

# engage



**Make sure you're insured!**  
Page 3



**Farewell to Steve**  
Page 7



**Call the Midwife!**  
Page 9



## Major fire affects Tuntum

**On Friday 8<sup>th</sup> July Tuntum staff came in to work to find that the Sherwood Forest Ltd clothing factory, which neighbours Tuntum's head office, was on fire.**

Emergency services, including the police and eight fire engines, rushed to High Church Street just after 7am after they received 999 calls from local residents. The fire quickly grew so big that plumes of thick smoke could be seen from as far away as Hucknall and Wilford. The walls and the roof of the factory collapsed, leaving it hazardous for fire-fighters to enter so they used an aerial ladder platform, at times stationed in Tuntum's car park, to fight the flames from above throughout the day.

Tuntum owns properties along High Church Street and Duke Street and therefore out of the fifty-five residents evacuated by the fire service from the area, twenty-three of them were Tuntum residents.

Dawn Morley, from Tuntum's finance team was the first member of staff to arrive at work that morning at just after 7.15. When she arrived there were people standing outside, some still in their nightclothes, who were clearly very upset and worried. Together with Sharon, one of the Mount Heights residents, Dawn helped to get people



away from the area, offering blankets and hot drinks.

The residents were initially directed to the Forest Fields Community Centre, where food and warm drinks were provided by Nottingham City Council's Emergency Planning Team.

As a precaution the gas and electricity supplies for the area were turned off. This meant that Tuntum's IT and phone systems were completely disabled, which affected our other satellite housing schemes in Nottingham as well.

Tuntum's staff set-up a temporary base at another of its properties - Imaani House, 83 Beech Avenue - conveniently less than a quarter of a mile from Head Office, which enabled staff to be on hand to coordinate their response to the emergency.

## Tenants' Annual Report 2015/16: how we performed

Page 8



## Neighbourhood Clean-up

Page 6



## You Said, We Did

Page 11



Initially the Council's Emergency Planning Team had hoped that most of the residents would be allowed home on Friday but as they day went on and the fire continued to burn it became clear that alternative accommodation was needed.

Tuntum staff contacted local hotels and found enough availability at the Park Inn on Mansfield Road for everyone who needed it as staff felt it was important to try and keep all of the residents together. The Park Inn team were very supportive and all residents received accommodation, a two-course hot dinner, soft drink and breakfast. In total twenty-one people stayed at the hotel overnight and returned to their accommodation on Saturday lunch time. Tuntum provided a minibus for those that needed transport, driven by staff who came in voluntarily.

The residents of the bungalow neighbouring the factory, were told by the Emergency Planning Team that they might not be able to return for 3-5 days due to the structural integrity of the factory wall which was particularly close to their property.

Fortunately, Tuntum had a vacant flat nearby where we

restore our IT systems as quickly as possible to minimise disruption to other residents.

One of our residential schemes, Karibu House (which offers temporary accommodation for single men and women aged 18+ who are homeless or at risk of becoming homeless) is directly opposite the factory and had broken windows from the heat of the fire. These are now repaired.

The City Council has also arranged for High Church Street and the area surrounding Karibu House to be cleaned of asbestos debris, which is ongoing.

Tuntum's staff have since received very positive feedback from the other agencies involved with the fire, including the City Council who said that the "constant thought given by your staff in how to minimise the impact of the fire on your tenants was brilliant". We would also like to thank all of the residents who were affected, who worked with us and co-operated with the directions given by the fire service, the Police, NCC and Environmental Health – whilst we know this wasn't Tuntum's fault, we also know it has affected all of you.



were able to temporarily re-house the family in a suitable ground floor flat with private entrance and parking as they specifically requested to be as close to home as possible.

Tuntum's office staff then cleaned the property, which had only been vacated earlier that week, and provided them with new bed linen, pillows and a duvet, basic food provisions, a television, radio and toiletries. The property had both cooking and laundry facilities available which would allow them to be self sufficient whilst waiting to return to their own home. The family were able to settle in to the flat by early Friday afternoon. We also liaised with Social Services to provide vital mobility equipment early Saturday morning as the residents had left in such a hurry they hadn't been able to take it with them.

