

Your guide to our customer involvement agreement (compact)



Working together to deliver quality homes and a better environment for all

Our vision

“Working together to deliver quality homes and a better environment for all”

To achieve this we will be:

- **P**roviding quality homes
- **R**egenerating estates and communities
- **I**nvolving customers to improve services
- **D**elivering excellent services to all
- **E**mployer of choice and financially stable

Contents

	Page
Introduction	4
Providing services fairly	5
About our customer involvement agreement (compact)	6
Message from the chair of EDH Board and chair of the Housing Partnership	7
Links to our corporate objectives	8
Reviewing the agreement	9
Structure of involvement	10
Role of the Housing Partnership	14
Training	16
Neighbourhood-based residents groups	17
Corporate commitment to involvement	19
Local offers - our promise to you	20
Disputes and mediation	22
Monitoring and evaluation	23
Spending money wisely	24
Improving our service	25
Contact us	26

Introduction

This is East Durham Homes' customer involvement agreement (compact). We launched the original compact in 2009 and this revised version will replace any other versions.

We have developed the agreement with customers.

Providing services fairly



We aim to ensure that all our customers can use our services regardless of age, race, gender, disability, religion, sexuality, gender reassignment, pregnancy and maternity or marriage and civil partnership.

We will do this by training our staff to understand people's different needs, and will monitor our services to make sure they are provided fairly to everyone.

Our staff will:

- help you fill in forms
- provide an interpretation service if your first language is not English
- give you information, on request, in different languages or in different formats such as large print, Braille, CD or audio tape
- use plain English
- take into account any additional needs you may have
- provide you with support if you need it
- take calls using Typetalk
- where possible, arrange for you to speak to, or be visited by a member of staff of the same sex as you, if you wish
- provide induction-loop systems
- visit you at home if you can't get to our office
- provide you with a sign-language service if you need it.

About our customer involvement agreement (compact)

What is the customer involvement agreement?

Our customer involvement agreement is an agreement between East Durham Homes and everyone who receives services from us, including tenants, leaseholders and residents. It sets out in detail:

- how we will encourage you to help us plan and deliver services
- how we will encourage you to take part in managing your neighbourhood
- how we will work with you.

Message from the chair of EDH Board and the Housing Partnership

“East Durham Homes and the Housing Partnership recognise that it is important to involve customers in ensuring excellent service delivery and improvements that will benefit everyone. This compact sets out the commitment of East Durham Homes and the Housing Partnership to joint working. It sets clear standards for everyone to follow so that we can achieve our vision for customer involvement.

We are confident that if we apply the standards outlined, we can achieve our vision. We look forward to continuing a strong and fruitful relationship between the company, the Housing Partnership and all our customers to help improve the quality of life for those living in East Durham.”



Keith Gallagher
Chair of EDH Board



The Housing Partnership Committee

Links to our corporate objectives

The compact contributes to the following corporate objectives and in particular involving customers to improve services:

- **P**roviding quality homes
- **R**egenerating estates and communities
- **I**nvolving customers to improve services
- **D**elivering excellent services to all
- **E**mployer of choice and financially stable

Links to the customer involvement strategy

The agreement links to our customer involvement strategy, the objectives of which are listed below:

- Customer involvement has maximum impact by being both effective and representative of a wide range of customers
- Support customers so they have the skills, opportunities and independence to make a difference
- Deliver customer involvement at a local level, so customers can make a difference in the communities where they live.

Putting customers first

We want to put customers at the heart of everything we do. The agreement sets out how we will involve you in the things that you tell us are important to you. You will see that there are many ways to get involved.

