

Casa Lucerna

1025 Kern Avenue, Los Angeles, CA 90022
Phone: (323) 266-3313 TTY: (800) 855-7100

APPLICATION INSTRUCTIONS

Dear Applicant:

Thank you for your interest in Casa Lucerna, a 75-unit, age-restricted, Tax Credit apartment community for households 55 years and older, located in Los Angeles, California.

The property is currently accepting applications for the waiting list. This property accepts Housing Choice (Section 8) and VASH vouchers.

This packet provides important information about the property and how to apply. Please read this information carefully.

Please complete the attached application in its entirety. Please do not submit copies of SS cards, personal ID, licenses, or any financial or personal documents at this time. Upon request, application materials will be made available in a format that meets the needs of an applicant with disabilities.

Be sure to check your application for accuracy. You will not be able to change your application information (except for contact information) after the application is submitted. If your contact information changes (e.g., address, phone number, email, etc.), please notify us by mailing the updated information to the above address using your name as it appears on your previously submitted application.

Completing the Application

- Use BLACK INK to complete the application.
- Complete all the information – no blanks. Incomplete applications will be returned for additional information.
- Do not use white out. White out corrections are not accepted. To make corrections, make one (1) line through any mistakes and initial any changes.

If you pick up or download an application, please fill out the application and then submit your completed application in person or by mail to:

In Person Casa Lucerna
or By Mail: Attn: Manager's Office
1025 Kern Avenue
Los Angeles, CA 90022

Applications that meet the preliminary screening requirements will be entered into our waiting list. Applications will be processed on a first come first served basis and in the order they are received.

We hope that you will have the opportunity to make Casa Lucerna your home. If you have any questions or concerns, please contact the management office at (323) 266-3313.

Sincerely,

Casa Lucerna Management



Rental Application

Casa Lucerna

1025 Kern Ave., Los Angeles, CA 90022

Phone: (323) 266-3313 TTY: (800) 855-7100

Email: casalucerna@tsaproproperties.com



THOMAS SAFRAN & ASSOCIATES

INSTRUCTIONS

Please complete ALL sections of this application. Please do not leave any questions blank or use White Out. ALL adult household members (18 and over) must sign the application. Screening criteria available upon request. Please do not submit multiple applications.

OCCUPANCY LIMITS

To qualify for each of the unit sizes, please note the minimum and maximum persons required. See the Tenant Selection Plan for additional information regarding occupancy guidelines.

Age-Restricted: 55+

	<u>Minimum</u>	<u>Maximum</u>
1 Bedroom	1 person	3 people

HOUSEHOLD INFORMATION

List ALL household members that are applying to live in the apartment beginning with the Head of Household (HOH). Include any household member that is under the age of 18 and will reside in the household 50% of the time or more. Be sure to include your own name. Failure to provide accurate and complete contact information may result in application denial.

	Last Name	First Name	MI	Relationship to HOH	Optional M/F	SSN	Birthdate MM/DD/YYYY
1.	_____	_____	_____	Self	_____	_____	_____
2.	_____	_____	_____	_____	_____	_____	_____
3.	_____	_____	_____	_____	_____	_____	_____

CURRENT CONTACT INFORMATION (Required)

What is your preferred method of being contacted? Mail E-Mail Other _____

Current Address: _____

Mobile phone: _____ Other Phone: _____

Email Address: _____ Other Contact: _____

REASONABLE ACCOMMODATION INFORMATION

Casa Lucerna has accessible units and/or units with accessible features. Applicants may inquire about features of these units by contacting the management office (323) 266-3313 or TTY (800) 855-7100.

1. Do you require that your apartment be designed for the disabled/mobility impaired? Yes No
- Please check if applies: Mobility Vision Hearing
- Please explain the required modification needed: _____

A person with a disability may ask for:

- A change in rules (reasonable accommodation)
- A physical change to their apartment or shared areas in the building (reasonable modification)
- An accessible apartment
- Aids and services to help them communicate with us

If you or anyone in your household has a disability and needs any of these things to live at Casa Lucerna and use our services, please contact the management staff to fill out a 'Reasonable Accommodation or Modification Form.'

