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energy advice book 1

Keeping Warm

Keeping Well



CLACKMANNANSHIRE
COUNCIL

About This Booklet

This booklet has advice on keeping warm and well. It looks at three areas: heating, health and lifestyle.

Cold and damp conditions in poorly heated homes can have an effect on the health of a household.

Lower temperatures increase the likelihood of:

- ▲ Respiratory illnesses
- ▲ Circulatory problems
- ▲ Coronary diseases
- ▲ Childhood asthma
- ▲ Longer recovery periods from everyday ailments.

Each section has information on how to prepare for cold weather, tips to improve your comfort and contact details for where you can get more help and advice.

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Keeping Warm

With some planning, you can make a big difference to how warm and comfortable your home is during the colder weather.

We look at:

- ▲ How to stop heat escaping
- ▲ How to use heaters more effectively
- ▲ How to manage your heating bills
- ▲ What financial help is available.

Getting Your Home Ready

If your home is poorly insulated it will be colder in winter and will cost more to heat.

To make your home warmer in winter you can:

- ▲ Fit draught-proofing – to help seal gaps around windows and doors
- ▲ Fit loft and cavity wall insulation – to reduce heat loss
- ▲ Lag hot water cylinder and pipes, including those in your loft
- ▲ Have your heating system serviced annually. Some gas or electricity suppliers offer free safety checks, however these are not a full service.

If you do not have any insulation or it is below recommended levels (currently 270mm for loft insulation), you may be able to get a grant. (See page 7.)

Getting the Best From Your Heating

Set your thermostat at around 21°C (70°F), and heat all the rooms you use in the day. If you can't, make sure you keep your living room warm when you are at home, and heat your bedroom before going to bed. It helps to have a thermometer in your living room, most energy companies give them away. If the room gets too warm, turn the thermostat down.

Set the timer so that your heating comes on before you get up, is on while you are at home and switches off when you go to bed. Remember that it will take your home about half an hour to warm up and about an hour to cool down, so you need to programme the timer to come on half an hour before you normally get up and to go off about an hour before you normally go to bed

At the beginning of winter, you will probably only need the heating on for a short while in the morning to take the chill out of the air and a few hours in the evening when you are sitting down, relaxing.

A good heating regime is a temperature of 21° C in the living room and 18° C in other rooms for 9 hours in every 24, usually 2 hours in morning and 7 hours in the evening.

For households with older people or young children who are at home more, this increases to 16 hours in every 24.

Older people maybe eligible for a grant for central heating, though the Energy Assistance Package (details can be found on page 7)

In very cold weather, rather than turn the thermostat up, set the heating to come on earlier and stay on longer. This means you won't be cold while you wait for your home to heat up.

Buying New Heating Systems, Heaters or Fires

You can get advice from the Energy Efficiency Advice Centre on 0800 512 012 on individual heating systems, heaters and fires. They will also be able to see if you are eligible for a grant.

If you are planning to buy a gas fire or heating system it must be installed by a Gas Safe registered engineer. For more information and to find a registered gas engineer in your area, Call the Gas Safe Register on 0800 408 5500 or visit www.gassaferegister.co.uk

If you plan to buy an electric heater, make sure it has a thermostat.

If you're buying a new open fire, check it has an air control to regulate the burning rate. For advice on open fires, call the Solid Fuel Association on 0845 601 4406 or visit www.solidfuel.co.uk

If you're a private tenant, check if your landlord can provide a heater or if there are any restrictions on the types of heater you can have.

Carbon Monoxide - The Silent Killer

Carbon monoxide kills more than 50 people each year in the UK and causes around 200 serious incidents each year where people only narrowly survive carbon monoxide poisoning.

It is mainly caused by incorrectly installed, poorly maintained or poorly ventilated cooking and heating equipment.

Carbon monoxide can be given off by all fossil fuels. You need to look out for the following:

- ▲ Boiler pilot light flames burning orange, instead of blue
- ▲ Sooty stains on or near appliances
- ▲ Excessive condensation in the room
- ▲ Coal or wood fires that burn slowly or go out
- ▲ People suffering prolonged flu-like symptoms.

