ܒܗ ܗܕܟܐ، ܕܝܠܘܡ ܝܠܗ ܢܘܗܪܐ ܡܕܡܢܐ ܥܡ ܒܝܬܘܟܘܢ ܚܕܬܐ،
ܘ... ܐܘܗ! ܟܡܐ ܒܝܪܐ؟

... ܘܓܠܝܘܢ ܠܐ ܝܠܗ ܦܠܚܐ؟

ܥܡ ܐܘܣܬܪܠܝܐ، ܫܘܡܐ ܘܟܪܐ ܕܝܡܢܝܬܐ ܗܘܝܢ ܐܝܬܠܗܘܢ ܚܢܪܐ ܘܦܝܫܐ ܕܝܬܢܪܝܬܐ ܠܐ ܟܣܘܓܝܐ.

ܐܝܬ ܝܣܓܝܐ ܠܐ:

- ܓܐܙ
- ܝܪܩܐ
- ܣܘܓܐ ܕܓܠܝܘܢ
- ܘܡܝܐ.

ܐܕܝܘܡܐ ܡܝܬܝܘܢ ܒܠܟܐ ܕܪܐ ܦܠܣܝ ܗܘܠ ܕܝܐ ܗܘܘ ܦܫܝܫܐ ܐܡܪ ܣܘܟܟܘܟܢܐ.

ܡܢ ܩܕܡ ܕܡܟܝܢܐ ܗܘܘ ܠܟܘ ܐܡܪ ܒܝܬܐ ܕܝܒܩܐ ܟܐܝܓܪܐ، ܐܚܫܒܬܐ ܠܐܘ ܕܡܘܡܝܬܘܢ ܐܡܪ ܡܘܕܝܐ (ܟܘܡܦܢܝܐ ܕܓܐܙ ܘܝܪܩܐ ܘܡܕܪܟܐ) ܘܡܕܝܘܬܘܢ ܕܣܘܓܝܐ ܦܠܚܝ ܐܝܬܪܐ ܡܟܕܪܟ ܟܒܝܬܐ ܗܣܘܗ ܝܟܘܟܘܢ.

ܩܐ ܟܘܓܐ، ܐܚܫܒܬܐ ܠܐܘ ܕܡܕܝܘܬܘܢ ܕܝܪܩܐ ܘܓܐܙ ܦܠܚܝ ܦܫܝܫܐ ܐܘ ܕܝܟܟܘܟܢܐ ܕܓܠܝܘܢ ܗܣܘܗ ܝܟܘܟܘܢ ܝܠܗ ܐܡܪ ܢܘܗܪܐ ܡܢ ܩܕܡ ܕܡܟܝܢܐ ܗܘܘ ܠܟܘ ܒܝܬܐ.

ܩܝܐ ܗܘܘ ܕܡܠܟܬܘܢ ܠܗ ܝܡܐ ܕܡܘܕܝܐ ܘܡܝܢܢܐ ܕܓܠܝܘܢܗ ܡܢ ܡܟܝܪܐ ܕܡܘܠܟܝܐ.

ܡܢ ܒܐ ܦܪܝܐ ܩܐ ܣܘܓܝܐ؟

ܟܢܪܐܝܬ ܐܝܓܪܐ ܒܐ ܦܪܝܐ ܩܐ ܣܘܓܝܐ، ܐܢ ܒܝܬܐ ܐܝܬܠܗ ܡܝܬܪܐ ܦܪܝܝܐ ܕܟܝܗ. ܫܘܡܐ ܘܟܪܐ ܕܣܘܓܝܐ ܠܐ ܠܐ ܣܒܝܪܐ ܥܡ ܟܩܣܘܬܐ ܕܐܝܓܪܐ ܐܘ ܒܪܝ ܕܒܝܬܐ.

ܗܘܠܟܪܐ ܕܕܝܩܐ ܒܝܬܐ ܟܐܝܓܪܐ ܕܟܪܝܬܗ ܗܘܘ ܕܪܟܢܐ ܐܡܪ ܡܚܝܠܐ ܐܘ ܡܪܐ ܕܡܘܠܟܢܐ ܡܣܘܝܐ ܝܠܗ ܡܢ ܒܐ ܦܪܝܐ ܩܐ ܐܝܢܐ ܣܘܓܢܐ.

ܟܢܪܐܝܬ ܐܣܘܘ ܒܐ ܦܪܝܬܘܢ ܐܡܪ ܡܟܪܒ ܩܐ ܐܡܪܬܐ ܡܟܕܪܟ ܐܘ ܦܫܘܬܐ ܕܣܘܓܝܐ ܘܒܠܟܐ ܕܡܘܕܝܐ ܐܝܟ ܡܢܘܟܘܢ ܕܟܪܝܬܘܢ ܕܪܟܢܐ ܐܠ ܣܪܐ ܟܦܘܬܘܪܟܐ.

