

Getting the Benefit

A Guide to
Housing Benefit
for Private Landlords
in West Lothian



West Lothian
Council



GETTING THE BENEFIT

- A guide to...

Housing Benefit for Private Landlords In West Lothian

We believe that landlords are important partners in helping to ensure that the Housing Benefit administration in West Lothian offers an efficient and helpful service for tenants.

We aim to work with landlords to ensure that housing benefit payments are made promptly and overpayments are kept to a minimum.

Landlords and tenants can also help us in the fight against fraud and error.

This booklet answers the most common questions that private landlords have about Housing Benefit claims.

It offers general guidance and examples but is not a full statement of the law.

If you need further information please contact us on 01506 776 800

What is...

Housing Benefit?

Housing Benefit helps people on low incomes to pay their rent.

There are two kinds of Housing Benefit:

- ◆ Rent Rebate for council tenants, and
- ◆ Rent Allowance for tenants of private landlords.

Housing Benefit is governed by a whole series of detailed, and often complicated, rules known as the Housing Benefit Regulations 2006.



Who makes the rules?

Housing Benefit is a means tested state benefit administered by local authorities (councils), on behalf of the Department for Work and Pensions (DWP). In administering the Housing Benefit Scheme, councils must adhere to the Government's social security legislation and the Housing Benefit Regulations made by the Secretary of State.



Who deals with Housing Benefit claims?

The local council for the area where the tenant lives administers Housing Benefit. In West Lothian the council's Benefit Team is part of the Revenues Unit, located at St David House, South Bridge Street Bathgate EH48 1TT.



Who can claim housing benefit?

Only the tenant, or the tenant's agent, can apply for Housing Benefit.

It is normally the case that, in order to be considered for an award of Housing Benefit, a tenant must:

- ▶ have a liability to pay rent, and
- ▶ be living in the property as their normal home, and
- ▶ make a claim for benefit.



How does my tenant make a claim?

There are a number of ways your tenant can make a claim for Housing Benefit:

- ▶ Your tenant can pick up a claim form at any of the Council Information Service offices. A complete list of local offices and their opening times is given at the back of this booklet.
- ▶ Your tenant can pick up a claim form at the West Lothian Connected shop in the Almondvale Centre, Livingston

The form should be completed and returned to the council as soon as possible. Delays may result in loss of benefit.

- ▶ If your tenant needs to make a new claim for Income Support or Job Seekers Allowance or Incapacity Benefit they may be able to use the new JobCentre Plus service. That service allows them to make their claim for those benefits over the phone. The telephone number is 0800 055 6688. In the same phone call they can also claim Housing Benefit. JobCentre Plus will gather information and evidence for the Housing Benefit claim and will send this direct to the council's benefit team. The council may have to contact the tenant to gather evidence and details about their tenancy.

- ▶ Similarly, tenants who are claiming the Pension Credit from the Pensions Service can make their claim for Housing Benefit at the same time. If they need further information or help with claiming Pension Credits they should ***contact the Pension Service on their helpline 0845 6060 265***

? What evidence is needed?

Usually someone who claims Housing Benefit from the Council will have to produce evidence to support his or her claim.

Nearly every answer to a question on the claim form will need to be supported.

Entitlement to housing benefit will depend not only on evidence of income, but also on evidence of identity and circumstances.

The table opposite gives examples of the evidence we need from your tenant before their claim can be processed.

All evidence **must be** original documents.
Photocopies cannot be accepted.

EVIDENCE REQUIRED	EXAMPLES OF ACCEPTABLE DOCUMENTS
Evidence of tenant's identity and identity of their partner (if applicable)	Birth certificate Marriage certificate Passport Driving licence Benefit award letter Bank statements (The above are examples of the types of documents which are acceptable. If these are not available the Benefit Team can give advice on other possibilities.)
National Insurance Number (NINO) for the tenant and their partner (if applicable)	Benefit award notification from DWP Pensions Service Letter Tax letter with NINO Any original document or letter from an official source which contains the National Insurance Number
Evidence of Rent	Up to date tenancy agreement signed by tenant and landlord Rent book or other document giving details of liability and periodic payments
*Proof of income (for tenant, partner and anyone else in the household)	Benefit award letter showing dates and amounts of benefit Last 5 weeks payslips or Last 2 months payslips
*Evidence of cash, savings accounts and investments (of tenant, partner, and anyone else in the household)	Bank statements showing the last two months transactions for all accounts held Stocks and shares certificates

*Tenants who are in receipt of Income Support or Income-Based Job Seeker's Allowance or who get the Guaranteed Credit from the Pension Service will not normally be asked for details of any other income or capital.