Take a few simple precautions to reduce your risk:

- ▲ Have your gas appliances serviced annually by a Gas Safe registered engineer
- ▲ Any other fossil-fuel burning appliances such as oil or coal burning stoves must be serviced annually by a professional
- ▲ Fix carbon monoxide detectors in your home; these can be purchased from most DIY stores. Make sure that detectors are maintained and replaced according to the instructions.

The symptoms of carbon monoxide poisoning can be like food poisoning, viral infections or flu. They include headaches, tiredness, difficulty in thinking clearly and feeling sick. If you suffer from these symptoms:

- ▲ See your doctor at once
- ▲ Call an engineer to check all your cooking and heating appliances.

For more information, please contact:

- ▲ HSE Gas Safety Line call 0800 300 363 or visit www.hse.gov.uk/gas/domestic/index.htm
- ▲ Gas Safe Register on 0800 408 5500 or visit www.gassaferegister.co.uk
- ▲ Solid Fuel Association (SFA) helpline call 0845 601 4406 or visit www.solidfuel.co.uk
- ▲ CO-Awareness visit www.co-awareness.co.uk

Carbon Monoxide is known as the silent killer because you can't see it, hear it, smell it or taste it.

Other tips:

- ▲ Keep rooms well ventilated when using an appliance
- ▲ Don't use gas cookers for heating
- ▲ Don't sleep in a bedroom with a paraffin heater or a gas fire without a flue
- ▲ Don't block up airbricks in your walls.

Staying Warm

In winter, keep your bedroom window closed. If your bedroom is too warm, turn the radiator down, or set the heating to go off earlier, giving the room time to cool down before you go to bed.



If you have an electric blanket or a hot water bottle, they'll help you keep warm at night. You should never use them together, as you could electrocute yourself.

Check what type of electric blanket you have, some are designed only to warm the bed before you get in, and not throughout the night.

Paying Fuel Bills

By following some simple energy saving tips, you can reduce your bills:

- ▲ Boil only the water you need - rather than filling the kettle to the top
- ▲ Let food cool to room temperature before you put it in the fridge or freezer
- ▲ Don't leave appliances like televisions on stand-by – it can use nearly as much electricity as when they are on. Instead, switch them off properly at the plug.

If you are struggling to pay gas or electricity bills, contact your supplier as soon as possible to avoid debt mounting up. They will have payment schemes that let you spread your bill out over the year.



The Home Heat Helpline is a free, central phone number offering practical energy advice for people concerned about paying their energy bills. To get advice call 0800 33 66 99 and speak to one of their specially trained advisors. The Home Heat Helpline is open 9am - 8pm Monday to Friday and 9am - 3pm on Saturdays.

Priority Service Register

Every gas and electricity supplier provides a range of free services, through their Priority Services Register, so don't miss out on a service you are entitled to.

Please note that some suppliers use a different brand name for the 'Priority Service Register'.

You can register for your energy companies Priority Services Register, if one or more of the following applies to you:

- ▲ You are of pensionable age
- ▲ You have a disability
- ▲ You have long term ill health
- ▲ You are blind or visually impaired.

Gas and electricity companies will not disconnect pensioners between October and March, so if you are a pensioner, make sure they know.

The Priority Services Register offers a range of free services and you can register for any or all of them.

These include:

- ▲ **Password protection scheme**

Your own personal safety is important and to make sure you know a caller is genuine, you can agree a unique password with your gas and electricity supplier that will be used whenever their staff visit your home.

▲ Moving meters

If it is difficult for you to reach or read your gas or electricity meter, your supplier may consider moving the meter to a more convenient position, free of charge.



▲ Meter reading

Did you know that your gas and electricity supplier is only required by law to read your meter once every 2 years?

Without accurate readings, many people have found themselves faced with large 'catch up' bills running into thousands of pounds.

If no one in your household is able to read your gas or electricity meter, your supplier will arrange for your meter to be read every quarter and bills sent out to you based on these readings.

▲ Free gas safety check

You are entitled to a free annual safety check of gas appliances if ALL of the adults in your home are eligible for the Priority Service Register.

▲ Special help if your gas supply is disrupted

If your gas supply has been disrupted or turned off for safety reasons and if ALL adults living in your home are eligible for the Priority Service Register, your gas supplier will provide you with alternative cooking and heating facilities.

