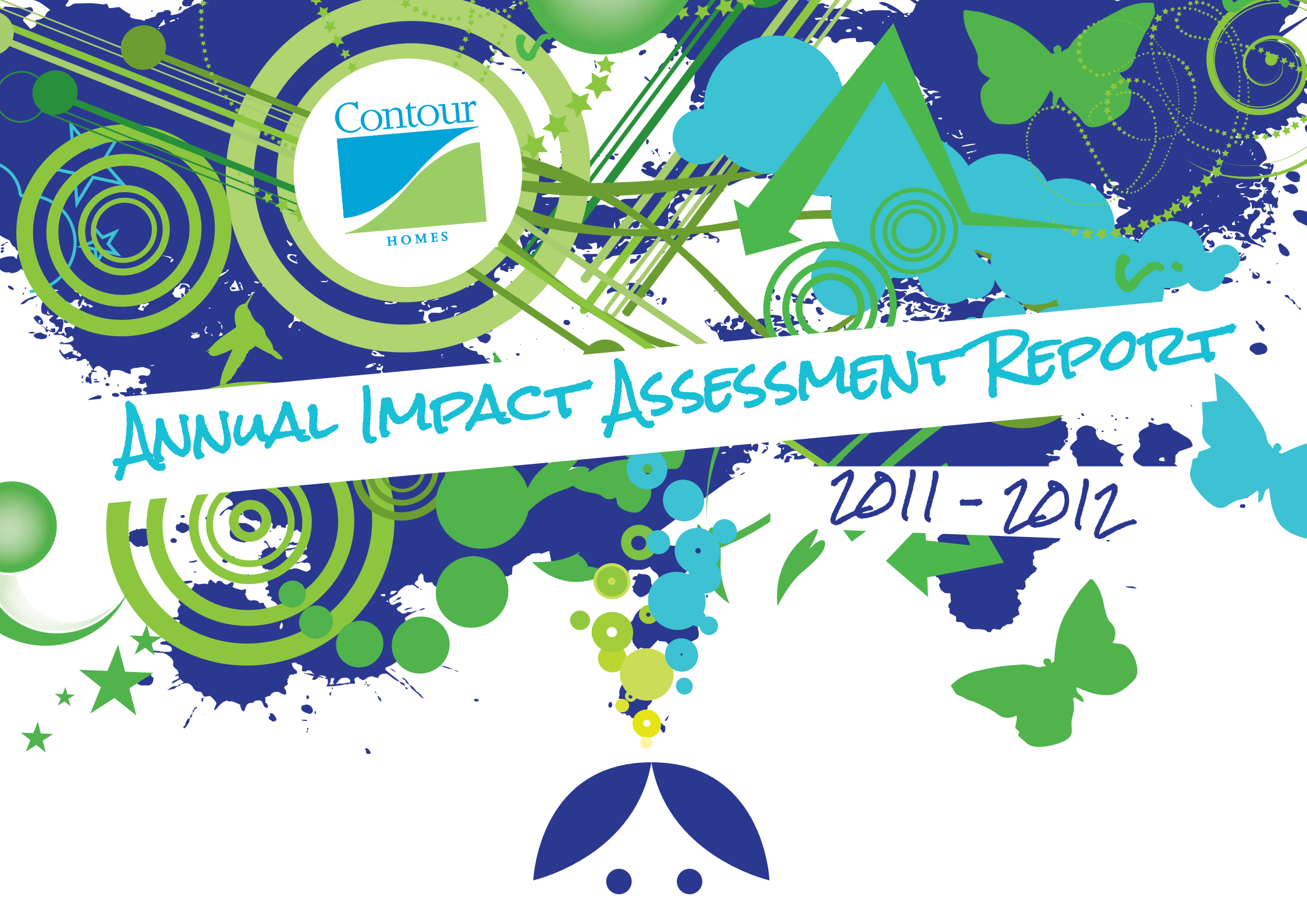




ANNUAL IMPACT ASSESSMENT REPORT

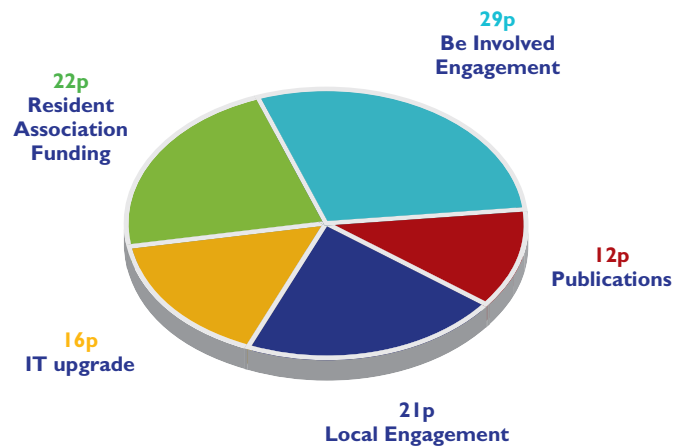
2011-2012



INTRODUCTION

This report is intended for residents and staff alike and provides a summary of the different types of resident engagement that have been going on across the business over the past 12 months. The report also gives each engagement type a rating in terms of overall impact and cost.

HOW IS EVERY £1 SPENT?



Budget

2009/10
£132,400

2010/11
£100,000

2011/12
£57,375

Total Spend
in 2011/12
£57,819

OVERALL IMPACT

The table below illustrates some of the different scenarios of how an engagement activity can be rated. We have calculated value for money based upon outcomes, cost, sustainability and improvements in services and used this to contribute to measuring the Impact. Going forward, we will be reviewing those engagement activities that have low impact and high cost in order to ensure we continue to provide an efficient and value-driven service. We will do this with the Customer Services Committee.

High Impact Low cost	High Impact Average cost	High Impact High cost
Medium Impact Low cost	Medium Impact Average cost	Medium Impact High cost
Low Impact Low cost	Low Impact Average cost	Low Impact High cost

KEY

Green High impact/Low cost

Amber Medium impact/Average cost

Red Low impact/High cost

Engagement Type	Overall Cost	Overall Impact	What's Happening Next?
<p>Low Level Involvement</p> <p>Edit My News</p> <p>The Contour Homes 'Edit My News' group is made up of both staff and residents. The focus is to enable residents to feedback and influence the production and editorial of their newsletter which is sent out on a quarterly basis. It is the role of the residents to review articles, and provide feedback on the proposed content, design and layout.</p> <p>Outcomes</p> <p>Members have assisted in the production of 3 newsletters.</p>	£1,212	Green	Two meetings per newsletter will continue to be held and the 'at home' option will be investigated with residents.