How long does it take to work out a new benefit claim and pay the first cheque?

The DWP target, which all councils are working towards, is for the local authority to pay Housing Benefit within 14 days of getting all the information needed in support of a claim, or as soon as reasonably practicable after this.

However delays can occur where:

- ◆ The claim form has not been properly completed
- ◆ The claim form has not been signed and has to be returned
- ◆ All the evidence required to support the claim has not been supplied by the tenant
- ◆ A tenancy agreement or proof of rent has not been supplied
- ◆ Landlord details have not been supplied



How can I help speed things up?

You can help by making sure that your tenant has a copy of their tenancy agreement or other document giving details of the rent liability and payments made.

This should clearly show the details of the tenancy, including:

- ◆ How long the tenancy is for
- ◆ How much the rent is
- ◆ How often the rent is due
- ◆ What the tenant gets for this (including what services are included)

The tenant and the landlord should sign the tenancy agreement.

We also need to know the name and address of the landlord.



Can I keep a stock of blank claim forms?

No. The Department for Work and Pensions has criticised this practice. Claim forms can only be issued direct to your tenant, or their agent, on an individual basis.



Can I find out how much you will pay before I take a tenant?

No, but your prospective tenant can ask for a **Pre-Tenancy Determination** before they take on the tenancy. This will provide details of the **maximum eligible rent** that we can use when we come to calculate any housing benefit award.

The maximum eligible rent is not necessarily the amount of benefit that the tenant will get. It is simply the starting point for the calculation. The amount of benefit someone gets will also be affected by their income, household composition, and family circumstances.

Your prospective tenant can apply for a pre-tenancy determination by contacting the council's Customer Contact Centre on 01506 776 800.



What is the maximum eligible rent?

Before we can work out your tenant's Housing Benefit we need to know how much of the rent you are charging is eligible for Housing Benefit. This is known as the maximum eligible rent.

Broadly speaking, this figure may be less than the actual rent charged for two reasons:

- ▶ Firstly, Housing Benefit cannot cover any charges for services that are not eligible – such as heating, lighting, or meals.
- ▶ Secondly, the figure used by the Benefits Team to calculate your tenant's Housing Benefit is based on a valuation supplied to them by the Rent Officer. The Rent Officer is an official who is independent of the council and who has the power to restrict the rent used to calculate Housing Benefit.



Why would the Rent Officer restrict the rent used in calculating Housing Benefit?

The rent officer is employed by the Rent Registration Service which is an agency of the Scottish Executive.

Rent Officers have a detailed knowledge of the rental market in each area. They also carry out visits to properties to see for themselves what the tenant is getting for the rent charged.

They use this information to determine whether the rent charged in each case is a reasonable one or not. If it is not, the Rent Officer decides what would be a reasonable rent.

In deciding this, the Rent Officer will consider a number of factors including:

- ◆ The amount charged
- ◆ Rents charged for other suitable accommodation
- ◆ Average rents in the locality
- ◆ The size of the property

The Rent Officer will also take into account the size of a tenant's household.

They have to do this because there are specific rules about the number of rooms that a household needs.

If the accommodation is too large for those needs then the Rent Officer may restrict the eligible rent to the amount of rent the property would attract if it had the "correct" number of rooms.

There are further restrictions that apply to young single people under 25 years old. The Rent Officer will, in most cases, restrict the eligible rent to a Single Room Rent based on the cost of renting a single room in shared accommodation.



What happens if there is a delay on the part of the Rent Officer?

The Rent Officer works to tight deadlines and usually supplies us with the maximum eligible rent figure within those deadlines, but sometimes delays can occur. This may be because the Rent Officer visits the property to make a rental valuation but cannot gain access.

If this happens we can use an "Indicative Rent Level" as a temporary measure on which to base the Housing Benefit award. These are general figures which the Rent Officer supplies each month as guidance for councils. The Rent Officer will supply an "Indicative Rent Level" for various sizes and types of property in West Lothian.



When is benefit paid?

