, contattare il nostro ufficio al numero telefonico fornito. Siamo in grado di fornirvi una traduzione scritta oppure il servizio di uninterprete al telefono.

Burada yer alan bilgilerin Türkçe'ye çevrilmesini isterseniz, lütfen ofisimize telefon edin. Duruma göre, size bunun yazılı bir çevirisini gönderebiliriz ya da telefonla sözlü olarak çevrilmesini sağlayabiliriz.

Translated by London Borough of Waltham Forest  
Interpreting and Translation Service.

Ref T7303

اگر آپ فراہم کی گئی کسی بھی معلومات کا ترجمہ حاصل کرنا چاہتے ہیں تو براہ کرم فراہم کئے گئے ٹیلیفون نمبر پر ہمارے دفتر سے رابطہ کیجئے۔ اُس کے بعد ہم یا تو تحریری شکل میں اس کا ترجمہ فراہم کر سکتے ہیں یا ٹیلیفون پر ترجمان زبان کی سہولت فراہم کر سکتے ہیں۔



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