

NEW SERVICE IN FAVOUR OF FOREIGN CITIZENS

Within the scope of the initiatives which ACER AGENCY intends to exercise in order to enhance the integration of foreign citizens, whose number is constantly increasing in residential buildings, ACER has reached an agreement with CAMELOT COOPERATIVE to introduce the service of intercultural mediation.

The mediators will closely cooperate with the staff of customers office at the time when the flat is being delivered to a person, or when a person is moving in and at the moment of introducing a resident to the others in the new residential complex.

Another important focus of their activity will be the interference for the purpose of resolving the conflicts in residential buildings where foreign families being present and, in case of need, the translation of all type of information related to the dwelling in residential buildings.

The mediators, employed by CAMELOT COOPERATIVE represent all the nationalities and ethnic groups of the residents, occupying most often the residential buildings, and are qualified to provide this kind of service.

The mediation service will be provided when it is required, in particular, when a person who receives in assignment a flat does not understand the Italian language very well or in case when a person is ignorant of administrative procedure.

We hope this economic contribution will be for the benefit of all the immigrants, moreover, it will help, generally, to guarantee better life conditions for the majority of flats' owners, promoting social integration among various cultures.