With assistance from the City Council and Social Services, Tuntum staff also sourced a care home place for a disabled resident, arranged transport to and from the care home and provided accommodation in the hotel for his family on the Friday night.

Tuntum's staff worked until late Friday night and over the weekend to help get the residents who were able to return home back to their properties. Our Housing Team and scheme staff paid regular visits to the residents affected by the fire to pass on information and ensure that everyone was ok.

The impact of the fire is still ongoing.

Initially Tuntum's phone lines were damaged but these were restored quickly and staff worked over the first weekend to

## Make sure that you are insured!

**Everyone who was at work that day and saw the size of the flames and smoke plume is relieved that no-one was hurt in the incident and in an emergency, people's health and welfare is the priority.**

Jo Page, our Head of Housing and Sales would like to remind all our residents that you are responsible for arranging your own contents insurance. Jo said "Thankfully this fire didn't spread through any of our properties and so our residents have lost very little but if the worst had happened they would need to contact their own insurance provider. Tuntum only insures the building not what's inside."

The Money Advice Service has some useful information on home insurance on its website [www.moneyadvice.org.uk](http://www.moneyadvice.org.uk):

### What is home insurance?

This is a general term used to describe two very different types of insurance:

**Buildings insurance** – for permanent fixtures and fittings, like kitchens and bathrooms

### What does contents insurance cover?

All your personal belongings – in other words anything not physically attached to the building – will usually be covered for loss or damage, including:

- Furniture
- Electrical goods
- Clothing
- Jewellery

Different policies offer different levels of cover but generally you'll be covered against theft, fire and flood. 'Accidental damage cover' is usually optional so don't assume it's included in your policy.

'Personal possessions cover' is also an optional extra. This will cover items you take outside your home like cameras, jewellery, laptops and briefcases.

Some insurance policies will also cover you when you go abroad so if you lose or damage your possessions while you're away, you'll be able to claim for them on your contents insurance. This is usually an optional extra which you pay a higher premium for.

### What contents insurance doesn't cover

As with all insurance policies there are a number of things which won't be covered by contents insurance. Depending on your policy, this could include:

- The structure of your home such as the walls and the roof – you'll need to cover these with a buildings insurance policy
- Damage to a computer caused by a virus
- Wear and tear

Cover for valuables usually consists of:

- A total amount for all of your valuables, and
- A single item limit

Many contents policies have a single item limit of just £1,500. If you've got expensive items such as jewellery or works of art, you may need to buy extra cover for these when you take out your policy.

It's important to fully understand the terms and conditions of your policy and any exclusions (things that aren't covered) so that you know what you can and cannot claim for.

### Did You Know?

**The average home has contents worth £45,000 and a contents insurance policy costs on average £109 a year – good value for money.**

Unlike buildings insurance, your mortgage provider won't insist on you having contents insurance, but it's a good idea in case the unexpected happens and your home is burgled or there's a fire.

You'll have an excess on your contents insurance which means you'll need to pay a minimum amount every time you claim. If you make a claim for £300 for example, and your excess is £250, you'll only get £50 from your insurer.

### Pros of contents insurance

- You can choose a 'new for old' policy to replace damaged or lost items.
- If you have personal possessions cover you'll be covered if you lose items outside your home such as cameras, laptops and jewellery.
- Some policies include a legal helpline where you can get advice on personal legal matters such as taxation and employment issues.
- You can buy optional extras such as home emergency cover to pay for the call out and cost of parts if you need a plumber or tradesman.

### Cons of contents insurance

- You'll need to pay an excess on every claim and your premium will probably rise the following year.
- You need to fully understand the terms and conditions of your policy and any exclusions (things that aren't covered) so that you know what you can and cannot claim for.
- Most policies have limits on the amount of cover so it's important to ensure that these are sufficient for your circumstances.

