

wulvern

Your Leaseholder Handbook



Welcome to Wulvern's leaseholder handbook!

Wulvern is the largest Housing Association in South Cheshire providing homes and services for over 11,000 customers across Crewe, the historic market town of Nantwich and a number of Cheshire villages.

This handbook explains your rights and responsibilities as a leaseholder, as well as Wulvern's responsibilities as your landlord. It also contains details of the services you receive from Wulvern along with useful information to help you enjoy living in your home.

Wulvern has over 130 leaseholders, the majority of these exercised the Right-to-Buy/Right-to-Acquire on their flat, but others have bought on the open market.

At Wulvern we recognise that our customers are fundamental to our business success. We are committed to continuous improvement and ensuring that our customers are involved in the decisions which affect their lives.

This handbook was produced with input from leaseholders to ensure it meets your needs. We hope that you find it useful.

Please note that this handbook is not intended to describe or give a full interpretation of your lease or the law. Only the courts can do that. If you are in any doubt about your rights or responsibilities please speak to Wulvern or seek independent advice.

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01270 506200
www.wulvern.org.uk

About your lease

What does being a leaseholder mean?

When you bought your home, you bought a 'leasehold interest'. The period is usually 125 years from the date of your lease but some of the earlier leases are for 99 years.

As a leaseholder you have bought the right to occupy your home for the term of the lease. The lease is the contract between you and Wulvern and is an important document. It is important that you understand your lease and the conditions in it. Breaking the conditions could have serious consequences.

You became a leaseholder by:

- Buying your home from Crewe & Nantwich Borough Council or its predecessor
- Buying your home from Wulvern Housing Limited
- Buying your home on the open market and the lease being assigned to you for the remainder of the original term

There are different types of leases depending on the date you bought the property. Your lease describes the flat that you have bought and has a plan showing the flat plus any garden or store. It also shows the building containing the flat and the area that is shared with other residents. You should not use this plan solely and should always refer to the lease.

Where can I get a copy of my lease?

You should have received a copy of your lease when you purchased your home. However, where there is a mortgage on the property it may be obtained from the mortgage lender. Alternatively the Land Registry may hold a copy or you can request a copy from Wulvern. Please note that an administration fee will be charged for providing a copy of the lease.

Extending your lease

You have the right to renew your lease at any point for a period of 90 years, providing that you qualify. The extension would be charged at the market value.

Varying the lease

It is possible for certain conditions of the lease to be changed if all the leaseholders in the building agree. Alternatively, a leasehold valuation tribunal can be asked to make an order varying one or more lease.

Enfranchisement – (Buying the Freehold)

Leaseholders may have the right to buy the freehold of their building as a collective group. This is known as the right to 'enfranchise'. Once they have bought the freehold, leaseholders can decide for themselves how to manage the building and take over Wulvern's responsibilities. The current requirements for buying the freehold are:

- At least two thirds of the flats in the block must be held on long leases
- A Limited Company has to be established and maintained
- Leaseholders making a bid must hold at least half of the flats in the block

Further information may be obtained from LEASE (The Leasehold Advisory Service), please refer to useful contacts section.



Rights and responsibilities

Once you have bought your home, both you and Wulvern must carry out the responsibilities set out in the lease. Wulvern is responsible for the upkeep, maintenance, repair and improvement of the building as a whole and the development in which the flat is situated, this includes the structure and services to the building. As a leaseholder you have a responsibility to pay a share of these costs through your service charge. Wulvern tenants also pay their share of these costs through their rent and service charges to Wulvern.

