

METHUEN HOUSING AUTHORITY

LANGUAGE ACCESS PLAN

Adopted by BOC: 2/8/2023



## **I. INTRODUCTION**

The **Methuen** Housing Authority (“MHA”) is committed to ensuring equal access to its programs and services by all residents, regardless of primary language spoken.

Pursuant to 760 CMR 4.02(1)(e), Massachusetts Local Housing Authorities must adopt and enforce a Language Access Plan (“LAP”) regardless of whether they receive federal funds. DHCD has provided “DHCD LAP Guidance to Program Administering Entities” as an appendix to its Language Access Plan, most recently in 2017.<sup>1</sup>

Title VI of the Civil Rights Act of 1964 (“Title VI”) also requires recipients of federal financial assistance to take reasonable steps to ensure meaningful access to their programs and services by individuals with Limited English Proficiency (“LEP”). Persons who do not speak English as their primary language and who have a limited ability to read, write, or understand English may be considered LEP individuals. Such reasonable steps to ensure meaningful access include language access planning.

On January 22, 2007, the U.S. Department of Housing and Urban Development (“HUD”) issued Final Guidance to recipients of HUD funding concerning compliance with the Title VI prohibition against national origin discrimination affecting LEP individuals, including detailed guidance for language access planning.<sup>2</sup>

Furthermore, HUD’s Final Guidance defines a four-factor self-assessment method which assists agencies receiving HUD funds in determining the extent of their obligations to provide LEP services. DHCD, in its “DHCD LAP Guidance to Program Administering Entities,” has encouraged MHAs to utilize this four-factor self-assessment method regardless of whether they receive HUD funds. Based on the DHCD and HUD guidance, the MHA has completed an LEP four-factor self-assessment (“Attachment A”).

Using the LEP self-assessment as a guide, the MHA has prepared this LAP, which defines the actions to be taken by the MHA to ensure MHA compliance with Title VI and/or DHCD requirements with respect to LEP individuals. The MHA will periodically review and update this LAP in order to ensure continued responsiveness to community needs and compliance with 760 CMR 4.02(1)(e), as well as Title VI and related HUD guidance as applicable.

## **II. GOALS OF THE LANGUAGE ACCESS PLAN**

The goals of the MHA’s LAP include:

- To ensure meaningful access to the MHA’s housing programs by all eligible individuals regardless of primary language spoken.

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<sup>1</sup> <https://www.mass.gov/files/documents/2017/10/25/lapdhcd2017.docx>

<sup>2</sup> <https://www.federalregister.gov/documents/2007/01/22/07-217/final-guidance-to-federal-financial-assistance-recipients-regarding-title-vi-prohibition-against>; see also <https://www.federalregister.gov/documents/2007/03/16/E7-4794/final-guidance-to-federal-financial-assistance-recipients-regarding-title-vi-prohibition-against> (Update of Web Site Reference)

- To ensure that all LEP individuals are made aware that the MHA will provide free oral interpretation services to facilitate their contacts with and participation in programs administered by the MHA.
- To provide written translations of vital documents to LEP individuals speaking priority languages.
- To ensure that MHA staff are aware of available language access services and how these services need to be used when serving LEP individuals.
- To provide for periodic review and updating of this LAP and services in accordance with community needs.

### **III. LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE**

See “Attachment A” for data analysis of LEP populations.

### **IV. TYPES OF ASSISTANCE NEEDED BY LEP INDIVIDUALS**

Most contacts between the MHA and LEP individuals involve meetings, written communications, and phone calls where information is exchanged. Examples include interactions by applicants with MHA staff during the application process leading up to and including placement in housing, as well as periodic contact between residents and MHA staff related to management, maintenance, and lease compliance issues. Oral language assistance services may be needed for these contacts. Oral language assistance service may come in the form of "in-language" communication (a demonstrably qualified bilingual staff member communicating directly in an LEP person's language) or interpretation services. These services may also be necessary to communicate with LEP individuals when written materials are insufficient.

Other contacts involve the exchange and review of printed materials, some of which may be considered “vital documents”. HUD’s Final Guidance defines vital documents as, “any document that is critical for ensuring meaningful access to the recipients’ major activities and programs by beneficiaries generally and LEP individuals specifically”. The MHA will strive to provide translation services as necessary and as resources permit for any document considered vital for an applicant’s, tenant’s, or participant’s meaningful program access as provided in section V.B below (“Written Translation”).