NATIONAL HOUSING FEDERATION My Home Contents Insurance

## 10 reasons to choose My Home Contents Insurance Scheme

- Flexible regular Pay-As-You-Go payment options
- No fuss, quick and easy to apply either through the post or over the telephone
- No excess (you do not pay the first part of the claim)
- Covers fire, theft, flood, water damage and other household risks
- Covers damage to internal decorations
- Covers accidental damage to sanitary fixtures such as toilets and washbasins
- Covers damage to external glazing for which you are responsible
- Covers lost or stolen keys and freezer contents
- You do not need to have special door or window locks
- You do not need to have a bank account



Terms & conditions, exclusions & limits apply. A copy of the policy wording is available on request.

Ask your landlord for a free application pack or to apply for cover today, call My Home on:

**0345 450 7288**

email: [myhome@thistleinsurance.co.uk](mailto:myhome@thistleinsurance.co.uk) or visit [www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk)

The National Housing Federation My Home Contents Insurance Scheme is a product name arranged and administered on behalf of the National Housing Federation by Thistle Tenants Risks. A trading style of Thistle Insurance Services Limited. Lloyd's Broker. Authorized and Regulated by the Financial Conduct Authority. 14-17 Gresham Street, London, EC2A 3DF. Registered in England No 00338645. V07 No. 244 2321 96. The National Housing Federation is an Appointed Representative of Thistle Insurance Services Limited.

**THISTLE** TENANT RISKS



# The Syrian Crisis: Tuntum supports families in need

The Syrian Crisis, in the Middle East, has evoked a global response in a multitude of different ways, by many individuals and nations.

Through various sources such as social media, TV, radio, newspapers and journals, the public has been part witness to some of the turmoil and tension in Syria as well as spectator to the destruction of economic and social stability for possibly millions of families and young people in the Middle East.

As a result, much of the Syrian population is in need of humanitarian assistance with many killed in the conflict and millions of people forced from their homes.

## A move to safety

The migration of Syrian refugees to neighbouring countries began around April 2011 on the outbreak of civil war.

Out of a population of around 22 million before the crisis, millions of Syrians have been forced to flee their homes, including more than 4.5 million who have fled to neighbouring countries and registered as refugees, requesting asylum in the European Union. They are in need of humanitarian assistance for basics

such as water, food, and shelter (see [www.un.or.uk](http://www.un.or.uk) and [www.humanappeal.org.uk](http://www.humanappeal.org.uk)).

## Response to need: nationally and locally

Under the UK Home Office's Syrian Vulnerable Person's Resettlement Programme, the British government began its response and published its guidelines for local authorities and partners in October 2015.



Anjo Kan / Shutterstock.com



## Tuntum's call to housing action

Tuntum became the lead registered social landlord (RSL) in Nottingham/ Nottinghamshire and with John Robinson from Gedling Borough Council coordinated the city and county wide response. Eighteen families were initially housed in the Nottingham/Nottinghamshire area.

Most of the new Syrian tenants came from Jordan's refugee camps, arriving at Birmingham airport on the 14<sup>th</sup> December 2015. Coaches were then provided for travel to Nottingham. Most spoke Arabic and little or no English.

## Providing, sharing, caring

Five families resettled into Tuntum properties from December 2015, mainly within the Hyson Green and Sherwood areas and near schools with available places for the children. Families now have access to Tuntum's housing officers Pauline Robinson and Denise Watt, as well as support workers from the Nottingham & Nottinghamshire Refugee Forum (NNRF), based in St Ann's, Nottingham.

Steve White, Director of Operations and Care (who retired from his role at Tuntum in May) helped to coordinate the initial response from the nine housing

