



Learn English
for free.

Making New Friends

Study Guide



SEASON 2

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Watch • Read • Learn

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Making New Friends



**Nobody needs to be lonely
in New York City!**

Dreaming Together!

Silvia and her son, Lionel, come home from school and shopping. Grandpa is sleeping. So is his dog, Bobby.



Silvia Is Concerned

Silvia speaks with her husband, Rolando, about her father.



Meet Mrs. Belkina

Silvia and Umme are home health aides.

They take care of Mrs. Belkina after an operation.

Silvia takes care of Mrs. Belkina during the day. Umme does it at night.

6 I slept like a dog... like my Bobik.

Mrs. Belkina only got up twice last night.

7 Unfortunately, this is my last night in this apartment.

Mrs. Belkina got a letter from her landlord.

Mrs. Belkina thinks she has to leave her apartment. Silvia is surprised.

8 What are you talking about?

They're asking for a big increase in rent, or she has to leave the building.

9 I don't think they can just push you out of the building.

Umme says that Mrs. Belkina should speak to someone at a senior center.

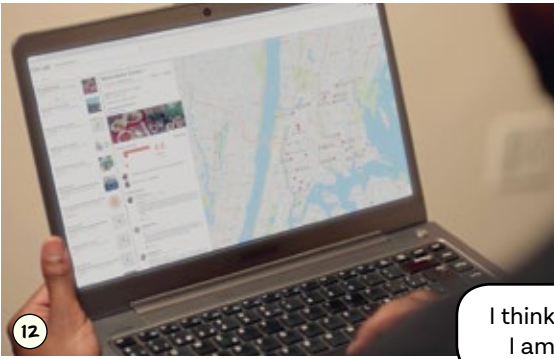
10 What about talking to someone at the senior center you used to go to?

You are right. I should speak to somebody at the senior center.

11 They have very helpful people who work there.

A Good Idea

Silvia thinks that a senior center is a good idea for her father too. She and Rolando search online for a senior center where he can spend time during the day.



There are a lot of senior centers around here.



I think it would be good for *papi*. I am going to check one out.

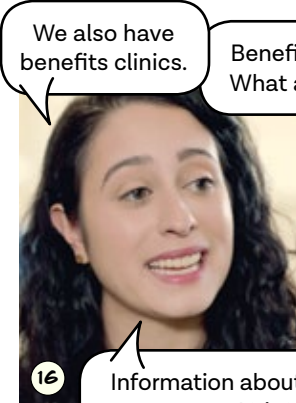
papi =
dad in Spanish

Visiting a Senior Center

Silvia visits a senior center to find out about their services. She meets with a coordinator there.



We have a lot of activities to help people stay healthy, physically and mentally—dance classes, trip to museums, shows...



We also have benefits clinics.

Benefits clinics? What are those?

Information about social services. Services sometimes change and it's important to have good information.



Oh... That food smells good!



We have hot lunches every day. You pay whatever you can. If you don't have money, it's free.

Meet Ana, the Social Worker

The senior center has many activities, but Sylvia is concerned that her father might not want to come.

The coordinator introduces Sylvia to a social worker to talk about it.