▲ Advance notice if your electricity supply has to be interrupted

If you rely on electricity to power vital medical equipment in your home, you can get advance notice if your supply has to be interrupted for planned work. This should help you make any necessary arrangements.

▲ Special controls and adapters

Your supplier can provide and fit, free of charge, special controls and adapters to help make gas and electricity appliances and meters easier for you to use.

Financial Support

Energy Assistance Package

The Energy Assistance Package is a 4 stage process that gives advice and support to reduce your fuel bills, make your home warmer and more comfortable and maximise your income.

Each stage offers different levels of advice and support depending on your circumstances

You can get more information by telephoning the Energy Saving Scotland advice centre on 0800 512 012 or visit www.energyassistancepackage.com

Stage 1

This is energy advice to help you make your home as energy efficient as possible and help you reduce your energy bills.

This is open to everyone

Stage 2

This provides help to change to the lowest cost energy tariffs and you can get a benefits and tax credit check to make sure that you are receiving all the money that you are entitled to. If you are 60 or over and the check finds that you are entitled to other benefits you can get help with filling in the forms

This is open to everyone.

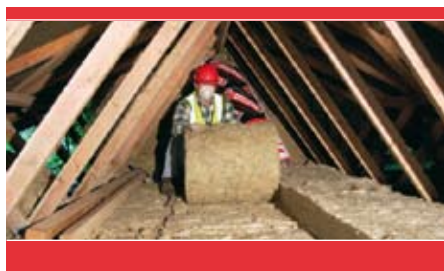
Stage 3

This offers free home insulation, such as loft or cavity wall insulation

To qualify you must be a home owner or living in private rented accommodation and

- ▲ receive a qualifying benefit
- or
- ▲ You or your partner must be 75 or over

If you are not one in one of these groups, you may still qualify for discounted home insulation. Call the Energy Saving Scotland advice centre to find out on 0800 512 012.



Stage 4

This provides free additional insulation and central heating to homes with a poor energy rating.

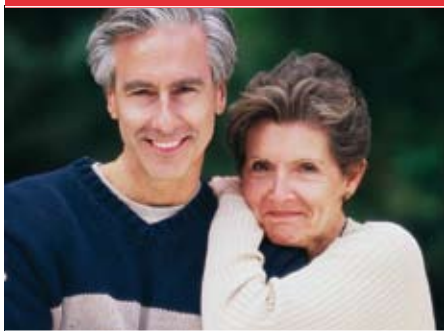
To qualify you must be home owner or living in private rented accommodation and

- ▲ You or your partner are 60 or over and your home has never had a central heating system.
- or you belong to one of the following groups
- ▲ You or your partner are over 60 and receive qualifying benefits

- ▲ You or your partner are over 75
- ▲ You have a child under 5 and receive the qualify benefits
- ▲ You or your partner is pregnant and you receive qualifying benefits
- ▲ You have a disabled child under 16 and receive qualifying benefits

Qualifying Benefits

- ▲ State pension credit
- ▲ Child or working tax credit (with an income of £15,592 or less)
- ▲ Attendance allowance
- ▲ Disability living allowance
- ▲ Council tax benefit (not single person discount)
- ▲ Housing benefit
- ▲ Income support
- ▲ Income-based jobseeker's allowance
- ▲ Disablement pension which includes a constant attendance allowance
- ▲ War disablement pension (which must include a mobility supplement or constant attendance allowance)
- ▲ Employment Support Allowance,
- ▲ Industrial Injuries Disablement Benefit (if includes Constant Attendance Allowance)



Winter Fuel Payment

In winter the government makes payments to people aged 60 and over to help with the costs of keeping warm in winter.

Qualifying

You should qualify for a Winter Fuel Payment if you are aged 60 or over on or before the qualifying week in September (this usually the 3rd week) and normally live in Great Britain.

For advice on any aspect of Winter Fuel Payments, call the helpline on

08459 15 15 15

(8.30am to 4.30, Mon-Fri). If you are deaf or hard of hearing, please use textphone

0845 601 5613.

Please have your National Insurance number ready when you call.