Reviewing the agreement

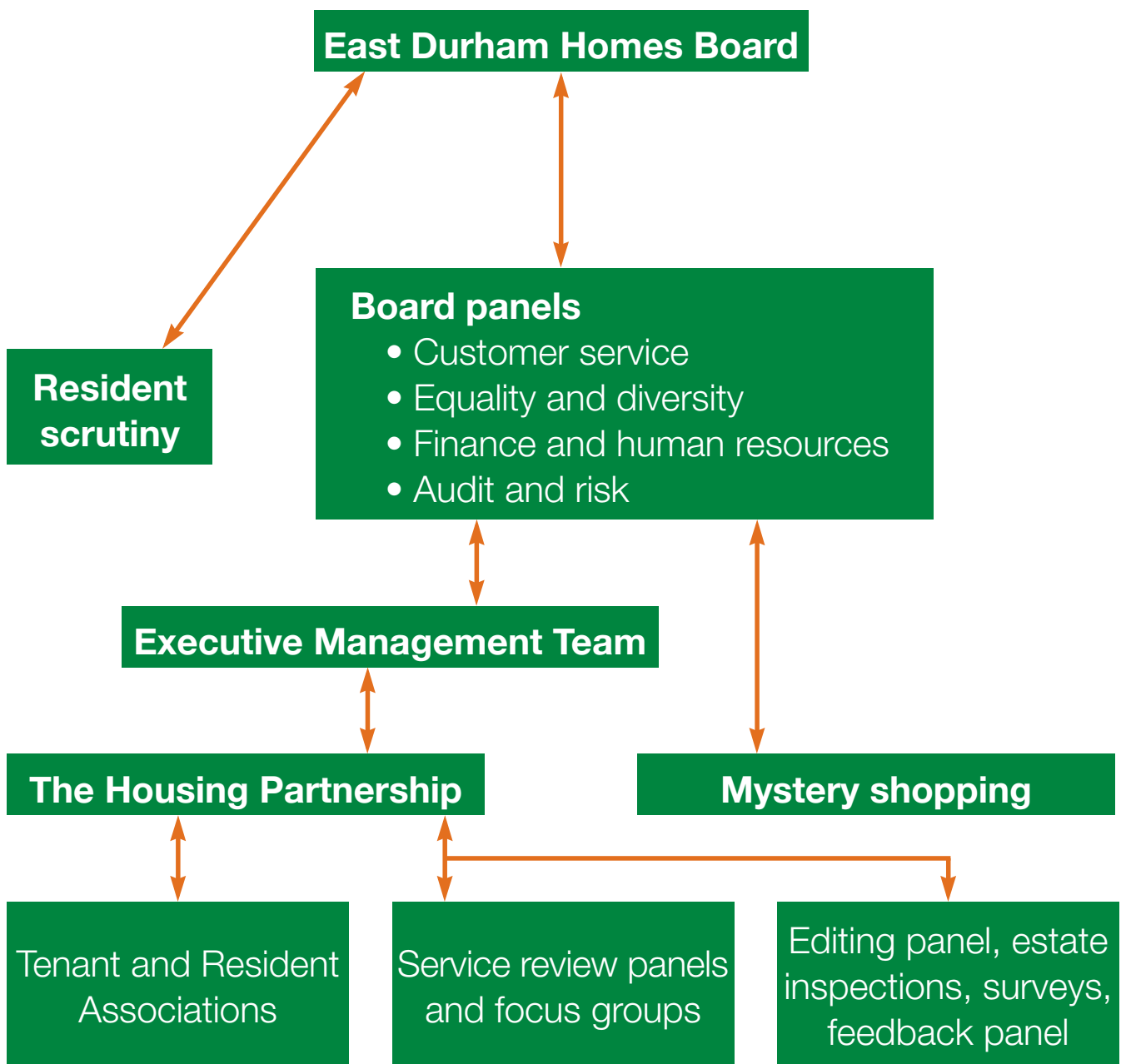
Before the revised agreement was formally approved in 2011, we carried out the following review:

- a panel of tenants and leaseholders took part in workshops to review the previous compact and agree on key objectives for the future. This group also helped to develop the customer involvement strategy. They will continue to meet every 3 months to review how the compact and the involvement strategy action plan are working.
- we also consulted with a number of other groups, including:
 - customer service review panel
 - involvement strategy working group
 - East Durham Homes staff
 - special interest groups
 - the Housing Partnership
 - the customer involvement team.

