

Housing Matters

News from your Council



We're on the move

Next steps following tenancy consultation

Focus on our sustainability targets

Help shape future parking policies

Help with work and money



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



Welcome from Cllr Kim Taylor-Smith	2
Your Housing Management Service is on the move	3
First new Council-built homes are one step closer	3
Closing in on tenancy fraud	4
Respite for neighbours as antisocial tenant evicted	4
Tenancy conditions consultation	5
New rules for fire safety	5
Cutting the cost of communal heating	6
Keeping works on track with Project Union	6
How Bruno raised money for help his neighbourhood	7
A step towards a sustainable future	8
Help shape future parking policies	9
Leading the way to future neighbourhoods	10
Let's get recycling right	11
Help and advice with work and money	12
Fight damp and reduce costs!	13
Pay what you want at Leighton House	14
Opportunities for young creatives	14
Your Service charges	15

Hello

Welcome to the spring edition of Housing Matters.

I am incredibly pleased to announce that we are close to completion of our first new build homes. Kensal Road and Hewer Street will be open by the end of spring and provide 98 new homes for our residents.

This marks a major milestone on our journey to delivering our commitment of providing 600 new homes, 300 of which will be for social rent.

We are not only investing in new homes; we are also making a significant investment in our existing housing stock. This is partly driven by our commitment to be net-zero in our operations by 2030.

This has seen us replace hundreds of single-glazed windows with double or triple glazing, replace end of life gas boilers with heat pumps and install extra insulation as part of our renovation plans.

This enormous level of investment will bring challenges in terms of affordability, but we are determined to meet our sustainability goals and lessen the impact of rising bills as your homes become more energy efficient.

On that topic, you can find details of a communal heating consultation on page 6 which I would encourage you to respond to.

Finally, we are cracking down on illegal sub-letting. It is unacceptable for people to illegally let out their social home when we have over 2500 in Temporary Accommodation.

This Council will not tolerate it, and we have a team actively investigating any reports. We have had recent successes and I would encourage anyone who suspects illegal subletting to report it.

Best wishes,

Cllr Kim Taylor-Smith
Deputy Leader of the Council



You've got mail

Would you like to receive your next Housing Matters by email instead of by post?

You'd be able to read it on all your digital devices, at home or on the go, and there would be zero postage or recycling when you're done reading. Let us know via email or give us a call.

Contact the Housing Matters team at housing.matters@rbkc.gov.uk or call us on 0800 137 111.



Your Housing Management Service is on the move

Our reception services are moving during the coming months. Take a look at what's happening

Network Hub - CLOSING 292a Kensal Road, W10 5BE

The Hub will be closing permanently in the coming months, but until that time your Reception, Neighbourhood, and Rent Income staff will be at this office to take your queries. We'll let you know when they will be moving.

Pembroke Road - NOW OPEN 37 Pembroke Road, W8 6PW

The reception at Pembroke Road is open and our staff are ready to help you with your queries. We are not able to offer the full customer service, however, you will be able to report or escalate



repairs, get status updates on specific repairs, or meet with your Housing Management Officers for pre-booked appointments where this location has been agreed.

Malton Road - OPENING SOON 2-4 Malton Road, North Kensington W10 5UP

Once everything is up and running you will be able to access a range of services at Malton Road.

This will include:

- All tenancy related queries
- Rent queries and payments
- Repairs queries
- Tenant and leaseholder parking applications
- Garage/parking space charges and payments
- Reporting anti-social behaviour

For more information call us on **0800 137 111** email us at **HM-Neighbourhood ResidentServices@rbkc.gov.uk**

First new Council-built homes are one step closer

We are one step closer to fulfilling our promise of delivering 600 new homes, 300 of which will be at social rent as we prepare to complete building at our Kensal Road and Hewer Street sites.

Kensal Road is delivering 38 new homes – 28 at social rent and 10 for key workers with four of those homes being accessible. There will also be a shared garden area for residents, with flexible community space and a retail unit.

Hewer Street will provide 20 new homes to rent - 10 of which will be offered to key workers and 10 open market. This site offers two accessible homes.