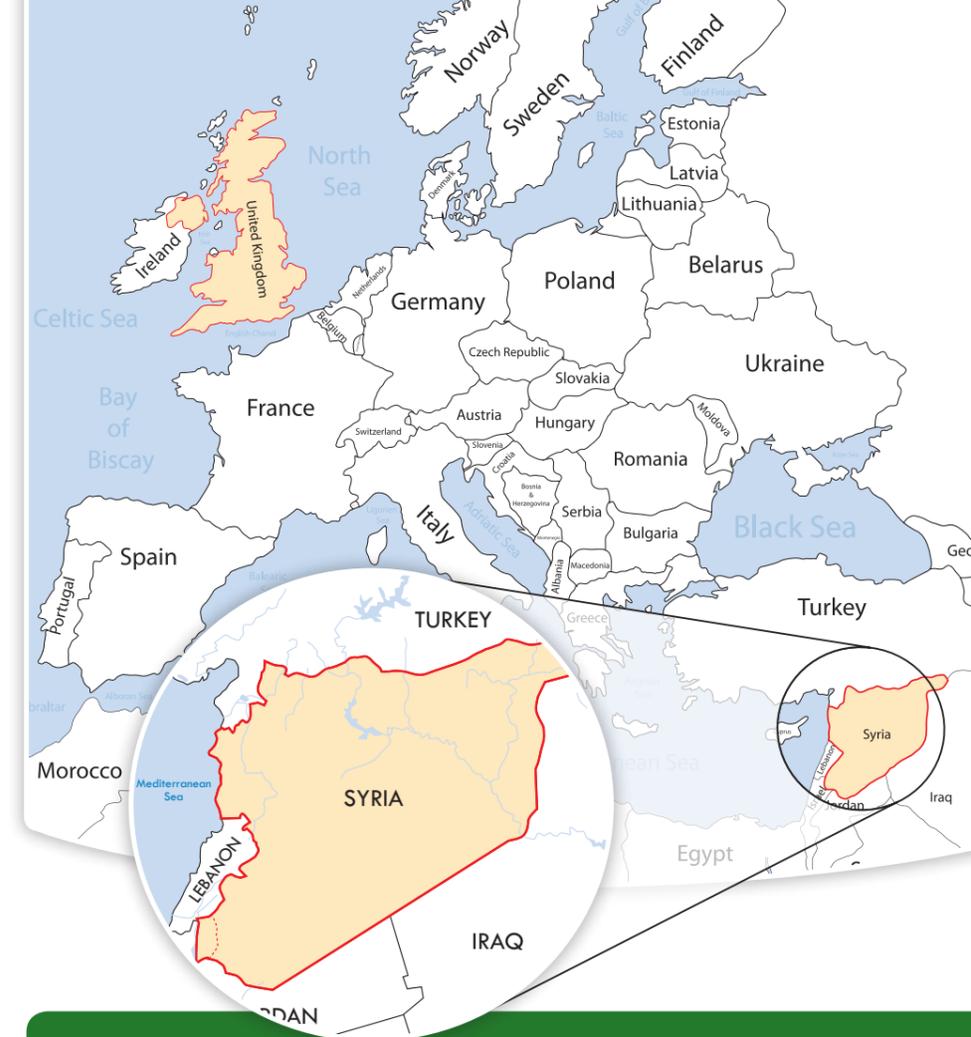
associations who offered housing support to the Syrian families. "It was one of the most rewarding projects I have been involved in at Tuntum," said Steve.

Offers of support also came in from many settled and established Syrians and other community groups living in Nottingham who helped to provide food, clothing, translation assistance and general neighbourly support.

Dara Ivekich, Service Manager at Refugee Futures, a tenancy support service for refugees and their families within the City of Nottingham, worked collaboratively with her team to organise the accommodation and basic living necessities for the new Syrian families such as curtains, furniture, bedding, carpets and basic food items.

Dara expressed her commitment to her role and stated: "I really enjoyed working in partnership with the local Syrian Women's Group and helpers welcoming people in need. I really appreciated their invaluable support helping the families in terms of their time and energy and especially their time spent sharing emotional well-being advice."

Lena Amir Baurak was one of the Syrian volunteer helpers and a member of newly formed Syrian Society in Nottingham helped to organise an event at West Bridgford Baptist Church on May 14<sup>th</sup> to encourage more interaction between the new and established Syrian families and the wider community.



## HOW CAN YOU HELP?

For more information contact Refugee Futures on **0115 978 4588**

[www.tuntum.co.uk/housing/supported/refugee-futures](http://www.tuntum.co.uk/housing/supported/refugee-futures)

or you can contact the Nottingham & Nottinghamshire Refugee Forum on **0115 960 1230**  
[www.nottsrefugeeforum.org.uk](http://www.nottsrefugeeforum.org.uk)

## FACT FILE:

Syria is in southwest Asia in the heart of the Middle East.