### **V. LANGUAGE ASSISTANCE TO BE PROVIDED**

To promote equal access to MHA programs and services by LEP individuals, the MHA will implement the following array of Language Access services:

#### **A. Identification of LEP Individuals and Notices**

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*Use of "I Speak... Language Identification Flashcards"*: To help identify LEP individuals and determine the appropriate Language Access, the MHA will post and make available "I Speak... Language Identification Flashcards" in common areas, on its website, and by request. Applicants and residents can use these guides to indicate their primary language. During the tenant selection screening process, MHA staff will make appropriate arrangements for interpretation services generally; using either a bilingual staff person or a telephone interpretation service.<sup>3</sup>

*Notices of Oral interpretation Services*: The MHA will provide free access to language assistance for staff contact with LEP individuals. The MHA will prominently post multi-language notices in common areas and on its website which indicate that free language assistance is available upon request (see "Attachment B"). The MHA will also gather data on requests for language assistance for languages (in addition to Spanish) to inform its four-factor self-assessment.

## B. Language Access Measures

*Oral Interpretation - Staff*: When feasible, bilingual MHA staff will be utilized to communicate with LEP individuals in their native languages and to assist them in reviewing MHA materials, answering questions about MHA programs, and responding to MHA forms and information requests. Currently, MHA employs staff members who speak Spanish which is the language most frequently spoken by eligible persons served by the MHA.

*Oral Interpretation - Telephone Support*: If qualified bilingual MHA staff are unavailable to communicate with an LEP individual who is requesting assistance, the MHA will use the services of a professional telephone interpretation service, including when an LEP individual uses an "I Speak... Language Identification Flashcard" to signify that they speak a non-English language. When these contacts involve review of MHA forms and procedures, the MHA will schedule the call so that the telephonic interpreter has the opportunity to first review the relevant form or procedure. The MHA will only utilize interpretation services which demonstrate a high degree of training and professionalization among the interpreter staff. The MHA currently utilizes a service which provides trained and certified interpreters and coverage for a multitude of languages. MHA staff will be trained in how to access this service, which will be available as needed for LEP applicants and residents.

*Oral Interpretation - In Person Assistance*: In limited instances where telephone interpretation services or the use of bilingual MHA staff are determined insufficient to ensure meaningful access, the MHA may provide qualified in-

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<sup>3</sup> "I Speak..." Language Identification Flashcards are available in numerous languages from the U.S. Census Bureau: <https://www.lep.gov/sites/lep/files/media/document/2020-02/crcl-i-speak-booklet.pdf>  
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person interpretation services at no cost to the LEP individual through the use of community resources and/or outside organizations or vendors who employ or contract with qualified and trained interpreters. Examples of contacts where in person assistance may be requested includes termination hearings and evictions. Due to the considerable expense often involved in providing in person assistance, unless in-person interpretation is available at low cost through community resources, the MHA will generally strive to use telephonic assistance, as resources permit. If the LEP individual does not wish to use the free interpretation services offered by the MHA, the LEP individual may provide their own qualified interpreters at their own expense.

*Oral Interpretation - Use of Other Interpreters not provided by the MHA:* As noted above, LEP individuals will be informed that the MHA will provide them with free access to oral interpretation services via bilingual MHA staff or qualified, trained contractors as needed. If the LEP individual requests their own qualified, trained interpreter this will be allowed at the individual's own expense. Use of family members and friends as interpreters is allowed. Staff will be advised to be alert to the potential for any conflict of interest or competency issue that may arise from the involvement of family or friends.

*Communication with LEP Telephone Callers:* Callers to the MHA office who speak Spanish will be transferred to bilingual MHA staff.

*Written Translation:* The MHA will strive to translate documents that are vital to meaningful program access as resources permit and in consideration of the four-factor-self-assessment referenced in Attachment A and applicable HUD guidance.<sup>4</sup> Priority languages for translation are identified in Attachment A. Vital documents are those that are critical for ensuring meaningful access to the MHA's major activities and programs by beneficiaries generally and LEP persons specifically. Meaningful program access generally requires awareness of, and ability to participate in, procedures for applying to the program, for meeting the requirements of the program, and for enjoying important benefits of the program. Meaningful program access also requires awareness of rights and services; otherwise, LEP persons may effectively be denied such access.

