

Chapter 21: Other services

Translation, interpreting and communications

Translation service

We believe that everyone in our community has the right to access all the information and services we provide.

For this reason, we provide translation, interpreting and communication services for people who do not speak English, are blind or have sight difficulties, or are deaf or have hearing difficulties. In particular, we provide:

- interpreting, including sign language;
- interpreting over the phone;
- language translations; and
- information in Braille, large print and on audio tape (English and other languages).

Our services are professional, confidential and sensitive to your individual needs. Our experienced interpreters and translators reflect the cultural differences of our residents.

What to do if you need an interpreter

If you have an appointment to see one of our officers, you can ask for an interpreter. We will arrange one for you free of charge. You will need to give us enough time to arrange this. Your interpreter can interpret for you either in person or over the phone. If an interpreter is not available, we will arrange another appointment for you.

How do I ask for a translation?

If you need a letter or document translated, ask the officer who is dealing with your enquiry. Most of our documents have a form on the back cover which you can fill in and send to a Freepost address to receive the information in another language or format. This is a free service.

Braille and audio tape

We can arrange for any documents you receive from us to be made available in Braille or on audio tape. We can also produce standard

letters (including those which need translating) in a larger type size if you have problems with your eyesight.

Most of our documents have a form on the back cover which you can fill in and send to a Freepost address to receive the information in another language or format. This is a free service.

Phone service for clients with hearing difficulties

We have a minicom at Customer Services Centres so you can communicate with us if you are deaf or have a hearing difficulty.

Access to offices for disabled people

All Customer Services Centres and local housing offices have access for disabled visitors. If your disability makes it difficult for you to call to see us, we will arrange to visit you at home. For more details, please see page 6.

For more information about translation, interpreting and communication services, contact our communications team.

Communications team

Phone: 020 8489 1582 or 020 8489 4487

E-mail: communications@homesforharingey.org