We are currently speaking to those residents on our housing register about the allocation of the properties ahead of their completion by the end of spring 2023.

The properties have been built with energy efficient technology and improved levels of insulation to reduce fuel bills, helping us meet our sustainability targets, as well as incorporating other design features to focus on fire safety measures.

www.rbkc.gov.uk/housing/new-homes-consultation/newhomes-delivery-programme



Closing in on tenancy fraud

With a current housing register of over 3,000 individuals and families needing a place to call home, recovering our properties from fraudsters helps us to help those in genuine need.

Earlier this year, a young family were able to put down roots in a new home after the Council's Housing Investigations Team recovered the property from an illegal sub-letter. The investigation revealed that the previous tenant had been sub-letting the property since 2010 and was living overseas.

The action resulted in the previous tenant being served with a court order requiring them to return £34,000 of illegal profit to the Council.

On average, each case of tenancy fraud is estimated to cost the public purse £42,000. We're closing in on tenancy fraud. If you know of, or suspect, anyone committing tenancy fraud in Kensington and Chelsea, please tell the Council's Housing Investigations Team on **020 7605 6401** or email tenancyfraud@rbkc.gov.uk.



Respite for neighbours as antisocial tenant evicted

There was a sigh of relief by residents on Waynflete Square in north Kensington after an antisocial neighbour was evicted from the estate.

The tenant subjected those living nearby to incessant noise, inappropriate drug-induced behaviour, threats, and intimidation after moving into the property in 2021.

Working as part of a Joint Action Group, ASB officers worked to reach a positive outcome for everyone.



Unfortunately, the antisocial behaviour continued leaving the Council with no option but to apply for a court order to repossess the property to protect neighbours. The Council evicted the tenant, in January this year following a warrant issued by the County Court.

Antisocial Behaviour Manager, Leanne Maher said:

"This estate will now be a safer and more pleasant place for everyone, including the new residents who will be able to make this property their home."

If you see or experience antisocial behaviour such as drug activity, verbal abuse, violence, harassment, or intimidation, report it to the police in the first instance and then to the Council. More information is available on the Council's website. Visit www.rbkc.gov.uk/asb

If you need help to report antisocial behaviour, call the Council's Customer Services Team on **0800 137 111**.

Tenancy conditions consultation

We care about your enjoyment of your home, and when you've got suggestions to improve it, we listen. We proposed some changes to your tenancy agreement that we think will help us tackle antisocial behaviour and domestic abuse based on your feedback.

During the recent consultation on the proposals, some residents expressed concern over the changes. We're sorry for any confusion about the proposals and would like to clarify what we're looking to change, and why.

Antisocial behaviour

An update to the language and definitions in our current agreement. This will expand the definition to include bullying of children, and crime, and make it easier for us to pursue legal action.

Domestic abuse

Like the antisocial behaviour clause, this modernises the language we use and makes it easier for us to take legal action.

Hard flooring

While we support residents' rights to improve their homes, poorly installed hard floors without effective sound insulation can cause problems with noise affecting neighbours. This clause would require tenants to request permission before installing this kind of flooring so we can work with you and offer help and advice to make sure your new floor isn't a problem for your neighbours.

Owning another home

The new clause would mean that you can't own another home while benefitting from a Council tenancy. With more than 3,000 people on the housing register we need to make sure that housing is allocated fairly to those in most need. The clause would also apply to inherited properties, but there would be a 12 month period for you to decide how to deal with the new home.

What's next?

We have agreed to fund independent legal advice on behalf of residents to make sure the concerns raised are thoroughly investigated. We will look at this advice alongside the consultation report before making a recommendation to the elected members who will ultimately decide the Council's course of action.

A more detailed version of this article is available at www.rbkc.gov.uk/housing/housing-news



New rules for Fire Safety – we're ready

The new Fire Safety regulations came into force in January 2023 and with it some new requirements on how we look after our buildings and share information with the London Fire Brigade.

The Council's Fire Safety team has been working steadily over the last year to ensure all our buildings are compliant with these new regulations.

