

# isha news



the quarterly newsletter for all Islington and Shoreditch and Lien Viet Housing Associations' residents

issue 09 summer 2014

[www.isha.co.uk](http://www.isha.co.uk)

If you would prefer to receive this publication by email, please contact [haveyoursay@isha.co.uk](mailto:haveyoursay@isha.co.uk)



see page 8 for how Spring Villa celebrated Arsenal's FA cup victory.

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# Cook and Eat course at Lien Viet's Hostel



A Cook and Eat course took place in Ainsworth Road Hostel on 6 May 2014. It was a six week programme run by Social Kitchen. The aim of the course was to bring the residents from 2 hostels together in order to help them learn English and healthy cooking

methods. In addition, the course enabled participants to develop social skills and share experiences with others. We will carry out an evaluation to assess the benefits of running this course.

## Vietnamese Men's Social and Support Group



We have been working with Vietnamese Family Welfare and Support Services Hackney during the last 3 months to organise this special project. The aims and objectives are to support Vietnamese male tenants and residents within the community to gain knowledge, skills and qualifications that will help them into employment.

The group meets every month at **Young Hackney Centre, 29 Forest Road, Hackney, E8 3BY** on the last Tuesday of the month.

It is a great opportunity to meet, socialise, share experiences and learn new skills. The next meeting is on Tuesday 29 July from 10.00am to 1.00pm. Should you require any further information please contact Chuong on **020 7274 7347** [chuongl@isha.co.uk](mailto:chuongl@isha.co.uk)

# Lien Viet Residents' Group

Lien Viet Residents' Group have been meeting regularly on the last Wednesday of each month. Many issues have been discussed and a number of guests have attended.

Ms Thoai Nguyen, Manager at Park Pharmacy in Finsbury Park was invited to provide a free Diabetes and Cholesterol health check for local residents. Last month, Suzanne Carmichael, Manager of Sebright Children's Centre in Hackney came to talk about various training and skills courses on offer.



