

# Your Communication Needs

To ensure our service is available for all of our residents, we provide different methods of communications and want to make you aware of these options.

## **If English isn't your first language**

- We can use a translation service over the phone to help translate our conversation. This is provided by LanguageLine. You can call them directly 0800 169 2879 and ask to be put through to us with a translator.
- You can highlight any text on our website and select 'Translate'.
- We can translate any of our documents to another language at your request. Please call us on 0800 054 6710 or email [customers@ccha.biz](mailto:customers@ccha.biz) to request a document.

## **If you have hearing impairments**

- We have a portable hearing loop at the office.
- We can also text or email you communications if you are unable to talk over the phone. To update your preferences, please email [customers@ccha.biz](mailto:customers@ccha.biz).

## **If you have sight impairments**

- We can provide large print or Braille on request.
- We have a listen function on our website where you can listen to all aspects of the page you are on.

If you'd like to update your communication needs or update the needs of a friend or family member, you can call us on **0800 054 6710** or email [\*\*customers@ccha.biz\*\*](mailto:customers@ccha.biz) and we will make a note of these.

# Your Communication Needs

Do you need this document translating? Please contact us.

هل تحتاج إلى الحصول على نسخة مترجمة من هذا المستند؟ يرجى الاتصال بنا.

آیا نیاز دارید که این سند ترجمه شود؟ لطفاً با ما تماس بگیرید.

Besoin d'une traduction de ce document? Contactez-nous.

શું તમારે આ ડોક્યુમેન્ટનું ભાષાંતર કરવું છે? કૃપા કરીને અમારો સંપર્ક કરો.

Hai bisogno di questo documento tradotto? Contattaci.

Prosimy o kontakt, jeśli potrzebują Państwo przetłumaczoną kopię tego dokumentu.

آیا اړتیا لری دغه سند وژباړی؟ لطفاً زموږ سره اړیکه ونیسئ.

Você precisa deste documento traduzido? Por favor contacte-nos.

இந்த ஆவணத்தை நீங்கள் மொழிபெயர்க்க தேவையா? எங்களை தொடர்பு கொள்ளவும்.

کیا آپ کو اس دستاویز کا ترجمہ کرانے کی ضرورت ہے؟ براہ کرم ہم سے رابطہ کریں۔