If you spot anything of concern, or need any further information, drop our Fire Safety team a line at firesafety@rbkc.gov.uk

View the new regulations online at www.london-fire.gov.uk

Cutting the cost of communal heating



We're consulting with residents in blocks with communal heating systems on ways we can look to help reduce your heating bills.

With prices of electricity and gas rising dramatically, thoughts of how to reduce the bills are on everyone's mind.

Many people have chosen to reduce the amount of time they use their heating and hot water this winter, but for people on communal heating systems it's not that easy.

The communal systems are managed outside the home with the boilers set to come on at certain points of the year, and between set hours.

Residents then pay a percentage of the total heating and hot water costs for the block, based on the size of their property.

We're offering residents a range of options that will limit the amount of time the boiler is on for over the year, which could reduce how much gas and electricity the block uses.

If you live in a block with a communal heating system, look out for our letter about a consultation affecting your home.

If you're finding it hard to make ends meet, check out our cost-of-living hub where you can find details of the help available to you. www.rbkc.gov.uk/cost-living-support-hub



Keeping works on track with Project Union

Here's how you can get involved.

Over the next three years we're planning to spend more than £280 million on projects that will make your homes modern, safe and warm. It's a mammoth task that we need an army of experts to complete.

To help keep projects on track we're developing a set of at least four supplier framework agreements. This is basically a list of suppliers that we agree costs, and terms and conditions with in advance. That way, when a specific project comes along, we are set up and ready to go.

Our capital works programme places a strong focus on making our homes future-proof and energy efficient, so it is important that we have long-term commitments from suppliers, and their supply chains, to support the Council's ambition to be carbon net zero by 2030.

We'd love you to come and join us at Project Union Task and Finish Group and be part of a team who work together to keep these important projects moving.

If you would like to join us email HM-procurement@rbkc.gov.uk

How Bruno raised money to help his neighbourhood

Residents' Associations, local community groups, registered charities, infrastructure providers and community interest companies from all over the borough can help improve their neighbourhood through Neighbourhood Community Infrastructure Levy (NCIL) funding.

NCIL is money required to be put aside by developers for local communities in the areas where they build. This money is allocated across all wards annually, including in wards where there have not been recent developments. The money can be used for any project that will benefit a neighbourhood. Resident Bruno de Florence helped residents feel safer in his neighbourhood through bidding for NCIL funding for CCTV cameras in his area last year. He shared his tips for creating a successful bid.



"Ensure that your project will benefit at the very least your street and immediate neighbourhood. In that respect, talking with your R.A. and your neighbours is important.

"It's also important to have a good relationship with your ward Councillors, as they will be judging the merits of your application. If unsure, have a chat with them first to discuss the feasibility of your application.

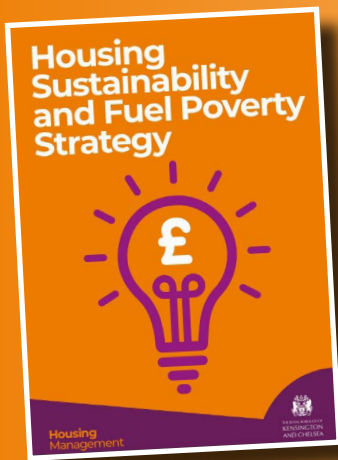
"If you intend to use an external company for works, do adequate research on them; ensure they have a good reputation, check how long they've been in existence, and if possible, get testimonies from their clients. Ensure your costings are current and include V.A.T. (where applicable). And don't go for cheap, go for what works well and is durable.

"When writing up your application, use clear simple language outlining how it will benefit your area. For instance, in writing the application for CCTV on behalf of my Street RA, I described how it would help make the street feel safer for women, as well as provide strong evidence for potential ASB prosecutions.

"I also stressed the competence of the members of our RA, in our case a former army captain who understood what makes effective CCTV surveillance and would oversee installation.

"You could also look at what other wards have applied for, and how much they have received. Don't feel guilty in applying for monies, it is a pot obtained from a levy on developers and it can make a real difference to your neighbourhood".

