

# A word of **Welcome**



Some words and phrases of greeting for people living in Northern Ireland whose first language is not English.



**Housing**  
Executive

## **A Word of Welcome**

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This booklet aims to encourage you to learn a few words of welcome in different languages.

In the booklet you will find words of greeting and their translations into English. We have also included pronunciation tips; however, the best way to learn a language is to find native speakers.

We recommend that you find someone in your community, workplace or place of worship who speaks the language. This is an excellent way to improve your language skills and meet new friends.

# **Say a word of welcome!**

Audio pronunciation for many of the words can be found on: [www.bbc.co.uk/languages/other/quickfix](http://www.bbc.co.uk/languages/other/quickfix)

**Enjoy!**

Mabuhay    أهلا وسهلا    bem-vindo    欢迎    witamy

# **A Good Neighbour Agreement**

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The Housing Executive believes that we should treat our neighbours with respect and look out for them in times of need. We should especially be vigilant in the care of the vulnerable and elderly in our community. We believe that by being a good neighbour you will be contributing to a more positive, confident and outward looking community.

## ***What can you do to be a good neighbour?***

- Respect for all neighbours and their property and fairness in dealing with everyone, irrespective of their religion, race, sexual orientation, ability, culture or political belief.
- Care for the elderly, the lonely, the less fortunate and vulnerable in the community.
- Accept that everyone is different and be tolerant of the lifestyles of others, particularly with regard to noise levels.
- Be responsible for the behaviour of your children and anyone visiting your home.
- Respect the rights of children and young people to play and meet in a safe and happy environment.
- Respect the environment in which you live through upkeep of a clean and tidy neighbourhood free from anti-social behaviour.
- Recognise that a good community spirit benefits all, through healthy interaction and mutual support in dealing with local problems.

- If any problem arises, every resident has the right to approach any constituted group set up by the residents, the Housing Executive or any other statutory body, so that the problem may be sorted out amicably and to the satisfaction of all concerned.
- Within the Good Neighbour Agreement, people have the right to choose the extent to which they engage with the community.

# CONTENTS

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ARABIC - 221 million speakers .....	5
BULGARIAN - 12 million speakers .....	6
CHINESE Cantonese - 71 million speakers.....	7
CHINESE Mandarin - 900 million speakers.....	8
CZECH - 12 million speakers .....	9
FARSI - 100 million speakers .....	10
FILIPINO - 128 million speakers.....	11
FRENCH - 128 million speakers.....	12
HINDI - 490 million speakers .....	13
HUNGARIAN - 14.5 million speakers .....	14
LATVIAN - 1.5 million speakers.....	15
LITHUANIAN - 4 million speakers .....	16
POLISH - 44 million speakers.....	17
PORTUGUESE - 240 million speakers.....	18
ROMANIAN - 26 million speakers .....	19
RUSSIAN - 288 million speakers.....	20
SLOVAK - 5.5 million speakers .....	21
SOMALI - 10 million speakers .....	22
SPANISH - 320 million speakers.....	23
TETUM - 450 000 speakers.....	24
Sources and resources.....	26

## ARABIC - 221 million speakers

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Arabic is spoken in many varieties in a wide territory across the Middle East and North Africa. It is an official language of 22 countries and used in over 30 countries. It is one of the oldest languages in the world.

Most Arabic speakers can understand each other, even though there are many different dialects and varieties.

Arabic is written from right to left, in a cursive style. It contains 28 basic letters, which change their shape depending on their position in a word.

English	Arabic	Pronunciation tips
Welcome	أهلاً وسهلاً	ah-lan wa sah-lan
Hello	السلام عليكم	as-sah-laam a-lay-kum
How are you?	كيف حالك؟	(f>) kay-fah ḥaa-lik (m>) kay-fah ḥaa-luk
Good	جيد	jay-yid
Pleased to meet you	سعدت بلقائك	so-ued-too bi lika'ek
Thank you	شكراً	shoo-kran
Please	من فضلك	mid fad-lak
Sorry	أسف	ah-sef-a
Goodbye	الى اللقاء	il-ah al-li-kaa

(f>) - spoken by female; (m>) - spoken by male

## **BULGARIAN - 12 million speakers**

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Bulgarian is the official language in the Republic of Bulgaria, in South-eastern Europe. It's a Slavic language and is mutually intelligible with Macedonian.