For new claims, Housing Benefit is usually paid every four weeks in arrears. Payment is made by crossed cheque at the end of every four-week period.

Some old, continuous, claims are paid in the middle of the four-weekly period, i.e. partly in arrears and partly in advance.



When does benefit entitlement start?

Benefit entitlement usually starts from the Monday after the council receives the benefit claim. This is why it is very important for the tenant to apply as soon as they know that they will need help to pay the rent.



Can I have the benefit paid direct to me?

Housing Benefit is an entitlement of the tenant not the landlord. It is part of the tenant's income and it is for the tenant to use it to pay, or help to pay, their rent.

If they wish to, the tenant can ask us to pay their housing benefit direct to the landlord. Some tenants find this more convenient.

However we can only do this at the express wish of the tenant.

A tenant cannot be made to agree to this as a condition of their tenancy. Even where a tenant has asked us in writing (usually by signing the relevant part of their claim form), to pay the landlord direct, they can change their mind at any time by writing to us.

Before we pay a landlord direct, we also have to be satisfied that the landlord is a "fit and proper person" (see below) to receive the benefit cheque.



What if the tenant doesn't pay me and arrears of rent are building up?

Although the council is not responsible for making sure the tenant pays their rent, the benefit team can take action to pay benefit direct to the landlord when arrears of rent have built up.

If you believe that your tenant is getting Housing Benefit and 8 weeks of rent arrears have accrued you should write to the Benefit Team.

We will investigate the matter and if we are satisfied that your tenant is 8 weeks or more in arrears with their rent we will normally start paying the Housing Benefit cheques direct to the landlord*.

The council cannot meet the arrears that have built up, as the tenant will already have been paid this money. Recovery of those arrears is a matter between the landlord and the tenant.

* However, as stated previously, before we pay a landlord direct, we have to be satisfied that the landlord is a "fit and proper person" to receive the benefit cheque (see next question).



When is a landlord a "fit and proper person"?

There is no hard and fast test. The circumstances in each case will be looked at on an individual basis.

In general terms, we will have to consider whether or not a landlord is a "fit and proper person" to receive housing benefit cheques where their past actions have raised some doubt about them.

For example:

If a landlord had colluded with a tenant in misrepresenting facts about a tenancy or the occupation of the dwelling in order to obtain housing benefit, this may lead the council to conclude that such a landlord was not a "fit and proper person".

A landlord who failed to report a change in their tenant's circumstances which they could reasonably have been expected to know about might also fail the "fit and proper" test.

A landlord with a history of not repaying overpayments of Housing Benefit might also fail this test.

Important information for landlords

The Landlord Registration Scheme

From 30 April 2006 all landlords in Scotland are required to register with their Local Authority.

Who needs to register?

Any private landlord, and any agent who manages property for a private landlord, will need to be registered.

What happens if I don't register?

Failure to register will be an offence liable on summary conviction to a fine not exceeding level five on the standard scale (£5000).

In addition, if you are not registered and are renting out a property, the local authority may serve a rent penalty notice. While this is in force no rent is payable on the property and therefore no Housing Benefit can be paid.

How do I register?

Landlords can apply to register on line at the Landlord Registration web site:

www.landlordregistrationscotland.gov.uk

Alternatively, a paper form will be available for those who prefer to fill in their application by hand and submit it directly to the council. These are available from your local council office. For more information you can phone us on: 01506 775 000.

How much does it cost?

The principal fee is £55. A further £11 will be payable on each property that you let.

Registration will normally last for three years before needing to be renewed.

What is the purpose of the landlord registration scheme?

Registration will ensure that all private landlords in Scotland are 'fit and proper' to be letting residential property. The aim is to protect tenants and their neighbours from the impact of antisocial behaviour and poorly managed property.

It will also remove disreputable landlords from the market and will eliminate unfair competition from landlords who provide poor housing or inadequate management.

So it is very important to register. If you are not already registered then do it today. Visit the web site www.landlordregistrationscotland.gov.uk. or contact your local council office for a form.

For more information phone 01506 775 000



How much Benefit will I get on behalf of my tenant?