*Video Interpretation:* Video Interpretation is available when telephonic interpretation is determined to be insufficient and is available for all needed American Sign Language.

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<sup>4</sup> HUD guidance indicates that written translation of vital documents for each eligible LEP language group that constitute more than 5% (if > 50) of the eligible population in the market area or among current beneficiaries, or 1,000 of such persons, whichever is less, will constitute strong evidence that reasonable steps have been taken to address written translation needs.

**EXAMPLES OF MHA'S VITAL DOCUMENTS INCLUDE THE FOLLOWING:**

- Application-related documents
  - Lease-related documents
  - Rent-redetermination related documents
  - Consent and complaint forms
  - Written standard notices of rights, denial, loss, or decreases in benefits or services, and other notices relating to hearings/conferences/grievances
  - Notice to quit and eviction-related documents.
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- *Non-Vital or Non-translated Written documents:* For documents not considered “vital documents” or not immediately translated, a notice must be placed on the document which states in the most frequently encountered languages identified under the administering entity’s LAP, “This is an important document. Please contact the Methuen Housing Authority; 24 Mystic Street; Methuen, MA 01844 or 978-682-8607 for translation assistance (see “Attachment C”).
  - *Legal documents:* In the case of legally binding documents such as a lease, although a translated copy of the document should be provided, the English version of the document is the one that is legally binding and considered the official document. The translated document is to be used as a reference tool only. A brief statement will be included on these documents in the language which the document has been translated into which states “This document is for informational purposes only. The English version of this document is considered the legally binding document” (see “Attachment D”).
  - *Translation of written documents:* For MHA program documents, including those that are highly individualized (such as ineligibility, termination, or appeal notices), the MHA will, to the extent feasible within administrative and fiscal limits, translate these documents based on an assessment utilizing the four-factors discussed above.
  - *Note on timing-related rights:* A person with LEP will not be penalized or denied meaningful and effective access because of an administering entity’s inability to provide timely translation or interpretation services. This would include allowing additional time for translation and/or interpretation without impacting an applicant’s position on the MHA waitlist.
  - *Review and updating:* The MHA will periodically review and update the list of vital documents to reflect those documents which are considered vital to applicants and/or residents and will also track existing translated documents that need to be updated for consistency with updated English-language documents.

### C. Staff Training and Coordination

The MHA will provide training on LEP awareness and required assistance actions under the Language Access Plan for employees. This will include:

*Training:* The MHA will make reasonable efforts to avail its staff and employees of any available trainings on Language Access. MHA employees and staff who regularly interact with MHA clients will be encouraged to complete periodic refresher trainings on Language Access.

*LEP Coordinator:* The MHA has designated the **Executive Director** as the LEP Coordinator, responsible for ongoing updating of LEP analysis, addressing staff and public questions and issue related to LEP matters, and providing ongoing LEP training.

### D. Providing Notice to LEP Individuals

To ensure that LEP individuals are aware of the language services available to them, the MHA will post LEP notices in multiple languages in the MHA's common areas, on the MHA's website, and will make LEP notices available upon request.

### E. Monitoring and updating the Language Access Plan

The LAP will be reviewed and updated periodically as needed. The review will assess:

- Whether there have been any significant changes in the composition or language needs of the LEP-population in Methuen City and/or Essex County and/or based on MHA applicant and tenant data.
- A review to determine if additional vital documents require translation.
- A review of any issues or problems related to serving LEP individuals which may have emerged; and
- Identification of any recommended actions to provide more responsive and effective language services.

**Adopted by the Board of the Methuen Housing Authority on: [DATE]**

*Attachment A: MHA's Four Factor Self-Assessment Analysis Regarding LEP Individuals*

*Attachment B: Language Assistance Protocols*

*Attachment C: Important Document Notice*

*Attachment D: Legal Notice Translation*

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**Attachment A: MHA's Four-Factor Self-Assessment Analysis Regarding Limited English Proficiency (LEP) Individuals**

**1. Assessing the number and proportion of LEP individuals served or encountered in the eligible service population.**

Data estimates are based on the following data sources:

(a). Census data at the City/County level (for estimating potential LEP applicants encountered by the MHA):

See data graph (attached) compiled by the U.S. Census Bureau data of citizens of Essex County aged 5 years and over for which English is spoken "less than very well."