**Capital:** Damascus

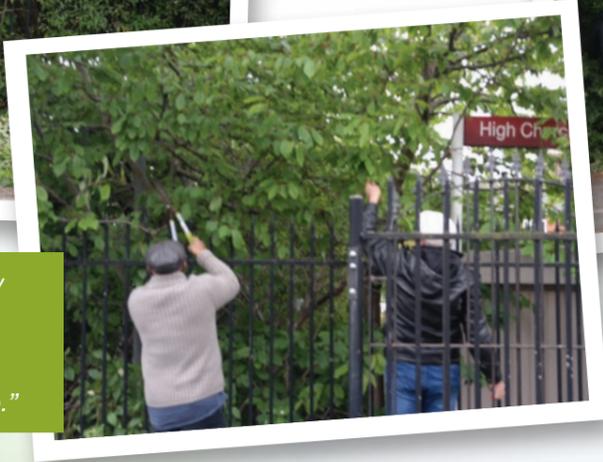
**Languages:** Arabic, Kurdish, Armenian, Aramaic, Circassian, French and English.



# Neighbourhood Clean-up at High Church Street

Jassmin, our Tenancy Engagement Officer organised a neighbourhood clean-up for the residents in the bungalows on High Church Street in New Basford, Nottingham. This was a great way to get the residents working together and getting to know each other and Tuntum staff as well. The clean-up out took about an hour and a half.

**Trimming hedges to keep the area clean and green**



Jassmin said "It certainly created a sense of community pride as well as improved the area for everyone who lives there."

**Away with waste!**



**Weeding and picking litter**



"In addition to the visible outcomes it also created a sense of community and pride among the residents. Despite some physical limitations, the activities stimulated everyone and an enjoyable time was had by everyone!"

# FAREWELL TUNTUM!

On 31<sup>st</sup> May I retired from being the Director of Operations & Care after 13 enjoyable and fulfilling years at Tuntum.

I have made many friends whilst at Tuntum and contributed – I hope – something to the growth and diversification of the organisation. Tuntum is in some ways quite different to the organisation I joined in December 2002, being bigger, more professional and with improved oversight and governance. But the core of what makes Tuntum unique – its sense of mission and shared purpose – is still there, and it is that that I will remember.

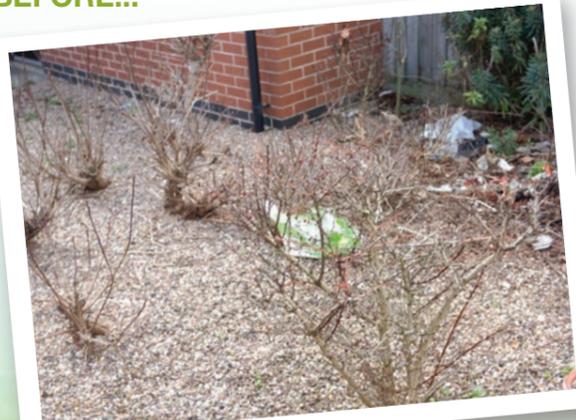
To those tenants who met me and knew me I now say 'farewell'. I can assure you that Tuntum staff, whatever they do, are always aware that you are the reason why we come to work in a morning – or, in my case – why I came to work.

*Steve White*



We'll introduce you to Helen Greig, our new Director of Business Development, in the next issue of Engage.

**BEFORE...**



**AFTER...**



"This positive action certainly left the area safer cleaner and greener as a result of everyone's collective efforts. Thank you to everyone who took part."