With Thoai of Park Pharmacy

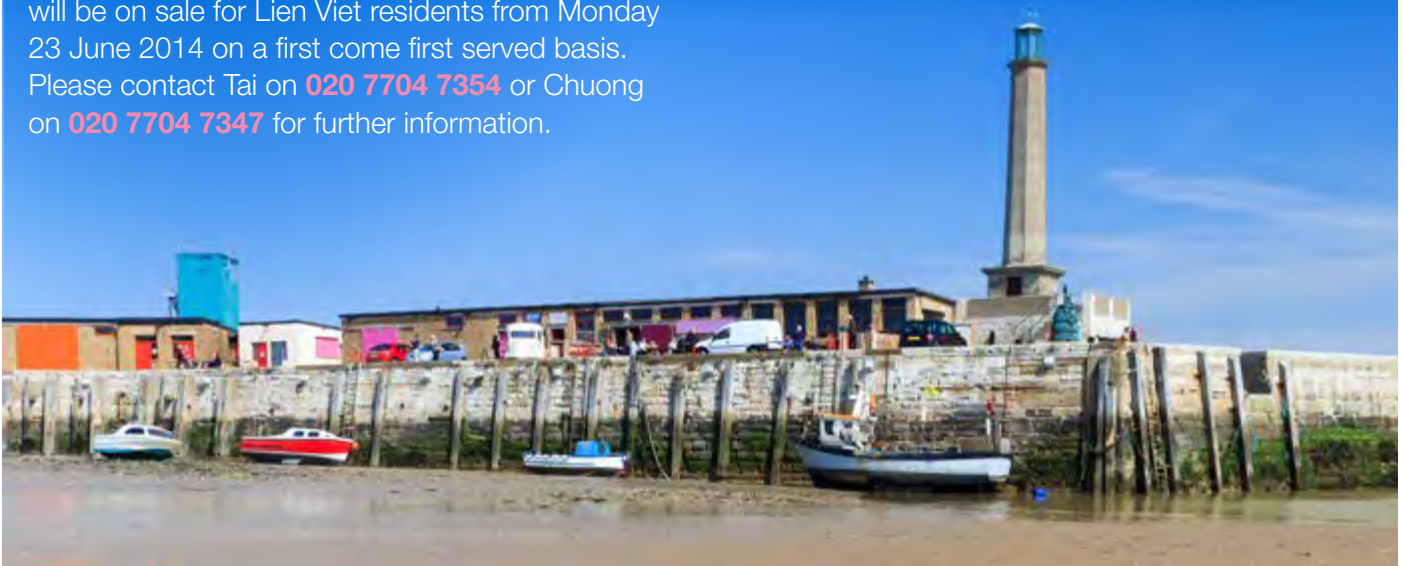


Health Check

## Daytrip to Margate

One of the discussions we had at the meeting was about the annual Summer day trip. Tenants would like to go to Margate this year. A 49-seater coach has been booked for Sunday 27 July 2014. The pick-up time will be 8.00am at ISHA & Lien Viet's office, **102 Blackstock Road, N4 2DR** and the departure time from Margate will be 5pm. Tickets will be on sale for Lien Viet residents from Monday 23 June 2014 on a first come first served basis. Please contact Tai on **020 7704 7354** or Chuong on **020 7704 7347** for further information.

Lien Viet Residents' Group is open to all residents. Please come along and join us at our next meeting on 30 July at 6.30pm. We meet at Vivian Comma Close community room to the rear of the office, **102 Blackstock Road, N4 2DR**. Contact Tai for more information on **020 7704 7354**.



## Residents' Forum Bid for Better: £1,500 up for grabs

If you have an idea of how you could improve your communal area/s why not speak with your Resident Services Manager and see if ISHA can help you to make it happen? You could receive up to £1,500 for the project.

The improvement has to be of benefit to all of the residents within the property/block so you wouldn't be able to use the money to improve your private garden. But you could use the money to improve the communal garden. Or perhaps brighten up the corridors which is what has happened at Wenlock Street, Hackney. The residents have used Bid for Better money to make improvements to the communal gardens. They then ran a photography competition for the children that live in the blocks to take photos of the garden and the winning entries have been displayed on the walls in the block.

So, if you have an idea contact your Resident Services Manager and see what can be done:

**Dexter Edwards**

dextere@isha.co.uk  
020 7704 7342

**Teslim Fagbayi**

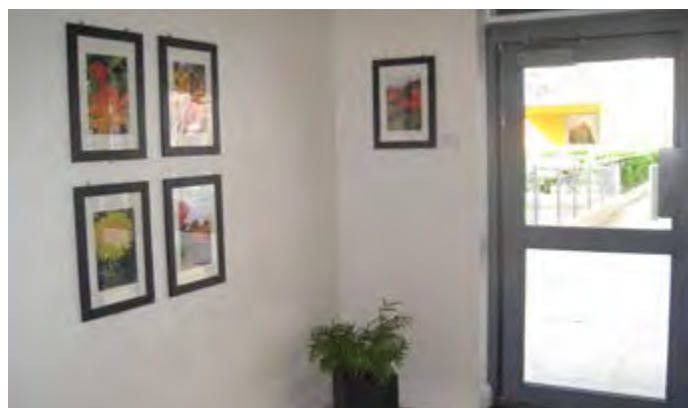
teslimf@isha.co.uk  
020 7704 7341

**Harpreet Heer**

harpreeth@isha.co.uk  
020 7704 7398

**Tracy Keverne**

tracyk@isha.co.uk  
020 7704 7392

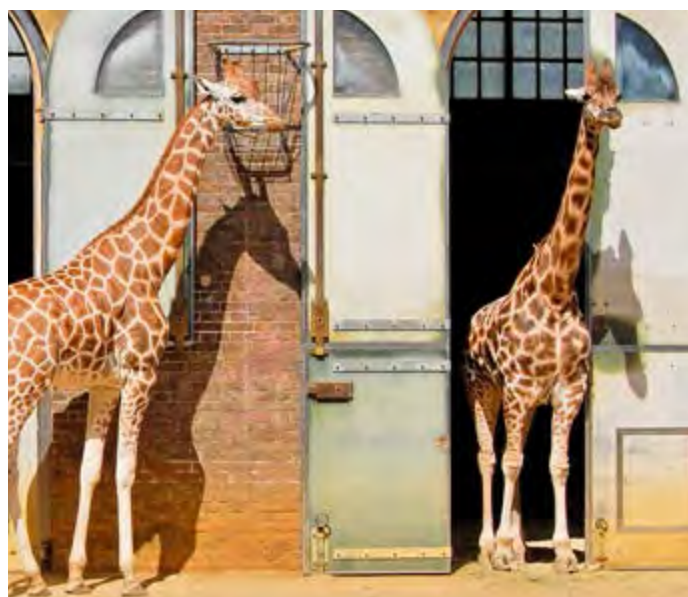


## London Zoo Trip 9 August 2014

The Forum will be holding its Annual General Meeting on Saturday 9 August 2014. This year the main theme will be the future of social housing. There have been many changes to social housing over the past few years, with different stories and information being printed in the press and broadcast within the news. But what is actually happening? The Meeting will look at what is in place at the moment and also provide feedback from the work the National Housing Federation has been doing to look at the role of Housing Associations in 2033. All this is so that we can look at how ISHA and Lien Viet will fit into these visions for the future.

**The Annual General Meeting will also look at:**

- what has happened over the past year
- expectations for the coming year
- voting in a Chair and Vice Chair for the Residents' Forum



There will be lunch for everyone in attendance and then we will take residents off for an afternoon at London Zoo!

You should have received the invitation for the Annual General Meeting. Please be reminded that the spaces are allocated on a first-come-first-served basis.

**WOULD YOU PREFER TO GET YOUR NEWSLETTER BY EMAIL?**

In that case please register with ISHA by sending an email to [haveyoursay@isha.co.uk](mailto:haveyoursay@isha.co.uk) confirming your name and address and future newsletters and annual reports will then be sent to you at your email address.

# Energy Efficiency in Older Properties

Energy Efficiency of Older Properties was the main topic for discussion.

The Forum took the opportunity to review the Sustainability Plan and said what it felt was important to residents and what actions would have the most effect on residents.

More work needs to be done with this and ISHA will bring the Improvement Programme to the Forum on 3 September 2014.



## Car Parking

During the last Residents' Forum meeting in April, car parking and how car parking spaces are allocated was discussed. The Forum was happy with the criteria that ISHA uses to allocate spaces. Generally those residents who have disabilities are considered first. ISHA will then assess the application of other residents on a case by case basis taking into account medical needs, if the application is from a family and whether the vehicle is required for the resident's work.

The Forum asked for the parking enforcement number to be more widely publicised. The number is **019 9276 4520** and is available 24 hours a day. We have added the number to the useful contacts part of the Newsletter, and also added this to the car parking section of our website.



## ISHA & Stagnell-Fox

**We are no longer working with Stagnell Fox on the sale of our shared ownership programme and resales of existing shared ownership properties.**

To assist proposed purchasers, ISHA has recruited John Frost, formerly of Stagnell Fox to deal with any queries and market new properties. He is available on **020 7704 7343**. He will be assisted by Ana Paula Cruz on **020 7704 7340**. All e-mail enquiries including requests for an application form should be addressed to **sales@isha.co.uk**

Further details of ISHA's current shared ownership programme is available on our website

**<http://www.isha.co.uk>** Go to 'Finding A Home' page and click on the 'Shared Ownership (Part Buy Part Rent)' link.

## Shared Ownership Allocations Process Updated

We have recently reviewed the process by which we allocate new shared ownership properties. Details are available on our website **<http://www.isha.co.uk>**. Go to 'Finding A Home' page and click on the 'Shared Ownership (Part Buy Part Rent)' link. Usually we have many applicants for each available property. The new process will help applicants understand how we prioritise applications for the new homes, including applications from existing ISHA and Lien Viet tenants interested in shared ownership.