This depends on a number of factors, including:

- ◆ The eligible rent supplied by the Rent Officer
- ◆ The amount of income and capital the tenant has
- ◆ The tenant's household details
- ◆ The personal allowances and premiums that the tenant is entitled to
- ◆ Whether there are other adults in the tenant's household who are not dependants (e.g. an adult son or daughter)
- ◆ Other factors, such as a disability, may also affect the calculation

All of this means that each Housing Benefit claim has to be looked at individually and all the necessary information has to be supplied by the tenant before we can correctly calculate the amount of benefit.



Can I appeal against the amount of benefit my tenant is entitled to?

No, but your tenant can. If your tenant doesn't think they are getting the right amount of housing benefit then they can:

- ◆ Telephone the council's Customer Contact Centre and ask for their benefit award to be explained to them. The number is 01506 776 800.
- ◆ Ask for a full written explanation of how their housing benefit has been worked out.
- ◆ Write to us telling us that they want us to reconsider their benefit award, but they must do so within one month of receiving their benefit award letter. We will then look at it again. After we have looked at it again we will write to the tenant letting them know if we can change it or not.
- ◆ Write to us telling us that they wish to appeal against their award of benefit. They must put their reasons for disagreeing with the original award in writing. If the tenant wishes to appeal, they must do so within one month of receiving their benefit award letter. An Appeals Service Tribunal will hear the Appeal. This body is independent of the council.



What happens if you pay the cheques to me and it turns out that my tenant wasn't entitled to it?

It depends on the circumstances. Overpayments of housing benefit can arise for a number of reasons. The first thing we will do is to decide whether the overpayment is "recoverable" or not.

All overpayments of housing benefit are "recoverable" unless:

- ▶ The overpayment was caused by an official error (for example, an error by the DWP or the council)
and
- ▶ the person entitled to the benefit didn't contribute to the error in any way
and
- ▶ the person entitled to the benefit could not reasonably have been expected to know that their benefit was too much

We can recover all overpayments that are "recoverable".

In most cases a recoverable overpayment can be recovered from the person to whom it was paid or from the claimant.

This means that if you are accepting housing benefit payments direct from the council, we will normally be able to recover any overpayments direct from you. However we will only do this where we believe it is reasonable to do so.

If you report a suspicion of fraud and as a result of this an overpayment of benefit is discovered, we will not recover that overpayment from you.

To report a suspicion of fraud please write to the Benefit Investigation Team, West Lothian Council, St David House, South Bridge Street Bathgate EH48 1TT.

For more details on how to report a suspicion of fraud please contact our Benefit Investigation Team on 01506 776 840

If a claimant has been overpaid benefit before they become your tenant, we can still recover the overpaid benefit directly from their housing benefit cheque even if we are sending the cheque directly to you.

As a landlord you do not have any appeal rights against this recovery decision. The tenant would have to make up any shortfall in their rent.



How can I prevent overpayments in the first place?

Overpayments can cause problems for tenants, landlords, and the council. It is always better to prevent them happening in the first place.

Many overpayments occur because of a change in the tenant's circumstances that we are not told about at the time. The tenant has a legal obligation to report such changes to the council's benefit team.

Relevant changes would include:

- ◆ an end of liability to pay rent
- ◆ change of address
- ◆ period of absence from home
- ◆ changes in rent
- ◆ changes in family income, including changes in benefits
- ◆ changes in the number or status of dependants, for example a child leaves school, or the birth of a baby
- ◆ changes in the number or status of a non-dependant, for example the tenant's adult daughter moves into the accommodation, or stops being a student and starts work
- ◆ changes in status, e.g. partner moves in, or leaves

Landlords can help by reporting any change in their tenant's circumstances which they are aware of.

In addition, under Regulation 88 of the Housing Benefit Regulations, a landlord who receives payments of housing benefit direct from the council has a legal duty to report changes in their tenant's circumstances which the landlord might reasonably be expected to know about. This would include:

- an end of liability to pay rent
- change of address
- period of absence from home
- changes in rent



My tenant is temporarily absent from home. Will you still pay Housing Benefit?

There are a number of circumstances where a tenant may continue to get housing benefit while they are temporarily absent from their home – but the council must be informed of the absence. The Benefits Team can then look into the facts and make a decision about continuing to pay benefit or not.

We can normally only pay for a maximum of 13 weeks and only where:

- The tenant intends to return to the property, and
- The absence is likely to last no more than 13 weeks, and
- The property is not let or sub-let in the meantime

Once it becomes clear that the tenant is going to be away longer than 13 weeks then the Housing Benefit will stop from then.