<p>Read and Review</p> <p>Regular communication with our residents is essential in ensuring we are providing an excellent service. We constantly review, update and create new leaflets, brochures and reports.</p> <p>Members of this group read and review our publications and documents, ensuring that they are in plain English, jargon free and relevant.</p> <p>Outcomes</p> <p>Members of this group have reviewed 9 publications during this year and made recommendations on the layout, use of pictures and text ensuring all information we share is easy to understand and relevant.</p>	£1301.44	Green	Identify the possibilities to utilise residents to take part in mystery shopping from their own home should they wish.

Engagement Type	Overall Cost	Overall Impact	What's Happening Next?
Shape My Service Groups You can dedicate as much or as little time to 'Shape My Service' focus groups depending on what interests you. We are passionate about working together with our residents in all that we do. These are the things that residents have worked on this year:			
imPaCt Awards Ceremony 2011 Outcomes Residents devised the award categories, chose the winners and created branding for the awards ceremony	£349.20	Green	Shape My Service Meetings will continue to be used to deliver service improvements
Rent Statements Outcomes Residents shaped the design and format of a guide to understanding your rent statements and ensured it was clear so the rent statements can be easily understood	£120.24	Green	Shape My Service Meetings will continue to be used to deliver service improvements
Domestic Violence Policy Outcomes Residents made suggestions on how the policy could be improved. As a result the policy has been amended	£138.22	Green	Shape My Service Meetings will continue to be used to deliver service improvements
Annual Report – Contour Homes Outcomes This report was produced by residents for residents ensuring Contour Homes performance and future plans were shared	£536.84	Green	Shape My Service Meetings will continue to be used to deliver service improvements
Antisocial behaviour and Hate Crime Policy Outcomes Suggestions were made by residents to improve the wording and clarity of this policy	£124.89	Green	Shape My Service Meetings will continue to be used to deliver service improvements