Structure of involvement

We want you to tell us what you think is important in the service you receive. We have already tried some ways of involving our customers, including a survey and focus groups.

Here is the involvement structure we set up, based on feedback we received:



Ways to get involved

East Durham Homes Board

The board of East Durham Homes is made up of:

- 5 council board directors
- 5 tenant board directors
- 5 independent board directors.

The board manages East Durham Homes and is responsible for the performance of the company.

The Housing Partnership

The Housing Partnership enables tenants, leaseholders and residents to negotiate with East Durham Homes, the council and other organisations on such issues as housing and anti-social behaviour. They will work towards making a better district where people can feel safe, live in decent homes, and let their children play safely in the street.

Resident scrutiny

This is a new role for customers to check on the service we deliver in a detailed way and suggest improvements to the way we do things. The Customer Involvement and Inspection Panel (CIIP) will examine services that are chosen in a number of ways, for example it could be a service that has not reached targets or where concerns have been raised.

Mystery shopping

Our mystery shopping group help us identify strengths and weaknesses in our services, and highlight areas for improvement. They do this by testing our services to see how well they meet the standards expected, and giving us feedback.

Tenants and residents associations

Tenants and residents associations are local groups who meet regularly to discuss issues on their estates and to help improve their area. They are supported by officers and members of East Durham Homes, the council and other organisations, such as the police.

Focus groups

Focus groups are meetings where people discuss a particular issue. We use the results to influence changes in policy or working practice. Every 3 months, Service Review Panels covering all service areas will meet to hear about performance and discuss improvements to those areas.

Editing panel

We deliver our regular newsletter Insight to every council home in the district to tell tenants and leaseholders what's happening in the housing service.

Our editing panel is made up of customers, who:

- review the articles for the newsletter
- give ideas for articles and features
- ensure that articles are clear and easy to understand
- review the design and layout of the newsletter
- review information for our leaflets, the website and our other publications to ensure they are clear and easy to understand.

Estate inspections

Our estate officers regularly inspect the properties on the estates. Every 3 months we invite you to accompany estate officers on their inspections, and work together to improve our estates.

Surveys

We regularly send out surveys to collect feedback from customers on the different services we provide, and we use this to help us improve our services.

Feedback panel

The feedback panel is a database of about 1,000 people who have shown interest in completing surveys and giving us feedback on different services.

Young tenants forum

We are currently developing a young tenants forum. This will be a group of under 25's who will meet regularly to discuss our services and any issues they may have.

Tenant inspectors

This new group of customers inspect recently vacated properties alongside EDH inspectors and report findings and suggest improvements. The Housing Partnership suggested these inspections.

Leaseholder involvement

We believe leaseholders should also have a voice and play an active part in the way we provide our services. So we are working on better ways of consulting them.

We will:

- hold leaseholder discussion groups in Peterlee and Seaham every 6 months
- provide home visits to any leaseholder who can't attend forums
- hold a leaseholder improvement panel every 3 months
- dedicate a full page of our Insight newsletter to leaseholders
- do regular satisfaction surveys.

Role of the Housing Partnership

The Housing Partnership has played an important role in developing customer involvement. The partnership brings together community groups and their representatives in the district in discuss all housing issues. Their mission is: **“embracing cultures, ideas and values at the heart of the community”**.

The partnership aims to:

- work with housing providers to improve services and standards of accommodation in East Durham
- work with statutory bodies responsible for tackling anti-social behaviour in East Durham and develop initiatives to tackle general issues or manage individual cases
- foster good working relationships with bodies that provide public services, and other organisations active in East Durham
- affiliate to such organisations if they promote the interests of the residents of East Durham
- work with partners to develop plans to reduce home energy costs by looking at alternative energy sources
- encourage representation from all the tenants and residents associations in East Durham to help resolve issues
- understand that all residents have differing needs and strive to meet all these needs
- not unlawfully discriminate against any individual or group on the grounds of their age, race, gender, disability, religion, sexuality, gender reassignment, pregnancy and maternity or marriage and civil partnership.
- work with relevant bodies to promote community cohesion.