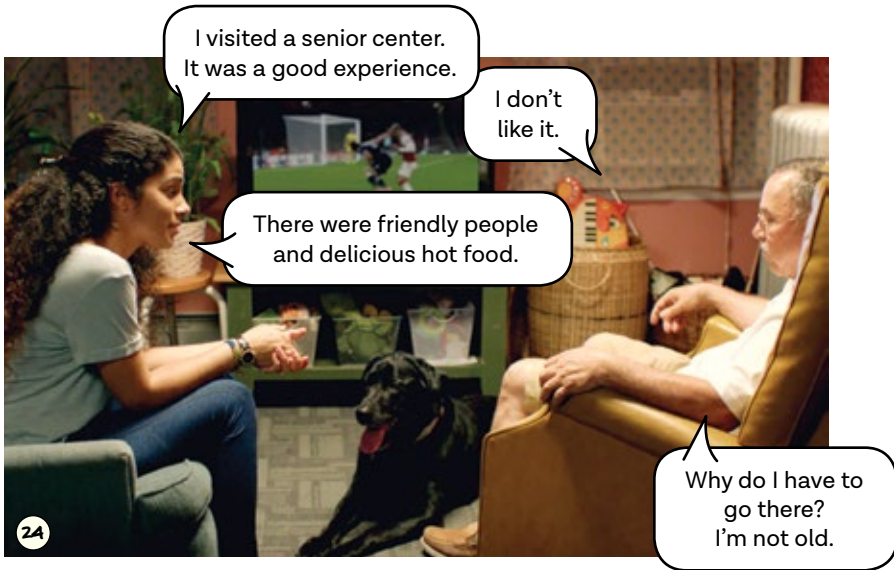


Ana understands how older people often feel. She has a good suggestion for Sylvia.



Talking about the Senior Center

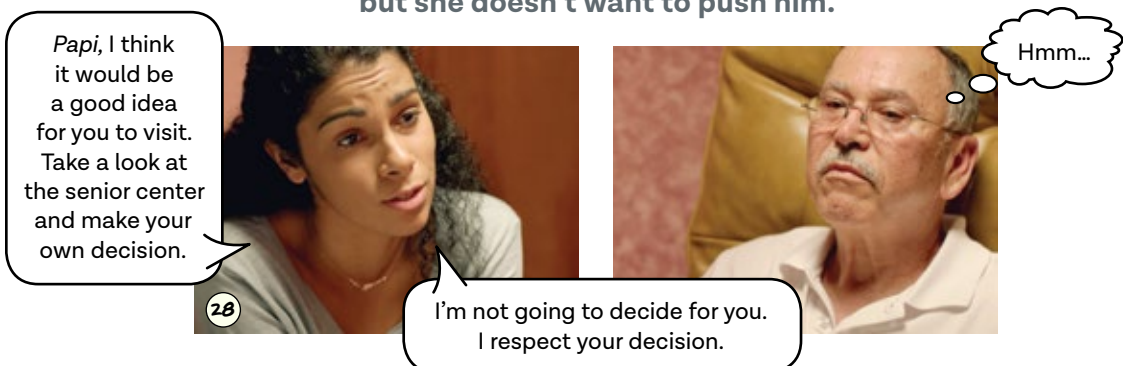
Silvia talks with her father about her visit to a senior center.



He is also worried about his dog, Bobby.



Silvia thinks her father should visit the senior center, but she doesn't want to push him.




This is Goodbye, Mrs. Belkina

Mrs. Belkina doesn't need home health aides anymore.
Silvia takes care of her for the last time.



Luis Makes a Decision

Silvia's father, Luis, visits the senior center. A volunteer welcomes him.




34 I hope you enjoy your visit with us, Luis.

35 Look everybody... Look how cute Luis's dog is.

I'm worried about Bobby... He's my dog. He's very faithful! You would love him if you could see him.

35 He's so handsome. Such a beautiful dog.



One of the seniors at the center loves dogs too. She used to have a dog named Bobik.



36 You know what... Bobby sounds like Bobik!

Yes... I miss my Bobik so much...

But let's not think about that. Let's look at the calendar.

36 Is your dog's name, Bobik?


Oh, don't tell me.

38 At 11 o'clock, there's chair yoga.

Yes, Bobik passed away last year. I think of him every single day.



Luis likes it!



39

40

41 I like chair yoga!

She is nice too!

Back Home

Luis likes the senior center, but he doesn't admit it.



42

You stayed a long time at the senior center, *papi*. How was it?

I didn't like it. It was boring. I spent most of the day by myself.



43

If you're not happy there, we can find you a different senior center for you to visit!



44

Oh, don't be so dramatic! What's the rush?



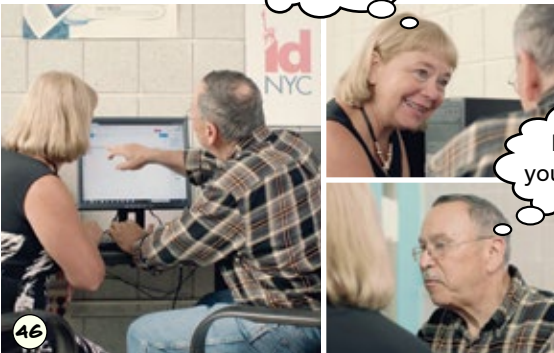
45

Did you make any friends?