ܠܐ ܗܘܢܐ ܕܟܪܝܬܘܢ ܕܪܟܢܐ ܐܠ ܣܪܐ ܟܦܘܬܘܪܟܐ ܐܡܘܬܐ ܐܡܪ ܐܡܪ ܡܘܕܝܐ ܫܒܬܐ ܡܢ ܩܕܡ ܕܟܦܘܬܘܪܟܐ ܕܗܘܝܐ ܣܡܝܟܬܐ ܠܐܘ.

ܒܠܟܐ ܕܡܠܟܝ ܡܢܘܟܘܢ ܕܦܪܝܬܘܢ ܐܡܪ ܦܘܪܟܢܐ ܕܡܟܪܐ ܐܢ ܫܡܥܬܘܢ ܟܐܘ ܟܦܘܬܘܪܟܐ ܡܢ ܩܕܡ ܕܟܪܝܬܘ ܦܪܝܫܬܐ ܠܐܘ.

ܡܢ ܒܐ ܦܪܝܐ ܓܐܙ ܘܝܪܩܐ؟

ܐܕܝܘܡܐ ܝܡܢܝܬܐ ܐܝܬܠܗܘܢ ܗܘܪܝܬܐ ܘܡܕܘܪܐ ܕܓܐܙ ܩܐ ܡܟܬܒܘܬܐ ܘܓܐܙ ܩܐ ܡܟܣܘܝܐ. ܐܣܪܝܐ ܒܐ ܡܚܝܠܝ ܝܪܩܐ.

ܦܝܟܐ ܠܐܘ ܗܟܝܪܬܐ ܡܢ ܐܝܓܪܐ ܕܦܪܝܬ ܩܐ ܓܐܙ ܘܝܪܩܐ ܐܢ ܒܝܬܐ ܐܝܬܠܗ ܡܝܬܪ ܦܪܝܫܬܐ ܕܟܝܗ.

ܐܢ ܒܝܬܐ ܠܐܝܬܠܗ ܡܝܬܪ ܕܟܝܗ، ܠܐ ܦܪܝܬܘܢ ܩܐ ܓܐܙ ܘܝܪܩܐ.

ܡܡܟܢܘܢ ܐܡܪ Energy & Water Ombudsman Office (ܡܟܬܒܐ
ܕܡܫܡܫܢܐ (ܡܢܣܝܢܐ ܕܟܠܢܝܬܐ) ܕܢܘܗܪܐ ܘܡܝܐ) ܐܢ ܐܝܬܠܟܘܢ ܡܫܟܠܐ ܐܡܪ ܝܡܐ ܕܣܘܟܟܘܟܢܐ ܕܓܐܙ ܘܕܝܪܩܐ ܐܘ ܐܡܪ ܕܘܟܬܐ ܐܡܪ ܟܘܡܦܢܝܐ ܕܓܐܙ ܘܕܝܪܩܐ.

ܡܢ ܒܐ ܦܪܝܐ ܓܠܝܘܢ؟

ܫܘܡܐ ܘܟܪܐ ܕܝܡܢܝܬܐ ܗܘܝܢ ܐܝܬܠܗܘܢ ܣܘܓܐ ܕܓܠܝܘܢ. ܒܠܟܐ ܕܐܕܝܘܡܐ ܝܡܢܝܬܐ ܐܦ ܙܐ ܗܘܝܠܗܘܢ ܣܘܓܐ ܕܝܬܟܪܝܬܗ ܩܐ ܡܟܠܫܬܐ ܕܐܝܓܪܐ.

ܐܝܓܪܐ ܡܟܬܒܢܝܬܐ ܠܐ ܕܦܪܝܬ ܩܐ ܟܠܝܬܗ ܡܚܪܝܐ ܕܐܡܪܝܐ ܠܐ ܟܡܟܠܫܬܐ ܕܓܠܝܘܢ ܘܕܝܬܟܪܝܬܗ.

ܐܝܬ ܡܚܪܝܐ ܝܣܓܝܐ ܠܐ ܐܡܪܬܐ (ܦܓܘܪܬܐ)، ܘܡܚܪܝܐ ܕܐܝܓܪܐ ܘܩܐ ܦܫܘܬܐ ܕܣܘܓܐ ܗܣܘܗ ܝܟܘܟܘܢ.

ܡܢ ܒܐ ܦܪܝܐ ܛܠܝܒܝܙܝܘܢ(TV) ؟

ܐܦ ܙܐ ܫܘܡܐ ܘܟܪܐ ܕܝܡܢܝܬܐ ܗܘܝܢ ܐܝܬܠܗܘܢ ܝܪܟܢܝܬܐ ܕ TV، ܐܝܢܐ ܦܝܟܐ ܠܐܘ ܗܟܝܪܬܐ ܡܢ ܐܝܓܪܐ ܕܘܝܢܠܗܘܢ TV ܕܟܒܝܬܐ.