Bulgarian is written with the Cyrillic alphabet. The script contains 30 letters. The pronunciation is quite easy: every word sounds exactly as it is written and every Bulgarian letter has a close English equivalent. However knowing where to put stress in a word is more difficult as there are more no definite rules and so the stress must be learnt for each word.

<b>English</b>	<b>Bulgarian</b>	<b>Pronunciation tips</b>
Welcome	<b>Добре дошли</b>	doh-breh doo-shli
Hello	<b>Здравейте</b>	zdra-vey-tay
Hi	<b>Здрасти</b>	zdra –sti
Good day	<b>Добър ден</b>	doh-ber den
How are you? (frm)	<b>Как сте?</b>	kak ste?
How are you? (inf)	<b>Как си?</b>	kak si?
Very well	<b>Много добре</b>	mno-go doh-breh
Nice to meet you	<b>Приятно ми е</b>	pree-jat-no mi e
Please	<b>Моля</b>	mol-ya
Thank you	<b>Благодаря</b>	bla-go-da-ria
Goodbye	<b>Довиждане</b>	doh-vij-dah-ney

(frm) – formal, (inf) – informal

## **CHINESE Cantonese - 71 million speakers**

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Cantonese Chinese has its origin in southern China and it is an official language in Hong Kong and Macau. It is also spoken in some provinces of China and around the world by Chinese diaspora.

Chinese languages are tonal, which means that the same syllable pronounced with a different pitch or intonation has a different meaning. Cantonese dialects have from six to ten or more tones. Pronunciation is the most challenging aspect of learning a tonal language for Europeans. Finding a teacher who can help overcome that barrier is highly recommended.

<b>English</b>	<b>Cantonese</b>	<b>Pronunciation tips</b>
Welcome	歡迎	foon-ying
Hello	你好	lei-how
Good morning	早晨	jo-sahn
How are you?	你好嗎?	lei-ho ma?
Fine	幾好	gei-how
Nice to meet you	幸會	hahng'wuih
Please	請	ching
Thank you	唔該	m-goy-ah
Sorry	對唔住	de-um-jee
Goodbye	再見	joy-geen



## **CHINESE Mandarin - 900 million speakers**

Mandarin Chinese is the most spoken language in the world, with the highest number of native speakers. It is the official language of mainland China and Taiwan, and is one of the official languages of Singapore and the United Nations.

Chinese languages are written with symbols, called Chinese characters, which represent the oldest writing system in the world. There are about 100 000 Chinese characters.

<b>English</b>	<b>Mandarin</b>	<b>Pronunciation tips</b>
Welcome	歡迎	hu-wan ying
Hello	你好	nee-how
How are you?	你好嗎？	nee-how ma?
How are you?	身體好嗎？	shen-chi how ma?
Fine, thank you	很好, 謝謝	hen how, shey-shey
Nice to meet you	很高興認識你	hen gao-shìng ren-shini
Please	請	ching
Thank you	謝謝	shey-shey
I'm sorry	对不起	dey-boy-che
Goodbye	再見	zai-jian

## **CZECH - 12 million speakers**

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Czech is a Slavic language spoken mostly in the Czech Republic. The language is quite similar to Slovak and speakers of either language can usually understand both languages in their written and spoken form.

Until the late 19th century Czech was called Bohemian in English and in medieval times was one of the most popular international languages, as English is today.