EFFECTIVE COMMUNICATION

Please notify the management office if you need application assistance such as large type font, information by audio tape, computer disk, Braille and/or a language other than English. Best efforts will be made to accommodate such requests.

- Primary Language:**
- | | | |
|--|--|--|
| <input type="checkbox"/> (Arabic) عربي | <input type="checkbox"/> (Cantonese) 广东话 | <input type="checkbox"/> (Mandarin) 普通话 |
| <input type="checkbox"/> (Russian) русский | <input type="checkbox"/> (Spanish) Español | <input type="checkbox"/> (Tagalog) Tagalog |
| <input type="checkbox"/> (Vietnamese) Tiếng Việt | <input type="checkbox"/> (Korean) 한국어 | <input type="checkbox"/> Other: _____ |

OTHER HOUSEHOLD INFORMATION

- How did you hear about this property?
 Banner Flyer LAHD Registry Walk-By
 C.E.S. Friend/Family Newspaper Other _____
 Comm. Center Internet/Online TSAHousing.com
- Is any member of your household disabled according to the Fair Housing Act definition for handicap (disability):
 - A physical or mental impairment which substantially limits one or more major life activities; a record of such an impairment or being regarded as having such an impairment. For a definition of "physical or mental impairment and other terms, please see 24 CFR 100.201
 - Handicap does not include current, illegal use of or addiction to a controlled substance.
 - An individual shall not be considered to have a handicap solely because that individual is a transgender. Yes No Do not wish to disclose
- Please check here if you have been displaced by governmental action or if your dwelling has been destroyed as a result of a disaster formally recognized pursuant to federal disaster relief laws. (Third –party verification will be required).
- Casa Lucerna is a non-smoking and no pet* property. Each applicant 18+ must initial below to acknowledge that you understand smoking will not be permitted throughout the property up to the property line and that no pets are permitted. *Assistance animals are not considered pets.

Initials HOH

Initials

Initials

- List any Case Worker or Agency that you are working with, that you would like us to be aware of or contact.

Agency Name: _____ Case Worker Name: _____

Agency/Case Worker Phone: _____ Email: _____



We are required to adhere to Federal Fair Housing laws and to encourage a balanced resident population at Casa Lucerna. This housing is offered without regard to race, color, religion, sex, gender, gender identity and expression, family status, national origin, marital status, ancestry, age, sexual orientation, disability, source of income, genetic information, arbitrary characteristics, or any other basis prohibited by law. As such, we appreciate your checking the appropriate boxes below regarding your race/ethnicity. You are not obligated to provide this information. If you choose not to disclose, please indicate below.

Ethnic Categories

- Hispanic** **Not Hispanic** **Non-Disclosed**

Racial Categories

- | | | |
|---|---------------------------------------|--|
| <input type="checkbox"/> Black/African American | <input type="checkbox"/> Asian | <input type="checkbox"/> Native Hawaiian/Other Pacific Islander |
| <input type="checkbox"/> White/Caucasian | <input type="checkbox"/> Asian Indian | <input type="checkbox"/> Native Hawaiian |
| <input type="checkbox"/> American Indian/Alaska Native | <input type="checkbox"/> Chinese | <input type="checkbox"/> Guamanian or Chamorro |
| <input type="checkbox"/> Other | <input type="checkbox"/> Filipino | <input type="checkbox"/> Samoan |
| <input type="checkbox"/> Non-Disclosed | <input type="checkbox"/> Vietnamese | <input type="checkbox"/> Other Pacific Islander |
| | <input type="checkbox"/> Japanese | |
| | <input type="checkbox"/> Korean | |
| | <input type="checkbox"/> Other Asian | |

CURRENT RESIDENCE

- What is your current monthly rent? \$ _____ /month
 - Why do you intend to vacate your current residence? _____
 - What is the size of your current residence? # of Bedrooms _____
(Please indicate "0" for a studio or bachelor unit)
- | | | <u>Yes</u> | <u>No</u> |
|----|--|--------------------------|--------------------------|
| 4. | Do you expect any additions to the household within the next 12 months?
Name & Relationship: _____
Explanation: _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. | Is there anyone living with you now who would not be living with you at this property?
Name & Relationship: _____
Explanation: _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. | Are there any absent household members who under normal conditions would live with you?
Explanation: _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. | Are you currently separated or estranged from your spouse? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. | Do you or any household members own a car?
If yes, how many cars? Number of cars: _____ | <input type="checkbox"/> | <input type="checkbox"/> |