The Methuen Housing Authority will prioritize the City Census data over the County data in combination with CHAMP data and Housing Authority experience in consideration of the Four Factor Analysis.



Department of Housing and  
Community Development

Division of Public Housing

Choose  
an LHA:

**CENSUS DATA**

**Census Name:** Methuen Town city, Essex County, Massachusetts

Languages spoken at home among individuals age 5+ with limited English proficiency:	Total Number	Percent of Total Population (age 5+)	Total Number	Percent of Total Population (age 5+)
Spanish	3,352	7.31	46,507	6.57
French	106	0.23	1,173	0.17
Creole	55	0.12	984	0.14
Italian	73	0.16	1,382	0.20
Portugese	169	0.37	4,090	0.58
German	10	0.02	199	0.03
Yiddish	0	0.00	13	0.00
Greek	28	0.06	1,168	0.17
Russian	27	0.06	2,095	0.30
Polish	35	0.08	537	0.08
Croatian	29	0.06	207	0.03
Armenian	25	0.05	77	0.01
Persian	0	0.00	171	0.02
Gujarati	36	0.08	232	0.03

Hindi	35	0.08	26	0.00
Urdu	0	0.00	136	0.02
Chinese	104	0.23	2,085	0.29
Japanese	0	0.00	233	0.03
Korean	71	0.15	771	0.11
Cambodian	38	0.08	2,196	0.31
Hmong	0	0.00	0	0.00
Thai	0	0.00	23	0.00
Laotian	0	0.00	72	0.01
Vietnamese	165	0.36	1,541	0.22
Tagalog	0	0.00	258	0.04
Hungarian	0	0.00	13	0.00
Arabic	329	0.72	1,157	0.16
Hebrew	0	0.00	54	0.01

Source: American Community Survey (U.S. Census Bureau), 2014-2019.

Note: Data on languages spoken at home are among individuals aged 5 years or older who have limited proficiency in English. "Total Number" represents the total number of people aged 5 years or older who speak a given language and who also have limited proficiency in English in a city/town or county. "Percent of Total Population" represents the number of people aged 5 years or older who speak a given language and who also have limited proficiency in English, divided by the total population aged 5 years or older (regardless of English proficiency) in a city/town or county. The U.S. Census Bureau defines "limited English proficiency" as those who report speaking English less than "very well".

(b). Applicant data (e.g., data on CHAMP application languages for estimating applicant LEP population served): This data is provided by DHCD.

Total Applicants:	12,958
English	92%
Spanish	8%

(c). Tenant data (e.g., data on primary languages and communication preferences by language for estimating tenant LEP population served):

The MHA's tenant population is comprised of 60% Hispanic. Heads of Household. Data regarding primary languages and communication preferences by language will be collected on an ongoing basis at annual recertification.

Based on the above data sources, the following languages are priority languages for translation, in descending order of priority for translation is Spanish

**2. Assessing the frequency with which LEP individuals come into contact with the program, activity, or service.**

Approximately 70% of the MHA's administrative staff speaks Spanish including the front-line staff. Information about individuals requiring assistance in languages other than Spanish is collected on a Language Collection Log. Additionally, a log is maintained of all individuals utilizing the LanguageLine for translation.

## **Attachment B: Language Assistance Protocols**

### **Identifying Need for Language Assistance:**

Persons with LEP will often be able to convey, including through third parties, their need for language assistance, although in some instances one or more of the following steps may be necessary to identify the language and the nature of the assistance sought.