I need more practice to make friends. I'm going to give it another try.

Back at the Senior Center

He's such a gentleman!



46

I feel so young again.



47

I'm going to tell Lionel I'm making friends.



48

admit = reveal, acknowledge

Tenant Rights

Mrs. Belkina has a problem with her landlord.
She learns about tenant rights from the social worker.



Tenant rights are the rights of people who rent apartments from landlords.

What rights do tenants have, Ana?

Tenants have the right to hot water, a building in good condition...

Oh, it's in Russian!

Here, this booklet has good information about tenant rights.

The ABC's of Housing

Основы жилищной политики

49



It comes in other languages too.

What about this letter I got?

It says that I have to leave if I don't pay a big rent increase.

The landlord can't just push you out. I will help.

51

52

Mrs. Belkina may be able to get a rent freeze.



Mrs. Belkina, if you live in a rent-regulated apartment, you may be eligible to get a rent freeze.

That's when they stop rent from going up for seniors.

And people with disabilities too.

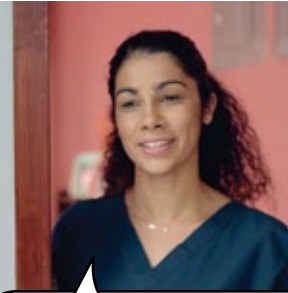
53

Not Coming Home for Dinner

Luis is putting on a tie. Silvia is very surprised. So is Luis.



54



Papi, what are you doing?
Why are you wearing a tie?



55

Silvia! I didn't see you!

Do you think
it looks good on me?

At the senior center, Luis and Mrs. Belkina enjoy a funny movie.



56



57

After the movie, Luis calls Silvia.

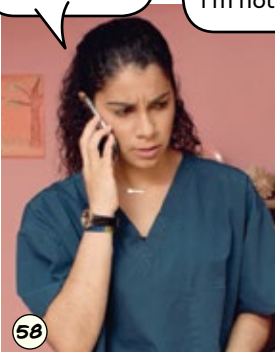
He says he's going to have dinner with his "girlfriend."

Papi,
is everything
okay?

Everything is okay, except...
I'm not coming home for dinner.

Your girlfriend?!?
Who is your girlfriend?

58



I'm invited to my
girlfriend's house!

59



I mean, my friend.
She goes to the senior center.
She wants to show me
some pictures of her dog.

Vareniki and Bachata

Luis and Irina Belkina have a great time.



Vareniki: © MarySan/Big Stock



These are really delicious. What do you call them?

They're called *vareniki*.

Are they from Russia?

No, the Bronx... my kitchen.

60

Can you show me your favorite picture of your grandson again?

Sure...

This is Lionel, like a lion, next to my other "lion," Bobby.



61

Lionel calls me *Abuelo*. It means Grandpa in Spanish.

Well, *Abuelo*, would you like to see more of Bobik's pictures?

This is my Bobik... Look how beautiful he is.

I miss him so much...

Poor Irina... What can I do to cheer her up?



Absolutely...

62



63



64



I wish my home health aides could see me now!

I told Silvia I won't be home late...

He's such a good dancer.

I like her.



65



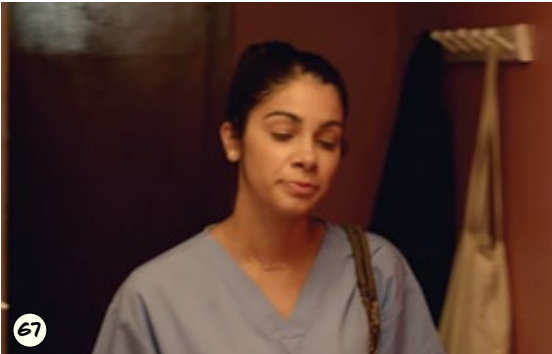
66

vareniki = Russian dumplings

bachata = a Dominican dance

I'd Like You to Meet My Friend

Silvia comes home from work. Mrs. Belkina is in her living room. She's shocked.