**Please remember that as ISHA / Lien Viet tenants you will be given priority if you apply for shared ownership!**

## Upcoming New Shared Ownership Properties

### The Ridgeway, Chingford

6 one and two bedroom apartments available from August 2014.

The Ridgeway provides an exciting opportunity to purchase an affordable home in this ever popular suburb of London. With regular trains from Chingford Railway Station providing journey times of around 30 minutes to London Liverpool Street and with Epping Forest just to the North, it is not hard to see why Chingford is such a popular Haven.



### The Scene, Walthamstow

An exciting new development of contemporary 1 and 2 bedroom apartments available from August 2014.

Whilst also providing modern, affordable apartments, The Scene will also add new retail and leisure amenities, including a brand new multiplex cinema, to complement the plethora already offered by this vibrant location. Located in the Heart of Walthamstow, The Scene provides excellent transport links to the City and West End.



### Canal Walk Apartments, Hackney

A selection of modern 1, 2 and 3 bedroom apartments due to be available from June 2014.

Canal Walk Apartments is situated on Kingsland Road, adjacent to the Regent's Canal within the London borough of Hackney. It offers you the perfect opportunity to buy a new home within this vibrant and exciting part of London.

**<http://cwa-isha.co.uk/>**



For further information on available and upcoming shared ownership properties please contact us on **020 7704 7300** or alternatively email us at **sales@isha.co.uk**



## Why buy shared ownership?

**We recently spoke with Mr Philip Wrigley who has recently moved from being an ISHA tenant to becoming a shared owner. This is what Philip had to say about why he was interested in shared ownership:**

### How long were you an ISHA tenant?

10 years.

### Why did you choose shared ownership?

I wanted a two bedroom apartment and it was clear that I would not be able to get a transfer within the housing association for anything other than a one bedroom or studio. Homeswapper never came up with anything suitable. The idea of owning my own place was attractive also and I liked the idea of moving to a new build and creating a new home from scratch.

### What were the main benefits you saw from shared ownership?

It gave me the opportunity to get my foot on the property ladder (even at my advanced years!) and get somewhere that met my criteria rather than those imposed on me by others.

### What appealed to you about the properties at Zoffany Street?

It is a really quiet street and it's a small development. The flat has also been developed to a high specification.

### How was the purchasing process?

The process was remarkably painless and went very quickly (in spite of my "glass half empty" approach to life which made me fear that something would go wrong at every step of the way!). I was very lucky however that I had a trusted and dependable family solicitor who helped me through the process.

### How did you find out about shared ownership?

I had registered with a number of websites, but ended up finding out about this development through my own housing association.

### Any specific comments you may have about shared ownership?

You really need to have a reasonable income; it is still a bit of a shock after paying a very low housing association rent for many years to see half my salary go on housing costs every month. On the other hand the flat is absolutely lovely and I am enjoying settling in here very much — I am very pleased that I have made this decision and would recommend it to anyone.

If you, like Philip would like to take the first step onto the home ownership ladder then please contact us on **020 7704 7300**. We will be happy to discuss any questions you may have as well as being able to discuss the next steps to becoming a shared owner.

# New procedure for gaining access to properties

ISHA is legally responsible to perform a gas safety check on all its properties every year.

This is to help ensure the safety of the appliances and in turn the safety of the tenants. To enable ISHA to conduct the yearly checks, tenants are required to grant access in advance of the current gas check expiry date.

We send out a number of reminder letters and attempt to make appointments through text and phone calls. For the majority of tenants appointments are accomplished without any problems. A

minority, however do not respond to letters or phone calls and thus place themselves in danger of having unchecked gas appliances.