East Durham Homes will:

- provide access to equipment to help Housing Partnership members do their job, including photocopying and printing, internet access, computers, presentation equipment and meeting rooms
- assess learning needs for partnership members and arrange training
- provide a customer involvement budget to help promote customer involvement and training events
- provide a forward plan of issues for discussion at partnership meetings
- publicise and promote the work of the partnership to encourage new members to join
- conduct an annual audit to ensure the partnership represents the communities we serve
- cover travel and childcare costs for people attending partnership meetings
- cover other recognised care costs where applicable.

Housing Partnership members will:

- keep to the partnership constitution
- feed back to their groups on issues raised
- promote the work of the partnership in their communities.

Training

We recognise that if customers are to help make decisions about how their neighbourhoods are managed, they need good-quality training.

East Durham Homes will:

- establish an annual training plan for customers
- encourage and help customers to attend relevant training events held locally, regionally and nationally, using internal and external trainers
- provide a list of training events to the Housing Partnership and neighbourhood residents groups
- assess training needs with individual partnership members and write an annual training plan
- evaluate training to ensure the maximum benefit to participants
- pay the cost of training, including accommodation, subsistence and childcare
- cover other recognised care costs, where applicable.

Participants will attend sessions and tell the partnership and neighbourhood residents groups what they have learned from the sessions.

Neighbourhood-based residents groups

We recognise the important role of local community organisations in creating and maintaining sustainable communities. We will continue to develop ways of helping local groups get more involved in managing their neighbourhoods.

Residents groups that East Durham Homes currently supports are:

Name	Meeting venue
Westlea and Milldale Tenants and Residents Association	7A West Grove, Seaham
Ash Crescent (Parkside) Tenants and Residents Association	Parkside People's Centre, Parkside, Seaham
Trimdon Station Tenants and Residents Association	Community House, 29/30 May Crescent, Trimdon Station
Edenhill and Chapel Hill North Tenants and Residents Association	Residents House, 26 Crawford Avenue, Peterlee
Passfield and Sunnyblunts Tenants and Residents Association	Helford Road Cricket Club, Helford Road, Peterlee
Hesleden Tenants and Residents Association	Hesleden Community Centre, Front Street, Hesleden
Acre Rigg Residents Association	Hillrigg House, Lowhills Road, Peterlee
Blackhall Rocks Tenants and Residents Association	Kasko House, 22 Marine Crescent, Blackhall Rocks
Shotton Tenants and Residents Association	Shotton Community Centre, Bridge Road, Shotton Colliery
Denehouse and Chapel Hill South Tenants and Residents Association	Methodist Church, St Cuthberts Way, Peterlee
Horden North Tenants and Residents Association	The Pavilion Cafe, Sunderland Road, Horden
Horden Colliery Residents Association	St Mary's Church Hall, Horden
Thornley Residents Group	Thornley Methodist Church, Dunelm Road, Thornley
Gully House Residents Association	Gully House, Wingate

East Durham Homes will:

- provide an annual grant to recognised tenants and residents associations to meet administration and running costs. The grant will be an amount set annually after consultation with the Housing Partnership
- provide a named contact member of staff to liaise with the group
- support groups to write annual action plans to help develop each group
- attend resident group meetings
- work with local residents to ensure customer involvement in local areas
- ensure the groups represent the community
- provide start up grants and support to new groups.