Mrs. Belkina is shocked to see Silvia too.



Everyone is surprised.

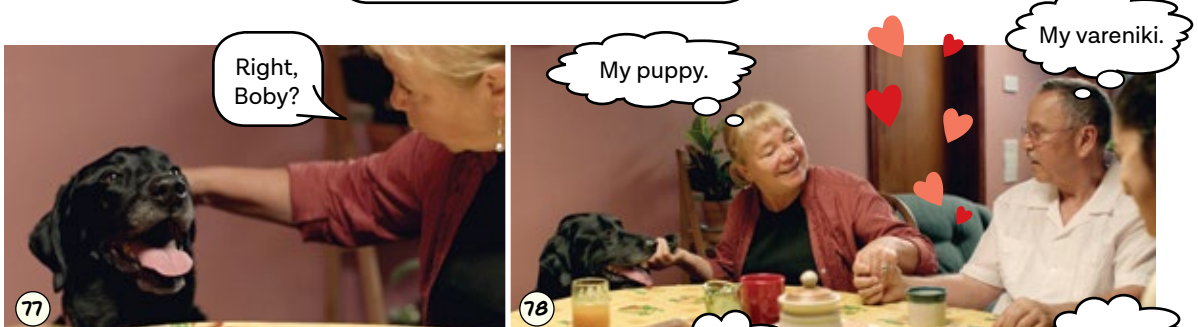


The Conclusion

Mrs. Belkina has dinner with Luis's family.
If Mrs. Belkina has to leave her apartment, she can stay with them.



Mrs. Belkina tells everyone the good news...
She doesn't have to leave her apartment. *And* she's applying for a rent freeze.



Who We Are

Complete the sentences. Follow the example.

Silvia • Lionel • ~~Luis~~ • Boby • senior center coordinator
Rolando • Umme • Mrs. Belkina • social worker



1. My name is Luis. I live with my family and my dog, Boby. My daughter is right about the senior center. It's a great place to make new friends. Do you like my tie?

2. I am _____. I am a senior. I live alone. I miss my dog. I am happy to go to a senior center. I learn about tenant rights there. I meet nice people like Luis too.



3. I am _____. I am Luis's daughter. I am a home health aide. One of my clients goes to a senior center. It's a good idea for my father too.

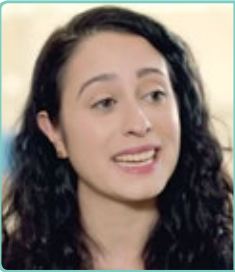
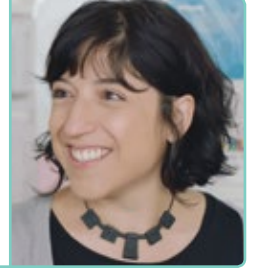
4. I am _____. I am Silvia's husband. Luis is my father-in-law. Silvia and I find a senior center for him to visit. I want Luis to be happy.





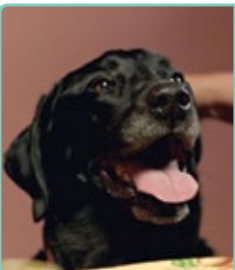
5. **I am** _____. I am Luis's grandson. I love my grandfather. I call him abuelo. I have friends at school. I want my abuelo to have friends too.

6. My name is Ana. **I am a** _____ at a senior center. I want seniors in New York City to enjoy their lives and know their rights.



7. **I am a** _____. I tell Silvia about the activities at the senior center. We have a lot of activities and great programs for seniors.

8. **I am** _____. I am also a home health aide. I work with Silvia. We help Mrs. Belkina after she has an operation.



9. **My name is** _____. I am Luis's faithful dog. I like to sleep most of the day. Luis worries about me, but I am fine. I think he needs more friends.

What Happens?