There are more generous rules for people in hospital when benefit could be paid for up to 52 weeks – provided the property is not let or sub-let in the meantime.

There are other rules for other circumstances so if your tenant is going to be absent for a period they should give us details, otherwise they may lose out. Landlords also have a responsibility to keep the council informed.



Will Housing Benefit pay for rent deposits?

No. Deposits are not eligible for Housing Benefit. If you need a deposit then your tenant will have to provide it from his or her own funds. If they get Income Support or Income based Job seeker's allowance they may get help from the JobCentre Plus office. *They can also get advice from the council's Advice Shop on 01506 776 444.*



Will Housing Benefit pay if the tenant leaves without giving notice?

No. A tenant can only get Housing Benefit where he is "liable to make payments in respect of a dwelling he occupies as his home". If he has to give notice, then he may be "liable to make payments" but if he has left then he no longer "occupies the dwelling as his home". This means we cannot pay Housing Benefit for this period.

There is an exception. From 4 October 2004 people who have to move unexpectedly to a new dwelling and *could not* give notice on the old one may be entitled to housing benefit. Examples might include people suddenly taken into hospital on a permanent basis or people taken into care. However, where a tenant has simply failed to give notice despite having had the opportunity to do so, no housing benefit is payable.

The only other time we can pay housing benefit for a property a tenant has left is where the tenant demonstrates an "unavoidable overlap" of liabilities for two homes at the same time. There are very strict rules about "unavoidable overlaps" and they can only be paid where it is reasonable to do so. It is for the tenant to demonstrate that the overlap was unavoidable.

Basically the tenant must:

- ▶ Have a liability to pay rent at the new address and have moved, and
- ▶ Have made a claim for Housing Benefit at the new address, and
- ▶ Have a liability at the old address, which they could not reasonably have avoided.

In addition the landlord must not have let or sub-let the old address during the period of overlap. The overlap cannot exceed four weeks.

Where a tenant has simply failed to give notice despite having had the opportunity to do so, no overlap is payable.

An example of where an overlap may be unavoidable and it may be reasonable to pay benefit in respect of the new property and the old property for a maximum of four weeks might be the following:

A housing benefit claimant is a private tenant who lives in a third floor flat. They have mobility problems, which are getting worse and may soon require walking with the aid of a frame. A ground floor flat in a Housing Association sheltered block round the corner comes up, but there will be a lot of competition for it. The tenant cannot let the chance pass and signs up for it immediately. They have no opportunity to give notice at their existing flat. They move into the new dwelling and, for four weeks have an overlap. The Benefits Team will consider all of the circumstances including medical or social work evidence, the letting policy of the Housing Association etc.

They will also check to see if the old property has been occupied during the period. Having established and considered all relevant facts they may decide that the overlap was unavoidable and that it would be reasonable to pay four weeks benefit in respect of both the old and the new property.



What information can I expect to get if I ring the council's housing benefit office?

The Data Protection Act is very strict about what we can tell landlords.

Basically, there are three possibilities:

- 1)** The starting point is that information about your tenant's benefit award or claim is a private matter between the tenant and the council.

So unless you are receiving housing benefit cheques direct from the council or your tenant has agreed in writing to us discussing their benefit claim with you, then there is nothing we can tell you about their claim for housing benefit. Indeed we cannot even confirm that the tenant is getting housing benefit or has made a claim.

2) However if you are receiving the tenant's housing benefit cheques direct from the council there are certain details which we can tell you. We can tell you:

- ▶ the amount of housing benefit entitlement (but not details of how it was calculated, like the tenant's income or personal allowances etc.)
- ▶ the date from which it is paid
- ▶ the frequency of payment
- ▶ the method of payment

In addition, if you have been receiving payments direct and an overpayment has occurred which we will be seeking to recover from you we will tell you:

- ▶ the amount of the overpayment
- ▶ how it is made up (i.e. the amount per week and the number of weeks)
- ▶ the reason for the overpayment (e.g. claimant error)
- ▶ the fact that it is recoverable
- ▶ the method of recovery

3) We will only be able to discuss other aspects of your tenant's housing benefit claim with you if your tenant has given us permission to do so in writing. Some tenants give us permission to do this because they believe that it helps us to deal with their claim more quickly and so reduces the risk of rent arrears due to delays with the claim.

