

# Cabashooyin, Faalo ka bixin iyo Bogaadin



Homes for Islington waxay dooneysaa in ay u bixiso adeeg tayadiisu sareyso si waxqabad wanaagsan leh oo oo edebi ku dheehan tahay.

Talo soo jeedintaadu waxay naga caawineysaa in aan ogaano sida aan howsha u wadno una helno habab aan ku horuumarino. Halkii aan qalad ka sameyno, ama wax ka qaldamaan, waxaa inaga go'an in aan saxno kana fogaano in qaladkaasi mar kale dhaco. Waxaanu dooneynaa in aan aragtidaada ogaano!

Fadlan inoo sheeg haddii

- Aad heshay adeeg wanaagsan oo aad dooneyso in aad nagu amaanto
- Aad dooneyso in aad faalo ka bixiso adeegyadeena – tusaale ahaan talo soo jeedin la xiriirto sida aan wax u horuumarin karno
- Aadan ku faraxsaneyn adeegyada aad naga hesho, ama sidii laguula dhaqmay oo aad dooneyso in aad cabasho sameyso

## Sida loo sameeyo cabashada, faalo ka bixinta ama bogaadinta

- Shaqsi ahaan xafiis kasto ee degaanka
- Adigoo warqad usoo dirayo ama email xafiiskaaga degaanka
- Adigoo isticmaalayo foomka standard-ka, ee laga helo xafiisyada degaanka ama website-keena ah [www.homesforislington.org.uk](http://www.homesforislington.org.uk)
- Adigoo telefoon usoo dirayo xafiiska degaanka ama adeegyada guryaha haddii ay la xiriirto dayactirada

## Ballanqaadka adeegyada ee aan kuu heyno

- Waxaanu u tixgelin doonaa dhammaan cabashooyinka si dhab ah waxaana leenahay hab-raac loo maro cabashooyinka si aan u hubino in cabashadaada loola dhaqmay si daacadnimo ku dheehan tahay degdega looga howlgalay
- Waxaanu ku dhiirigelin doonaa macaabiisha in ay inoo sheegaan markii aan sifiican wax u qabanay iyo meelaha ay saraakiishu adeegyo wanaagsan ka bixiyeen
- Waxaanu ku dhiirigelin doonaa macaabiisha in ay sameeyaan talo soo jeedin lagu horuumarinayo adeegga oo aan keeno hab lagu ururinayo talooyinkan
- Waxaanu kuugu sheegi doonaa meelihii aan siyaasadda ka bedelno ama howlaha shaqada talo celintaada macaabiisha
- Waxaanu bixinaa talo celin joogto ah oo ku saabsan sida aan uga jawaabno cabashada, faalo ka bixinta iyo cabashooyinka

## Cabashooyinka

Haddii aadan ku qanacsaneyn talaabooyinka HFI, talaabo qaadis la'aanta ama heerka adeegga, oo aad noo soo cabato waxaanu yeeli doonaa (marxad kasto):

- In aan kugula socodsiiyo cabashadaada in aan helnay seddax maalmo shaqeed gudahood oo aan kuu sheegno qofka cabashadaada gacanta ku hayo
- In aan cabashadaada si taxadir leh u eegno oo aan kugula soo xiriirno telefoon, email ama qoraal ahaan

- In ay naga go'an tahay in aan ku siino jawaab qoraal ah oo dhameystiran toban maalmo shaqeed gudahood
- In aan qaadno talaabo aan wax ku saxeyno mar allaale markii ay suurtoagal tahay. Waxaan yeeli karnaa
  - In aan raali gelin sameyno
  - In aan shaqo qabano, sida dayactir aan hore loo sameyn
  - In aan go'aan gaarno ama go'aan hore loo gaaray aan dib u qiimeyn ku sameyno
  - In aan horuumarino nidaamyada howlaha loo qabto
  - In aan shaqaalaha tababarno ama kala hadalno dhibaatooyinka shaqiyaadka

### **Heerarka cabashooyinka**

Waxaan inaga go'an in aan u xalino cabashadaada si aad ku qanacsan tahay sida ugu dhaqsaha badan uguna macquulsan, laakiin waxaan leenahay habraac seddax-heer ah si aan u hubino in dhibaatooyin loola tacaalay si buuxdo oo cadaalad ah.

