

Help for non English speakers



We can help if your first language is not English

If you do not speak English as your first language, Homes for Islington can help you to access our services in the following ways:



We can arrange for an interpreter who speaks your language to speak with you on the telephone. A 'three-way' telephone conversation with an interpreter can be arranged within a few minutes. You will need to tell us what language you speak (and your phone number if you are telephoning us).



If you come into an office, there may be a member of staff available who speaks your language, or we can telephone for an interpreter whilst you are with us. Or if you have an appointment in the office or at your home, we can arrange for a face-to-face professional interpreter. You need to tell us that you require this service.



If you have a Homes for Islington letter, leaflet or document in English, you can have it explained to you in your own language by an interpreter. We also have some important documents translated into other languages already, or we will consider doing so if you ask.



Homes for Islington can also help you to improve your English skills. We can tell you where to find local English language courses (which are often provided free by colleges and Islington Borough Council). We will also consider funding local English language courses as part of our 'Community Engagement' strategy.



You will see this symbol on many of Homes for Islington documents. It is to remind you of the interpreting and translation services available to you if you do not speak English as your first language.