- 1) Utilize “*I-Speak cards*” where walk-ins occur to identify what language the person reads or speaks.
- 2) Consult available *MHA staff* who can provide initial support in identifying languages and assistance needed by persons with LEP that come into direct contact with the MHA in person, by telephone, or in writing.
- 4) Utilize MHA’s over-the-phone telephonic services account with **LanguageLine**. (Access instructions following)
- 5) Utilize MHA’s video services account with **Language Line** over-the-phone services are insufficient i.e., ASL translation. (Access instructions following)

# Methuen Housing Authority

## HOW TO ACCESS A TELEPHONIC INTERPRETER

1. DIAL: 866-874-3972

2. PROVIDE CLIENT ID: **506647**

PROVIDE ACCESS CODE BY DEPT:

State Public Housing:	8607
Federal Public Housing:	25002
Section 8/Leased Housing:	88607

3. INDICATE: the language you need

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**WORKING WITH AN INTERPRETER** – At the beginning of the call, briefly tell the interpreter what you wish to accomplish on the call and provide any special instructions. When the limited English proficient individual is on the call, speak directly to them, not to the interpreter. Remember to pause at the end of a complete thought. To ensure accuracy, your interpreter may need to ask for clarification or repetition.

**3-WAY CALL** – Use the conference feature on your phone and follow the instructions above to connect to an interpreter. If you are initiating the call, have the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to please hold, and then conference in the interpreter. If your phone does not have a conference call feature, provide the LanguageLine Interpreter with the phone number of the individual requiring translation, and request they place the conference call.

Document the interpreter's name, ID number, and log the call on the LanguageLine tracking sheet for reference.

Note: Persons with LEP must not be turned away or told that they must secure their own interpreter or translator. Language assistance through interpreter or translator services as appropriate must be sought as soon as possible and timing related rights must be preserved while such services are being sought.

## **Protocols and Procedures for Providing Oral Language Assistance (Interpretation):**

The MHA will select the appropriate method for providing interpretation on a case-by-case basis depending on the nature and importance of the communication, including whether in-person interpretation is necessary for providing meaningful access to programs and services. The following are interpreter resources for consideration:

- a. *MHA staff:* When feasible, bilingual MHA staff will be utilized to communicate with LEP individuals in their native languages and to assist them in reviewing MHA materials, answering questions about MHA programs, and responding to MHA forms and information requests. Currently, MHA employs staff members who speak **Spanish** which is the language most frequently spoken by eligible persons served by the MHA.
- b. Currently, the **LanguageLine** is to be used for over-the-phone and video interpretation. Useful tips for using interpreter services and further protocols for telephonic interpretation are provided below.
- c. *In-Person Assistance:* In limited instances where in-person assistance is necessary to ensure meaningful access and use of bilingual MHA staff is determined to be insufficient or inappropriate (e.g., due to a conflict of interest), the MHA may provide qualified in-person interpretation services or video interpretation services at no cost to the LEP individual either through local community organization or through the LanguageLine. In Person Assistance must be scheduled in advance.

Whenever possible, telephonic translation will be utilized. If the LEP Coordinator determines that telephonic translation is insufficient, the LEP Coordinator will use video translation or schedule in person translation through the LanguageLine.

## **Protocols for Using Over-the-Phone Interpretation:**

### **HOW TO ACCESS A TELEPHONIC INTERPRETER**

4. DIAL: 866-874-3972

5. PROVIDE CLIENT ID: **506647**

PROVIDE ACCESS CODE BY DEPT:

State Public Housing:	8607
Federal Public Housing:	25002
Section 8/Leased Housing:	88607

6. INDICATE: the language you need

Document the interpreter's name, ID number, and log the call on the LanguageLine tracking sheet for reference.

## **Protocols for Using a Video Interpreter:**

### **HOW TO ACCESS A VIDEO INTERPRETER**

The Language Line application to access a video interpreter is available on an iPad. The LanguageLine app is named Insight. Open the application and select the language needed. The iPad is available for use by all employees and is maintained in a common area accessible to all employees. Video Interpretation should only be used when telephonic interpretation is determined to be insufficient.

Document the interpreter's name, ID number, and log the call on the LanguageLine tracking sheet for reference.

*Note:* Persons with LEP must not be turned away or told that they must secure their own interpreter or translator. Language assistance through interpreter or translator services as appropriate must be sought as soon as possible and timing related rights must be preserved while such services are being sought.

### **Additional Protocols for Administrative Staff**

- 1) Utilize staff resources or the service to:
  - a. Determine the LEP caller's question or issue.
  - b. Obtain the LEP caller's name, contact information, and best times when he or she can be reached.
  - c. Inform the LEP caller that the appropriate staff person will contact the caller.
  