<b>English</b>	<b>Czech</b>	<b>Pronunciation Tips</b>
Welcome	<b>Vítáme Vás</b>	vee-tah-may vas
Hello	<b>Dobrý den</b>	doh-bree dehn
Hi	<b>Ahoj</b>	a-hoy
How are you?(frm)	<b>Jak se máte?</b>	yahk seh maa-teh?
How are you?(inf)	<b>Jak se máš?</b>	yahk seh maa-sh?
Well	<b>Dobře</b>	doh-brzheh
Nice to meet you	<b>Těší mě</b>	tyeh-shee myeh
Please	<b>Prosím</b>	pro-seem
Thank you	<b>Děkuji</b>	dye-koo-yih
Goodbye	<b>Na shledanou</b>	nahsh-leh-dah-noh

(frm) – formal, (inf) – informal

## **FARSI - 100 million speakers**

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Farsi (Persian) is an Iranian language which originated in Ancient Persia. It is commonly spoken in Iran, Afghanistan, Tajikistan, and Uzbekistan.

Farsi is written with Arabic script (from right to left) and contains 32 letters. Words in Farsi usually are connected which makes the language sound soft and very melodic.

<b>English</b>	<b>Farsi</b>	<b>Pronunciation tips</b>
Welcome	خوش آمدید	hos ah-ma-deed
Hello	سلام	sah-lam
How are you?	حال شما چطور است؟	ha-lay show-ma che- tour ahst
I am fine, thank you	مرسی, من خوبم	man who-bahm, Mer-see
Pleased to meet you	خوشحال شدم از ملاقات شما	khosh-hal sho-dam az mo-la-qat shu- ma
Thank you	تشکر	tash-a-kur
Please	لطفاً	lutef-fan
Sorry	متأسفم!	mo-tahs-sef-ahm
Good bye	خداحافظ	ho-dah ha-fez

## FILIPINO - 128 million speakers

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Filipino is one of the two official languages of the Philippines where around 120 languages are spoken. Filipino was constitutionally designated as the national language in the mid-20th century. It is based on the established native Tagalog language. Filipino is a major language of education, business, government and media.

<b>English</b>	<b>Filipino</b>	<b>Pronunciation Tips</b>
Welcome	<b>Maligayang pagdating</b>	ma-li-ga-yang pag-ding
Good day	<b>Magandang araw</b>	ma-gahn-dahng ah-row
How are you(frm)	<b>Kumusta po kayo?</b>	koo-moos-tahpoh kah- yoh
How are you?(inf)	<b>Kumusta ka?</b>	koo-moos-tah kah?
I am fine(frm)	<b>Mabuti po naman</b>	mah-boo-teepoh nah-mahn
I am fine(inf)	<b>Mabuti naman</b>	mah-boo-tee nah- mahn
Thank you(frm)	<b>Salamat po</b>	sah-lah-mahtpoh
Thank you(inf)	<b>Salamat</b>	sah-lah-maht
Pleased to meet you (frm)	<b>Kinagagalak ko pong</b>	kee-nah-gah-gah- lahk koh pong
Good bye(frm)	<b>Paalam na po</b>	pah ah-lahmna poh
Good bye(inf)	<b>Paalam</b>	pah ahlahm

(frm) – formal, (inf) – informal

## **FRENCH - 128 million speakers**

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French is a Romance language. It is an official language in many countries, including Belgium, France, and Switzerland. French is one of the most studied foreign languages in the world with millions of second language speakers.

French spelling is quite difficult because it is not very phonetic, which means that the same letter used in two different words can make two different sounds.

It is often called the most romantic language in the world.

<b>English</b>	<b>French</b>	<b>Pronunciation Tips</b>
Welcome	<b>Bienvenue</b>	bee-en va-nue
Hello	<b>Bonjour</b>	bohn-zhoor
How are you?	<b>Ça va?</b>	sah-va?
I am good.	<b>Ça va bien</b>	sah-va bee-en
Pleased to meet you	<b>Enchanté</b>	ahn-shan-tay
Thank you	<b>Merci</b>	mehr-see
Please	<b>S'il vous plait</b>	seel voo pleh
Excuse me	<b>Excusez-moi</b>	es-koo-say-mwa
Goodbye	<b>Au revoir</b>	ahr ahv-wah

## HINDI - 490 million speakers

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Hindi is an Indo-Aryan language. It is one of the official languages of the Republic of India, spoken as a first language by about 40 percent of the population. It is closely related to Urdu. Hindi has more than ten dialects. It uses the Devanagari alphabet. Some Hindi words (such as 'bazaar' and 'guru') were included in English when India was the British colony.