Standards for neighbourhood-based groups

To qualify for the grant, groups will:

- have, and keep to, a constitution that contains a clear statement on equality and diversity
- hold an annual general meeting open to all residents living in the relevant area
- cover an area that contains properties owned and managed by East Durham Homes
- promote the involvement of residents and represent the views of residents in their area
- produce a newsletter at least once a year
- provide members to act as representatives to the Housing Partnership
- work with East Durham Homes staff to adopt a problem-solving approach to neighbourhood issues
- allow East Durham Homes access to the group's financial records.

Our staff

All our staff have a role in creating and promoting opportunities for customers to take part in managing services, their homes and neighbourhoods. We also have a dedicated, specialist customer involvement team who focus mainly on delivering the customer involvement strategy. We will continue to provide the necessary staffing, finance and other resources outlined in the compact to enable customer involvement to take root throughout our organisation and improve the service.

East Durham Homes will:

- ensure staff at all levels understand our approach, and their individual or team roles within it, during staff induction and training
- wherever appropriate arrange joint training for customers and staff
- carry out benchmarking with similar organisations to ensure value for money
- arrange 'good practice' visits to other organisations for staff and customers
- positively promote customer involvement by creating opportunities to celebrate success and reward good practice
- promote the achievements of customer involvement in our Insight newsletter, at customer outlets and on the website
- agree key targets and outcomes that enable us to show how our services are improving.

Local offers - our promise to you

Information we will give you

We will:

- inform you about our organisation, services and any local events, via our website, Facebook and Twitter
- send you a newsletter 4 times a year which will give you:
 - dates and time of meetings and events and what they involve
 - feedback on the ways we involve customers, including the Customer Inspection and Improvement Panels (CIIP), Service Review Panels, mystery shopping, complaints, suggestions, major surveys, consultations and statements about our performance
 - Information about estate walkabouts in your area.
- send you information on how you can get involved in helping us
- develop and improve the service you receive, on request
- inform you of any available training opportunities.

Finding out what you think

We will:

- consult you on all new policies and procedures, any local projects and any major changes to our services
- consult you via Service Review Panels, the Housing Partnership, resident groups and associations, surveys, Facebook and Twitter, where appropriate
- hold an annual customer service day for special interest groups
- hold at least 2 'make a difference' (MAD) days in the community.

Involving you when making decisions

We will:

- support our editorial panel who decide on the information, articles and formatting for the tenant newsletter 'Insight'
- involve you when deciding which contractors to use
- involve you when deciding which projects we should work on to improve your estate.
- work with the Customer Inspection and Improvement Panel (CIIP) and implement agreed recommendations from their inspections.

Monitoring and scrutinising the services we provide

We will:

- give information about how we have performed to the Housing Partnership and all our service review panels, every 3 months and in an agreed format
- give you full details on how we are performing, on request
- support our Customer Inspection and Improvement Panel (CIIP) and give them information when they ask for it, to help them scrutinise our performance
- give all residents groups information about their estates
- carry out at least 6 mystery shops a year
- review our agreement with you on how you can get involved, every 3 years

Helping you get involved

We will:

- pay your reasonable care, travel, and childcare costs when you attend our events
- provide training to groups and individuals to develop their confidence and skills
- be flexible about the days, times and venues we hold meetings to ensure as many customers as possible can attend
- give residents association a start-up grant, as long as they meet our requirements
- give all approved residents associations a grant once a year

Disputes and mediation

We need a procedure that ensures disputes and disagreements are dealt with in a fair and structured way.

We already have an internal complaints procedure for dealing with individual complaints.

Disputes within the agreement

If disputes arise within the compact, we will work with customers to ensure that these are resolved.

If the disagreement is over a council policy, we will refer the matter to the council. If it is over an issue that the East Durham Homes is responsible for, it will be referred to a member of the company's senior management team. If the disagreement cannot be resolved, it will be referred to the board of East Durham Homes.

We will assess each dispute on its own merits. If it cannot be solved, we may take it to mediation, arbitration or both.

Mediation

Mediation is where an impartial third party helps people in dispute reach a mutually acceptable solution.