Complete the sentences. Follow the example.

meets • tell • ~~worried~~ • suggests • decides • show • doesn't

- Luis is alone during the day, and Silvia is worried about him. She _____ going to a senior center during the day. At first, Luis doesn't want to go, but he _____ to visit the center.
- On his first day, he _____ a woman named Mrs. Belkina there. Mrs. Belkina was Silvia's client, but Luis _____ know that.
- Luis and Mrs. Belkina _____ pictures of their dogs to each other, and they do chair yoga together. Luis enjoys it very much, but he doesn't _____ his family.

increase • learns • speaks

- Mrs. Belkina has a problem with her landlord. The landlord is asking for a big _____ in rent.
- Mrs. Belkina _____ with a social worker at the senior center. She _____ about tenant rights and rent freezes.

watch • meet • hold • invites • surprised

- Luis and Mrs. Belkina use the computer lab, _____ movies, learn about services, and have lunch together at the senior center.
- One evening, Mrs. Belkina _____ Luis to her home for dinner. Then, Luis invites Mrs. Belkina to _____ his family and his dog, Bobby.
- Silvia and Mrs. Belkina are _____ to see each other again.
- Luis, Mrs. Belkina and Bobby _____ hands. Everyone is happy.

Where Is It?

Find these things in the story.
Write the page number(s). Follow the example.



1. Boby's collar pages 1, 5, 12
2. photo of Bobik wearing a sweater pages
3. letter from Mrs. Belkina's landlord pages
4. computer screen with a map of senior centers page
5. IDNYC poster pages
6. schedule of senior center activities page
7. booklet about tenant rights (in Russian) page
8. a romantic couple in the movie "The Immigrant" page
9. "vareniki" (a Russian dish) page
10. photo of Lionel and Boby together page

Talking about Senior Centers

Definitions I

Find the meaning. Follow the examples.

1. **concerned** _____ a community center for seniors with many activities to stay healthy, learn about services, and have fun
2. **senior center** _____ City services and other programs that help people
3. **coordinator** _____ worried
4. **social services** _____ not wanting to change your mind or behavior
5. **stubborn** _____ someone who organizes (coordinates) things



6. **social worker** _____ recommend; give an idea about what to do
7. **suggest** _____ a choice you make after thinking about the options
8. **in control** _____ persuade someone to do something or believe something
9. **convince** _____ in charge; able to do what you want to do
10. **decision** _____ a professional trained to help people with various kinds of difficulties in their lives

Talking about Senior Centers

Dialogue I

Complete the sentences. Follow the example.

decision • suggest • convince • social services • social worker
in control • stubborn • lunches • ~~activities~~

Senior Center Coordinator:

We have a lot of (1) activities to help people stay healthy, physically and mentally—dance classes, trips to museums, shows... We also have benefits clinics.

Silvia:

Benefits clinics? What are those?

Senior Center Coordinator:

Information about (2) _____. Services sometimes change and it's important to have good information.

Silvia:

Oh... That food smells good!

Senior Center Coordinator:

We have hot (3) _____ every day. You pay whatever you can. If you don't have money, it's free. We also have a computer lab.

Silvia:

My father is very proud and can be a little (4) _____. He may not want to do everything. He may not want to come at all.

Senior Center Coordinator:

Ana is a (5) _____. Let's see what she suggests.

In Ana's office

Ana:

Here's what I think... People want to feel (6) _____ — in charge of their lives. Seniors often feel like they are losing control.

Silvia:

So what do you (7) _____? How can I (8) _____ my father to come here?

Ana:

Here's what I recommend: Don't try to convince him. It would be good if he could come to visit. He can make his own (9) _____.

Talking about Senior Centers

Definitions II

Find the meaning. Follow the examples.

- | | |
|------------------------------------|---|
| 1. tenant | _____ a City program that stops the rent from going up |
| 2. landlord | _____ ¹ someone who rents the place where he or she lives |
| 3. rent increase | _____ the owner of a place for rent |
| 4. rent freeze | _____ an apartment with rules and regulations controlled by the City or State |
| 5. rent-regulated apartment | _____ when the rent goes up |

The ABC's of Housing



- | | |
|-------------------------|---|
| 6. tenant rights | _____ a physical or mental condition that limits the ability to do some things |
| 7. eligible | _____ to see someone and know who it is |
| 8. disability | _____ ⁶ the rights of tenants; things tenants can do or are entitled to by law |
| 9. recognize | _____ when you can get something; when you satisfy the rules to get something |

Talking About Tenant Rights

Dialogue II

Complete the sentences. Follow the example.

landlord • rent increase • ~~rights~~ • eligible
tenant rights • disabilities • Tenants • rent freeze

Ana: Tenant rights are the rights of people who rent apartments from landlords.