Bruno de Florence, March 2023



Step towards a sustainable future

The Council has committed to the ambitious aim of becoming a carbon-neutral Council by 2030 and a carbon-neutral borough by 2040. With 57 per cent of the Council's carbon emissions being generated by social housing, a key part of achieving this target is implementing our Housing Sustainability and Fuel Poverty Action Plan...

Some of the key things we're working on this year to make progress are:

Improving energy efficiency of homes and tackling fuel poverty:

We're installing energy efficient double and triple-glazed windows to improve the thermal efficiency of some of our properties.

As part of our major works programme we are:

- Carrying out a photovoltaics roof panel feasibility study on Silchester Estate to develop and pilot a community owned solar scheme.
- Bidding for Social Housing Decarbonisation funding to further support our sustainability work.
- Working with UK Power Networks – our distribution network operator for electricity on future proofing our capital works.
- Retrofitting, which means making modifications to your home to make them more energy efficient, resulting in lower fuel bills.

Increasing biodiversity:

The Council is supporting a nature recovery network by creating a Bee Superhighway which will protect and enhance the habitats of bees across the borough. You can find out more about the bee superhighway or one of the many projects you can get involved in, visit www.rbkc.gov.uk and search for our ecology, biodiversity and nature conservation pages.



Generating a green energy supply:

We're planning a new renewable heat network for one of the largest social housing estates in the borough, with potential for further expansion. The heat network will be powered by large air source heat pumps, partially run on locally produced electricity from solar panels.

Upskilling staff and residents:

We've been holding several upcycling, repairs, active travel, and community cooking classes for residents, as well as training staff, residents, and contractors through our Green Skills Academy. This initiative will continue to expand over the next year.

Supporting sustainable living:

This year we are hoping to increase recycling rates by expanding the current food waste recycling scheme to more residents, monitor waste from building sites to divert as much waste from landfill as possible, and hold repairs workshops to help residents reuse their belongings.

We're working with local organisations to create 'warm spaces' across the borough to provide residents with free heated community spaces to visit if they are struggling to heat their own homes.

Find your nearest warm space online at www.rbkc.gov.uk/cost-living-support-hub/stay-healthy-and-warm-winter/find-warm-space-near-you or call us on **0800 137 111**.

Help shape future parking policies

We are proposing some changes to our **Parking Policy on Council Estates** that will help us reduce carbon emissions and meet our commitment to being carbon net-zero by 2030.

Our proposal is to:

- introduce electric charging points on your estates and;
- calculate parking charges based on the level of emissions of your car.

Please tell us your views.

Scan the QR code or visit <https://consult.rbkc.gov.uk/communities/estates-parking>.



Hard copies, other languages or formats and help to complete the survey are available on request to HM-Parking@rbkc.gov.uk.



The consultation is open until **Friday 28 April 2023.**

Parking charges are available to view online at www.rbkc.gov.uk/estates-parking-charges

Fobs and Assa keys

We have managed to keep the cost of replacement fobs and Assa keys at the same level over recent years.

Unfortunately this year we need to apply an increase.

From April the charges will be £10 for fobs and £15 for Assa Keys. Residents will still be eligible for free fobs when a new household moves into the property for the first time or when a new door entry system is installed on the property they live in. Charges will apply when a replacement is requested for a lost fob, or for additional fobs for new members of a household.

For further details call us on **0800 137 111** or email us at HM-NeighbourhoodResidentServices@rbkc.gov.uk

Housing Matters is carbon balanced

The paper used for Housing Matters has been 'carbon captured' using the Woodland Trust's Carbon scheme.

Carbon is removed from the atmosphere through the creation of native woodland across the country.

For more information visit www.woodlandtrust.org.uk



Leading the way to future neighbourhoods

Kensington and Chelsea Council has been awarded £1.4 million by the Mayor of London to transform Notting Dale in North Kensington into a Future Neighbourhood by 2030.

The aim of the programme is to tackle key environmental issues such as climate change, poor air quality, and poor access to nature. It will also address social and health inequalities, the cost-of-living crisis and improve wellbeing.