# Tenants' Annual Report 2015/16: how we performed

## Managing current rent arrears

Target: below 3%

Quarter end	2015/16	2014/15
June	3.7%	2.3%
September	3.5%	2.5%
December	3.6%	2.5%
March	3.6%	2.6%
<b>Average</b>	<b>3.6%</b>	<b>2.5%</b>

## Empty properties (voids)

Target: below 1%

Quarter end	2015/16	2014/15
June	0.7%	1%
September	0.7%	1%
December	0.8%	1%
March	0.8%	0.9%
<b>Average</b>	<b>0.8%</b>	<b>1%</b>

## Complaints managed within agreed timescales

Target: 90%

Quarter end	2015/16	2014/15
	GENERAL	GENERAL
June	92%	72%
September	100%	100%
December	100%	100%
March	88%	40%
<b>Average</b>	<b>95%</b>	<b>78%</b>

## Tenant satisfaction with our services

Target: 85% overall / 85% repairs

Quarter end	2015/16			2014/15		
	Overall	Repair service	Listens to tenants	Overall	Repair service	Listens to tenants
June	84%	81%	N/A	80%	84%	80%
September	84%	81%	76%	75%	81%	74%
December	86%	75%	75%	83%	84%	82%
March	83%	67%	85%	84%	85%	84%
<b>Average</b>	<b>84%</b>	<b>76%</b>	<b>79%</b>	<b>81%</b>	<b>84%</b>	<b>80%</b>

# Repairs And Maintenance Performance 2015/16

## Expenditure:

	Responsive repairs	Planned Maintenance	Total expenditure	Ratio R:P
2015/16	1,054,048	652,920	1,706,968	62% : 38%
2014/15	1,094,842	636,912	1,731,754	63% : 37%

## Planned works programme April 2015 to March 2016:

Element	Number	£
Kitchen replacements	48	168,000
Bathroom replacements	28	72,800
Roof renewal	6	37,800
Windows & Doors	47	142,410
Electrical wiring	4	10,000
Replacement Boilers	70	112,000
Full Heating installation upgrades	13	52,000
Energy efficiency improvements	5	12,500
External Walls Overhaul/replacement		17,400
<b>MAINTENANCE IMPROVEMENT</b>		<b>624,910</b>



# Call the Midwife!



In the Spring issue of Engage we congratulated Sara at the Old Vicarage on the birth of her son and we promised more information on the first ever baby to born on Tuntum's premises.

Tuntum runs a specialist housing scheme, The Old Vicarage, which provides accommodation for young or expectant mothers aged between 16 and 25. The young women are homeless or threatened with homelessness and are offered accommodation in 7 self-contained flats for typically up to 12 months.

Wendy Shah, Accommodation Officer at the Old Vicarage shares her story of delivering a baby born at the Old Vicarage –

## This is Wendy's story...

**On Monday 8<sup>th</sup> February, I arrived at the Old Vicarage where I work as an Accommodation Officer.**

I was aware that Sara, a tenant, may have had her baby over the weekend so I went over to Sara's flat to check if the baby had arrived over the weekend.

Sara explained to me that she had been in pain all weekend but nothing had happened. I advised her to take it easy and that if she needed me to do anything, just to let me know. However, during the morning, I could see Sara walking around in the courtyard and it was very visible that she was in pain.

**At 1.45pm**, Sara came to the office and asked me to call the City Hospital NHS Trust. We contacted the hospital and Sara was advised to wait for a little longer as the hospital didn't want Sara to come in and then be sent back home again if labour was not established enough.

Sara went back over to her flat and was advised to rest which Sara said she would do. I explained I would come back and check again to see if she was ok of which, Sara was very thankful.

**At 3.40pm** I went back over to Sara's flat where Sara was resting and said to her to let me know if she needed anything. **At 4.20pm** one of the other ladies that live at the housing project came to the office and said: "Wendy please come to Sara, she is in too much pain."

I locked up the staff office and took one of the phones with me. When I arrived at Sara's flat, Sara was in a lot of pain and asked me to call an ambulance which I did and I explained to the paramedic that this was Sara second baby and that Sara was in a lot of pain.

At this point, Sara informed me that she wanted to push and that the baby was ready. I was advised by the paramedic that I may have to deliver the baby as there was a high demand for ambulances and it was unclear when an ambulance would be dispatched.



At this point in my mind, I thought: "No, this is not happening, I am an accommodation officer not a midwife!" I was shaking inside but didn't want to cause Sara any further distress as she had enough to deal with so I said: "Ok."

I was then given a set of instructions over the phone by the paramedic who told me to get

Sara in to a comfortable position and to remove any restrictive clothing.