The tenant can consent to this where the landlord is to receive payments direct and the tenant also signs that part of the housing benefit claim form headed "**Sharing information with your landlord**"

With this signed consent we can discuss whether or not your tenant has made a claim and whether we have made a decision on it. If there is a delay because we need further information we can discuss this and tell you what information we are waiting for. In this way we can assist the landlord in helping the tenant with the progress of their claim and help to resolve any questions that may have arisen.



What appeal rights do landlords have?

In a few strictly defined circumstances landlords can appeal against certain decisions. These are:

- ◆ If a landlord receives direct payments and we decide to stop paying the landlord direct we must tell the landlord and provide the reason. The landlord has the right to appeal against this decision.
- ◆ If a landlord asks for direct payments because their tenant has rent arrears of at least 8 weeks and we decide not to pay the landlord direct, then the landlord has the right to appeal against this decision.
- ◆ If a landlord has been receiving direct payments and we decide to recover an overpayment of housing benefit direct from them, then the landlord has the right to appeal against this decision.



Where can my tenant go to get help?

The Council Information Services have a series of local offices that operate as "One Stop Shops" which can offer you or your tenant further advice about Housing Benefit.

They are also very useful to visit if your tenant has been asked for evidence, like a tenancy agreement or a payslip. The staff in these local offices will be able to check the original documents and give them back straight away. The staff in the local office will make any photocopies if needed and forward them to the Benefit Team so that the housing benefit can be awarded.

Armadale

1/3 East Main Street

Mon, Tues, Thurs	8.30 am – 5.00 pm
Wed	8.30 am – 3.00 pm
Fri	8.30 am – 4.00 pm

Broxburn

Strathbrock Partnership Centre
189a West Main Street

Mon, Tues	8.30am – 5.00pm
Wed, Thurs	8.30am – 5.00pm
Fri	8.30am – 4.00pm

Fauldhouse

10 Main Street

Mon, Tues, Thurs	8.30am – 5.00pm
Wed	8.30am – 3.00pm
Fri	8.30am – 4.00pm
closes for lunch 12.30-1.30 pm	

Carmondean, Livingston

The Ability Centre

Mon, Tues, Thurs	8.30am – 5.00pm
Wed	8.30am – 3.00pm
Fri	8.30am – 4.00pm

West Calder

24-26 Main Street

Mon, Tues, Thurs	8.30am – 5.00pm
Wed	10.30am – 5.00pm
Fri	8.30am – 4.00pm

Blackburn Connected

The Mill Centre

Mon,	9.00am – 5.00pm
Tues,	9.00am – 7.00pm
Wed	9.00am – 3.00pm
Thurs	9.00am – 7.00pm
Fri	9.00am – 5.00pm
Sat	9.30am – 12.30pm

Bathgate

Lindsay House, South Bridge Street

Mon, Tues, Thurs	8.30am – 5.00pm
Wed	8.30am – 3.00pm
Fri	8.30am – 4.00pm

Linlithgow

County Buildings

Mon, Tues	8.30am – 5.00pm
Wed, Thurs	8.30am – 5.00pm
Fri	8.30am – 4.00pm

West Lothian Connected

Almondvale Centre - Livingston

Mon, Tues, Thurs	8.30am – 5.00pm
Wed	10.00am – 5.00pm
Fri	8.30am – 4.00pm
Sat	9.30 am – 2.30pm

Whitburn

5 East Main Street

Mon, Tues, Thurs	8.30am – 5.00pm
Wed	8.30am – 3.00pm
Fri	8.30am – 4.00pm

In addition, West Lothian Council's Advice Shop provides advice on all aspects of state benefits. Advice Surgeries operate throughout West Lothian.

For further details of times and venues call the Advice Line on 01506 776 444



FURTHER INFORMATION:

The following booklets are produced by the council's benefit team and are updated every April. They are available from all the council's CIS offices:

Getting the Benefit – A Guide to Rent Allowance for tenants

Getting the Benefit – A Guide to Council Tax Benefit

Getting the Benefit – A Guide for Pensioners in West Lothian

In addition the West Lothian Council web site www.westlothian.gov.uk has information about housing benefit which is updated regularly.

Information is available in Braille, tape, large print and community languages.
Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

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