- 2) After the call ends, let the appropriate staff person that would handle the caller's type of question/issue know that the caller requires follow-up with language interpretation and specify for the staff person the information

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corresponding to paragraph (1) (a)-(c) above as well as whether the issue appears to be time sensitive.

- 3) Assist the staff person to utilize staff resources or over-the-phone or video interpretation to follow-up with the LEP caller.

Note: the following are useful tips for utilizing over-the-phone interpreter services:

- Explain to the interpreter the purpose of the communication (i.e., assistance filling out a housing application). It is also helpful, particularly for more complex situations, to give the interpreter a brief overview and description of the information to be conveyed.
- Provide brief explanations of technical terms of that may come up during the communication, such as eligibility, income limits, recertification, lease violation, etc.
- Speak as if talking directly with the person with LEP and not with the interpreter. It may be helpful to check in with the interpreter to make sure he/she is understanding what you are saying. If in person, face the person with LEP and look at him/her and not the interpreter.
- Speak in short sentences and enunciate words.
- Express one idea at a time and allow the information to be interpreted prior to continuing.
- Avoid using acronyms, such as HUD, DHCD, etc.
- Inform the interpreter when you are no longer in need of his/her services.

### **Protocols and Procedures for Providing Written Language Assistance (Translation):**

1) Translation of vital documents:

*a. MHA staff*

Whenever feasible, bilingual MHA staff will be utilized to communicate with LEP individuals in their native languages and to assist them in reviewing MHA materials, answering questions about MHA programs, and responding to MHA forms and information requests. Currently, 70% of MHA's administrative staff speak Spanish which is the language most frequently spoken by eligible persons served by the MHA. Vital documents that are not translated will include an Important Document Notice (see "Attachment C").

*b. Community/other resources (e.g., non-profit assistance or inter-agency partnerships)*

If qualified bilingual MHA staff are unavailable to communicate with an LEP individual who is requesting assistance, the MHA will use the services of a professional telephone interpretation service, including when an LEP individual



uses an “I Speak... Language Identification Statement” to signify that they speak a non-English language. When these contacts involve a review of MHA forms and procedures, the MHA will schedule the call so that the telephonic interpreter has the opportunity to first review the relevant form or procedure. The MHA currently utilizes a service that provides trained and certified interpreters and coverage for a multitude of languages. MHA staff will be trained in how to access this service, which will be available as needed for LEP applicants and residents.

- d. Currently, community resources or the **LanguageLine** vendor as noted above is to be used for written translation.
- 2) *To the extent important documents have yet to be translated, free language assistance terminology translated in other languages will be inserted with the document (see “Attachment C”).*
- 3) *For legally binding documents, such as a lease, the translation must be accompanied by a statement in the language of the translated document indicating that the translated document is for informational purposes only and that the English version is considered the legally binding document (see “Attachment D”).*

**Attachment C: Important Document Notice**

This is an important document. Please contact Methuen Housing Authority at 978-682-8607 for free language assistance.

Este documento es muy importante. Favor de comunicarse con el \_\_\_\_\_ en \_\_\_\_\_ para ayuda gratis con el idioma. (Spanish)

Este é um documento importante. Entre em contato com o \_\_\_\_\_ no número \_\_\_\_\_ para obter assistência gratuita com o idioma. (Portuguese)

Dokiman sila a enpòtan. Tanpri kontakte \_\_\_\_\_ la nan \_\_\_\_\_ pou asistans gratis nan lang. (Haitian Creole)

此文件為重要文件。如果您需要免費的語言翻譯幫助，請聯絡 \_\_\_\_\_ 聯絡方式： \_\_\_\_\_。(Chinese, Traditional)

此文件為重要文件。如果您需要免費的語言翻譯幫助，請聯絡 \_\_\_\_\_ 聯絡方式： \_\_\_\_\_。(Chinese, Simplified)

Это весьма важный документ. Свяжитесь с сотрудником \_\_\_\_\_ на предмет оказания бесплатной помощи по переводу на иностранный язык ( \_\_\_\_\_). (Russian)  
(Phone #)