The ambition is to transform Notting Dale into an exemplar sustainable econeighbourhood, that is greener, fairer and more climate resilient for all, by 2030.



Crucially is also intended to provide an example of how this can be replicated across London.

The programme will deliver pioneering projects ranging from the creation of new community kitchen gardens, energy efficiency improvements to schools, cycling training schemes, newly insulated roofs and solar panels for



residential blocks. It will also create green jobs and training opportunities for residents.

The Council is working in partnership with consultants ARUP and the Notting Dale community to co-design a community-led environmental strategy. This will be shared across the Council, and with other London boroughs to inform sustainability strategies and projects throughout Kensington and Chelsea.

There are lots of ways to get involved; for example you could try out social cycle training offered by our partners Bikeworks, or become a volunteer gardener in Avondale Park. If you are interested in finding out more about Future Neighbourhoods projects or are a resident of Notting Dale and would like to be part of the community-led environmental strategy, please feel free to get in touch at **NottingDale2030@rbkc.gov.uk**.

The Council
collects recycling
and rubbish
twice weekly
from 93,000
households

Let's get recycling right

We want to make recycling as easy and convenient as we possibly can. So we've hired a new super motivated Recycling Officer to help us. Darko Mamula has been travelling the borough with his recycling colleagues, knocking on doors and reminding residents of a few simple things that will help you get your recycling right. That includes only putting the following in your mixed recycling:

Yes please

Make sure glass, plastic and tins are clean and empty.



- Glass containers, glass bottles and jars (take metal lids off and put them loose in your recycling)
- Food and drink cartons including Tetra Pak
- Cans and tins
- Plastic bottles, (squash and put plastic lids on), pots, tubs and trays
- Plastic pots, tubs and trays, (including lids made of the same type of plastic for example, butter and takeaway tub lids)
- Cardboard, unshredded paper and newspaper
- Glass, plastic and tins must all be clean and empty please

No thanks

These items contaminate the recycling load.



The most common contaminants are:

- Food waste
- Garden waste
- Clothing and textiles
- Electricals
- Shredded paper
- Wood
- Plastic toys
- Crisp packets and sweet wrappers
- Polystyrene

If in doubt, make a quick check in our A-Z of recycling which lists what can and can't be recycled and ways to reduce waste and recycle items we don't collect. You can find our A-Z of recycling at www.rbkc.gov.uk/recycling

If you would like to know more about what happens to your recycling once it has been collected, take a look at a video at

www.recyclenow.com/

[how-torecycle/](#)

[what-happens-](#)

[to-my-](#)

[recycling](#)

or visit our website.

22 per cent of
household waste
was sent for reuse,
recycling and
composting in
2022



Darko

Help and advice with work and money

Our Housing and Employment team is here to support residents facing financial difficulties. In addition to helping you find employment and training, they can also help with money management, benefit applications and appeals, applying for grants and debt management.



The Housing and Employment Service can help you

Find work and training

Help with writing CV's, searching for jobs, completing application forms, finding training courses, volunteering and work placements, and preparing for interviews.

Apply for welfare benefits

Help and advice on applying for welfare benefits, completing forms, and attending assessments for health-related benefits.

Manage money and income maximisation

Help with appealing welfare benefit decisions, budgeting, grant applications, and reducing debt.

Access other specialist services

We work in partnership with other services in the borough and can help you access more specialist support if needed.

If you need help or advice, contact the Housing and Employment Service at housingandemployment@rbkc.gov.uk or call us on **020 7361 2070**.

Residents looking for work or training can register to our Careers Portal, check out our video to show you how the portal works www.bcovideo.com/3UhlYOm

To access the Careers Portal, email housingandemployment@rbkc.gov.uk with your full name, postcode, and email address.



Register to our Careers Portal



Money Cafés



Come for a coffee at one of our Money Cafés. We're offering free coffee with a side of tailored advice about our community projects, and personal support for people with money worries. Details are being finalised, but look out for publicity about this initiative in the next couple of weeks.