HOUSEHOLD BACKGROUND INFORMATION

- | | <u>Yes</u> | <u>No</u> |
|--|--------------------------|--------------------------|
| 1. Have you, or anyone else named on this application, filed for bankruptcy?
Explanation: _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Have you, or anyone else named on this application, been convicted of a felony within the last 7 years?
Explanation: _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Have you or anyone else named on this application been evicted from a rental unit of any type including an apartment, home, mobile home or trailer?
Explanation: _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Have you or anyone else named on this application been convicted of drug/paraphernalia use, possession, or distribution?
Explanation: _____ | <input type="checkbox"/> | <input type="checkbox"/> |

RENTAL HISTORY AND HOUSING REFERENCES

Please list all locations you have lived in the last FIVE (5) years starting with CURRENT address. If additional space is required, use the back of this page.

<u>Landlord's Name/Address</u>	<u>Your Address</u>	<u>Own/Rent</u>	<u>Dates</u>
(1) Name: _____ Address: _____ Phone: _____	_____	Own <input type="checkbox"/> Rent <input type="checkbox"/> Homeless <input type="checkbox"/>	From: _____ To: _____
(2) Name: _____ Address: _____ Phone: _____	_____	Own <input type="checkbox"/> Rent <input type="checkbox"/> Homeless <input type="checkbox"/>	From: _____ To: _____

APPLICANT STATUS

- | | <u>Yes</u> | <u>No</u> |
|--|--------------------------|--------------------------|
| 1. Will you or any ADULT household member require a live-in aide? (Third-party verification will be required).
Name of Attendant: _____
Relationship (if any): _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Do you currently, at the time of application, receive Section 8 rental assistance?
Name of Agency: _____
Contact Person: _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Do you currently have or are you expecting a Section 8, Choice Voucher, V.A.S.H., or other Voucher?
Expected Date: _____
Name of Agency: _____
Contact Person: _____ | <input type="checkbox"/> | <input type="checkbox"/> |

FULL-TIME STUDENT INFORMATION

This apartment is governed by Federal and/or State Housing Program(s) that restrict full-time students. We must determine your household student status prior to eligibility and, if such eligibility is granted, each subsequent year you remain in the unit. **If unsure of Full-Time status, inquire with academic institution for determination of “Full-Time” prior to completing the following section.**

- | | <u>Yes</u> | <u>No</u> |
|--|--------------------------|--------------------------|
| 1. Are you or any member of your household above (including minors) currently a Part-Time Student? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Are you or any member of your household above (including minors) currently a Full-Time Student? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Does the entire household consist of people who are currently full-time students? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Does the entire household consist of people who are either currently a full-time student or were a full-time student for 5 months or more in the current calendar year? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Do you or any member of your household above (including minors) anticipate becoming a Full-Time Student? | <input type="checkbox"/> | <input type="checkbox"/> |

If Yes to any of the previous questions, complete the following:

- | | <u>Yes</u> | <u>No</u> |
|--|--------------------------|--------------------------|
| 6. Is anyone in your household receiving assistance under Title IV of the Social Security Act (AFDC, TANF, CalWorks – not SSA/SSI)? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Is anyone in your household enrolled in a job training program receiving assistance under the Job Training Partnership Act (JTPA), Workforce Investment Act (WIA), or other similar federal, state, or county government program? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Is anyone in your household married and filing (or are entitled to file) a joint tax return? (please provide a copy of marriage certificate or tax return) | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Is anyone in your household a single parent with a dependent child(ren) and neither of you or your child(ren) are dependents of another individual? | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Is anyone in your household under the age of 24, who has exited the Foster Care System (currently age 18-24)? | <input type="checkbox"/> | <input type="checkbox"/> |

INCOME INFORMATION

Income is counted for anyone 18 or older (unless legally emancipated). However, if the income is unearned income such as a grant or benefit, it is counted for all household members including minors. Answer the questions in this section to provide the source(s) of all household income. Include all income anticipated for the next 12 months. **(Use the back of this form if you need more space.)**

