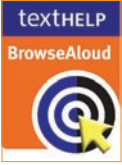




## Information to Suit You



Informacja dla Ciebie



適合你的資訊

Informācija Jums



HAPPY TO TRANSLATE

Informacija, tinkama Jums



آپ کے لئے مناسب معلومات

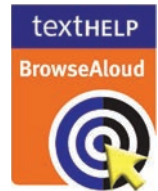
## We Want Everyone To Get The Information They Need

We want all of our customers to get the information they need from us in the way that best suits them. We understand that written information doesn't suit everybody, for example you may have problems reading, you may have poor sight or be blind, or you may not speak English. For deaf people verbal communication can be difficult. Whatever the problem, we can help.

We are committed to making sure everyone who wants or needs information from us gets it.

## If You Have Problems Reading Information

If you are unable to read or have poor eyesight, we are happy to put documents onto CD so that you can listen to the information you need, or to provide documents in larger print. Our tenant newsletter is always available on CD, and other information can be put on to CD if you need it.



Our website, **elha.com** has a feature called Browsealoud, which allows customers who have difficulty reading to have any of the information or documents on the website read aloud to them. Browsealoud can be used by anyone just by clicking the play button at the top of any page.

Tenants who have registered for our on-line tenant services can sign up for our paper-free service. This service e-mails important documents rather than sending paper copies, and e-document text can be easily resized to provide large print.

## If You Have Hearing Difficulties

We have an induction loop system in place in our office to assist hearing aid users.

If you are unable to visit the office or speak on the phone, and the type of enquiry makes e-mail or letter-writing impractical, elha.com's Live Help service may be of use. This service opens a 'chat' window to a member of staff allowing customers to ask questions, update information and ask for advice during office hours.

## Information In Other Languages

We are members of Happy to Translate, an initiative set up to help improve the quality of life of people in Scotland who speak or read little or no English.



We believe that interpreting services are best provided by professional interpreters who are trained to translate what is being said, not their version of it. Because of this, we strongly discourage the use of family members or friends to translate for customers, (although we accept that there may be times when the customer will prefer to use a family member or friend if they have a sensitive issue which they don't want to discuss in the presence of an outside interpreter). We will never allow children to be used as interpreters.

In most cases we will use Language Line for interpretation. This is an over the phone interpretation service, where we call Language Line on a speaker phone during an interview. Whenever possible Language Line will meet specific requests, eg: the gender of the interpreter.

While we prefer to use an interpreter, we recognise there may be some circumstances where a written translation is required. Where this is needed, we will provide it.

On our website, **elha.com**, we have a link to Google Translate, a free on-line translation service on every page. This can be used to translate entire pages into numerous languages.



## Can We Help You?

We keep a list of all tenants who need information in large print, TalkType and transcription services. If you need to be added to this list, please contact our Customer Information Officer on 01620 825032, by e-mail at [info@elha.com](mailto:info@elha.com), or use our Live Help service on our website.



**If you need translation services, Reception staff will be able to help you using a language card.**

**Jeśli potrzebujesz usług tłumacza, personel recepcji pomoże Ci przy użyciu karty języków.**

**Jei Jums reikia vertimo paslaugų, Priimamojo (Reception) darbuotojai galės Jums padėti naudodami kalbos kortelę.**

**Ja Jums ir nepieciešami tulka pakalpojumi, reģistratūras darbinieki palīdzēs Jums, izmantojot valodu kartīti.**

若需要翻譯服務，接待處職員會幫助你使用語言卡。

اگر آپ کو ترجمے کی سروسز کی ضرورت ہے تو ریسپشن سٹاف لینگویج کارڈ کے استعمال سے آپ کی مدد کر سکے گا۔

**elha.com**  
east lothian housing association

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**Text: elha then your message to 88222**  
**(message charged at standard rates)**