Mediation is based on two principles:

- Most people would prefer not to be in dispute.
- People are capable of resolving their own problems.

If a dispute arises which cannot resolve through discussion and agreement, an independent third party (agreed by both parties in the dispute) will be brought in to mediate.

Arbitration

Arbitration is a way of deciding between two conflicting claims. An independent person, the arbitrator, looks at evidence presented during the arbitration process.

If a dispute arises which cannot resolve through discussion and agreement, an independent third party (agreed by both parties in the dispute) will be brought in to arbitrate.

The arbitrator's decision is final and binding on both parties.

If either party does not agree to arbitration, they would need to decide for themselves how to proceed.

Matters of policy or procedure

When a dispute is resolved, the council or the board of East Durham Homes may need to think about amending the relevant policy or procedure.

Monitoring and evaluation

The customer service review panel will oversee the implementation of the agreement and meet every three months to recommend improvements where necessary.

The group consists of:

- partnership members
- customers
- leaseholders
- appropriate East Durham Homes staff.

Spending money wisely



We aim to get the most out of the money we have available for our customers.

You can help us by:

- turning up to events when you say you will
- being available for taxis when these are arranged for you
- completing surveys when they are sent to you.

Improving our service



We will always try to provide the best services that we can, so we make sure we learn from any complaints and compliments.


If you are not satisfied with our service, please let us know and we will try to sort out your complaint immediately. Our leaflet 'Your guide to making complaints, compliments or suggestions' gives you further details of how to complain.


We also welcome your comments and suggestions and regularly ask for your views on our services.

Our Customer Service Panel will consider suggestions to improve services for customers. If we use your suggestion we will give you up to £100. For more information please see our leaflet 'Your guide to making complaints, compliments or suggestions'.


For more information, please contact us at:

 East Durham Homes
2 Meridian Court
Whitehouse Business Park
Peterlee
County Durham
SR8 2RQ

 Freephone: 0800 032 0835

 Direct dial: 0191 518 5497
You can use this low-cost, direct-dial number from your mobile phone to avoid premium charges, which your network provider may charge for calling freephone numbers.

 Text: 'enquiry' to 07786 207 745

 Typetalk: 18001 then the telephone number you require

 Fax: 0191 518 5349

 Email: enquiry@eastdurhamhomes.co.uk

 Website: www.eastdurhamhomes.co.uk

Our contact centre is open from 8am to 8pm Monday to Friday and from 8am to 12 noon on Saturday.

Please note: for emergencies outside normal office hours, you can contact us on 0800 032 0835.

Our contact centre can deal with most of your enquiries. If you prefer, you can visit us at one of our customer outlets in Peterlee or Seaham, or if necessary our head office.

Find us on Facebook  Follow us on Twitter

twitter 

How to find us:

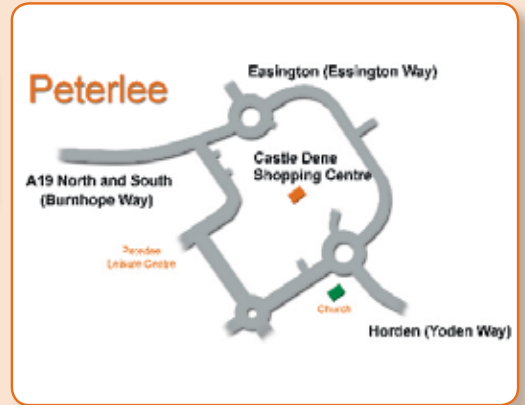
Peterlee Customer Outlet

29 Yoden Way
Castle Dene Shopping Centre
Peterlee
SR8 1AL



Opening times:

Monday, Tuesday and Thursday – 8.30am to 5pm
Wednesday – 10am to 5pm
Friday – 8.30am to 4.30pm
Saturday – 9am to 12 noon