Historically ISHA would refer difficult-to-access properties to our solicitor to pursue an injunction on the basis of contravention of the terms of the tenancy agreement. However, this process was lengthy and very costly to the association. From May this year, once all other avenues are exhausted, ISHA will be applying for bailiffs warrants to force entry under the Environmental Protection Act (1990). This is a much quicker process

and can lead to a warrant for forced entry within 10 working days of first applying for the order. The warrant is applied for on the day the current gas safety certificate expires.

The Environmental Protection Act EPA (1990) is intended to strengthen pollution controls and support enforcement with heavier penalties. Part III lists 'statutory nuisances' for which access may be gained, such as premises being in a state prejudicial to health – a property with an out of date gas certificate would fall into this category.

The EPA makes provision for entry, by force if necessary.

This new procedure has been agreed by ISHA's Housing Services Sub-Committee, and is part of our on-going commitment to ensure all our properties – and our tenants – are safe.

Before the expiry of your current gas certificate, if you have not made an appointment for a gas check, we will refer the matter to our solicitors. They will obtain a warrant to force entry so that we can check the gas. The costs for the procedure will be £358.51, which will be recharged to the tenant.

**Don't delay – book your gas check when you are reminded to!**

## Spring Villa



Spring Villa residents had a busy FA Cup final weekend. On the Saturday, Spring Villa residents spent the afternoon with residents of Crown Housing Association. Crown have an older persons care scheme, similar to Spring Villa, just around the corner. Those interested watched Arsenal's extra time victory and others enjoyed the fine weather in the lovely gardens. On the Sunday, Spring Villa residents hosted Crown residents to watch the Arsenal victory parade. Spring Villa had a prime view of the parade route at Highbury Barn.



# Meet the Revenue Team

## What do we do?

The Revenue Team are responsible for collecting your payments for the rent and service charges.

There are 3 Revenue Officers who cover different areas. Our working hours are 9am-5pm

## Difficulties paying your rent?

If you are struggling to pay your rent then you should call your Revenue Officer straight away. Do not wait until you have rent arrears to do so. If you do have rent arrears your Revenue Officer will work with you and agree a payment plan which is manageable over a reasonable period of time. We generally make arrangements based

on your current income and expenditure. If we cannot help you we will direct you to other agencies that can help you.

## Are you claiming Housing Benefits?

If you are making a claim for Housing Benefit you should let your Revenue Officer know immediately. Your Revenue Officer can help you by providing you with support and guidance on claiming your benefit, this will include evidence you may need to support your claim. They can also advise you on the approximate amount of rent that you will need to pay until your claim has been assessed. You must keep to any arrangement that is made with you to avoid any further action.

Your Revenue Officer	Area where you live	Contact telephone number	E-mail
Les Hoyte	Hackney Camden	020 7704 7346	lesh@isha.co.uk
Catia Viola (as from the end of July 2014)	Islington Tower Hamlets	020 7704 7335	catiav@isha.co.uk
Ola Ogunlana	Waltham Forest Haringey	020 7704 7350	olao@isha.co.uk

## you said...

*There are too many parking bays that are not allocated to residents on our estate*

*We are being charged for pest control but we haven't had any issues for over five years*

*We don't want bikes chained to the railings*

*The parking enforcement number needs to be more widely publicised*

## ...we did

We changed two bays to visitor bays

We reviewed the expenditure for pest control and bulk refuse removal across our developments. Where there has been no cost against these budgeted items we have removed them from the 2014/15 budget. However if any block requires any of these services in the future, we will need to include a cost against these items in future years

Signs have been put up to prevent this from happening

We have added the number to the useful contacts part of this newsletter and to the car parking section of our website

# Feedback your views on our website and win vouchers!!!



We want our website to be informative and as user friendly as possible for all of our residents and to provide a means for you to obtain information about the ways in which ISHA can help you.

We want you to be central to our improvements and are therefore holding a competition for comments and suggestions that you may have to help us improve the information we provide online.

To reward you for your time, all responses will be entered in to a draw and the response that is drawn will win £30 Marks and Spencer vouchers.