The cafes will have morning and afternoon sessions; from 10am to 12 noon we'll hold coffee mornings to discuss community grants and

projects. From 1pm to 4pm we'll hold drop-ins offering one-to-one advice, financial health checks, welfare and debt advice, damp and mould advice and access to crisis funds.

Look out for more information or put your name down for an email reminder at Financialinclusion@rbkc.gov.uk

Your Communal Repairs Service

Last year your communal repairs service completed more than 2200 repairs.

The service employs a multiskilled team of four, including two long term borough residents. There are plans to add to the team and upskill staff so that we can keep your services inhouse.

The communal repairs service covers the internal and external communal areas of your building and includes minor carpentry, paving, fences and tarmac, painting and decorating, plumbing and electrics.

Your Caretaker will report repairs during their daily rounds and weekly Health and Safety reports. New repair requests are reviewed daily and then allocated to the team or a contractor. The turnaround time for a communal repair will depend on the type and urgency of the repair required.

In most cases this will be:

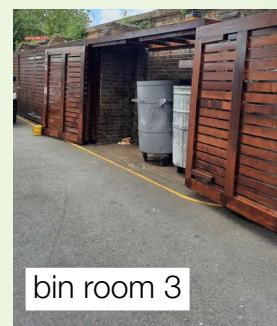
- **Emergency – 24 hours**
- **Urgent – 5 working days**
- **Routine – 20 working days**
- **Planned works – 90 working days**

If you notice a communal repair is needed, please report it to our Customer Services team on **0800 137111**.

Images show examples of some bigger projects last year. A full rebuild of bin shed doors. New doors and roof of a communal bin room.



bin room 2



bin room 3



bin shed before



bin shed after

Pay what you want at Leighton House

Local museum Leighton House re-opened in October 2022 following a major redevelopment. It now offers full wheelchair access to all public spaces, new exhibition spaces, and a new learning centre. The centre aims to bring the museum, art, and history to life for children and school groups, as well as adult visitors and local residents keen to discover more about the world of Victorian artist Frederic Leighton.

As part of our plans to continue opening up Leighton House, we've now introduced a Pay What You Want scheme, where on the first



Monday of each month (excluding bank holidays), from **10am to 1pm** you can visit **Leighton House** and simply pay what you can. Tickets available at the door only.

Look online at www.rbkc.gov.uk/museums/plan-your-visit, or call us on **020 7361 3783** for further information.

We hope to see you soon!

Opportunities for young creatives at the SPID Theatre

Are you a young person interested in theatre, film, documentaries, poetry, mentoring and much more? SPID Theatre, a London-based charity, is opening its doors to children and young people to create adventurous, interactive community art and performance with an emphasis on people living in social housing.



Estate Endz (12 weeks, Saturday drop-in)

Twice a year we run Estate Endz, a living heritage programme in the performing and creative arts for young people (aged 13-25.) We are excited to be kicking off our next season in March, where we will be creating an oral history archive and multimedia film based on the residents of the Kensal Estate.

This project will be in partnership with the Kensal House Residents Association, Bartlett School of Architecture, and BFI Southbank. Think you have what it takes to interview residents and work on a new, exciting film? Then get in touch!



Far Far Away (12 weeks, Tuesday drop-in)

Far Far Away is a selection of playful and creative workshops for children (aged 8-13) culminating in a showcase at the end. This programme has a focus on helping participants learn more about their local area, whilst supporting their social and creative development. Sessions for this also start in March, exploring mathematics through the process of comic book creation working in collaboration with Mr Numbervator. Know a young person who's interested? Get in touch!

Contact us! If you are interested in any of our programmes or have any questions, email us at youth@spidtheatre.com or call **07903 861674**.

Service charges

If you are a Council tenant, you will have received your rent or service charge increase letters. Regrettably, as the costs of utilities have increased significantly over the last year, we have had to increase the amounts you are charged for heating and hot water.

We understand how challenging this is for our residents as other everyday costs of living also continue to rise. Our Income and Financial Inclusion teams are here to support you. We can negotiate affordable repayment plans with you, help you apply for financial assistance such as grants, check your benefit entitlements and advise you on managing your finances better in these tough times. Please don't wait to ask for advice – we're here to help you.