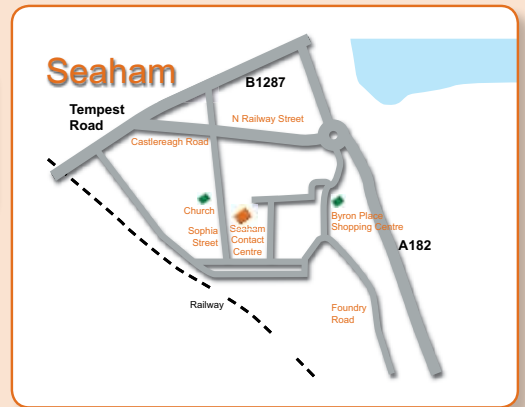
Seaham Customer Outlet

St John's Square
Sophia Street
Seaham
SR7 7JE



Opening times:

Monday, Tuesday and Thursday – 8.30am to 5pm
Wednesday – 10am to 5pm
Friday – 8.30am to 4.30pm
Saturday - 9am to 12 noon



Head Office

2 Meridian Court
Whitehouse Business Park
Peterlee
SR8 2RQ



Opening times:

Monday to Thursday – 8.30am to 5pm
Friday – 8.30am to 4.30pm



Remember – we can also arrange to visit you at home if you can't get to one of our offices.

All our publications can be provided in large print, audio tape or CD, electronically via email or in Braille. We can also provide an induction loop, BSL interpreter, same gender interview or home visits if required. Please contact us on 0800 032 0835.

This leaflet contains information about our customer involvement agreement. If you would like us to provide this information in your first language, or you would like us to provide a translator and meet with you to discuss its contents, please contact us on 0800 032 0835. We can also provide same gender interviews and home visits when required.

Arabic (Modern Standard) تحتوي هذه النشرة على معلومات حول اتفاق مشاركة العميل. إذا أردت أن نقدم لك هذه المعلومات بلغتك الأولى، أو أردت أن توفر مترجماً ونقابلك من أجل مناقشة محتويات هذه النشرة، يرجى الاتصال بنا على الهاتف رقم 0800 032 0835. كما يمكننا أيضاً أن نعد مقابلات من نفس النوع وزيارات منزلية عندما يتطلب الأمر.

Bengali এই পুস্তিকায় আমাদের গ্রাহক অংশগ্রহণ চুক্তি সম্পর্কে তথ্যাবলী রয়েছে। আপনি যদি চান যে, আমরা আপনার মাতৃভাষায় এই তথ্যাবলী প্রদান করি বা আপনি যদি চান যে, আমরা একজন অনুবাদকারী প্রদান করি এবং আপনার সাথে এর বিষয়বলী নিয়ে আলোচনা করি, সেক্ষেত্রে অনুগ্রহ করে, 0800 032 0835 নম্বরে আমাদের সাথে যোগাযোগ করুন। আমরা এছাড়াও প্রয়োজন অনুযায়ী সমলিঙ্গের ব্যক্তির নেওয়া সাক্ষাৎকার এবং বাড়ির পরিদর্শনগুলি প্রদান করতে পারি।

Chinese 本宣传册介绍我们的客户参与协定。如果您希望我们用您的母语为您介绍这些信息，或者希望我们为您提供一名译员与您讨论本宣传册的内容，请拨打电话 0800 032 0835联系我们。如果需要，我们还可以安排与您相同性别的工作人员与您面谈和上门拜访。

French Cette brochure contient des informations concernant notre accord sur l'implication des clients. Si vous souhaitez que l'on vous fournisse ces informations dans votre langue natale, ou si vous souhaitez que l'on vous fournisse les services d'un traducteur pour aborder avec vous le contenu de cette brochure, veuillez nous contacter au 0800 032 0835. Nous pouvons également vous proposer des entretiens et des visites à domicile avec une personne du même sexe, le cas échéant.