នេះគឺជាឯកសារសំខាន់។ សូមទំនាក់ទំនង \_\_\_\_\_ តាមរយៈ \_\_\_\_\_  
ដើម្បីទទួលបានជំនួយ ផ្នែកភាសាដោយឥតគិតថ្លៃ។ [Mon-Khmer, Cambodian]

Đây là một tài liệu quan trọng. Vui lòng liên hệ \_\_\_\_\_ tại \_\_\_\_\_ để được hỗ trợ ngôn ngữ miễn phí. (Vietnamese)

Kani waa dukumentiyi muhiim ah. Fadlan \_\_\_\_\_ kala soo xiriir \_\_\_\_\_ si aad u hesho gargaar xagga luqadda oo bilaash ah. (Somali)

هذه وثيقة مهمة. يرجى الاتصال بـ \_\_\_\_\_ بـ \_\_\_\_\_ للمساعدة اللغوية المجانية.  
(Arabic)  
[Phone #] [Agency Name]

Ce document est très important. Veuillez contacter le \_\_\_\_\_ au \_\_\_\_\_ afin d'obtenir une assistance linguistique gratuite. (French)

Il presente è un documento importante. Si prega di contattare il \_\_\_\_\_ al \_\_\_\_\_ per avere assistenza gratuita per la traduzione. (Italian)

**Attachment C: Important Document Notice (Continued)**

This is an important document. Please contact Methuen Housing Authority at 978-682-8607 for free language assistance.

Το παρόν έγγραφο είναι σημαντικό. Παρακαλώ επικοινωνήστε με την \_\_\_\_\_ στο τηλέφωνο \_\_\_\_\_ για δωρεάν γλωσσική βοήθεια. (Greek)

Jest to ważny dokument. Proszę skontaktować się z \_\_\_\_\_ pod numerem \_\_\_\_\_ aby uzyskać bezpłatną pomoc językową. (Polish)

이것은 중요 문서입니다. 무료 언어 지원을 위해서는 \_\_\_\_\_ 에 연락하십시오. (Korean)

これは重要な文書です。無料の言語サービスについては、\_\_\_\_\_ の \_\_\_\_\_ までご連絡ください。 (Japanese)

Սա կարևոր փաստաթուղթ է: Խնդրում ենք կապվել \_\_\_\_\_ եզրվալան ձրի օգնության համար: (Armenian)

ນີ້ແມ່ນເອກະສານທີ່ສໍາຄັນອັນໜຶ່ງ. ກະລຸນາຕິດຕໍ່ກັບ \_\_\_\_\_ ທີ່ \_\_\_\_\_ ເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອທາງດ້ານການແປພາສາໂດຍບໍ່ໄດ້ເສຍຄ່າ. (Lao)

Ovo je važan dokumenat. Za besplatnu pomoć vezanu za jezik, molimo vas kontaktirajte \_\_\_\_\_ na \_\_\_\_\_. (Serbo-Croatian)

یہ ایک اہم دستاویز ہے۔ زبان سے متعلق مفت مدد کیلئے براہ کرم \_\_\_\_\_ میں سے رابطہ کریں۔ (Urdu)

આ એક અગત્યનો દસ્તાવેજ છે. કૃપા કરીને મફત ભાષાકીય સહાય માટે \_\_\_\_\_ પર \_\_\_\_\_ ની સંપર્ક કરો. [Gujarati]

เอกสารนี้มีความสำคัญ โปรดติดต่อ \_\_\_\_\_ ที่ \_\_\_\_\_ สำหรับบริการช่วยเหลือด้านภาษาได้ฟรี (Thai)

این سند مهمی است. لطفا جهت دریافت خدمات رایگان زبان با \_\_\_\_\_ از طریق \_\_\_\_\_ تماس حاصل فرمایید.

[Phone #] [Agency Name]  
(Farsi)

Approved by the BOC 2/8/2023

## Attachment D: Legal Notice Translation

This document is for informational purposes only. The English version of this document is considered the legally binding document.