You can also visit the website

www.thepensionservice.gov.uk/winterfuel

You are not entitled to a payment if during that week:

- ▲ You are in hospital receiving free in-patient treatment and have been for more than 52 weeks
- ▲ You are getting Pension Credit, income-based Job Seeker's Allowance and you live in a care home, or an independent hospital, and have been for the past 12 weeks
- ▲ You are subject to immigration control and are not entitled to help from Department of Works and Pension (DWP)
- ▲ You are serving a custodial sentence.



The payments

The amount of money you get depends on your age and circumstances during the qualifying week.

- ▲ Up to £250 for people aged 60-79
- ▲ Up to £400 for people aged 80 and over.

Couples receiving Pension Credit or income-based Job Seeker's Allowance will get only one payment made to the person receiving that benefit, other couples will get £120 each (£200 each if both partners are aged 80 or over) if both partners are aged 60 or over and entitled to a Winter Fuel Payment.

If you receive a State Pension or other social security benefit (excluding Housing Benefit, Council Tax Benefit, or Child Benefit) during the qualifying week of you should get your Winter Fuel Payment automatically.

Winter Fuel Payments will be made over a number of weeks from November. So don't worry if you receive your payment at a different time to someone else in your household, or other people who live near you.

You should also be paid automatically if you received a payment last winter and your circumstances have not changed. All automatic Winter Fuel Payments should be made by Christmas. If you have not had your Winter Fuel Payment by then, you should make a claim.

The Department for Work and Pensions may get in touch with you anyway and send you a claim form. If this does not happen, you can get a claim form from the website www.thepensionservice.gov.uk or from the Winter Fuel Payments helpline see the box on the previous page.

The deadline for receiving completed claim forms is the end of March.

Cold Weather Payment

Cold Weather Payments are given in periods of exceptionally cold weather to help with the extra heating costs. The payment is automatically paid for each week of very cold weather to anyone who's eligible.

You'll automatically get a Cold Weather Payment for each week of very cold weather if you're aged 60 or over and get Pension Credit or income-related Employment and Support Allowance with a support or work related activity component.

You'll also get a Cold Weather Payment for each qualifying week if you or your partner are getting Income Support or income-based Jobseeker's Allowance and have a child under five or get one of the following:

- ▲ A pensioner premium, higher pensioner premium or enhanced pensioner premium
- ▲ A disability premium or severe disability premium
- ▲ A disabled child premium
- ▲ Child Tax Credit that includes an individual element for a child or qualifying young person who is disabled or severely disabled.

A period of 'very cold weather' is when the average temperature where you live is recorded as, or forecast to be, 0°C (32°F) or below for seven consecutive days.

Other Help Available

If you are on a low income, Clackmannanshire Council may be able to offer assistance with:

- ▲ House repair
- ▲ Facilities to help disabled people to live independently in their own home

Contact the Private Sector Housing Team, Clackmannanshire Council at Lime Tree House on 01259 452396.

Clackmannanshire Care and Repair are a local organisation that provides assistance and support to elderly or disabled homeowners and private tenants to maintain, repair or improve their homes.





They can't pay for the work or carry it out themselves but they can:

- ▲ Help you decide what repairs and improvements are needed in your home
- ▲ Give you an idea of the cost and how to raise the money
- ▲ Help you fill in forms and apply for grants and loans
- ▲ Help you find a suitable tradesperson to do the work
- ▲ Help you cope with any disruption while repairs are being done
- ▲ Put you in touch with other agencies who may be able to help.

They can be contacted at Ochil House, Marshall, Alloa FK10 1AB or telephone 01259 724667.

Pension Credit

Pension Credit is an entitlement for people aged 60 or over. This could mean extra money for you every week. Pension Credit guarantees everyone aged 60 and over an income of at least:

- ▲ £130 a week if you are single; or
- ▲ £198.45 a week if you have a partner.

Also, if you or your partner are 65 or over you may be rewarded for saving for your retirement, up to:

- ▲ £20.40 if you are single or
- ▲ £27.03 a week if you have a partner.

If you apply for Pension Credit and are eligible, you may receive a backdated payment (for up to 12 months from the day you were first entitled to the date you first applied).