Hindi इस पत्रक में हमारे ग्राहकों की भागीदारी से संबंधित जानकारी निहित है। यदि आप इस जानकारी को हमें अपने प्रथम भाषा में उपलब्ध कराना चाहते हैं या आप हमें एक अनुवादक उपलब्ध कराना चाहते हैं और इसकी सामग्रियों पर विचार-विमर्श करना चाहते हैं, तो कृपया 0800 032 0835 पर कॉल करें। हम आपको समान जाति के व्यक्ति के साथ साक्षात्कार भी उपलब्ध करवा सकते हैं और जरूरत पड़ने पर आपके घर पर भी मिल सकते हैं।

Polish Niniejsza ulotka przedstawia informacje na temat naszego porozumienia w sprawie zaangażowania klientów. Gdyby chcieli Państwo otrzymać te informacje w ich języku ojczystym lub chcieli spotkać się z nami w obecności tłumacza, prosimy skontaktować się z nami dzwoniąc na numer: 0800 032 0835. W razie potrzeby możemy też zapewnić Państwu rozmówcę tej samej płci lub wizytę domową.

Punjabi ਇਹ ਪਰਚਾ, ਸਾਡੇ ਗਾਹਕ ਭਾਗੀਦਾਰੀ ਅਨੁਬੰਧ (customer involvement agreement) ਦੇ ਨਾਲ ਸੰਬੰਧਤ ਜਾਣਕਾਰੀ ਸ਼ਾਮਲ ਕਰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਕਿ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮੁਹੱਈਆ ਕਰਵਾਈਏ, ਜਾਂ ਜੇ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਕਿ ਅਸੀਂ ਤੁਹਾਨੂੰ ਅਨੁਵਾਦਕ ਮੁਹੱਈਆ ਕਰਵਾਈਏ ਅਤੇ ਇਸ ਪਰਚੇ ਵਿੱਚਲੀ ਜਾਣਕਾਰੀ ਬਾਰੇ ਗੱਲ ਕਰਨ ਲਈ ਤੁਹਾਨੂੰ ਮਿਲੀਏ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ 0800 032 0835 ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ। ਅਸੀਂ ਤੁਹਾਨੂੰ, ਜਦੋਂ ਜ਼ਰੂਰੀ ਹੋਇਆ ਤੁਹਾਡੇ ਸਮਾਨ-ਲਿੰਗ ਵਾਲਿਆਂ ਦੇ ਨਾਲ ਇੰਟਰਵਿਊ ਅਤੇ ਘਰ ਵਿੱਚ ਵਿਸ਼ਿਟ (ਮਿਲਣ ਆਉਣ) ਵੀ ਮੁਹੱਈਆ ਕਰਵਾ ਸਕਦੇ ਹਾਂ।

Urdu یہ کتابچہ ہمارے گاہک کی شمولیت کے معاہدے کے متعلق معلومات پر مشتمل ہے۔ اگر آپ چاہتے ہیں کہ ہم آپ کو یہ معلومات آپ کی پہلی زبان میں فراہم کریں، یا آپ چاہتے ہیں کہ ہم مترجم فراہم کریں اور اس کے مضامین پر بات چیت کرنے کے لیے آپ سے ملاقات کریں تو، براہ کرم ہم سے 0800 032 0835 پر رابطہ کریں۔ ہم حسب ضرورت یکساں جنس کے انٹرویو اور گھر پر ملاقاتیں بھی فراہم کر سکتے ہیں۔

Turkish Bu broşür, müşteri katılım sözleşmemizle ilgili bilgileri içermektedir. Bu bilgileri kendi ana dilinizde almak istiyorsanız ya da bir tercüman ayarlamamızı ve broşürün içeriği hakkında sizinle görüşmemizi istiyorsanız, lütfen 0800 032 0835 numaralı telefondan bizi arayın. Ayrıca, gerekli olması durumunda sizinle aynı cinsiyetteki kişilerle görüşme ayarlayabilir ve evinizi ziyaret edebiliriz.

March 2012

