

## Accessing our services

### Languages

Hounslow Homes is able to provide Interpreting and Translating services for customers whose first language is not English. Hounslow Homes also subscribes to Language Line, which is an instant 24-hour telephone interpreting service that translates and interprets in over 100 world languages.



### Physical Access

Hounslow Homes has accessible housing offices, with ramped entrances for wheel chairs, prams and buggies, baby changing facilities and accessible toilets. Home visits may be arranged if you cannot attend our offices.



### Loop-System

The housing offices at the Civic Centre, Chiswick Town Hall, Brentford and St Catherine's House in Feltham have rooms available with fixed loop-systems. Where a fixed loop-system is not available, then we can provide access to a portable loop-system. This is also available to staff who are visiting hearing impaired customers in their homes or at other sites. Please contact a member of Hounslow Homes staff if you need access to this facility.





### **Audio Tapes**

Hounslow Homes can transfer information, contents of leaflets or written correspondence onto audio tape upon request.



### **Braille**

Hounslow Homes is able to translate on request, information and letters into Braille, for any customers who request this service.



### **Sign Language Interpreters**

Hounslow Homes is able to provide Sign Language interpreters (BSL and others) for any customers who request this service.



### **Large Print**

Hounslow Homes is able to provide on request, information and letters in large print. Please inform a member of staff of your requirements.



### **Type Talk**

Hounslow Homes accepts TypeTalk calls. This is a confidential service between the textphone user and the hearing person, facilitated by an operator.