Engagement Type	Overall Cost	Overall Impact	What's Happening Next?
<p>Former Tenant Arrears Policy</p> <p>Outcomes</p> <p>This policy was reworted and jargon removed to ensure it was easy to understand</p>	£132.86	Green	Shape My Service Meetings will continue to be used to deliver service improvements
<p>STAR Survey tender</p> <p>Outcomes</p> <p>Residents formed part of the interview panel to recruit a company to complete our STAR survey, the one appointed offered great value for money whilst still ensuring a quality service</p>	£324.28	Green	Shape My Service Meetings will continue to be used to deliver service improvements
<p>Training and Development programme</p> <p>Outcomes</p> <p>A comprehensive training programme and a promotional DVD was produced which can be accessed via the website</p>	£221.88	Green	Shape My Service Meetings will continue to be used to deliver service improvements
<p>Contract Interviews for Warden Call Service</p> <p>Outcomes</p> <p>Residents were involved in appointing the contractor</p>	£54	Green	Shape My Service Meetings will continue to be used to deliver service improvements

Engagement Type	Overall Cost	Overall Impact	What's Happening Next?
<p>Medium Level Involvement</p> <p>In This Together</p> <p>In This Together (ITT) is group of residents who identify and remove barriers to the services we provide. They use their wealth of experience to drive changes in the business and tailor our approach to customers.</p> <p>Outcomes</p> <p>The group have produced a translation booklet for repairs contractors to use; they have reviewed how we collect customer profiling information; worked with the Insight Officer to design and implement Equality and Diversity training for all staff; designed and implemented 3 awareness sessions for staff, covering religion and culture, festivals and disability and pushed for system changes which now allows staff to be able to access, change and utilise customer information.</p>	<p>£1,787.72</p>	<p>Green</p>	<p>In July 2012 the ITT group held a planning session to decide on their focus for the next 12 months. The group agreed to focus on the following four areas:</p> <ul style="list-style-type: none"> • To hold a contractor lunchtime awareness session to examine contractor approaches to Equality and Diversity • To look at the people affected by the welfare reform and the barriers they may face • Scrutinising translation costs • Continue work on the way staff use the customer profiling information and to help customers, particularly in relation to neighbourhood plans
<p>Valuing Difference Training</p> <p>Residents from In This Together, the Customer Services Committee and the Board all took part in this training.</p> <p>Outcomes</p> <p>The training was a practical session about Equality and Diversity. It took into account changes in legislation such as the Equality Act 2010 so residents benefitted from an up-to-date perspective on these issues.</p>	<p>£101.80</p>	<p>Green</p>	<p>The Valuing Difference training is now part of the residents' learning and development programme, 'Release Your Potential... Be Inspired'. It is also mandatory training for all staff.</p>

Engagement Type	Overall Cost	Overall Impact	What's Happening Next?
<p>My Repairs and Maintenance</p> <p>This is a dedicated group of residents who influence the way Asset Management deliver their services. They focus on responsive repairs, planned maintenance and regeneration works.</p> <p>Being a part of this group is an opportunity to influence key decisions and shape a service that has an impact on all residents.</p> <p>Outcomes</p> <p>Service standards have been reviewed and members are currently taking part in the selection of contractors.</p>	£1,126.99	Amber	At the end of 2012 a planning session will take place with residents to identify the group's focus going forward
<p>Sheltered Forum</p> <p>If you would like to shape and drive the older person's service, then the Sheltered Forum is for you.</p> <p>Being part of this group is a great opportunity to really make a difference, influence decisions and tailor services.</p> <p>Outcomes</p> <ul style="list-style-type: none"> • Consultation on changes to the older persons service • Performance, including outcomes from scheme inspections have been shared • An exhibition to promote the adaptations service was held • Consultation on the aids and adaptations policy • Information sharing events on doorstep crime prevention, personal safety and tenant insurance 	£3,004	Amber	Following consultation the forum will run twice a year

