

## FREQUENTLY ASKED QUESTIONS

### **I have been sent a copy of the documents from the other party but can't read them because they are in Albanian/Serbian?**

If you have received a copy of the documents from the Claimant or Respondent to the claim but can't read the documents as they are in a language you don't understand (eg Albanian or Serbian), you may apply for assistance to the KPA to have the documents translated for you.

The KPA will assist and provide a translation of some of the claim documentation, only for persons who are in financial hardship. A person is considered to be in financial hardship if he/she can provide appropriate evidence to show that their total monthly household income, minus their monthly expenses, is too little to be able to pay for the documents to be translated.

Persons who are not in financial hardship are expected to make their own arrangements to have the documents that they have been sent translated.

### **How can I prove my financial hardship?**

You will need to fill in an application form which you can:

- download from the KPA's website at <http://www.kpaonline.org/faq.asp> and clicking on FAQ number 10; or
- obtain from any KPA office in Kosovo, Macedonia or Montenegro, or any UNHCR Property Office in Serbia (please refer to the list including contact details at the bottom of this document).

Whether you download the form from the KPA website or obtain a copy from a KPA/UNHCR Property Office, you should complete the application form and must submit it in person to any of the above mentioned offices, along with all relevant documents about your income, monthly expenses and assets including: salary statements for all persons residing in your household, bank statements, social assistance cards or proof of entitlement, rent, utility bills (electricity, water), medical expenses and any other relevant financial documents. The staff at the KPA/UNHCR Property Office will assist you with your request and forward the application form and copies of the supporting documentation to the KPA HQ for a decision to be made as to whether you are eligible for translation assistance. It will take up to one month for the KPA HQ to make a determination and you will then be advised of the result in writing. If you are not considered eligible, you may appeal this decision within the KPA as explained on the application form.

### **What documents will be translated?**

The KPA will not translate all the documents sent to you, but only those documents that are considered relevant to the claim, or to the issues in dispute in the claim. If you have a query about the translation

of a particular document, you should contact the KPA/UNHCR Property Office. If you believe further documents should be translated, you should put your request in writing to the KPA.

**Will the translation be undertaken by Court accredited translators?**

The KPA will only provide non-court accredited translation. If you want a court-accredited translation of any of the documentation this is a matter for you and you will have to arrange and cover the costs for any such translation. You cannot request court accredited translations from the KPA.

**Will the KPA be liable for any errors in the translation of the documentation?**

When you apply for translation assistance, you will need to sign a declaration stating that you understand the KPA is not liable for any omission or error in the provision of the non-court-accredited translation, how so ever caused.

**KPA OFFICES:**

Selia/Headquarters/Sedište: Perandori Justinian, st. no. 5 Qyteza Pejton/ Gradić Pejton Prishtinë/Priština  
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Tel: +381 (0) 38 225 473, fax: +381 (0) 38 244 854 ; Visitors Office: Vidovdanska st.nn, MCO building,  
Graçanicë/Gračanica; Prizren: William Walker pn/bb Prizren (në zyrën e EULEX-it/EULEX baza/at EULEX  
base), tel. 029/231-429 and 029/231-469; Gjilan/Gnjilane: Lidhja e Prizrenit/Prizrenska Liga no. 114,  
tel.0280/320-289, fax.0280/324-067; Mitrovicë/Mitrovica: Main Office: UNMIK Regional HQ  
(exYugobanka), Tel: + 381 (0) 28 530 136/7, fax: +381 (0) 28 530 139 Visitors Offices:  
South: Mbretëresha Teuta/Mbreterësha Teuta, st. (opposite to ex Yugobanka), North: Filip Vishnjq/Filip  
Višnjic st. nn., Ndërtesa e TREPÇËS,, Dhoma nr.18, TREPÇA building 2nd Floor, office no. 18; Pejë/Peć:  
Mbretëresha Teuta/ Mbreterësha Teuta, st. no. 85, Tel: +381 (0) 39 431 668, fax: +381 (0) 39 432 970;  
Podgoricë/Podgorica: Crnogorskih Serdara bb tel.020/624-216; 081/623-744; Shkup/Skoplje: Vihnicka 10  
(ndërtesa e CDRIM) kati i parë/Vinička ulica No.10 (CDRIM-zgrada), prvi sprat tel. +389 71 886 564

**UNHCR Property Office:**

Beograd/Beogradë: Vishegradska/Višegradska 23, Tel: 011/362-13-93; 362-13-94 Fax.011/361-27-48;  
Nish/Niš: Dušanov Bazar (Kupola) 2nd Floor, Office No. 210, Tel: 018 203-777;  
Kragujevc/Kragujevac: Lole Ribara 9, I kati/sprat Tel: 034 330-234; Fax: 034 335-244