Do YOU or ANYONE in your household receive OR expect to receive income from:

- | | <u>YES</u> | <u>NO</u> |
|---|--------------------------|--------------------------|
| 1. Employment wages, or salaries, or self-employment? (Include overtime, tips, bonuses, commissions, and payments received in cash. Use an additional page to add additional employment income sources.) | <input type="checkbox"/> | <input type="checkbox"/> |
| Household Member | | |
| Name of Company | | |
| Amount / Month | | |
| _____ | | |
| _____ | | |
| \$ _____ | | |
| \$ _____ | | |
| 2. Social Security, SSI or any other payments from the Social Security Administration? | <input type="checkbox"/> | <input type="checkbox"/> |
| Household Member | | |
| SSA / SSI / SSDI? | | |
| Amount / Month | | |
| _____ | | |
| _____ | | |
| \$ _____ | | |
| \$ _____ | | |
| 3. Pension, retirement benefit or annuities? | <input type="checkbox"/> | <input type="checkbox"/> |
| Household Member | | |
| Type of Pension / Annuity | | |
| Amount / Month | | |
| _____ | | |
| _____ | | |
| \$ _____ | | |
| \$ _____ | | |

4. Regular gifts or payments from anyone outside of the household? (This includes anyone supplementing your income or paying any of your bills, utilities, groceries, or other expenses.)

Household Member	Name of Person Supplementing Income	Amount / Month
_____	_____	\$ _____
_____	_____	\$ _____

5. Any other income sources or types not listed? (e.g., alimony or child support (whether or not it is received), pay as a current member of the Armed Forces, unemployment benefits or workers' compensation, public assistance or general relief, payments from a severance package, payments from any type of settlement, payments from rental property or other types of real estate transactions, payments from lottery winnings or inheritances, etc.)

Household Member	Type of Other Income	Amount / Month
_____	_____	\$ _____
_____	_____	\$ _____

6. Do you, or any other household member, expect any changes to your income in the next 12 months?

Household Member	Explanation	Amount / Month (if applicable)
_____	_____	\$ _____
_____	_____	\$ _____

7. As needed, please provide notes on any other income here:

ASSET INFORMATION

Include all assets held and the income derived from the asset. INCLUDE ALL ASSETS HELD BY ALL HOUSEHOLD MEMBERS INCLUDING MINORS. Answer the questions in this section to provide the source(s) of all household assets. (Use the back of this form if you need more space.)

Do YOU or ANYONE in your household have:

				YES	NO
1. Checking, Savings, Direct Express Cards, CDs, Money Markets, and/or Treasury Bills?				<input type="checkbox"/>	<input type="checkbox"/>
Household Member	Account Type	Institution	Last 4 of Account		
_____	_____	_____	_____		
_____	_____	_____	_____		
_____	_____	_____	_____		

2. Cash on hand? This is cash not kept in a bank account

Household Member	Cash on Hand
_____	\$ _____
_____	\$ _____

3. Real estate, rental property, land contracts/contract for deeds or other real estate holdings? (This includes your personal residence, mobile homes, vacant land, farms, vacation homes or commercial property.)

Household Member	Type	Value
_____	_____	\$ _____
_____	_____	\$ _____

4. Funds held in a payment service account, such as Venmo, PayPal, CashApp, Skrill, etc.?

Household Member	Source	Value
_____	_____	\$ _____
_____	_____	\$ _____

5. **Crypto Currency such as Bitcoin, Litecoin, Ethereum, etc.?**

Household Member	Type	Value
_____	_____	\$ _____
_____	_____	\$ _____

6. **All other asset sources or types not listed?** Include name of institution where the asset is held, type of asset, value of asset, and any interest or income from the asset. (i.e. Paintings, coin or stamp collections, artwork, show cars, antiques, Stocks, bonds or securities, trust funds, pensions, IRAs, Keogh or other retirement accounts, whole life insurance, contents of a safe deposit box, etc.)

Household Member	Type	Value
_____	_____	\$ _____
_____	_____	\$ _____

7. **Have you disposed of an asset in the last two years?** (Ex.: Cash over \$1000, a home, other real estate, etc.)