Your rights:

As a leaseholder you have rights which are included in the lease. Some of the most important rights are:

- To enjoy your home in peace without interruption by Wulvern, provided you pay all the charges you are responsible for under the lease and do not break any of the other conditions of your lease
- The use of the shared parts of the building and communal parts of the development such as communal pathways and gardens
- To be listened to by Wulvern so that they understand what matters to you, take action to remove barriers and provide diverse services to meet your needs

Your responsibilities:

- To pay the ground rent and service charges (which includes the costs of major works and the buildings insurance)
- Only use your flat as a private home
- To keep the interior of your flat plus fixtures and fittings in good condition
- To repay some or all of the Right-to-Buy/Acquire discount if the flat is sold within the repayment period
- Not to cause nuisance or annoyance to neighbours
- Not to make any structural alterations without getting permission from Wulvern
- To allow access for any inspections, repairs or work required to the building
- To control your pets and don't leave dogs alone barking during the day, or leave your pets where they can cause a nuisance

Wulvern's rights and responsibilities:

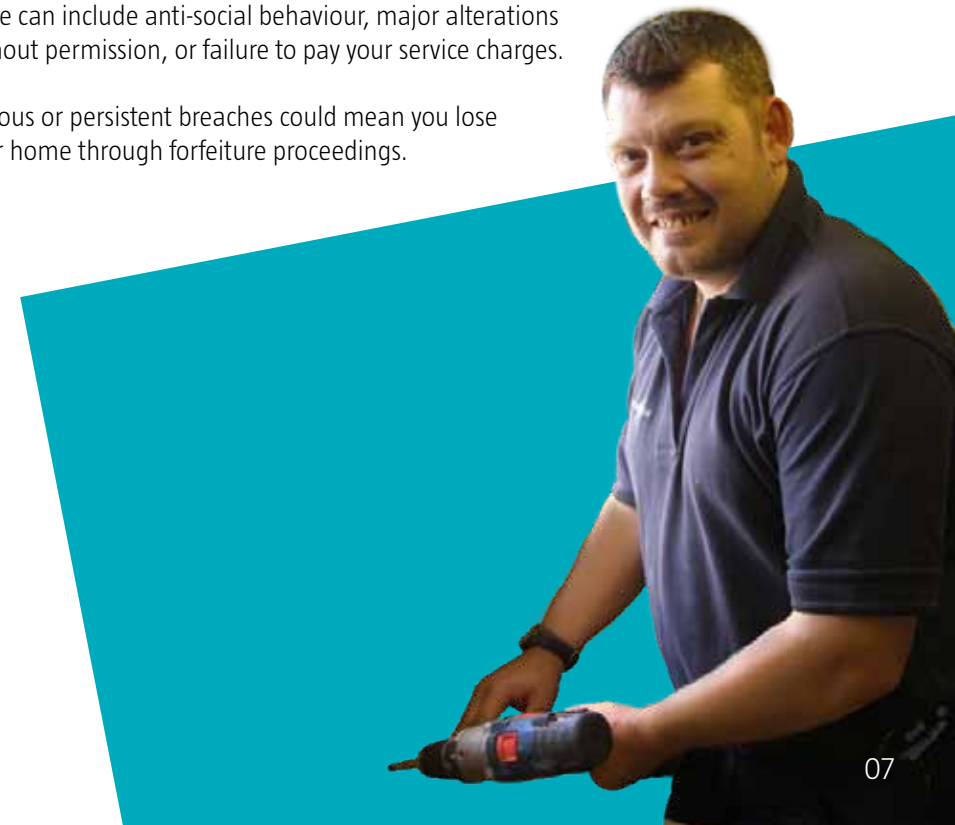
- To insure the building (but not the contents of your flat)
- To keep the structure and exterior of the building in good repair
- To maintain and repair all the communal parts of the building and estate
- To gain access to your home to carry out inspections (notice will be given)
- To collect ground rent and service charges to cover your share of the costs of the repair, upkeep and management of your building and development
- To maintain the services to the building

Please note that you should not undertake any repairs or maintenance to the areas for which Wulvern are responsible. If you are unsure please check with Wulvern.

What action will Wulvern take if I breach a condition of my lease?

Wulvern will contact you and explain the breach of your lease and support you to deal with this. Breaches of a lease can include anti-social behaviour, major alterations without permission, or failure to pay your service charges.

Serious or persistent breaches could mean you lose your home through forfeiture proceedings.



Service Charges

What are they and what do they cover?

As a leaseholder you pay a service charge to cover the cost of Wulvern’s services you receive. Service charges are split fairly between all the flats in a building. It is important to note that the cost of services to Wulvern tenants are not subsidised by leaseholders in any way; Wulvern recovers these costs from tenants through their rent.