Please email your responses to [haveyoursay@isha.co.uk](mailto:haveyoursay@isha.co.uk)

## Job opportunity

Our contractor, Chigwell Construction have opportunities for experienced **Reactive Maintenance Engineers**. Please contact [nicole@chigwellconstruction.co.uk](mailto:nicole@chigwellconstruction.co.uk) for further information.

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# Design Award Competition Win

Recently ISHA received recognition of its commitment to developing high quality homes at the Waltham Forest Design Awards. The “best residential scheme” category winner was ISHA’s scheme at Higham Hill Road. The two/three storey residential scheme, designed by PRP Architects, was praised as a fresh and innovative design which maximised living space for residents.



## PRP’s Associate Director Peter Lancaric

**said:** “It’s amazing. It’s a great feeling because the competition was stiff, but I’m really chuffed.”

He said because PRP was involved in both the planning and the build, they were able to retain the quality they envisaged from the start.

# Telephone surveys

We plan to extend our use of telephone surveys to find out how our contractors are performing on new homes. This will mean that we can be better informed and make improvements. The telephone surveys will be carried out on a sample basis by the Development team. If you do hear from us, your assistance would be greatly appreciated.

Telephone surveys are a useful way of finding out how well services to residents are being delivered. ISHA already carries out telephone surveys for repair works completed by our maintenance contractor, Chigwell.



# Our performance in Quarter 4 Jan - March 2014

## At a glance key



Above  
target






Just below  
target







Below  
target

### 1. Responses to your complaints, letters and phone calls

Measure	Result	Target (2013/14)	How we compared with others in March 2013 (London & South East*)	What we are doing to improve our performance?
Replying to <b>complaints</b> within the target time of 10 days	 92.68%	100%	N/A	<b>Below target</b> We want to resolve all our complaints as quickly as possible. Sometimes we need more than 10 days to give you a full response, and when this happens we will update you if we need more time.
Replying to <b>letters</b> within the target time of 10 days	 87.10%	100%	N/A	<b>Below target</b> Systems will be introduced to ensure better management and monitoring of response targets. Specifically when there is a staff absence, we will ensure someone else picks this up.
Answering the <b>phone</b> within 15 seconds	 96.08%	95%	N/A	<b>Above target</b>



### 2. Repairs

Measure	Result	Target (2013/14)	How we compared with others in March 2013 (London & South East*)	What we are doing to improve our performance?
The average number of <b>days to carry out repairs</b>	 11	14	N/A	<b>Above target</b>
The number of <b>gas safety checks</b> that are out of date	 1	0	<b>Lower Group</b>	<b>Below target</b> We have now set up the legal process for obtaining bailiff's warrants under the EPA. Please see page 8 for further information.
<b>Repair appointments</b> made & kept	 90%	90%	N/A	<b>On target</b>
Residents' <b>satisfaction</b> with <b>repairs</b>	 90%	95%	<b>Above average group</b>	<b>Just below target</b>




#### WOULD YOU PREFER TO GET YOUR NEWSLETTER BY EMAIL?

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### 3. Letting of empty properties

Measure	Result	Target (2013/14)	How we compared with others in March 2013 (London & South East*)	What we are doing to improve our performance?
How <b>quickly</b> we <b>relet</b> your home	 <b>19 days</b>	<b>24 days</b>	<b>Bottom group</b>	<b>Above target</b>
How many <b>general needs</b> homes we relet	 <b>11</b>	<b>No target set</b>	<b>N/A</b>	<b>For information only</b>

### 4. Rent collected & arrears

Measure	Result	Target (2013/14)	How we compared with others in March 2013 (London & South East*)	What we are doing to improve our performance?
The level of <b>arrears</b>	 <b>5.60%</b>	<b>5.5%</b>	<b>Below average group = 12/13</b>	<b>Just below target</b>
How much <b>rent</b> we collected	 <b>100.34%</b>	<b>98.34%</b>	<b>Above average group</b>	<b>Above target</b>
How many <b>evictions</b> for <b>rent arrears</b>	 <b>0</b>	<b>No target set</b>	<b>N/A</b>	<b>For information only</b> There has been <b>1</b> eviction for rent arrears this year.