If you apply for Pension Credit, you must be at least 60 or within four months of your 60th birthday. It does not matter if your partner is under 60.

The Pension Service can now also help you claim Housing Benefit and Council Tax Benefit at the same time as you apply for Pension Credit over the phone.

You can call the Pension Service on 0800 99 1234 or textphone 0800 169 0133 (lines are open 8.00am to 8.00pm Monday to Friday and 9.00am to 1.00pm on Saturdays).

An adviser will help you apply for Pension Credit and let you know what happens next.



Grants and loans

In some circumstances, you may be able to get:

- ▲ Community care grants, you can make an application at your local Jobcentre Plus office
 - ▲ Budgeting loans, given out by the social fund, you can make an application at your local Jobcentre Plus office
 - ▲ Crisis loans are awarded by the social fund to help meet expenses after an emergency or disaster (for example, if your house burns down), or in situations in which your health and safety are threatened (for example, if you are homeless). You can apply for a crisis loan from your local Jobcentre Plus or Pension Service office.
-

Useful Contacts

Benefit Enquiry Line

A confidential telephone helpline is available giving advice on benefits for disabled people and carers.

Call 0800 882 200 (8.30am to 6.30pm, Mon-Fri, and 9.00am to 1.00pm on Saturdays).

If you are deaf or hard of hearing, please use textphone 0800 243 355.

Calls are also welcome from RNID Typetalk.

Clackmannanshire Money Advice Team

The Council's Money Advice Team can help with complex debt problems including fuel bills.

Their main purpose as debt advisers is to:

- ▲ Explain the different payment options available, such as pre-payment meters, DWP fuel direct and repayment by card, standing order or direct debit
- ▲ Negotiate optimum repayment plans for clients who have serious arrears
- ▲ Maximise income by making sure that you are claiming all the benefits and tax credits at the rate you are entitled to.

They can be contacted at Lime Tree House on 01259 452512.

Macmillan Money Matters

Money worries are often a major cause of stress, second only to pain for cancer patients. Having cancer can be expensive in unexpected ways; bigger energy bills, travel costs, and other expenses.

Macmillan Money Matters are able to give financial information and advice to people with cancer, their families and their carers. They can make sure that people are claiming all the benefits and funds that they are entitled to and will assist with claims.

Macmillan Money Matters accepts self-referrals and referrals from health and social work professionals, carers, family and friends.

For further information or to request a leaflet, please contact Gwen McGowan on 01259 452620.

ExxonMobil Energy Challenge

ExxonMobil has launched a programme designed to provide practical help to householders on ways they can reduce their fuel costs.

The ExxonMobil Energy Challenge was inspired by the Year of the Volunteer 2005, and volunteers provide the cornerstone of the programme. Community Service Volunteers (CSV) is working with ExxonMobil and two energy efficiency charities – National Energy Action and Energy Action Scotland - to identify and train volunteers from CSV's Retired and Senior Volunteer Programme (RSVP).



Would you like to have an energy champion visit your home to carry out a free home energy audit?

An energy volunteer will visit you at home and assess how best you can make your home warmer and more energy efficient.

They will pass on energy tips, give you free thermometers and energy saving light bulbs.

They will give assistance in filling in forms or help you arrange for other assistance to make sure you are receiving the best energy advice.

Contact Sandy Wilkie at CSV on 0131 622 7766 or e-mail: swilkie@csv.org.uk

Energy Saving Scotland Advice Centre

You can get free, impartial and expert advice about making your home more energy efficient from your local Energy Saving Scotland advice Centre.

Their experts:

- ▲ Provide impartial information on home energy efficiency as they are an independent, not for profit organisation
- ▲ Have a good knowledge of the local area and understand the local housing stock, for example, they can help you find out whether or not your house has cavity walls
- ▲ Can advise you on any grants and offers that may be available to help towards the costs of installing measures
- ▲ Know your local installation market and so can recommend suitably qualified trades people, to install insulation and / or heating systems
- ▲ Have experience of helping people take effective energy saving actions from the start of the process to the end.

To contact your local Energy Saving Scotland advice centre call 0800 512 012.