Household Member	Type of Other Income	Amount / Month
_____	_____	\$ _____
_____	_____	\$ _____

8. **As needed, please provide notes on any other assets here:**

COMMUNITY INTEREST

1. **Drug and Crime Free Acknowledgement:** Your initials below will acknowledge that you understand that this apartment community will vigorously enforce a drug and crime free environment. You and your guests agree not to engage in any drug-related activity, including the manufacture, sale, distribution, use, or possession of illegal drugs. These activities are a material violation of the lease and good cause for termination of tenancy. Each adult household member 18+ initials below.

 Initials HOH Initials Initials

2. **OPTIONAL:** We are providing extensive recreation facilities and activities at this property for the enjoyment of our residents. Since we are always looking for assistance to coordinate special programs and activities, we would appreciate a brief description of your skills, interests, hobbies and any assistance/leadership you might provide to these programs.

SIGNATURE CLAUSE

Upon notification by landlord of application processing, I agree to pay Casa Lucerna an application screening charge in the amount required by landlord. I will be issued a Receipt for Application Fee upon payment which will authorize Casa Lucerna to obtain any such credit reports, character reports and/or criminal reports, and verification of rental and employment history as it deems necessary to verify all information set forth in this application. I understand that I will acquire no rights to the above property until I sign a rental agreement and submit a security deposit. I further understand that false, fraudulent misleading or incomplete information may be grounds for denial of tenancy or subsequent eviction. There are no other agreements express or implied between the parties.

I understand that management is relying on this information to prove my household's eligibility for housing at Casa Lucerna. I certify that all information and answers to the above questions are true and complete to the best of my knowledge. I understand that providing false or misleading information or making false statements may be grounds for denial of my application. I also understand that such action may result in criminal penalties.

I authorize and consent to have management verify the information contained in this application for purposes of proving my eligibility for occupancy. I will provide all necessary information including source names, addresses, phone numbers, and account numbers where applicable and any other information required for expediting this process. I understand that my occupancy is contingent on meeting management’s resident selection criteria and any low-income housing program requirements.

In accordance with state and federal laws, I have been notified that an investigation may be made of the information I provided on this application together with information as to my character, general reputation, personal characteristics, and mode of living. I understand that I have the right to dispute the accuracy of information obtained from the entities I have disclosed above, and, upon written request, the right to a complete and accurate disclosure of any scope of this investigation and/or a written summary of my rights under the Fair Credit Reporting Act.

All adult household members must sign below:

Head of Household Signature	Date	Other Adult Signature	Date
Other Adult Signature	Date		

CREDIT INFORMATION

Notice Regarding California Investigative Consumer Reporting Agencies Act:

Landlord does not intend to request an investigative consumer report regarding the Applicant.

Unless the box above is checked, pursuant to California Civil Code section 1786.16(a)(3), the Landlord intends to request an investigative consumer report in connection with the Applicant’s application for housing. The investigative consumer report will be made concerning the Applicant’s character, general reputation, personal characteristics, and mode of living. Among other things, the investigative consumer report may contain information concerning the Applicant’s creditworthiness, any court judgments against the Applicant, and any criminal charges and/or convictions. Pursuant to California Civil Code section 1786.22, any files maintained on the Applicant by the investigative consumer reporting agency from which Landlord obtains the report shall be made available to you during normal business hours and upon reasonable notice, provided you furnish proper identification, as follows: (1) The Applicant may appear in person at the investigative consumer reporting agency below to request a copy of the Applicant’s file; (2) the Applicant may make a written request for copies of the Applicant’s files to be sent via certified mail to a designated addressee; or (3) the Applicant may make a written request for a summary of the file to be provided over the telephone. “Proper identification” includes documents such as a valid driver’s license, social security account number, military identification card, and credit cards. If one of these forms of identification cannot be provided, the agency may ask for other forms of identification in accordance with California Civil Code section 1786.22(c). The investigative consumer reporting agency may charge a fee, not to exceed the actual copying costs, if the Applicant requests a copy of the Applicant’s file. The agency is required to have personnel available to explain the Applicant’s file to the Applicant, and the agency must explain to the Applicant any coded information appearing in the file. If the Applicant chooses to appear in person, the Applicant may choose to bring another person of his/her choice with him/her, provided that the accompanying person also bring proper identification with him/her. If the Applicant brings another person with him/her, the agency may require the Applicant to sign an authorization allowing the agency to discuss the Applicant’s file in the presence of that other person.

