

Our commitment to producing information you can understand

All our service users, tenants and customers need to be able to read and understand the information we produce, even if you don't understand English well, or have trouble seeing or hearing. This leaflet explains what Origin Housing is aiming to provide to you.

Great homes
Positive People
Strong communities

origin^{HOUSING}

For everyone...

All our publications and online information should use plain English. It should be well presented, clear, easy-to-understand and read. Our staff should also use plain English in any face-to-face dealings or on the phone. We will also make sure that we provide information on translation and communication services in every leaflet and publication. We will make information accessible by providing :

- audio/visual formats of key documents (where practical);
- large print for people who are visually impaired;
- signers for the deaf or hearing impaired;
- verbal explanations of information;
- written translations of key documents;
- pictures to describe key documents (where practical);
- interpreters at interviews or meetings.

We will not charge you for any of these services.

We will translate or provide in an accessible format the following key documents **on request**:

- tenancy agreements;
- service user guides/leaflets;
- tenant handbooks;
- complaints procedures;
- the Service User Communications Policy;
- support plans;
- risk assessments;
- adult protection policy;
- confidentiality policy.
- tenant information on how to get involved;
- important articles in our newsletters;
- important letters (for example regarding arrears);
- important mail outs (for example changes to repairs service);
- websites for the Origin Housing;
- policies concerning equal opportunities, anti-discriminatory practice and diversity.

If you are a service user who has a learning disability ...

We aim to communicate using a range of methods including:

- gestures - pointing, facial expression;
- signing - Makaton or British Sign Language
- symbols - a symbol that represents a word;
- objects - for example a cup could represent thirst;
- drawings- a picture to represent a word or a feeling;
- photographs;
- audio/visual formats – DVD, CD or digital files;
- writing - some people might prefer to write instead of speak;
- speech – we will always speak as well as using other forms of communication.

If English is your second language...

All our receptions should stock Language Identification Cards so that you can point to identify your first language. We use Language Line translation services for written translations and telephone interpreting. Telephone interpreting can be used at receptions or when we visit you at home.

If you are interested in becoming a customer in London...

- We aim to translate the three most used service leaflets into the three most common (or appropriate) non-English languages in the London boroughs in which we work.

When you can expect a response from us by..

- We aim to provide you with written translations within fifteen working days of receiving the request.
- If we aren't able to provide an interpreting service when you contact us, an appointment will be organised as soon as possible. You will be notified of the scheduled appointment within ten working days of making the request.
- We aim to provide translate documents into pictures (where practical) within six weeks of receiving the request.
- Requests for audio or visual translations may take several weeks to arrange. However, we will aim to provide the requested information within six weeks of receiving the request. Please note that a communication need might affect the timescales above, however we will strive to keep to these timescales as much as possible.

If you are deaf or hearing impaired...

- All of our receptions and offices in retirement housing are fitted with Induction Loop for those with hearing aids. We also have mobile Induction Loops for home visits.
- When meeting with you face-to-face, staff should speak slowly and aim to make sure that there is enough light in any meeting space to help you understand better.
- British Sign Language interpreters will be provided on request –although please understand that it can take time to arrange an interpreting service due to a national shortage of interpreters.
- You can use the RNID typetalk service to call us.
- If you find it easier, contact us using email, fax, or text. We will use what you prefer when we reply to you.

If you are visually impaired...

- If you are in retirement housing we will try to make sure that all publications (including leaflets and newsletters) are available in larger writing than usual for easier reading.
- Our websites are available in larger writing for ease-of-use.
- With advice from the Royal National Institute of the Blind we endeavour to make all our information easier to read and also provide key information on request in formats such as large print, Braille, CD or digital file .

Please contact your estate officer, support worker, scheme manager or contact centre on 0800 040 7989 or email info@originhousing.org.uk to request these documents.