To discuss any additional help and support you may require, please contact our Rent Income Team by calling **0800 137 111** or emailing **HM-RentIncome2@rbkc.gov.uk**.

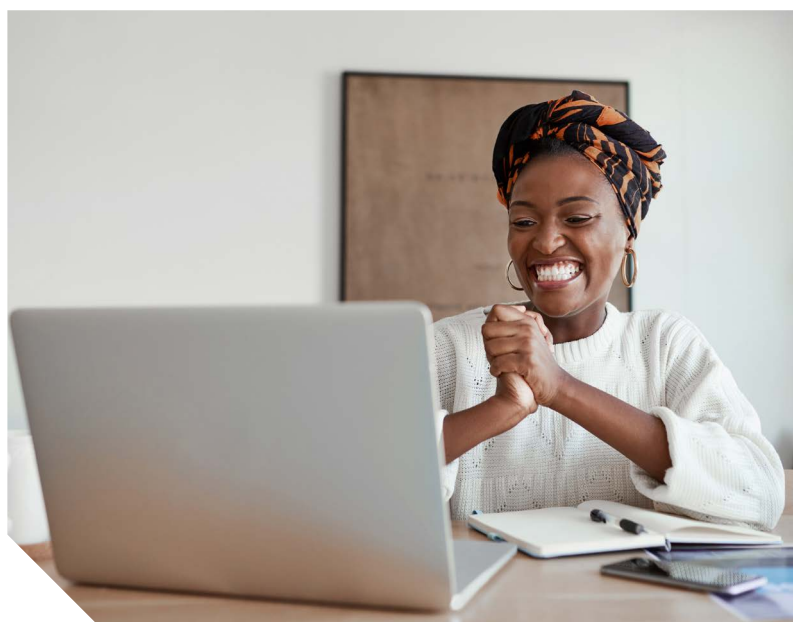


If you are a Leaseholder, please contact our Home Ownership Team on **020 7605 6464** or email **HM-Homeownership@rbkc.gov.uk** or **Financialinclusion@rbkc.gov.uk**

Pay your rent by Direct Debit and you could win £250 in vouchers

Would you like the chance to win £250 worth of shopping vouchers?

Why not consider setting up a Direct Debit to pay your rent



It's easy, convenient, and not only will you be making sure that your rent is always paid on time, each month you'll be in with a chance to win £250 worth of Sainsbury's vouchers.

To date, four lucky tenants from St Marks Grove, Hurstway Walk, Manchester Drive and Nottingwood House have been winners of our monthly draw. If you would like to set up a Direct Debit, please contact the Rent Income Team by calling **0800 137 111** or emailing **HM-RentIncome2@rbkc.gov.uk**.

Housing Matters



CONTACT US



0800 137 111 or 020 3617 7080

For all enquiries



Royal Borough of Kensington and Chelsea
292a Kensal Road, London W10 5BE



HM-CustomerServices@rbkc.gov.uk



www.rbkc.gov.uk/housing-management



Finished reading me? Recycle me!

YOUR LOCAL HOUSING OFFICES

Network Hub

292a Kensal Road
London W10 5BE
Open weekdays 9am to 5pm

Blantyre Office

Blantyre Street
London SW10 0DS
Open weekdays 9am to 5pm

Pembroke Office

Pembroke Road
37 Pembroke Road, W8 6PW
Open weekdays 9am to 5pm

Lancaster West Estate Office

Unit 7, Baseline Studios
Whitchurch Road London W11 4AT
Open weekdays 9am to 5.30pm
Email: LancasterWestoffice@rbkc.gov.uk

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please call us on 0800 137 111 or 020 3617 7080.

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Tagalog

Ang impormasyon sa dokumentong ito ay maaaring makuha sa iba't-ibang format at wika. Kung kailangan niyo ng karagdagang tulong, mangyari lamang na kontakin kami gamit ang mga detalye sa ibaba.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.



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