

NEW SERVICE IN FAVOUR OF FOREIGN CITIZENS

Within the scope of the initiatives ACER wants to organize in order to enhance the integration of foreign citizens, whose number is constantly increasing in residential public housing, ACER has reached an agreement with CAMELOT COOPERATIVE to introduce the service of intercultural mediation.

The mediators will closely cooperate with the staff of the customer office at the time when a flat has to be delivered to a person or when a person moves in and to introduce a new resident to the other ones in the new apartment complex.

Another important focus of their activity will be the intervention to resolve the conflicts in residential buildings where foreign families live and, in case of need, the translation of all the information material that is useful for the residents.

The mediators employed by CAMELOT COOPERATIVE represent all the most common nationalities and ethnic groups among the residents and are qualified to provide this kind of service.

The mediation service will be provided when it is necessary, in particular when a person who receives in assignment a flat does not understand the Italian language or in case when a person needs help to complete the administrative procedure.

We hope this investment will be for the benefit of all the immigrants and will guarantee better life conditions to the majority of flats' assignees, by promoting social integration among different cultures.