English	Hindi	Pronunciation Tips
Welcome	स्वागतम्	swaa-ga-tam
Hello/hi(inf)	हैलो	helo
Hello	नमस्ते	na-mas-te
Hello/Goodbye	नमस्कार	na-mas-kar
How are you?	आप कैसी हैं?(>m)	aap k-see hey
How are you?	आप कैसे हैं?(>f)	aap k-say hey
How are you?	आप कैसेहैं?(pl)	appk-sayn hey
I am fine	मैंठीक हूँ	mai teek hu
Nice to meet you	आपसे मिलकरबहुत खूशीहुई	āpse milkar bahut khushi huī
Thank you	धन्यवाद	dhun-ya-vaad
Please	कृपया	krup-ya

(inf) – informal, (>f) – spoken to female, (>m) – spoken to male, (pl) – spoken to more than one person

## **HUNGARIAN - 14.5 million speakers**

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Hungarian is a Uralic language. It is the official language in Hungary in central Europe. It is spoken by Hungarian communities in the seven neighbouring countries and by diaspora communities worldwide.

Hungarian is written in Latin script with some additional vowels with diacritics.

<b>English</b>	<b>Hungarian</b>	<b>Pronunciation tips</b>
Welcome	<b>Isten Hozott</b>	ish-ten ho-zot
Hello	<b>Szervusz</b>	ser-voos
Hello (inf)	<b>Szia</b>	see-a
How are you?	<b>Mi zu?</b>	mee-zoo?
Fine, thank you	<b>Köszönöm, jól</b>	ko-so-nom, yoal
Nice to meet you	<b>Örvendek</b>	or-ven-dek
Thank you	<b>Köszönöm</b>	ko-so-nom
I'm sorry	<b>Bocsánat</b>	bo-cha-nat
Goodbye	<b>Viszlát</b>	vees-lot

(inf) – informal

## **LATVIAN - 1.5 million speakers**

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Latvian (also called Lettish) is the official state language of Latvia, in North-eastern Europe. It is one of the Eastern Baltic languages and it is related to Lithuanian.

The Latvian alphabet contains 35 letters and is based on Latin script.

<b>English</b>	<b>Latvian</b>	<b>Pronunciation tips</b>
Welcome	<b>Sveikt</b>	svehk
Hello	<b>Sveika(&gt;f)</b>	sveh-kah
Hello	<b>Sveiks(&gt;m)</b>	sveh-eeks
How are you?	<b>Kā jums klājas?</b>	kahh yooms klah-yuhs?
Fine	<b>Labi</b>	lah-bee
Thank you	<b>Paldies</b>	pahl-dee-es
Pleased to meet you	<b>Prieks iepazīties</b>	pryehks ea-puh-zee-tee-es
Please	<b>Lūdzu</b>	loo-dzoo
Goodbye	<b>Uz redzēšanos</b>	ooz rehd-zehh-shuh-nohs
Goodbye(inf)	<b>Atā</b>	uh-tahh

(inf) – informal, (>f) - spoken to female, (>m) - spoken to male



## **LITHUANIAN - 4 million speakers**

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Lithuanian is a Baltic language related to Latvian. It is the official language of Lithuania.

The Lithuanian alphabet uses Latin script and contains 12 vowels and 20 consonants. The language is very phonetic; one letter often corresponds to a specific sound.