Your service charges cover:

- Management charges – these are expenses incurred in managing leasehold properties e.g. staff time. These costs are reviewed from time to time to ensure that they are reflective of the true costs incurred
- Buildings Insurance – Wulvern insures the building where you live against damage e.g. by fire, lightning, earthquakes and storms. This only covers the structure and common parts of the building and not the contents of your home
- Ground Rent – Wulvern charge £10 per year which is standard for leasehold properties bought under the Right-to-Buy/Right-to-Acquire scheme
- Day to Day repairs (please refer to the repairs section for further details)

Depending on your building, the service charges might also include:

- Maintenance of shared gardens and communal open spaces
- Maintenance of boundary walls and fences
- Caretaking service
- Heating, lighting and cleaning of shared areas and stairways
- Centrally supplied heating and hot water systems
- Door entry systems
- Lift maintenance

In addition you will have to pay a contribution towards the costs of any major work done to your building, see page 15 for further details.

How are the service charges calculated?

At the start of the year Wulvern estimate the costs we expect to incur in managing and maintaining your building. The service charge year runs from April to March. It is calculated so that you pay your share of the costs as set out in your lease.

Service charges are usually payable quarterly in advance on 1st April, 1st July, 1st October and 1st January.

In June of each year you will be sent a Certificate of Expenditure and your first quarter/annual account. The Certificate of Expenditure shows the actual costs of services provided to your block in the previous financial year. If the costs are lower or higher than this it is reflected in the charge for the year.

If you bought from Wulvern through the Right-to-Buy/Right-to-Acquire scheme, Wulvern is not allowed to charge you more than the estimates set out in the notice during the first five years (except for an allowance for inflation). See page 18 for further details on major works.



How to pay your service charge

There are a number of easy ways to pay your service charge:

Direct Debit

You can pay your service charge by Direct Debit. This is the most convenient method and there is no extra charge for this service. You can get a Direct Debit mandate form from Wulvern.

In person

By cash, cheque or debit/credit card at any of Wulvern's shops or our Head Office (see back cover for details).

By telephone

Using a debit or credit card by telephoning 01270 503535.

At a Post Office, PayPoint or AllPay outlet

Using a swipe card (to request a free payment swipe card please call 01270 503535). Some Post Offices are open on Saturday mornings and many AllPay outlets are open seven days a week and late at night.

Online

Using the online AllPay system - www.allpay.net

To check that your payments are up to date, please contact the Finance team on 01270 503535, who can send you a statement of your account.

It is a term of your contract to pay your service charges, if you fail to keep your payments up to date Wulvern may take legal action to recover the money you owe.

We are here to help, if you think you may have trouble paying your service charge please speak to us as soon as possible. We can offer advice, you may be eligible for financial assistance through the welfare benefit system. If you are suffering financial hardship, please contact the Citizens Advice Bureau for further help (see useful contacts page) or contact our incomes team on **01270 503658** or email **incomes@wulvernhousing.org.uk**

Repairs and maintenance

Wulvern aims to provide a quality repairs service to customers and offers a number of easy ways for you to report repairs:

By phone

01270 506200 between 8.30am – 5.00pm, Monday – Friday (also for out-of-hours emergencies)

By text

Text details of the repair to 07903 009002 please start your text with the word REPAIR

By email

Repairhelpdesk@wulvernhousing.org.uk

Via our website

www.wulvern.org.uk and clicking on 'Report a Repair'

By visiting one of our offices

Wulvern House, Nantwich shop or Wulvern shop in Crewe (details can be found on the contacts page)

Wulvern can only carry out works which are our responsibility under the lease. In general terms, you are responsible for any repairs which concern the inside of your flat.

The cost of routine repairs is usually recovered in the repairs element of the service charge. If it is likely that any repairs will cost more than £250 to any one leaseholder, we will follow the consultation procedures set out on page 15.

If you are struggling to carry out the repairs that you are responsible for due to your ability or age please contact us and we may be able to help or direct you to relevant support.