Keeping Well

As well as increasing the chances of slips and falls, cold weather can cause problems by lowering your body temperature and increase the risk of heart attacks, strokes and breathing difficulties.

Preparation

Have a Free Flu Jab

As well as being an extremely unpleasant experience, flu can be a serious health hazard. You should talk to your GP about having a free flu jab if you:

- ▲ Are aged 65 years or over
- ▲ Have serious heart disease, serious renal disease, diabetes mellitus or serious respiratory disease (including asthma)
- ▲ Have lowered immunity caused by a disease or medical treatment.

Your GP may also suggest you have a flu jab if you have serious liver disease.



When you see your GP, also ask whether you need the 'pneumo jab' to protect against serious forms of pneumococcal infection. It's available to everyone aged 65 or over and for younger people with certain serious medical conditions.

Frequently and thoroughly washing your hands will also help you avoid flu and other infections. And, if you do have a cough, cold or flu, there are things you can do to reduce the risk of spreading the infection to others.

- ▲ Cover your nose and mouth when you cough or sneeze, using a tissue whenever possible
- ▲ Throw used tissues away
- ▲ Wash your hands with soap and water after coughing or sneezing.

You should also stock up on over-the-counter remedies to tackle coughs or colds. Your local pharmacist can advise on how to manage minor ailments including the sale of over-the-counter medicines that don't require a prescription. They can also provide advice on promoting a healthy lifestyle, for example, stopping smoking or improving your diet.

Give Up Smoking

Whatever your age, giving up smoking will improve your health and make you more ready for winter.

Within eight hours of stopping smoking, blood oxygen levels return to normal, and your chances of having a heart attack start to fall. Within two to twelve weeks of stopping, circulation improves throughout the body and walking and exercise get easier.

For confidential advice and details of local NHS Stop Smoking Services, call the NHS Smoking Helpline on 0800 022 4 332 or visit www.smokefree.nhs.uk

Food

A balanced diet will help keep you warm and healthy in the winter.

Try to keep a stock of food from each of the five groups below, in case you can't get out to the shops in very cold weather.

- Group 1: bread, cereals, potatoes, pasta, and chapattis
- Group 2: fresh fruit and vegetables
- Group 3: milk and dairy foods
- Group 4: meat, fish, eggs, peas and pulses such as beans (including baked beans)
- Group 5: foods containing fat and sugar (margarine, butter, chocolate, biscuits, pastries, and cakes)

During winter

Coping with Flu

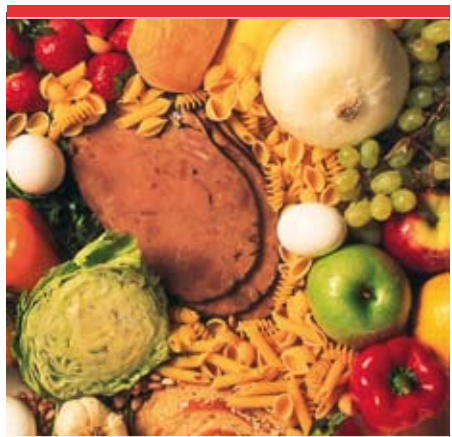
If you get flu, the best way to deal with it is to:

- ▲ Stay at home and rest
- ▲ Drink plenty, avoiding alcoholic drinks, to replace the fluid you lose from sweating
- ▲ Eat if you are able.

If you live on your own, let a friend or neighbour know you're ill - so they can check on you

Contact your GP if:

- ▲ You already have a heart or chest complaint, diabetes, or a serious medical condition
- ▲ The symptoms persist or get worse
- ▲ You have chest pains or become short of breath.



Hypothermia

Hypothermia is a condition where the body becomes dangerously cold. It can be caused by brief exposure to extreme cold or by prolonged exposure to mild cold.

That means it's a serious concern for older people who might be prone to falls or collapses. If it's not treated quickly, hypothermia will be fatal.

Help and advice – NHS Direct

NHS Direct provides confidential health advice and information 24 hours a day, if you are feeling ill, and are unsure what to do.