<b>English</b>	<b>Lithuanian</b>	<b>Pronunciation tips</b>
Welcome	<b>Sveiki atvyke</b>	svay-key at-vika
Hello (inf)	<b>Sveika(&gt;f)</b>	svay-kah
	<b>Sveikas(&gt;m)</b>	svay-kahs
Hi / Hello	<b>Labas</b>	lah-bahs
How are you?	<b>Kaip gyvuojate?</b>	kayp gee-vaw-yah-ta?
Fine	<b>Gerais</b>	gah-rai
Pleased to meet you	<b>Malonu</b>	mah-law-noo
Please	<b>Prašau</b>	prah-show
Thank you	<b>Ačiū</b>	ah-choo
I'm sorry	<b>Atleiskite</b>	ah-tlais-kee-ta
Goodbye soo-dyah	<b>Sudie</b>	

(inf) – informal, (>f) - spoken to female, (>m) - spoken to male

## **POLISH - 44 million speakers**

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Polish is a Slavic language and the official language of Poland, where over 95% Poles declare Polish as their first language.

The language is quite difficult to learn with tongue-bending pronunciation and a system of grammatical gender.

The Polish alphabet is based on Latin script and uses diacritics for additional letters.

<b>English</b>	<b>Polish</b>	<b>Pronunciation Tips</b>
Welcome	<b>Witamy</b>	vee-tah-meh
Good day	<b>Dzień dobry</b>	jen doh-bri
Hi	<b>Cześć</b>	tche-esh-ch
How are you?	<b>Jak się masz?</b>	yah-k sheng mah-sh?
Well	<b>Dobrze</b>	dob-zhe
Please / Here you are	<b>Proszę</b>	pro-she
Thank you	<b>Dziękuję</b>	jen-koo-yeh
I'm sorry / Excuse me	<b>Przepraszam</b>	pshe-pra-sham
Have a nice day	<b>Miłego dnia</b>	mee-uego dne-ea
Good bye	<b>Do widzenia</b>	do vee-dze-nya

## **PORTUGUESE - 240 million speakers**

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Portuguese is one of the Romance languages. It is commonly spoken in Portugal, Brazil, Mozambique, Angola, Cape Verde, Guinea-Bissau, Sao Tome, Macau and East Timor. It is one of the most spoken languages in the world.

The pronunciation varies and depends on the region.

<b>English</b>	<b>Portuguese</b>	<b>Pronunciation tips</b>
Welcome	<b>Bem-vindo</b>	bem veen-doh
Good day	<b>Bom dia</b>	bone dee'ah
Hello	<b>Olá</b>	oh-lah
How are you?	<b>Como vai?</b>	co-mo vie'ee?
Well	<b>Bem</b>	behn
All is good.	<b>Tudo bom.</b>	too'doo bone
Pleased to meet you	<b>Prazer em conhecer</b>	prah-zehr ehn koh-nyeh-sehr
Please	<b>Por favor</b>	porh fav-ohr
Thank you	<b>Obrigada(f&gt;)</b>	oh-bree-gah-dah
Thank you	<b>Obrigado (m&gt;)</b>	oh-bree-gah-doo
Goodbye	<b>Adeus</b>	a-day-osh

(f>) - spoken by female, (m>) - spoken by male

## **ROMANIAN - 26 million speakers**

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Romanian is one of the Romance languages. It's spoken mainly in Romania, as well as in some parts of Hungary, Serbia, Bulgaria, Moldova and Ukraine.

Many of the Roma people in Belfast are from Romania and speak Romanian; however Romanian shouldn't be mixed up with Romani - the language of the European Roma.

Romanian used to be written in Cyrillic script but now uses Latin script. The pronunciation is very phonetic and quite simple.