### 5. Resident involvement

Measure	Result	Target 2013/14	How we compared with others in March 2013 (London & South East*)	What we are doing to improve our performance?
How many residents have been involved this quarter	 <b>100</b>	<b>No target set</b>	<b>N/A</b>	We are measuring how many residents have been involved. The total number involved this year – up to the end of March 2014 was <b>351</b> residents.
Changes to ISHA's services as a result of resident involvement	 <b>0</b>	<b>No target set</b>	<b>N/A</b>	Also being measured is the number of services changed, implemented or withdrawn as a result of your involvement. So, the total number this year – up to the end of March 2014 is <b>10</b> changes to our services made as a result of resident involvement.  Please note, there were 5 changes implemented in this quarter however they will be reported within 2014/15 Quarter 1 figures.

\*These comparisons are based on our performance in April 2012 to March 2013. This is the latest date for which information is available.

# What's happening...

## All Areas

### **BIG THANK YOU!!!**

#### **Cleaning & Grounds Maintenance Contracts**

We are in the process of retendering all our cleaning and grounds maintenance contracts. Part of the process involves carrying out site visits and an assessment of the properties currently cleaned by the contractors who have put in tender applications. The visits were carried out by staff and residents who volunteered to be on the selection panel. The next stage of this process is to arrange interviews for the contractors who were successful in the selection process. We expect the new contract to start in October 2014.

#### **Bulk Refuse**

We continue to get incidents of bulk refuse being dumped in the bin chamber and around the estate. Please do not dump bulk items inside or outside the bin chamber. Please contact your local council to arrange removal of large items of furniture.

**Thank you to all the residents who accompanied us during the visits.**

We are consulting residents on the installation of CCTV at Portfleet Place. The responses received so far are fairly evenly split in favour and against. If you haven't yet given your view, please contact Tracy as soon as possible.

#### **Belvedere Court – Courtyard**

Tracy is working on proposals to replace the planters in the courtyard. If you would like to be involved in choosing plants, please contact Tracy.

### **AREA 2**

**Resident Services Manager: Harpreet Heer**

#### **Security Within Blocks**

Please could residents ensure that they do not allow access to people in the block who are not their visitors. If you witness individuals who you believe to be unauthorised visitors, please contact the police on 101 and obtain a CAD number.

#### **CCTV – Shoreditch Court**

We are in the process of consulting with residents on installing CCTV at Shoreditch Court to tackle the issue of illegal dumping.

#### **Car Parking Areas**

If you have a vehicle, please ensure you use other resident's bays. Please also make sure that other resident's cars/bays are not blocked by your visitors.

## In Your Area

### **AREA 1**

**Resident Services Manager: Tracy Keverne**

#### **Contact Tracy on 020 7704 7392**

or [tracyk@isha.co.uk](mailto:tracyk@isha.co.uk) with any queries or concerns about your tenancy or your estate.

Gary Johnson is the Estate Officer for Area 1. Gary visits all estates at least once per week to monitor the cleaning and grounds maintenance service, check communal lighting and pick up communal repairs.

Tracy and Gary carry out regular estate inspections and you are very welcome to join them on these. Please see estate noticeboards for dates.

#### **Portfleet Place – CCTV**

### **AREA 3**

**Resident Services Manager: Teslim Fagbayi**

#### **Security**

We have installed CCTV cameras at Grenville Road as requested by residents to address frequent incidents of anti-social behaviour at the scheme. The installation of these cameras would assist us in discouraging future incidents of anti-social behaviour and identifying the perpetrators of such behaviour. It would also help us should we need to take legal action against the perpetrators for breach of tenancy.

Residents at Canonbury Court have asked to improve the security at the scheme due to persistent vandalism of the pedestrian gate and other anti-social behaviour on the estate. We

have listened to resident views and made the pedestrian gate more secure by strengthening the surround and installing a more robust Maglock on it.