The responsibilities for repairs may vary according to the type of home you live in and the contents of your lease. Below is a guide to who is responsible for the most common repair and maintenance items:

Repair/maintenance	Who is responsible for carrying out the work
Front door to flat	
Door and frame	Check lease
Door handles and locks	Leaseholder
Lost keys	Leaseholder
Internal doors	Leaseholder
Windows to flat	
Window frame	Wulvern
Window casement	Wulvern
Window panes	Leaseholder
Heating	
Communal boiler	Wulvern
Room heaters/own boiler	Leaseholder
Sweeping chimneys	Leaseholder
Fireplaces	Leaseholder
Electrical	
Faults within the flat	Leaseholder
Communal lighting	Wulvern
Immersion heater	Leaseholder
Fuses	Leaseholder
Extractor fans	Leaseholder
Plumbing	
Burst pipe within the flat	Leaseholder
Taps and tap washers	Leaseholder
Stopcocks, ball valves	Leaseholder
Bath, basin, sink and blocked waste pipes	Leaseholder
Hot or cold water tanks within flat	Leaseholder
Unshared pipes	Leaseholder

Repair/maintenance	Who is responsible for carrying out the work
Water supply to the flat	Wulvern/United Utilities
Shared pipes	Wulvern
Drains	
Blockage to outside drainage	Wulvern/Leaseholder/ drainage supplier
Blockage within property	Leaseholder
Gas	
Gas escapes within the flat	Leaseholder
Cookers and gas fires	Leaseholder
Gas servicing	Leaseholder
Roofs and gutters	Wulvern
Walls and ceilings	
Internal walls and plaster	Leaseholder
Structure of party wall	Wulvern
Ceilings	Leaseholder
Walls to communal areas	Wulvern
Floors within the flat	
Floorboards and skirting boards	Leaseholder
Joists	Wulvern/Leaseholder
Floor tiles	Leaseholder
Communal facilities	
Communal car parking areas	Wulvern
Communal gardens and grassed areas	Wulvern
Communal TV aerial	Wulvern
Entry phone system	Wulvern
Communal path and gates	Wulvern
Communal store sheds (brick built)	Wulvern
Communal fire alarms and equipment	Wulvern
Pests	
Insect/rodent infestation	Leaseholder

Wulvern strongly recommends that you take out home contents insurance. Wulvern insures all sold flats with the same insurer, this means we are able to get discounts on the premium you pay.

The following repairs are not Wulvern's responsibility and should be reported directly to the following:

For **gas leaks** contact Transco on 0800 111 999. We recommend that you service your gas appliances every 12 months due to the risk of carbon monoxide poisoning or potential explosion from faulty appliances.

For **gas meters** contact your gas supplier.

For **street lighting** contact Cheshire East Council (see useful contacts).

For **water leaks** in the road contact your water company.

In the event of a fire, if an alarm is sounding or you smell smoke, contact the fire brigade by dialling 999. For non-emergencies call Cheshire Fire and Rescue Service on 01606 868700. Residents of Waverley Court should refer to their fire evacuation procedure.

If you are a **victim of crime** or suspect a crime is being committed call the police on 999. For non-emergencies call Cheshire Constabulary on 0845 458 0000.

Although Wulvern is not responsible for carrying out repairs inside your flat, we reserve the right to carry out emergency work to prevent causing damage to other properties or to the structure of the block. You will be charged for any work carried out.

It is your responsibility to keep the inside of your property in good decorative order and replace fittings within your property.

Major works

Every building requires major works during its life, this may include repairing or renewing key components of the building (e.g. the roof), updating facilities such as lifts or entry phones, and cyclical painting.

By law Wulvern must consult leaseholders before carrying out any major repairs costing over £250 per leaseholder. Wulvern must also consult if we enter into a long-term agreement for the provision of services. The exact consultation arrangements will depend on the type and scope of the work. The procedure is called 'Section 20 Consultation'. The term comes from Section 20 of the Landlord and Tenant Act 1985 (as amended).

Wulvern recognises that some leaseholders may find it difficult to pay for major works. We are here to help, you will be offered flexible payment methods where appropriate. Each case will be considered on an individual basis to ensure a payment plan that will work for you.