Este documento es con el propósito de información solamente. La versión en Inglés de este documento es la que se considera válida legalmente. (Spanish)

Este documento é para fins informativos. Somente a versão em inglês deste documento é considerada um documento legalmente obrigatório. (Portuguese)

Dokiman sila a se pou enfòmasyon sèlman. Se vèsyon angle dokiman sila a nou konsidere antanke dokiman ki angaje devan lalwa. (Haitian Creole)

本檔僅供資訊瞭解之用。只有本檔的英文版本被看成具有法律效率的檔。  
(Chinese, Traditional)

本文件仅供信息了解之用。只有本文件的英文版本被看成具有法律效率的文件。  
(Chinese, Simplified)

Этот документ приведен только со справочно-информационными целями. Английский вариант этого документа является юридически обязательным к исполнению. (Russian)

ឯកសារនេះគឺសម្រាប់ជូនជាព័ត៌មានតែប៉ុណ្ណោះ។ ឯកសារនេះជាការសម្រេចស្របច្បាប់ច្បាប់។  
(Mon-Khmer, Cambodian)

Tài liệu này chỉ nhằm mục đích thông tin. Phiên bản tiếng Anh của tài liệu này được xem là một tài liệu có tính ràng buộc về mặt pháp lý. (Vietnamese)

Dokumentigan waa mid loogu tala galay mid wargelin ahaan oo kaliya. Qeybta ku qoran afka Ingiriiska ee dokumentigan ayaa u taagan dokumentiga MHArciga ah. (Somali)

لا يستخدم هذه الوثيقة إلا للأغراض المعلوماتية فحسب. يعتبر الإصدار الإنجليزي لهذه الوثيقة وثيقة ملزمة قانونياً.

(Arabic)

Ce document est fourni à titre d'information uniquement. La version anglaise de ce document a caractère obligatoire. (French)

Il presente documento ha esclusivamente scopo informativo. La versione inglese del presente documento è il documento legalmente vincolante. (Italian)

This document is for informational purposes only. The English version of this document is considered the legally binding document.

**Attachment D: Legal Notice Translation (Continued)**

Το παρόν έγγραφο είναι μόνο πληροφοριακό. Η Αγγλική εκδοχή του θεωρείται νομικά δεσμευτικό έγγραφο. (Greek)

Niniejszy dokument służy wyłącznie celom informacyjnym. Angielska wersja tego dokumentu jest prawnie obowiązująca. (Polish)

이 문서는 정보 제공용입니다. 이 문서의 영문판은 법적 구속을 받는 문서로 간주됩니다. (Korean)

この文書は情報提供のみを目的としたものです。本文書の英語版は法的効力を持つ文書となります。(Japanese)

Այս փաստաթուղթը տեղեկատվական նպատակներին համար է վիճայն: Այս փաստաթուղթի անգլերեն տարբերակն է համարվում իրավաբանորեն սպարտապնդանող փաստաթուղթ: (Armenian)

ນີ້ແມ່ນເອກະສານໃຊ້ເພື່ອໃບຈຸດປະສົງຂອງການໃຫ້ຂໍ້ໃຈຂໍ້ມູນເທົ່ານັ້ນ. ເອກະສານນີ້ທີ່ໃຊ້ເປັນສະບັບຖືກຕ້ອງຕາມກົດໝາຍຈະແມ່ນສະບັບພາສາອັງກິດເທົ່ານັ້ນ. (Lao)

Ovaj dokument služi samo u informativne svrhe. Verzija ovog dokumenta na engleskom jeziku se smatra zakonski obavezujućim dokumentom. (Serbo-Croatian)

یہ دستاویز صرف معلوماتی مقاصد کیلئے ہے۔ اس دستاویز کا انگریزی ورژن قانونی طور پر پابند کرنے والا دستاویز ہے۔

(Urdu)

આ દસ્તાવેજ માત્ર માહિતીના ઉત્સુઓ માટે જ છે. આ દસ્તાવેજનું અંગ્રેજી સંસ્કરણ કાનૂની રીતે બાધ્ય દસ્તાવેજ ગણવામાં આવશે. (Gujarati)

เอกสารนี้สำหรับใช้เป็นข้อมูลเท่านั้น

ฉบับภาษาอังกฤษของเอกสารนี้ถือเป็นเอกสารที่มีภาระผูกพันตามกฎหมาย

(Thai)

این سند صرفاً جهت اطلاع می باشد. تنها نسخه انگلیسی آن از لحاظ قانونی یک سند تعهدآور است.

(Farsi)

