

هذه الرسالة مهمة، فإن لم تفهمها نرجو أن تطلب من أحد أصدقائك أو أقربائك ممن يتكلمون الإنجليزية أن يتصل بمكتب الحي "نيبرهود أوفوس" المحلي أو فريق الإسكان نيابة عنك. بعد ذلك سنرتب للقاء بك مع وجود مترجم فوري.

ARABIC

এটা খুবই গুরুত্বপূর্ণ। আপনি এই দলিলটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন এরপ আপনাদের একজন বন্ধু-বান্ধব বা আত্মীয়কে আপনার পক্ষ হয়ে আপনার স্থানীয় নেইবারহুড অফিস বা হাউজিং টিম এর সঙ্গে যোগাযোগ করতে বলুন। এরপর আমরা আপনার সঙ্গে সাফাৎ করার ব্যবস্থা করব এবং এতে সহায়তার জন্য একজন ইন্টারপ্রিটার রাখা হবে।

BENGALI

此事極為重要，如果你看不懂這份文件，請找一位會講英語的親戚或朋友代你接觸當地的鄰舍辦事處或房屋服務隊。然後我們會安排傳譯員一起見你。

CHINESE

આ બાબત અગત્યની છે. જો તમને આ દસ્તાવેજમાં લખેલી બાબત ન સમજાય તો કૃપા કરી કોઈ અંગ્રેજી બોલતા મિત્ર અથવા સગાસંબંધીને તમારી સ્થાનિક નેબરહુડ ઓફિસ અથવા હાઉસિંગ ટીમનો તમારા વતિ સંપર્ક સાધવા વિનંતી કરો. પછી ટુભાષિયા સાથે તમને મળવાની અમે વ્યવસ્થા કરશું.

GUJARATI

ਇਹ ਗੱਲ ਬੜੀ ਜ਼ਰੂਰੀ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਸਮਝ ਨਹੀਂ ਲੱਗਦੀ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁਡ ਓਫਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੇ। ਉਸ ਤੋਂ ਬਾਅਦ ਅਸੀਂ ਕਿਸੇ ਦੋਭਾਸ਼ੀਏ ਰਾਹੀਂ ਤੁਹਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

PUNJABI

داؤیر مهم معلومات دی. کہ تاسی پہ دی سند نہ پوهیڙی نومهربانی و کڙی دخپل یوملگری یا خپلوان نہ چه په انگریزی ژبه خبری کولای شی غوښتنه و کڙی چه ستاسی له خواستاسی دسیمی نیبرهود آفس یا هوزنگ ټیم سره په تماس کی شی. بیا به مونږ ترجمان برابر کږو چه ستاسی سره کتنه و کڙی.

PUSHTO

یہ دستاویز اہم ہے۔ اگر آپ اس دستاویز کو سمجھنے سے قاصر ہیں تو براہ کرم انگریزی زبان سے واقف اپنے کسی دو - پارشتہ دار سے کہئے کہ وہ آپ کی جانب سے آپ کے مقامی نیبرہوڈ آفس یا ہاؤسنگ ٹیم سے رابطہ کریں۔ ہم پھر آپ سے ملاقات کرنے کیلئے ایک ترجمان زبان کا انتظام کریں گے۔

URDU

Đây là việc quan trọng. Nếu quý vị không hiểu tài liệu này làm ơn nhờ bạn hay người thân biết nói tiếng Anh thay mặt cho quý vị liên lạc với đội nhà cửa hoặc văn phòng nhà cửa ở địa phương của quý vị. Chúng tôi sẽ thu xếp một thông dịch viên đến gặp quý vị.

VIETNAMESE

Don't let them get away with it

## There's something you can do...

Facing up to antisocial behaviour can be difficult, but now you can get help. The Birmingham Antisocial Behaviour helpline is here to help everybody who lives in Birmingham and is suffering from antisocial behaviour.

This could be:

- Harassment
- Vandalism
- Loud music
- Dumped rubbish
- Graffiti.

In fact, antisocial behaviour can be anything that causes you distress, harassment or alarm.

## What happens when you ring us?

When you ring the ASB helpline (0121 303 1111), we will take some details about the kind of antisocial behaviour that you are having trouble with. This will help us to decide what the best course of action is to put a stop to it.

We might:

- Recommend that our mediation service comes to meet you

- If you are a tenant, recommend that you speak to your landlord
- Pass your case to the Birmingham Antisocial Behaviour Unit
- Pass your case on to the police
- Pass your case to environmental health.

## What can we do to help?

There is a range of methods for dealing with the antisocial behaviour including:

**Mediation** – trained mediators can meet with everyone involved to explore the reasons behind the dispute and to help them to work things out by themselves.

**Acceptable Behaviour Contracts (ABCs) and Parenting Contracts** – are agreed with people who have carried out some kind of antisocial behaviour and detail the kind of behaviour expected of them in the future. They aren't legal documents, but can help to stop bad behaviour without the need for involving the courts.

**Antisocial Behaviour Orders (ASBOs) and Injunctions** – These are issued by the courts and can be served on anybody over the age of 10. They are designed to stop people from carrying on behaving in a way that might cause distress to

others. Breaking the terms of an ASBO or injunction could lead to a prison sentence.

Most antisocial behaviour can be stopped by using one of these remedies.

**Sorting it out for yourself** – although we're always on the end of the phone, sometimes it can be simpler to sort out a problem for yourself. Approaching somebody who is behaving antisocially won't be the route everyone will choose to take, but it can be the quickest and most effective. Making a complaint may make the situation worse before it gets better.

Here are some situations when trying to sort the problem out for yourself might be the best course of action:

- If your neighbours are making lots of noise
- Where somebody is parking their car on your driveway
- If your neighbour's garden is overgrown or encroaching into your garden
- Young people playing ball games or being loud in the street

## Remember:

**Be polite. Listen to what they have to say. Be prepared to compromise.**

**Birmingham antisocial behaviour helpline 303 1111**