'Heerka 1'aad' ee habka la racayo, marka ugu horeyso ee aan helno cabashgo, xubnaha shaqaalaha ama maareeyaha adeeg hoosaadka ayaa eegi doono cabashadaada ayna ka go'an tahay in uu ku xaliyo si aad ku qanacsan tahay.

Haddii aadan ku qanacsaneyn heerka koowaad ee howsha cabashadaada, waad nala soo xiriiri kartaa mar labaad si aad noogo sheegto sababta. Maareeyaha ku shaqada leh ayaa ku baari doono waxyaalaha aad ka cabaneyso 'Heerka 2'aad' dibna u eegi doono jawaabaha aad hore u heshay.

Kan ugu dambeyo ee ah 'Heerka 3'aad' ee howsha cabashada caadiga ah waa in dib u eegis lagu sameeyo waxa ku dhacay Golaha Islington qaybtiisa dhexe. Tani waa halka hab ee kali ah ee uu Golaha Islington kula socdo adeegyada ay bixiyaan Guriyeynta Islington.

Cinwaankoodu waa:

Chief Executives Central Complaints Unit  
Islington Town Hall  
Upper Street  
London  
N1 2UD  
Telefoon: 020 7527 3007  
Email: [central.complaints@islington.gov.uk](mailto:central.complaints@islington.gov.uk)

### **Ombudsmanka Dowladda Hoose**

Ombudsmanku waa qof madax bannaan oo baaritaan ku sameeyo cabashooyinka maamulada degaanka, inkastoo ombudsmanku uu sida badan baaro cabashadaada ka dib markii lagu marsiiyay nidaamka howlaha inoo gaarka ah. Ciwnaanka Ombudsmanku waa:

Local Government Ombudsman  
Millbank Tower, Millbank, London SW1P 4QP  
Telefoon: 020 7217 4620  
Fax: 020 7217 4621  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)  
Qadka talo siinta: 0870 602 1983

### **Nagala soo xiriir**

#### **Central Street Area Housing Office**

85 Central Street, London EC1V 8DT  
Telefoon: 020 7527 6250  
Fax: 020 7527 6207  
Email: [csha@homesforislington.org.uk](mailto:csha@homesforislington.org.uk)  
Minicomka: 020 7527 6202

### **Holland Walk Area Housing Office**

85-88 Holland Walk

London N19 3XS

Telefoon: 020 7527 7480

Fax: 020 7527 7407

Email: [holland.walk@homesforislington.org.uk](mailto:holland.walk@homesforislington.org.uk)

Minicomka: 020 7527 7405

### **Lyon Street Area Housing Office**

1 Lyon Street, London N1 1DQ

Telefoon: 020 7527 6880

Fax: 020 7527 6827

Email: [lyon.street@homesforislington.org.uk](mailto:lyon.street@homesforislington.org.uk)

Minicomka: 020 7527 6830

### **Upper Street Area Housing Office**

Northway House, 257 Upper Street, London N1 1RU

Telefoon: 020 7527 5300

Fax: 020 7527 5301

Email: [upperstreet.AHO@homesforislington.org.uk](mailto:upperstreet.AHO@homesforislington.org.uk)

Minicomka: 020 7527 5301

### **Home Ownership Services**

50 Isledon Road, London N7 7LP

Telefoon: 020 7527 7715/7720

Email: [homeownership@homesforislington.org.uk](mailto:homeownership@homesforislington.org.uk)

Wixii dayactirada maalin kasto ah

### **Technical Quality and Assurance Team**

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(Holland Walk iyo Upper Street):

020 7527 2828

Email: [tqat.north@homesforislington.org.uk](mailto:tqat.north@homesforislington.org.uk)

Telefoonka Degaanka Koonfureed

(Central Street iyo Lyon Street):

020 7527 4442

Email: [tqat.south@homesforislington.org.uk](mailto:tqat.south@homesforislington.org.uk)

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### **Project Management Team**

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