Engagement Type	Overall Cost	Overall Impact	What's Happening Next?
<p>High Level Involvement</p> <p>Resident Inspectors</p> <p>We have a team of Resident Inspectors who measure and monitor our services against our standards. The Resident Inspectors feedback their findings to the Customer Services Committee (CSC) and the CSC hold us accountable for any changes that may be required. This structure ensures that residents are measuring, testing and monitoring the services they receive and are influencing the development of the business.</p> <p>Outcomes</p> <p>The resident Inspectors completed an independent desk top review on scheme inspections. This saved the association £735, the report can be found on the Be Involved website. All recommendations have been completed.</p> <p>The Inspectors have carried out a 12 month review of the 'be involved' structure to ensure it continually evolves and demonstrates outcomes.</p> <p>The Inspectors also reviewed the environmental services team pilot and recommended the roll out to all regions.</p>	<p>£672.80</p>	<p>Green</p>	<p>A new project has been identified by the CSC focusing on Repairs Satisfaction. This will be completed and available for other residents to view by December 2012.</p>
<p>Resident Inspector Training</p> <p>TPAS facilitated this second training course with a focus on scrutiny and its techniques, support was then provided throughout the Scheme Inspection project.</p> <p>Outcomes</p> <p>Two new Resident Inspectors were trained to CIH (chartered institute of housing) level two, a successful project was completed that demonstrated improvements to service delivery could be made and with cost savings to the organisation.</p>	<p>£696</p>	<p>Amber</p>	<p>The Resident Inspectors conducted a value for money review following the training received and appointed the Linda Levin Partnership to train the new Inspector whilst also providing an annual refresher to the five existing Resident Inspectors</p>

Engagement Type	Overall Cost	Overall Impact	What's Happening Next?
<p>Customer Services Committee (CSC)</p> <p>The Customer Services Committee (CSC) is independent to Contour Homes Board, and has delegated authority from them to scrutinise the Customer Services and Asset Management Directorates. They meet regularly to scrutinise performance, to develop and influence strategies and reviews ensuring that customers' needs, expectations and views are at the heart of all Contour Homes do. Each member of the CSC has a Champion role relating to a particular service area, this helps us to ensure that the CSC scrutinises every service area in depth.</p> <p>Outcomes</p> <p>The CSC measure and challenge performance information. This enable them to commission the Resident Inspectors to undertake a Desktop Review of Scheme Inspections and the current repairs satisfaction project. They developed and influenced the welfare reform strategy and tenant cash back strategy.</p>	£2,238.43	Green	In October 2012 the CSC will be reviewing the terms of reference and agreeing their focus for the next 12 months. They also want to encourage new residents to be involved
<p>Contour Homes Board</p> <p>Tenant Board Members combine their skills and tenant experience to make the best decisions to shape the future of your homes. Tenant Board Members are appointed.</p> <p>The role of the Board includes:</p> <ul style="list-style-type: none"> • Making decisions which affect the running of Contour Homes • Setting the long term direction of Contour Homes • Making sure that Contour Homes is run lawfully and ethically <p>Outcomes</p> <ul style="list-style-type: none"> • Set the direction of the Business Plan • Board Members took on delegated powers to approve the biomass scheme at Preston • Board Members took part in training in Risk Management, Treasury Management and Valuing Difference 	£2,030	Green	The Contour Homes Board will continue to provide strategic direction to the business and to make key decisions

Engagement Type	Overall Cost	Overall Impact	What's Happening Next?
<p>Resident Appeals Panel</p> <p>The Resident Appeals Panel play an important role in ensuring complaints at Stage 3 are dealt with in a transparent and fair way. The Panel hear Stage 3 complaints and decide the outcome. The Resident Appeal Panel members are trained to look objectively at complaints and gain a full understanding of the Contour Homes complaints process. They also identify learning points from complaints and make recommendations to review policy and procedures if required.</p> <p>Outcomes</p> <p>There were five Appeal Hearings, a common theme was the time taken to respond to customers, whether answering their initial complaint or not returning calls. As a result we have changed the way we respond to complaints.</p>	£210.40	Green	<p>Appeal Panel members are offered the opportunity to work with the Customer Services Committee members to participate in a 'Learning from Complaints' group.</p> <p>Members will be mentored to ensure they have the correct support.</p>
<p>Resident Appeals Panel Training and Learning from Complaints Training Outcomes</p> <p>8 residents completed the training programme and can now sit on Resident Appeals Panels.</p>	£238.10	Green	Annual refresher training will take place