At this point, Sara was in considerable pain and I had no gas and air that would help Sara's pain and I thought this could only happen to me! By now the baby really did want to be born and Sara kept saying she had to push.

The next thing, the baby made an entrance to the world!

I was shaking. I wrapped the baby in a towel. There was no noise from the baby and so I gently wiped the baby's lips and then we all heard that wonderful sound of a baby crying! I was so relieved and so was Sara.

I then spent the next twenty minutes with the baby wrapped in my arms, kneeling on the floor. Sara was so very thankful and kept saying: "I don't know what I would have done if you were not here." I said to her "No problem, you will be fine and besides you did the hard work!"

With that, the paramedic arrived at Sara's flat **around 5.30pm**. As he walked in, I remembered saying I have never been so glad to see a man! He laughed and then took over and shortly afterwards, the midwife arrived and declared that both Sara and her baby boy were well and safe - everyone was relieved!

Sara, the paramedic and midwife all thanked me immensely and said I had done a good job. It was a very emotional feeling and I didn't fully comprehend for a couple of days what had actually happened.

I am pleased to say Sara and baby are doing very well.

Thank you to everyone for all their good wishes.

Wendy

# nottingham

## CARNIVAL WEEKEND 2016

# # UNITED COLOURS OF NOTTINGHAM CARNIVAL

**SAT 20 / SUN 21 AUGUST**  
VICTORIA EMBANKMENT

  **nottinghamcarnival**

## Magnify



**Magnify is Tuntum's resident scrutiny panel made up of residents from Nottinghamshire who work together with Tuntum staff and its Board to look closely at aspects of its service and makes recommendations as to how improvements can be made.**

As reported in the Spring 2016 issue of Engage we completed our first review in December last year and are currently working on our second project. This concerns Void (empty) properties and the length of time taken for remedial repair works to be completed where necessary and the re-let time for new tenants to be allocated and moved in.

It is a common experience for tenants to see a property remaining empty sometimes for several months when there is no obvious reason for this and the Magnify panel members decided the issue of extended re-let times was an excellent subject for our next in-depth scrutiny.

**If you are interested in becoming a member of Magnify then please call 0115 916 6066 or email [admin@tuntum.co.uk](mailto:admin@tuntum.co.uk). You can find more information on membership on the Tuntum website [www.tuntum.co.uk/residents/tenant-involvement/scrutiny/](http://www.tuntum.co.uk/residents/tenant-involvement/scrutiny/)**

In order to undertake any review of Tuntum's services we have a number of tools in our scrutiny box that we use to help us investigate and understand the particular issue in question:

1. Reviewing relevant documents and web based information such as Local Offer Service Standards, policies, procedures and the website
2. Performance information.
3. Benchmarking information from other landlords.
4. Complaints in the area under review.
5. Good practice from other organisations.
6. Shadowing staff and contractors.
7. Interviewing staff and contractors.
8. Observations.
9. Surveys of tenants, staff, contractors or partners.
10. Mystery shopping and reality checking.

Through our scrutiny activities the panel members of Magnify are empowered to take an independent view of Tuntum's processes and performance. We highlight what is good and what needs to change and make evidence based recommendations to Tuntum's Board.

We anticipate that our current project will be completed in August and hopefully the report will be finalised and presented to the Senior Management Team and then Tuntum's Board at the end of September. Watch this space!

## You Said We Did



In the last issue of Engage we update you on the progress made on the recommendations from Magnify's first review report "Review in to why the return rate of repairs satisfaction forms is low". Tuntum has now implemented all 5 of the recommendations. Here's the update on the latest recommendations to be completed.

**Magnify said:**  
"To revise the customer satisfaction form."

**We did:**  
"New recommended format (with the Tuntum logo) has been implemented."

**Magnify said:**  
"If customers express any dissatisfaction, staff to follow it up with a call."

**We did:**  
"New process is that if any dissatisfaction is indicated then a member of Customer Services contacts that customer for further information. They will attempt to call twice."

**Magnify said:**  
"More options should be provided for feedback on the customer satisfaction form."

**We did:**  
"E-mails are now generated via SDM (housing management software package). Tuntum is in the process of introducing a texting service via SDM also."