<b>English</b>	<b>Romanian</b>	<b>Pronunciation tips</b>
Welcome	<b>Bun venit!</b>	boon ven-eet
Good day	<b>Bună ziua</b>	boo-nuh zee-wah
Hello	<b>Salut/Ciao/ Bună</b>	sah-loot / cheaow /boo-nuh
How are you?	<b>Ce mai faci?</b>	ch eh my fahtch?
Fine	<b>Bine</b>	bee-nay
Nice to meet you	<b>Îmi pare bine.</b>	oohm pah-reh bee-neh
Thank you(frm)	<b>Multumesc</b>	mool-tzoo-mesk
Thank you(inf)	<b>Merci</b>	mehr-see
Goodbye	<b>La revedere</b>	lah reh-veh-deh-reh
Bye(inf)	<b>Pa</b>	pa

(frm) – formal, (inf) – informal

## **RUSSIAN - 288 million speakers**

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Russian is the official language of the Russian Federation and one of the official languages of Belarus, Kazakhstan, Kyrgyzstan and the United Nations. It is widely understood in the Ukraine, Belarus, Uzbekistan, Azerbaijan, Turkmenistan, Moldavia and Tajikistan.

Many words in Russian are borrowed from English, Italian, French and German. The Russian alphabet contains 33 letters and is written in Cyrillic script.

<b>English</b>	<b>Russian</b>	<b>Pronunciation tips</b>
Welcome	<b>Добро пожаловать</b>	do-bro po-jahl-o-vitz
Hello	<b>Здравствуй</b>	zdrahst-vooy-tyeh
Hi	<b>Привет</b>	pree-vyeht
How are you?	<b>Как дела?</b>	kahk dyeh-lah?
Well	<b>Хорошо</b>	ha-ra-shoh
Nice to meet you	<b>Очень приятно</b>	oh-cheen pree-yaht nuh
Please	<b>Пожалуйста</b>	pa-zhal-sta
Thank you	<b>Спасибо</b>	spa-see-ba
I'm sorry	<b>Простите</b>	prah-steet-yeh
See you later	<b>Увидимся</b>	oo-vee-deem-sa
Goodbye	<b>До свидания</b>	da svee-dah-nya

## **SLOVAK - 5.5 million speakers**

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Slovak is a Slavic language. It is the official language of Slovakia. It is very closely related to Czech and Czech speakers usually won't have any difficulty understanding Slovak.

Slovak is a language which is easy to read correctly as it contains a few diacritic accent marks: ˇ, ´, ¨, ^ above certain letters.

<b>English</b>	<b>Slovak</b>	<b>Pronunciation tips</b>
Welcome	<b>Vitajte</b>	vee-tay-tche
Good day/Hello	<b>Dobry deň</b>	doh-bree deh-nyeh
Hi	<b>Ahoj</b>	ah-hoy
How are you?	<b>Ako sa máte?</b>	ah-koh sah maa-teh?
Well	<b>Dobre</b>	doh- breh
Pleased to meet you	<b>Teší ma</b>	tyeh-shee mah
Thank you	<b>Ďakujem</b>	jah-koo-yehm
Please	<b>Prosím</b>	proh-seem
Goodbye	<b>Do videnia</b>	doh vee-deh-nyah

## **SOMALI - 10 million speakers**

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Somali is an Afro-Asiatic language. It is an official language of the Somali Republic. It is also spoken in neighbouring East African countries such as: Djibouti, Ethiopia and Kenya, in East Africa.

There are three main dialects within the Somali language. Somali uses four different scripts: Latin, Arabic and two native.

<b>English</b>	<b>Somali</b>	<b>Pronunciation tips</b>
Welcome	<b>Soo dhawow</b>	so da-wo
Hello	<b>Is ka warran</b>	iss ka war-ran
Hi	<b>Haye</b>	ha-yay
How are you?	<b>li warran</b>	ee war-ran
Fine	<b>Waa habad</b>	waa ha-bad
Sorry	<b>Waan ka xumahay</b>	wa ka ho-my
Thank you	<b>Mahadsanid</b>	mad-sanid
Please	<b>Fadlan</b>	fadlan
Good bye	<b>Nabadey</b>	naba-day

## SPANISH - 320 million speakers

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Spanish is an Ibero-Romance language. It's spoken in Spain and some countries of Central and South America and North Africa. After Mandarin, it has the second highest number of native speakers.