ܐܢ ܡܝܟܠܬܘܢ ܕܡܫܘܕܝܬܘܢ ܚܕܐ ܝܠܦܬܐ ܐܣܪܬܐ، ܡܟܢܝ TV ܟܘܦܢܐ (pay TV)، ܐܚܫܒܬܐ ܠܐܘ ܕܡܫܠܚܬܘܢ ܦܫܘܬܐ ܡܢ ܡܟܪܐ ܐܘ ܡܢ ܡܪܐ ܕܡܘܠܟܢܐ ܡܢ ܩܕܡ ܕܡܬܒܝܬܘܢ ܟܐܘ.

ܡܢ ܒܐ ܦܪܝܐ ܡܝܐ؟

ܡܝܐ ܦܪܝܐ ܠܐ ܡܢ ܣܘܓܝܐ ܐܣܪܝܐ. ܡܝܐ ܡܢܬܐ ܦܪܝܐ ܠܐ ܡܘܡܟܝܐ ܠܝܡܢܝܐ. ܐܢ ܒܟܟܘܪܐ ܕܡܝܐ ܠܐ ܠܐ ܦܠܚܐ، ܦܫܘܛ ܠܗܘܢ ܡܝܐ ܡܢ ܒܟܟܘܪܐ ܕܠܝܫ ܡܝܬܪ ܕܡܝܐ.

ܐܣܘܘ ܐܣܝܒ ܝܐ ܦܪܝܬܘܢ ܩܐ ܡܝܐ ܡܘܦܠܝܬܐ ܐܢ ܝܡܢܝܐ ܐܝܬܠܗ ܡܝܬܪ ܕܡܝܐ ܦܪܝܫܬܐ ܕܟܝܗ. ܒܗܘܝܐ ܟܢܪܐܝܬ ܐܝܬܠܗܘܢ، ܡܝܬܪܐ ܡܒܗܘܩܐ. ܡܪܐ ܕܡܘܠܟܢܐ ܒܐ ܦܪܝܐ ܩܐ ܡܝܐ ܐܝܬܢ ܕܟܝܗ ܡܝܬܪܐ ܦܪܝܐ.

ܐܢ ܐܣܘܘ ܐܝܬܠܟܘܢ ܣܪܐ ܡܝܬܪ ܦܪܝܫܬܐ، ܓܪܓ ܕܡܟܝܪܐ ܡܚܝܪܘܟܘܢ ܣܪܐ ܐܢܝܫܬܐ ܕܝܗܒܐ ܕܣܘܟܟܘܟܢܐ ܕܡܝܐ ܡܣܘܝܐ ܟܦܐ ܡܝܐ ܡܘܡܟܝܐ ܗܘܘ.

ܓܪܓ ܕܡܟܝܪܐ ܐܘ ܡܪܐ ܕܡܘܠܟܢܐ ܢܘܝܟܠܬܘܢ، ܣܪܐ ܐܢܝܫܬܐ ܕܝܗܒܐ ܕܣܘܟܟܘܟܢܐ ܟܝܡܐ ܕܗܠܟܐ ܐܢܝܐ ܘܢܘܝܟܠܬܘܢ ܟܠ ܟܝܘܪܐ ܡܢ 21 ܝܘܡܢܐ ܡܘܘܠܬ ܕܦܪܝܐ ܗܘܘ ܟܐܘ.

ܐܡܢ ܐܦ ܙܐ ܓܪܓ ܡܟܝܘܒ ܐܡܘܪܐ ܕܡܝܐ ܕܝܐ ܡܚܝܪܟܐ ܟܡܣܘܬܐ ܕܡܝܐ ܡܘܦܠܝܬܐ، ܩܐ ܟܘܓܐ، ܐܡܪ ܪܝܐ ܡܚܝܫܬܐ ܕܡܝܐ ܩܐ ܫܢܝܐ ܘܡܚܕܪܝܬܘܢ ܒܟܟܘܪܐ ܕܡܟܟܘܟܐ ܠܐ ܡܝܐ ܠܝܣܢܐ ܡܝܐ ܘܘܪܐ.

ܐܢ ܐܡܪ ܡܢ ܣܘܓܝܐ ܟܡܝܟܐ ܝܠܗ، ܡܡܟܢܘܢ ܐܡܪ ܡܟܝܪܐ ܐܘ ܡܪܐ ܕܡܘܠܟܢܐ ܕܡܚܕܪܝܠܗ.