Asbestos

At Wulvern we give the health and safety of our customers and staff top priority. Asbestos was used extensively in the building industry until the mid 1980s usually for fire proofing or heat and moisture resistance. If you think you may have asbestos in your home and are concerned about its condition then contact Wulvern's Customer Service Team. You are advised not to undertake any work on material that you suspect may contain asbestos, or attempt to remove asbestos materials yourself. Do not saw, drill, break, scrape, brush or screw any asbestos materials. **If in doubt call 01270 506200. Removal of asbestos should only be performed by a licensed contractor.**

Gas servicing

Wulvern leaseholders are responsible for regular servicing of any gas appliances in their home. It is recommended to arrange this at least once per year. This is a health and safety measure, but also ensures that your appliances are working at their most efficient. Every year about 30 people die from carbon monoxide (CO) poisoning caused by gas appliances and flues which have not been properly installed or maintained.

Electrical safety

Wulvern leaseholders are responsible for any electrical appliances in their home. Under new Building Regulations all electrical alterations in your home must be done by a suitably competent person who will give you a certificate to say that the work has been tested.

Safety and security

Always check that officials visiting your home are genuine. Visiting Wulvern officers will be able to show you identification. Make sure you ask to see it before you permit entry to your property.

What do I do if I want to make alterations and improvements to my home?

If you want to make alterations or improvements you will need to seek permission from Wulvern before starting the work.

We will consider your request and may need to come and visit you to discuss your proposals, if this is needed an officer from Wulvern will make an appointment with you. We may charge for this service and for the administration costs involved in considering your request.

We only refuse permission in certain cases such as safety of the residents or where you want to alter something which is Wulvern's responsibility.

If we give you permission you need to make sure you have all the other permissions you need, for example Building Regulations approval and Planning Permission. Failure to request the relevant permissions may result in you being asked to reinstate the alterations/improvements at your cost, or you may experience difficulties when selling your property in the future.

Please remember when undertaking work in your home to consider your neighbours, you may want to let them know beforehand and ensure noisy work is carried out in sociable hours.

Selling or sub-letting your home

Sub-letting

You should inform us if you intend to sub-let your home. You need to make sure that your tenant keeps to all the conditions within your lease. You will be responsible for the actions of your sub-lessee(s). You will still be responsible for paying the service charge even if you charge it to your tenant as part of their rent. You must also let us know your new address so the service charge invoices can be sent to you. Please give Wulvern your contact details so that we can get hold of you in the event of an emergency.

The agreement of your mortgage lender may also need to be sought.

Leaving your home unoccupied

From time to time you may be away from your home due to travel, hospitalisation or illness. Please provide Wulvern with an alternative contact number such as a next of kin or support worker so that we can contact you if we need to.

Please note that you should not leave your home unoccupied for a period of more than 90 consecutive days as this can invalidate the buildings insurance.

Selling your leasehold property (Assignment of the lease)

Should you wish to sell your flat, Wulvern will provide you or your solicitor with any relevant factual information. There may be a charge for this service. When requesting information, please give Wulvern as much notice as possible.

Your solicitor may want a copy of your lease, details of service charges, and details of any major works charges over recent years along with any consultation notices for works to be carried out.

Wulvern will not be party to the apportionment of outstanding service charges or contributions for major works between leaseholders and subsequent purchasers. It is your responsibility to ensure that your solicitor resolves this, and having done so retains sufficient monies for charges not yet billed.

You can sell the property at any point during the lifetime of the lease. The person who buys it pays to take over the remainder of the lease. So if you purchased your flat on a 125 year lease and sell it after 10 years the buyer will purchase the remaining 115 year lease.

Right of first refusal to Wulvern

If you decide to sell the property within the first ten years of your lease, then Wulvern may have right of first refusal. If this rule applies, you will have to offer to sell the property to Wulvern.

Repayment of discount

If you purchased your flat directly from Wulvern under the Right to Buy/Acquire Schemes with the benefit of discount, Wulvern will have informed you that if you were to sell your flat within the first five years (for properties where the Right to Buy/ Acquire application was made after 18 January 2005) you would be required to repay some or all of the discount. This is usually repayable from the proceeds of the sale. Should you be required to pay back some or the entire discount, your solicitors will contact Wulvern's Legal Department for a figure.