Spanish is written with the Latin alphabet. It uses the opening question and exclamation marks (¿ ¡). Spanish as a phonetic language is quite easy to learn.

Many English words, such as patio and tornado, are borrowed from Spanish.

<b>English</b>	<b>Spanish</b>	<b>Pronunciation tips</b>
Welcome	<b>Bienvenidos</b>	bee-en-ven-e-dos
Hello/Hi (inf)	<b>Hola</b>	oh-lah
Good morning	<b>Buenos días</b>	bweh-nohs dee-ahs
How are you?	<b>¿Cómo estás?</b>	koh-moh ehs-tahs?
Fine	<b>Muy bien</b>	moo-ee byehn
Nice to meet you	<b>Encantada(f&gt;)</b>	ehn-kahn-tah-dah
	<b>Encantado(m&gt;)</b>	ehn-kahn-tah-doh
Please	<b>Por favor</b>	pohr fah-bohr
Goodbye	<b>Adiós</b>	ah-dee-ohs

(inf) – informal, (f>) - spoken by female, (m>) - spoken by male



## **TETUM - 450 000 speakers**

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Tetum (also Tetun) is an Austronesian language. Along with Portuguese, Tetum is an official language of the Democratic Republic of East Timor.

Tetum has four main dialects. The language, especially vocabulary has been influenced by Portuguese. The Tetum alphabet contains 28 letters and is based on the Latin script.

There are significant numbers of Tetum speakers living in Northern Ireland.

<b>English</b>	<b>Tetum</b>
Welcome	<b>Ksolok Bodik Mai / Benvindu</b>
Hello	<b>Ola, Oi</b>
How are you?	<b>Diak ka lai?</b> <b>O di'ak ka lae?</b>
Fine, thank you	<b>Diak, obrigada (f&gt;)</b> <b>Diak, obrigadu (m&gt;)</b>
Pleased to meet you	<b>Laran kontenti tebes atu hasoru malu ho ita / Obrigo burodo</b>
Good bye	<b>Hau ba lai / Hepeye / Heppi / Adeus / Atelogu / Ate amanyá</b>
Have a nice day	<b>Sorte diak ba loron ohin</b>
Thank you	<b>Obrigada (f&gt;) / Obrigadu (m&gt;) /a barak</b>

(f>) - spoken by female, (m>) - spoken by male

## **ADD A LANGUAGE**

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If you regularly meet with speakers of a language/languages not included in this booklet, use this page to record some words of greeting.

**English**

**Other**

**Pronunciation  
tips**

# **Housing and Homelessness**

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## ***Who in Northern Ireland can help?***

All contacts have free telephone interpretation on request. Most websites have some information translated or use Google Translate.

## ***Homelessness***

If you think you are homeless, or at risk of becoming homeless, contact the Housing Executive on 03448 920 900. **[www.nihe.gov.uk](http://www.nihe.gov.uk)**

Enquiries and to apply for a Housing Executive or housing association house 03448 920 900

The Regional Emergency Social Work Service (RESWS) provides an emergency out of hours service for the Housing Executive when our offices are closed and during holiday periods. Phone 028 95049999

## **The Department for Social Development (DSD)**

Information and advice for Landlords and tenants

**[www.dsd.ni.gov.uk](http://www.dsd.ni.gov.uk)**

## **Housing Rights – Housing Advice NI**

**[www.housingadviceni.org](http://www.housingadviceni.org)**

Helpline: 028 90245640 during office hours

Housing Rights and the Housing Advice NI website can provide free confidential advice, representation and information.

## **Housing Benefit**

Housing Benefit is a social security benefit paid by the Housing Executive. It helps unemployed people or people on a low income pay their rent and rates. Anyone who has to pay rent or rates for their home can claim. The Housing Executive recommends that you complete a Housing Benefit Application Form in all cases, to allow the Housing Executive to fully consider the circumstances and make a decision. Contact the Housing Executive at 03448 920 902

## ***Intimidation***

Don't stay in your home if you don't feel safe. You may be able to get help from the Housing Executive if you have been attacked in your home. If you are renting privately and are having problems your landlord may be able to help. If you own your home the Housing Executive may be able to purchase your home if you have been a victim of intimidation.