- ▲ Call 0845 4647 – or textphone 0845 606 4647 if you are deaf or hard of hearing
- ▲ www.nhsdirect.nhs.uk
- ▲ Go to NHS Direct Interactive on digital satellite TV by pressing the 'Interactive' button on your remote control

The danger signs are:

- ▲ Very cold skin even under clothes, for example, across the stomach or under the arms
- ▲ Drowsiness and slurred speech
- ▲ Loss of sensation – not feeling cold even when it is.

What to do:

- ▲ Call an ambulance immediately – dial 999
- ▲ Try to warm the person gradually by warming the room and giving them a warm drink. Don't give them alcohol or try to warm them up quickly.

Clothing

Wearing the right kind of clothes can help keep you much warmer.

At Home - Wear several thin layers of clothes, this traps body heat better than one thick layer. Clothes made from wool, cotton, or fleecy synthetic fibres are best.



In very cold weather, make sure you keep warm in bed at night. Bed socks, thermal underwear, a nightdress or pyjamas and a head covering, like a nightcap or a scarf round your head, are a good idea.

Outdoors - Again, wear several thinner layers of clothing under your coat, rather than one thick layer. You lose a lot of heat through your head, so wear a hat or headscarf.

To keep your feet warm and to stop you falling, wear flat, dry, warm, non-slip shoes or boots.

Keeping Healthy

Eating well is a vital part of staying warm and healthy in winter.

You should:

- ▲ Have at least one hot meal a day;
- ▲ Have hot drinks throughout the day - and one before bedtime
- ▲ Keep a flask with a hot drink in it by your bed in case you feel cold in the night.

Try to eat something from each of the five main food groups each day (see page 16). Also try to have at least five portions of fruit or vegetables each day.

If you are on a special diet, talk to your doctor before you make any changes to what you eat or drink.

Keeping Moving

Staying active is good for your health, whatever the time of year. Moderate exercise, like walking, for example, can be very beneficial.

If you have an exercise routine, try to keep it up



in winter, as it will help keep you warm. Don't take risks in wet or icy weather, though. And, if you are outside in the cold for whatever reason, try to keep moving rather than standing or sitting.

At home, try not to stay sitting still for long periods. If you space chores out through the day, you can alternate between rest and activity.

如果英語不是你第一語言，而你需要幫助去了解此文件，請來電01259 450000房屋管理支援服務，他們會樂意為你安排翻譯員，幫助你了解此文件。

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“ ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਜ਼ਬਾਨ ਨਹੀਂ ਹੈ ਅਤੇ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਪੜ੍ਹਣ ਲਈ ਤੁਹਾਨੂੰ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ
ਖੁਸ਼ੀ ਕਰਕੇ 01259 450000 'ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ 'ਹਾਈਜ਼ਿੰਗ ਮੈਨੇਜਮੈਂਟ ਸਪੋਰਟ ਸਰਵਿਸ ਨਾਲ ਸਲਾਹ ਕਰਕੇ ਸਹੀ ਸਮੇਂ 'Housing
Management Support Service' ਲਈ ਸਹੀ ਸਮੇਂ 'Administarcja Wydziału Zarządzania Mieszkaniami' ਦੀ ਪਹਿਲ
ਕਰਵਾਓ ਤਾਂ ਜੋ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਪੜ੍ਹ ਸਕੋਂ।”

اگر انگریزی آپ کی مادری زبان نہیں ہے اور اس دستہ ویز کو پڑھ کر سمجھنے میں آپ کو مدد کی ضرورت ہے۔
تو براہ کرم ہاؤسنگ مینجمنٹ سپورٹ سروسز والوں کو ٹیلی فون نمبر 01259-450000 پر فون کر کے اپنی
ضرورت سے آگاہ کریں۔ وہ بخوشی آپ کیلئے ٹرانسلیٹر کا انتظام کر دیں گے، ٹرانسلیٹر دستہ ویز کو پڑھنے
اور سمجھنے میں آپ کی مدد کرے گا۔

‘S urrainn do na pàipearan seo (no gear-chunntas dhi).

Thèid na pàipearan seo (no gear-chunntas dhiù) fhaighinn air an eadar-theangachadh gu
Gàidhlig. An sgrìobh sibh don seòladh a leanas:
Address Clackmannanshire Council, Lime Tree House, Alloa, FK10 1X, 01259 450000





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