The Government laid down the discount repayment rules and Wulvern cannot waive them. There are, however, some exceptions to these rules relating to marriage, civil partnership, divorce or death, where the requirement to repay the discount will not apply.

Removing your name from the service charge and ground rent accounts

Under the terms of the lease, after the flat is sold, the buyer's solicitors must write to Wulvern's Legal Department to tell us about the change in ownership.



Your neighbourhood

Safer neighbourhoods

We want to create great neighbourhoods where people want to live and stay.

We are proactive in our approach to solving customer problems. If you are experiencing neighbourhood issues such as nuisance, graffiti, or parking problems, we promise to:

Work with you

- To ensure you can report issues in a way that suits you, over the phone, by email, over the internet, in person at any of our offices or in writing. You can also make anonymous reports to us
- We will treat your report in the strictest confidence
- We will listen to you, gather the facts and remain impartial
- We will discuss with you the different types of actions that are available to us – this may include you taking actions
- We will discuss the type of support we can offer
- We will keep in regular contact with you – keeping you informed of progress with your case

We understand a speedy and effective response to reports of neighbourhood issues is important and we will deal with your complaints in the timescales listed below:

Problem	Response time
Serious allegation e.g. violence or hate crime	We will contact the complainant as soon as possible but within at least one working day
Less serious allegations – e.g. noise nuisance	We will contact the complainant as soon as possible but within at least five working days
Removal of racist/offensive graffiti or dangerous refuse (syringes)	As soon as possible but at least within one working day
Removal of graffiti or refuse	As soon as possible but at least within five working days

Get involved!

Our customers are at the heart of everything we do. We know that to continually improve our services we need to involve leaseholders in the way we deliver services. This is why we encourage everyone to have their say in how we manage your homes and neighbourhoods, develop and monitor services.

How can I get involved?

There are many ways for you to get involved, simply choose the way that suits you best!

Give us your comments

One of the simplest ways to get involved is to drop us a line and tell us what you think about our services - what you like, what you don't like and what you think could be improved. You can do this face-to-face, by email, telephone, letter or text.

Leaseholder forum

The leaseholder forum meets four times a year to discuss issues affecting you and your lease. All leaseholders are invited to work with us to improve services, monitor performance and discuss things such as service charge setting, major works and consultation, value for money and satisfaction.

Annual General Meeting (AGM)

We hold an AGM to which all leaseholders and shared owners are invited to attend.

Meetings, events and road shows

We organise a variety of meetings, events and road shows. These give you opportunities to speak to staff face-to-face, you can ask questions, as well as give us your views.

Satisfaction surveys

You may prefer to tell us what you think by completing satisfaction surveys, where you rate the level of service we provide and make suggestions on how services can be improved. You can complete surveys by post, email, or telephone.

Mystery shopping

Mystery shoppers gather information about our services. Mystery shoppers report what happened during their customer experience. This enables us to check our services to see that we are constantly providing the highest standards of service at all times as well as determine training needs and other areas for improvement.

Group discussions

This is where groups of people get together to discuss specific issues concerning the housing services we offer.

Wulvern Promises

You can get involved in helping us develop and monitor our service standards for leaseholders – we call this 'our promise to you'.

Customer recruitment panel

Being involved in our recruitment process for customer-facing jobs helps to ensure we have the right people in these posts.

Tenants and Residents Associations (TRAs)

You can become a member of your local tenants and residents association to discuss and promote the interests of tenants and residents in your area.

How much time will it take?

You can be involved as little or as much as you like depending on your own interests and the time you have to spare. Different levels of involvement take different amounts of time depending on what you want to do. For example, your involvement could be a 'one off' or you can get involved on a regular basis. Whether you would like to take a more laid back approach or be more hands on, we will provide you with all the help and support we can.

What if I haven't done anything like this before?

Don't worry if you haven't been involved before we are interested in hearing everyone's views and suggestions.