The agency that will prepare the investigative consumer report on the Applicant is:

RentGrow	177 Huntington Avenue, Suite 1703 #74213, Boston, MA 02115
Name of Agency	Address of Agency

If you would like a copy of the report(s) that is/are prepared, please check the box below:

I would like to receive a copy of the report(s) that is/are prepared.



Landlord agrees that Landlord, or Landlord’s agent, will send the Applicant a copy of the report within three (3) business days of the date the report is provided to Landlord. The copy of the report will contain the name, address, and telephone number of the agency that issued the report and how to contact the agency.

If Landlord takes adverse action against Applicant, and the adverse action is based in whole or in part on the contents of the investigative consumer report, then, pursuant to California Civil Code section 1786.40(a), Landlord shall so advise Applicant and shall supply Applicant with the name and address of the agency that prepared the report on which Landlord’s decision was based in whole or in part.

PLEASE SIGN BELOW TO AUTHORIZE A CREDIT REPORT, EVICTION REPORT, AND CRIMINAL BACKGROUND CHECK. Management will perform a credit and eviction history and may perform a criminal background check of all applicants as a part of the applicant screening criteria. Your application will not be considered unless you provide management with your consent to obtain a credit, eviction, and criminal background report on each adult household member.

All adult household members must sign below:

Head of Household Signature	Date	Other Adult Signature	Date
Other Adult Signature	Date		

PLEASE MAIL COMPLETED APPLICATIONS TO:

**Casa Lucerna
1025 Kern Ave., #Manager’s Office
Los Angeles, CA 90022**

For Management Use

Date & Time received by Management: _____ Received by: _____

WARNING: “Title 18, Section 1001 of the U.S. Code states that a person is guilty of a felony for knowingly and willingly making false or fraudulent statements to any department of the United States Government. HUD and any owner (or any employee of HUD or the owner) may be subject to penalties for unauthorized disclosures or improper use of information collected based on the consent form. Use of the information collected based on this verification form is restricted to the purposes cited above. Any person who knowingly or willingly requests, obtains or discloses any information under false pretenses concerning an applicant or participant may be subject to a misdemeanor and fined not more than \$5,000. Any applicant or participant affected by negligent disclosure of information may bring civil action for damages, and seek other relief, as may be appropriate, against the officer or employee of HUD or the owner responsible for the unauthorized disclosure or improper use. Penalty provisions for misusing the social security number are contained in the **Social Security Act at 208 (a) (6), (7) and (8). Violation of these provisions are cited as violations of 42 U.S.C. 408 (a) (6), (7) and (8).**

Notice of Free Interpretation Services

English- Free Interpretation Services are available. Please ask for assistance in the office.

Spanish- Interpretación Servicios gratuitos están disponibles. Por favor pedir ayuda en la oficina.

Chinese (Traditional)- 免費的翻譯服務。請向辦公室提供援助。

Chinese (Simplified)- 免费的翻译服务。请向办公室提供援助。

Korean- 무료 통역 서비스를 사용할 수 있습니다. 사무실에서 도움을 요청하십시오.

Tagalog- Libreng Serbisyo Interpretasyon ay magagamit. Mangyaring humingi ng tulong sa opisina.

Vietnamese- Giải thích miễn phí Dịch vụ có sẵn. Xin hỏi trợ giúp trong văn phòng.

Arabic- تتوفر خدمات الترجمة الفورية مجاناً. من فضلك اطلب المساعدة في المكتب.

Hindi- फ्री व्याख्या सेवाएं उपलब्ध हैं। कार्यालय में सहायता के लिए कहें।

Portuguese- Gratuito Serviços de interpretação disponíveis. Por favor, peça ajuda no escritório.

Russian- Бесплатные услуги переводчика доступны. Пожалуйста, обратитесь за помощью в офисе.