Engagement Type	Overall Cost	Overall Impact	What's Happening Next?
Local Engagement Local engagement is key to making sure we provide excellent services. If you would like to make a difference in your community, why not get involved locally – you can use your existing skills and also develop new skills.			
Youth Graffiti Days 5-day session which took place in St Marys, Oldham Outcomes Resulted in a reduction in antisocial behaviour over the October half term break	£1,000	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
Arts Project Consultation Sessions Nine sessions which took place in St Marys, Oldham Outcomes This work will be used for a Heritage Lottery proposal which, if successful, will result in an art feature in communal land for the benefit of Contour Homes residents	£1,980	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
Community Limeside Festival 2011 Took place in Limeside, Oldham Outcomes Networking opportunities created and Contour Homes publicised to potential new customers and partners. Contour Homes residents had the opportunity to participate	£500 contribution	Amber	Local engagement will be determined through local consultation and use of Neighbourhood Plans
Hideaway Secret garden consultation Three separate consultations took place to examine whether residents would be interested in having a community garden Outcomes This project has engaged volunteers to shape and maintain a community garden	£588	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans

Engagement Type	Overall Cost	Overall Impact	What's Happening Next?
<p>Resident's Training – How to be an Effective Chairperson</p> <p>Outcomes Residents who attended the Chair Skills training said that they had increased confidence when chairing meetings</p>	£817.24	Amber	The Be Inspired resident's training and development programme is currently being rolled out based on resident's expressions of interest for training courses
<p>Resident's Training – How to Source External Funding and Complete a Funding Application</p> <p>Outcomes Residents who attended the Fundraising course said that they were now ready to put their learning into practice</p>	£284.56	Green	The Be Inspired resident's training and development programme is currently being rolled out based on resident's expressions of interest for training courses
<p>Consultation about motorcycle nuisance</p> <p>Leaflet drop to all properties on the Callon estate in Preston and the wider ward area. Door knocking to gather feedback on the affected area</p> <p>Outcomes New security fence will be erected to prevent further nuisance. Improved community relations</p>	£134.17	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
<p>Coldhurst in Bloom</p> <p>Resident planting day</p> <p>Outcomes Improved communal areas. Opportunity to meet neighbours</p>	£149.56	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
<p>Planting Day</p> <p>Took place at Lyndon Court, Oldham</p> <p>Outcomes Planting of shrubs and flowers in communal areas has now improved the appearance of the area</p>	£139.39	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans

Engagement Type	Overall Cost	Overall Impact	What's Happening Next?
<p>Jubilee Barbecue Took place at Woods Court in Middleton</p> <p>Outcomes Created a friendly atmosphere and a feeling of mutual support among residents</p>	£425	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
<p>Jubilee Bake-off Took place at Woods Court, Middleton</p> <p>Outcomes Encouraged visitors from others schemes</p>	£300	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
<p>Residents selecting catering menus Took place at Melbourne Court, Stalybridge</p> <p>Outcomes Residents' particular needs were catered for. Feedback gained about catering service</p>	£13.13	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
<p>Environmental Action Day Took place on the Westwood estate, Oldham</p> <p>Outcomes Residents got involved in recycling and waste management</p>	£39.39	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
<p>Fish and Chip night Took place Edwards Court, Stockport and Cobden Lodge, Castleton</p> <p>Outcomes Brought residents together. Bingo and quiz night followed</p>	£53.14	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
<p>Clothes Sale Took place at Edwards Court, Stockport</p> <p>Outcomes Helps residents who have difficulty going to the shops</p>	£15.40	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans

Engagement Type	Overall Cost	Overall Impact	What's Happening Next?
<p>Multi-Cultural Respect Festival Took place in Halliwell, Bolton</p> <p>Outcomes Good networking opportunities created for Contour staff. Contour Homes was promoted as a pro-diversity organisation. Contour publicised to potential new customers and partners. Residents left with information on a variety of Contour Homes Services</p>	£829.65	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
<p>Clean-up Day Took place in Whitefield, Bury</p> <p>Outcomes Improved the area, created community pride</p>	£350	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
<p>Consultation on CCTV proposals Took place in Lower Broughton, Salford</p> <p>Outcomes Residents felt included in the decision about whether Contour would purchase CCTV cameras</p>	£80.22	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
<p>Planting Day Took place at Langley Lane, Oldham</p> <p>Outcomes Planting of shrubs and flowers in communal areas</p>	£178.12	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
<p>Armchair Exercise classes Takes place at Crompton Court, Bolton</p> <p>Outcomes Elderly residents complete armchair exercises to music. Directed by a volunteer from Age Concern. This improves social, mental and physical wellbeing</p>	£15.40	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans

Engagement Type	Overall Cost	Overall Impact	What's Happening Next?
<p>Tameside Scheme Inspections</p> <p>Took place in Denton, Stalybridge, Audenshaw and Hyde.</p> <p>Outcomes</p> <p>Improvement in the overall area aesthetically. Repairs and improvements are identified and actioned</p>	£100.40	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
<p>Dog Welfare Day</p> <p>Took place in Preston in Lancashire</p> <p>Outcomes</p> <p>Reduction in the breach of tenancies for dog-related issues. Support and advice given to residents about caring for their pets</p>	£87.85	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
<p>Skip Day</p> <p>Took place at Mendip Road, Preston, Lancashire</p> <p>Outcomes</p> <p>Improved appearance of the area, improved partnership links with Chorley Borough Council, raised awareness among residents of fly tipping and rubbish issues</p>	£345.07	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans
<p>Skip Day</p> <p>Took place on the Callon estate in Preston, Lancashire</p> <p>Outcomes</p> <p>Improved appearance of the area, improved partnership links with the Council, raised awareness among residents of fly tipping and rubbish issue</p>	£808.59	Green	Local engagement will be determined through local consultation and use of Neighbourhood Plans

This report has been produced by the Insight and Engagement team using impact assessment forms from 2011/12, completed at the time of the activity. Please get in touch with us if you have any ideas for future activities in which you would like to get involved. We are always looking for new and exciting ways of involving our residents!

This document shows how you can influence decisions and help to shape your services. If you are having difficulty reading or understanding this document, we can provide this copy in large print, Braille, audio, or you could request a translation. Please contact our Customer Support Team on 0345 602 1120.

تبین هذه الوثيقة كيف يمكن أن تؤثر على القرارات وتساعد على تشكيل خدماتك. إذا كنت تواجه صعوبة في القراءة أو فهم هذه الوثيقة، يمكن لنا أن نزود هذه النسخة في الطبعة الكبيرة، البريل، التسجيل الصوتي، أو يمكن أن نطلب ترجمة هذه الصفحة. يرجى الاتصال بفرق دعم العملاء على هذه الرقم 0345 602 1120.

এই নথিতে দেখা যায় যে আপনি কিভাবে আপনার সিদ্ধান্তকে প্রভাবিত করতে পারেন এবং আপনার পরিষেবাকে আকার দিতে পারেন। এই নথি পড়তে এবং বুঝতে যদি আপনার কোন অসুবিধা হয় তবে আমরা বড় ছাপায়, ব্রেইলে, অডিওতে এই কপি দিতে পারি বা আপনি এর অনুবাদও চাইতে পারেন। অনুগ্রহ করে আমাদের গ্রাহক পরিষেবা টিমের সঙ্গে 0345 602 1120 নম্বরে যোগাযোগ করুন।

این سند نشان می دهد که شما چگونه می توانید در تصمیمات تاثیرگذار باشید و به شما کمک می کند که نحوه دریافت خدمات خود را تعیین کنید. اگر در خواندن یا درک این سند مشکل دارید، می توانیم این سند را در قالبهای چاپ درشت، خط بریل، یا به صورت صوتی برایتان تهیه کنیم، یا می توانیم ترجمه آن را درخواست دهید. لطفاً با تیم پشتیبانی مشتریان ما به تلفن 0345 602 1120 تماس بگیرید.

Ce document présente comment vous pouvez influencer les décisions et aider à formuler vos services. Si vous avez des difficultés à lire ou comprendre ce document, nous pouvons vous fournir cette copie en format large, en braille, en audio, ou vous pouvez également demander une traduction. Veuillez s'il vous plaît contacter notre Équipe d'Assistance Clientèle au numéro suivant : 0044 345 602 1120.