**If you are interested in becoming a member of Magnify then please contact Jassmin your Tenant Engagement Officer on 0115 912 1290.**

# Receive this newsletter in other languages and formats

If you would like this newsletter in one of the languages below or any other format, please contact us using the details at the bottom of the page.

إذا رغبت في الحصول على هذه النشرة باللغة العربية،الرجاء الاتصال بالرقم التالي:  
916 6066 وسنعمل على تأمين ترجمة لك.

আপনি যদি এই নিউজলেটার বা সংবাদ বিজ্ঞপ্তিটি বাংলায় পেতে চান, তাহলে দয়া করে 916 6066  
নম্বরে ফোন করবেন এবং আমরা আপনার জন্য এর অনুবাদের ব্যবস্থা করবো।

如果您想要這時事通訊用中文印版，  
請打電話 0115 916 6066，  
我們將會為您安排翻譯。

اگر این "خبرنامه" را به زبان فارسی ترجیح می دهید، لطفاً با شماره تلفن 916 6066 تماس بگیرید و ما  
ترتیب تهیه ترجمه آنرا برای شما خواهیم داد.

Si vous voulez ce bulletin en français, S.V.P. appelez 916 6066 pour qu'une  
traduction soit produite pour vous.

ਅਸਰ ਅਮ ਨਿਊਜ਼ਲੈਟਰ ਅਸਨੇ ਪ੍ਰਗਟਾਈ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ 0115 916 6066 ਨੰਬਰ  
ਪਰ ਸੰਪਰਕ ਕਰੋ. ਅਸੇ ਅਸਾਰਾ ਮਾਟੇ ਆਨੋ ਅਨੁਵਾਦ ਕਰਵਾਨੀ ਆਰੰਭ ਕਰੀਯੋ.

यदि आप को इस नियूज़लेटर की हिन्दी भाषा में ज़रूरत है तो कृपा करके इस नंबर 0115 916 6066 पर फोन करे  
और हम आपके लिये इस को अनुवाद का प्रबंध कर देंगे।

هه گهر هه زت کرد هه نام هه واله به زمانى كوردى سوزانى ده ستت كه ویت، كه وه تكابه په یوه ندىمان پینوه بکه له زماره  
ته له فونى 9166066 و نيمه كۆپه يه كى وه رگنېراو بۆ زمانه كه ت بۆ ساز ده كه ين.

Se você gostaria de obter este boletim informativo em português, ligue  
para o 916 6066 e nós o traduziremos para você.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਨਿਊਜ਼ਲੈਟਰ ਦੀ ਪੰਜਾਬੀ ਬੋਲੀ ਵਿਚ ਜ਼ਰੂਰਤ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 0115 916 6066 ਤੇ

ਫੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ ਇਸ ਦੇ ਅਨੁਵਾਦ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦੇਵਾਂਗੇ।  
Jeśli chciałbyś biuletyn w języku polskim, to  
proszę zadzwonić tel. 9166066 a my  
zorganizujemy przetłumaczenie.

Haddii aad u baahan tahay joornaalkan oo af Soomaali, ah fadlan soo wac  
telefoonkan 9166066 waynu kuugu turjumi karnaa afkaaga.

Bu bildirinin Türkcesini istiyorsanız, lütfen 9166066 'u arayınız, biz de Türkce  
tercümesini size tedarik edeceğiz.

اگر آپ چاہتے ہیں کہ آپ کو یہ نیوز لیٹر اردو زبان میں مہیا کیا جائے تو براہ مہربانی 9166066 پر رابطہ کریں، ہم آپ کیلئے اس نیوز لیٹر کو اردو میں ٹرانسلیٹ کروائیں گے۔

Nếu quý khách muốn tờ Thông tin thời sự này in bằng Việt ngữ, xin hãy gọi  
đến điện thoại 9166066, chúng tôi sẽ sắp xếp phiên dịch cho quý khách.

## Head Office

90 Beech Avenue, New Basford,  
Nottingham NG7 7LW

Tel: 01159 166 066

Fax: 01159 166 067

Email: admin@tuntum.co.uk

Website: www.tuntum.co.uk