You don't need any previous experience. Your skills and knowledge will build with your involvement and you will be fully supported by Wulvern's Customer Involvement Team to help you get involved in any way you choose. The team will be happy to provide you with information, advice, support and development. We also offer training where necessary to enable you to get the most out of the experience and to ensure that everyone can be involved on an equal basis. All reasonable out-of-pocket expenses will also be reimbursed (such as travel and child care) and we can help with taxis for people with mobility need or who do not have transport. It's also a fantastic way to develop new skills and meet new people!

What next?

If you would like to know more about getting involved please contact us using the contact details listed overleaf. Alternatively pick up one of our menu of opportunities from any of our offices and register your interest today!



Useful contacts

Wulvern Leasehold and Projects Co-ordinator. For general queries about your property or leasehold management **please call 01270 503573 or email leaseholder@wulvernhousing.org.uk**

Wulvern Customer Involvement Team. To get involved and have your say in the services we provide, **please call 01270 503588 or email involveme@wulvernhousing.org.uk**

Wulvern Finance Team. To discuss financial matters or service charges **please call 01270 503535 or email leaseholderfinance@wulvernhousing.org.uk**

Wulvern Legal Team. To discuss selling your property or legal matters **please call 01270 503514 or email legal@wulvernhousing.org.uk**

Wulvern Customer Services. To report repairs to communal areas or the structure of your building, or to discuss grounds maintenance or other neighbourhood queries **please call 01270 506200 or email enquiries@wulvernhousing.org.uk**

Cheshire East Citizens Advice Bureau. The CAB helps people resolve their legal, financial or other problems by providing free, independent and confidential advice **Advice line 0845 601 0271 or 01270 251158 www.cecab.org.uk**

Cheshire East Council. For queries about Council tax and local services such as street lighting or refuse collection **please call 0300 123 55 00 www.cheshireeast.gov.uk**

Cheshire Neighbours Credit Union. This is a not-for-profit organisation which offers savings facilities, affordable loans, life insurance and loan protection cover. **Tel: 01270 586217 www.cncu.co.uk**

LEASE. The Leasehold Advisory Service provides free advice on the law affecting residential leasehold property. **Tel: 020 7383 9800 www.lease-advice.org**

Residential Property Tribunal Service. This body provides an independent, fair and accessible tribunal service in England for settling disputes involving private rented and leasehold property. **Tel: 0845 600 3178 www.rpts.gov.uk**

Data protection and confidentiality

Just like banks, building societies and other service providers, Wulvern holds personal details on a computerised system. This information is confidential and its unauthorised disclosure is an offence under the Data Protection Act. As a leaseholder you have the right to inspect personal information held about you.

Contact details:

Wulvern Head Office

Wulvern House
Electra Way
Crewe
CW1 6GW
Call 01270 506200

Wulvern Office Crewe

Edleston Road
Crewe
Call 01270 506200

Wulvern Office Nantwich

Beam Street
Nantwich
Call 01270 506200

Opening hours for Wulvern Head Office

Monday – Friday 8.30am – 5pm

Opening hours for Wulvern Office Crewe

Monday 9am – 5pm
Tuesday 10.30am – 5pm
Wednesday 9am – 5pm
Thursday 9am – 5pm
Friday 9am – 5pm

Closed between
1pm - 2pm

Opening hours for Wulvern Office Nantwich

Monday 9am – 5pm
Tuesday 10.30am – 5pm
Wednesday 9am – 5pm
Thursday 9am – 5pm
Friday 9am – 5pm

Closed between
12.30pm - 1.30pm

www.wulvern.org.uk



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

Arabic

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم
01270 506200

Chinese

如欲索取閣下語言的資料，請致電
01270 506200 向我們查詢

Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200
નંબર પર ફોન કરીને અમને પૂછો.

Italian

Per informazioni nella vostra lingua siete pregati
di contattare il seguente no.01270 506200

Kurdish

بۆ زانیاری به زمانه که ی خۆت تکایه په یوه ندیمان بێ بکه به
01270 506200

Polish

Po informacje w języku polskim prosimy
dzwonić pod numer 01270 506200

Portuguese

Para informação na sua linguagem, por favor
fale com nos, 01270 506200

Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,
01270 506200

Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی
01270 506200 پر رابطہ کریں۔



www.wulvern.org.uk

01270 506200