## ***Hate Crime***

If you have been a victim of Hate Crime contact the Police. 999 for an emergency and 0845 600 8000 for non emergency calls.

## **NICEM**

Bi-lingual Support Workers provide services to victims of racist hate crime, whether they are settled ethnic minorities, migrant workers or asylum seekers and refugees. This NI wide project will supplement Victim Support NI and others.

**[bilingualsupportworker@nicem.org.uk](mailto:bilingualsupportworker@nicem.org.uk)**

## **NI Direct**

**www.nidirect.gov.uk** A Government website with information including on money, property and housing, tax and benefits, landlord and tenant obligations, advice and legal rights when renting, health and safety in rented accommodation.

### ***Other useful contacts***

**www.smartmoveni.co.uk** Free private rented support and services for low income individuals, and support with deposits. 028 9075 7801

**www.simoncommunity.org** – 24 hour homeless helpline 0800 171 2222. They will carry out an initial assessment over the phone and then decide which if any of their services they can offer you.

**www.citizensadvice.co.uk** provide advice including on tenancy agreements, neighbour disputes and finding or renting a home.

**www.nicem.org** and **www.Belfastmigrantcentre.org** advisors can assist in claiming your benefit entitlements and help with issues regarding disrepair, charges, issues arising between the tenant and landlord, enforcing the contract/ rent book issuing etc

**www.homeplusni.org** Drop-in centre for (destitute) foreign nationals - meals, clothing, showers, access to emergency accommodation and health clinics. Advice on benefits and housing

**www.chni.org.uk** Council for the Homeless NI information about how homelessness is defined legally, general sources of advice, and advice if you are a young person or a foreign national.

### ***Self referral accommodation and support***

For up to date details of accommodation providers across NI, visit **[www.Homelessni.org](http://www.Homelessni.org)** an online directory providing information about 400 hostels, advice and support services.

#### **Ballymena Inter Ethnic Forum**

20 William Street, Ballymena, BT43 6AW Antrim

E: **[admin@bief.org.uk](mailto:admin@bief.org.uk)**

T: 028 2564 3605

#### **Lisburn Welcome House**

Laganview Enterprise Centre, 69 Drumbeg Drive, Old Warren, Lisburn

T: 028 9266 4443

**[www.thewelcomehouse.co.uk](http://www.thewelcomehouse.co.uk)**

#### **Craigavon Intercultural Programme**

16 Mandeville Street, Portadown, BT62 3NZ

E: **[info@craigavonintercultural.org](mailto:info@craigavonintercultural.org)**

T: 028 3839 3372

**[www.craigavonintercultural.org](http://www.craigavonintercultural.org)**

#### **STEP (South Tyrone Empowerment Programme)**

Unit T7, Dungannon Business Park, 2, Coalisland Road, Dungannon.

T: 028 87750 211:

**[info@stepni.org](mailto:info@stepni.org)**

#### **Chinese Welfare Association**

**[www.cwa-ni.org](http://www.cwa-ni.org)**

1 Stranmillis Embankment, Belfast BT7 1GB

Tel: 028 90 288277

## ***Partners***

This booklet has been prepared by EMBRACE NI and kindly donated to the Housing Executive. It is published as an initiative of the Inter Community Network 2013.

## ***Contact Us***

If you note an error in this publication, have updated or relevant information or would like more copies please contact us at **Linda.hutchinson@nihe.gov.uk**

## ***Disclaimer***

Whilst the Northern Ireland Housing Executive have made every attempt to ensure the accuracy and reliability of the information contained in this document this information should not be relied upon as a substitute for professional translations.

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The Housing Executive is delighted to be working in partnership with EMBRACE NI to support and encourage communication across language barriers.