We will also be consulting with residents regarding the installation of CCTV cameras to prevent future incidents of anti-social behaviour on the estate.

We have removed the letter boxes at Novello Court located at the frontage of the block and fitted new ones in the internal ground floor area. We did this because residents' mail was going missing. All residents have been issued with new keys.

### **Anti-Social Behaviour**

We take all complaints of anti-social behaviour seriously. We seek to take action providing it is substantiated. We will always explain if we cannot intervene in a case, sometimes we will direct you to other agencies/departments that will be able to help with the problem. If you are experiencing anti-social behaviour, please do not hesitate to contact us on **020 7704 7300**. You can also contact the Police by dialling 101 for non-emergencies. Alternatively, you can contact our out of hours anti-social behaviour line on **0800 088 66 99**. Please dial **999** for all emergencies.

### **AREA 4**

**Resident Services Manager: Dexter Edward**

As of April 2014 Waltham Forest is now referred to as Local Area 4. Dexter Edwards is the Resident Services Manager and Daniel Amoo the Estate Services Officer.

### **Subletting**

With the assistance of the Fraud Team in Waltham Forest we successfully gained possession of one property in May 2014 which was being illegally sub-let. Illegally sub-letting a property is now a criminal offence. It means:

- You have broken a term of your tenancy agreement
- You no longer live at the property and are not using it as your only or principal home

- You sublet the property knowing that you were breaking your tenancy agreement

For the above three offences you can receive a fine of up to £5,000. Because illegal subletting generally means someone has dishonestly made money you could appear before the following courts:

- 1) Magistrates Court – up to 6 months imprisonment or a fine
- 2) Crown Court – up to 2 years imprisonment or a fine

In any case you can be made subject to an unlawful profit order. This requires you to pay to the landlord any profit you made from sub-letting. Please continue to report all illegal activities direct to your Resident Services Manager.

### **LIEN VIET – AREA 5**

**Resident Services Manager: Harpreet Heer**

### **Residents Meeting**

The next Lien Viet Residents meeting will be held on Wednesday 16th July at 6pm at our offices on 102 Blackstock Road, N4 2DR.

### **CCTV- Eleanor Close**

We are in the process of consulting with residents on installing CCTV at Eleanor Close to tackle the issue of illegal dumping.

### **Disposing Of Household Rubbish/ Recycling**

Please ensure that all household rubbish is placed within the bins and refuse sacks are securely tied. Overflowing bins are both unsightly and attract vermin. Recycling should be disposed of within the correct bins/bags provided by your local authority. If you would like further information on recycling please contact Harpreet Heer, Resident Services Manager on

**0207 704 7398.**



If you would like an article in this newsletter translated or in a different format contact us or tick the box then fill in your details and return it with the article.

Nëse doni të përkthyer ndonjë artikull të kësaj fletushke, n'a kontaktoni ose shënoni (✓) në kuti, pastaj plotësoni detajet tuaja dhe n'a dërgoni formën së bashku me artikullin. <input type="checkbox"/> Albanian	إذا كنت ترغب في الحصول على مقال في هذه الرسالة الإخبارية مترجماً، اتصل بنا أو قم بالتأشير على الصندوق ثم املاً بياناتك وأعدّها مع المقال. <input type="checkbox"/> Arabic
যদি আপনি এই নিউজলেটারের কোন একটি আর্টিক্যাল অনুবাদ আকারে পেতে চান, তাহলে আমাদের সাথে যোগাযোগ করুন বা বাক্সে টিক দিন তারপর আপনার বিস্তারিত পূরণ করুন এক আর্টিক্যালসহ তা ফেরত দিন। <input type="checkbox"/> Bengali	Si vous souhaitez obtenir la traduction d'un article de cette lettre d'information, veuillez nous contacter ; alternativement, cochez la case, indiquez vos coordonnées et retournez-les avec l'article. <input type="checkbox"/> French
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