ܩܐ ܟܘܓܐ، ܐܢ ܐܡܪ ܦܝܫ ܕܡܝܐ ܦܠܚܐ ܝܠܗ، ܐܚܫܒܬܐ ܠܐܘ ܕܐܡܪܝܬܐ ܡܚܝܪܬܘܢ ܩܐ ܡܟܝܪܐ ܐܘ ܩܐ ܡܪܐ ܕܡܘܠܟܢܐ.

ܐܝܬ ܦܝܬܐ ܕܡܘܕܝܐ ܒܐ ܩܪܝܬܘܢ ‘ܡܘܕܝܐ ܐܠܨܝܬܐ’ (‘urgent repairs’) ܠܦܘܗ ܩܢܘܢܐ ܕܡܕܝܢܬܐ ܕܒܝܬܐ ܟܐܝܓܪܐ ܘܓܪܓ ܕܦܠܚܝ ܡܘܕܝܐ ܟܐܠܨܘܬܐ.

ܐܢ ܠܐ ܗܘܘ ܡܨܝܢܐ ܕܡܠܝܐ ܗܘܘ ܠܡܪܐ ܕܡܘܠܟܢܐ ܐܘ ܠܡܟܝܪܐ، ܐܘ
ܐܢ ܐܡܢ ܠܐ ܟܪܝܐ ܠܗܘܢ ܠܝܟܕܪܐ ܟܐܡܪ ܡܥܢܐ ܗܘܢܢܐ ܕܟܪܝܬܐ، ܩܝܐ ܗܘܘ
ܕܡܕܝܘܬܘܢ ܩܐ ܐܡܪ ܦܪܘܦ ܐܘܡܢܐ (tradesperson) ܡܘܕܝܐ ܕܐܠܝܐ
ܘܡܗܪܝܠܗ ܡܟܪܒ ܣܪܝܒܐ ܘܦܪܝܬܘܢ ܠܗ ܩܐ ܟܘܝܠܗ ܟܝܘܡܟܘܢ.

ܡܪܐ ܕܡܘܠܟܢܐ ܓܪܓ ܡܕܝܪܘܢ ܘܦܪܘܥܘܢ ܟܝܡܐ ܕ 14 ܝܘܡܢܐ —

- ܐܢ ܟܘܝܠܐ ܕܡܕܝܪܐ ܝܠܗ ܟܝܘܪܐ ܡܢ 1000 ܕܘܠܪܐ
- ܠܐ ܗܘܘ ܐܣܘܘ ܘܦܝܫܐ ܦܠܚܝ ܕܣܘܟܟܐ
- ܣܘܓܝܠܟܘܢ ܟܕܪܐ ܦܠܢܝܬܐ ܩܐ ܡܪܐ ܕܡܘܠܟܢܐ ܐܘ ܡܟܝܪܐ ܕܡܗܪܝܠܗ ܡܟܪܒ ܣܪܝܒܐ
- ܐܝܬܠܟܘܢ ܐܡܪ ܪܫܝܬ ܘܐܡܪ ܐܟܘܡܪܐ ܟܡܝܒܐ ܡܢ ܐܘܡܢܐ ܡܘܝܪܐ ܟܘܗ ܡܟܪܐ.

ܐܢ ܠܝܬ ܥܡ ܡܢܝܢܘܟܘܢ ܕܦܪܝܬܘܢ ܩܐ ܡܘܕܝܐ ܟܝܘܡܟܘܢ، ܩܝܐ ܗܘܘ ܕܡܠܟܝܬܘܢ ܡܢ Consumer, Trader and Tenancy Tribunal (ܒܝܬ ܕܝܢܐ ܕܙܒܘܢܝܐ (ܕܡܦܠܫܢܐ)، ܕܬܓܪܐ ܘܕܡܟܝܪܘܬܐ) ܕܝܗܒ ܐܡܪ ܦܘܩܕܢܐ ܩܐ ܡܪܐ ܕܡܘܠܟܢܐ ܕܗܪܝ ܠܗ ܡܟܪܒ ܣܪܝܒܐ.

ܩܐ ܟܘܠ ܘܟܪܐ ܡܘܕܥܢܘܬܐ ܒܘܗ ܙܕܩܐ ܘܡܚܝܒܢܘܬܐ ܕܐܝܓܪܐ، ܫܝܪܘܢ ܠܟܬܒܐ ܕ Fair Trading ܐܡܪ ܒܪܟܐ ܕܐܠܝܬܪܢܝܬ
www.fairtrading.nsw.gov.au ܐܘ ܡܚܪܘܢ ܐܡܪ ܓܠܝܘܢ
ܡܝܢܢܐ 13 32 20.

ܐܢ ܡܣܢܝܐ ܗܘܘ ܠܐܡܪ ܡܦܫܩܢܐ، ܡܚܪܘܢ ܐܡܪ ܡܝܢܢܐ
13 14 50.