આ દસ્તાવેજ દર્શાવે છે કે તમે નિર્ણયોને કેવી રીતે અસર કરી શકો છો અને તમારી સેવિસિસને આકાર આપવામાં કેવી રીતે મદદ કરી શકો છો. જો તમને આ દસ્તાવેજ વાંચવામાં અથવા સમજવામાં મુશ્કેલી હોય તો અમે આની નકલ મોટી ચિન્ટમાં, બ્રેઇલી લિપીમાં, ઓડિયોમાં પૂરી પાડી શકીએ છીએ અથવા તમે ભાષાંતરની વિનંતી કરી શકો છો. કૃપયા તમારી કસ્ટમર સપોર્ટ ટીમનો 0345 602 1120 ઉપર સંપર્ક કરો.

Niniejszy dokument przedstawia, w jaki sposób mogą Państwo wpływać na decyzje i pomaga w kształtowaniu Państwa usług. W przypadku problemów z odczytaniem lub zrozumieniem tego dokumentu możemy na życzenie dostarczyć kopię niniejszego tekstu w wersji drukowanej dużą czcionką, alfabetem Braille'a, w wersji audio lub jego tłumaczenie. Prosimy o kontakt z naszym Działem Obsługi Klienta pod numerem 0345 602 1120.

ਇਹ ਦਸਤਾਵੇਜ਼ ਦਰਸਾਉਂਦਾ ਹੈ ਕਿ ਤੁਸੀਂ ਆਪਣੇ ਫ਼ੈਸਲੇ ਨੂੰ ਕਿਸ ਤਰ੍ਹਾਂ ਮੁਜ਼ਾਇਰ ਕਰ ਸਕਦੇ ਹੋ ਅਤੇ ਅਪਣੀਆਂ ਸੇਵਾਵਾਂ ਦੇ ਆਕਾਰ ਵਿੱਚ ਕਿਸ ਤਰ੍ਹਾਂ ਮਦਦ ਕਰ ਸਕਦੇ ਹੋ। ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਪੜ੍ਹਨ ਜਾਂ ਸਮਝਣ ਵਿੱਚ ਮੁਸ਼ਕਲ ਹੋ ਜਾਂਦੀ ਜਾਂ ਤਾਂ, ਅਸੀਂ ਇਸ ਨੂੰ ਵੱਡੇ ਫ਼ੋਂਟ, ਬਰੈਲ, ਆਡੀਓ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ ਜਾਂ ਤੁਸੀਂ ਅਨੁਵਾਦ ਵਾਲੀ ਕਾਪੀ ਕਰ ਸਕਦੇ ਹੋ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੀ ਆਗਿਆ ਸਹਾਇਤਾ ਟੀਮ ਨੂੰ 0345 602 1120 ਸੰਪਰਕ ਕਰੋ।

Dikumintangani wuxuu ku tusayaa sida aad saamayn ugu yeelanaysid go'aamada ku saabsan sida loo qaabaynayo adeegyada. Haddii ay kugu adag tahay aqrinta ama fahmida dikumentigan, waxaannu nuuqikan ku bixin karnaa far waaween, habka Braille ee indhooluhu ay wax ku aqriyaan, si maqal ah, ama waxaad codsan kartaa tarjumid. Fadlan la xiriir Kooxdaenna Taageeridda Macaamiisha oo ka wac 0345 602 1120.

یہ دستاویز اس بات کو ظاہر کرتا ہے کہ آپ اپنے فیصلے کو کس طرح مؤثر بنا سکتے ہیں اور اپنی خدمات کو شکل دینے میں کس طرح مدد کر سکتے ہیں۔ اگر آپ کو اس دستاویزات کے پڑھنے یا سمجھنے میں کسی طرح کی کوئی پریشانی ہے، تو انگلی ریکم پڑھنے والی کاپی، آڈیو، فریم کر سکتے ہیں، یا آپ اس کے ترجمہ، آپ کو اسکی پڑھے حروف میں پرنٹ کاپی، کن بھی درخواست کر سکتے ہیں۔ برائے مہربانی آپ ہمارے کسٹمر کی مدد کرنے والی ٹیم سے اس نمبر 602 1120 پر رابطہ کریں 0345



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HOMES

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