Mrs. Belkina: What (1) rights do tenants have, Ana?

Ana: (2) _____ have the right to hot water, a building in good condition and other rights. Here... This booklet has good information about (3) _____.

Mrs. Belkina: Oh, it's in Russian!

Ana: It comes in other languages too.

Mrs. Belkina: What about this letter I got? It says I have to leave if I don't pay a big (4) _____.

Ana: The (5) _____ can't just push you out. I will help. Mrs. Belkina, if you live in a rent-regulated apartment, you may be (6) _____ to get a (7) _____.

Mrs. Belkina: That's when they stop rent from going up for seniors.

Ana: And people with (8) _____ too.

Good Question!

You go to a benefits clinic at a senior center.

Ana is giving information about services.

Luis is there. Mrs. Belkina is there. You are there!

You ask good questions. Follow the example.



~~Am I eligible for a rent freeze?~~

How can my friend find out about in-home services?

What are some different kinds of services for seniors in New York City?

There is no heat in my apartment. What can I do?

1. You want to know if you can get a rent freeze. **You ask Ana:**

Am I eligible for a rent freeze?

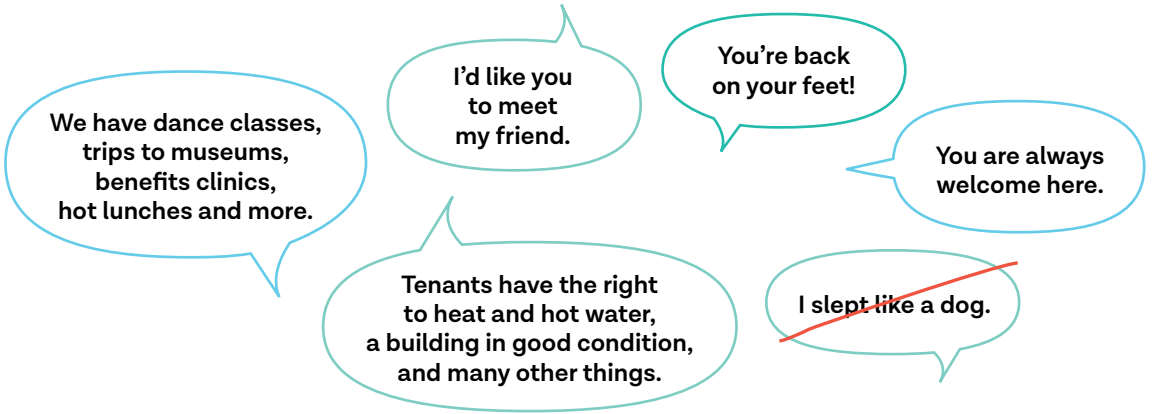
2. You want to find out about health care, food programs, help with transportation and other kinds of services for seniors. **You ask Ana:**
-

3. Ana says that people who are not able to leave their homes may be able to receive *in-home* services. **You ask Ana:**
-

4. Your apartment is very cold. **You tell Ana and you ask her:**
-

What Can You Say?

Choose the best words. Follow the example.



1. You are **Mrs. Belkina**. You slept very well last night. **You say:**

I slept like a dog.

2. You are the **senior center coordinator**. You tell Silvia about some of the activities at the senior center. **You say:**

3. You are **Silvia**. Mrs. Belkina can walk again. **You say:**

4. You are **Ana**. You tell Mrs. Belkina some of the rights of tenants. **You say:**

5. You are **Luis**. You want to introduce Mrs. Belkina to your daughter, Silvia. **You say:**

6. You are **Rolando**. You want Mrs. Belkina to know that she can visit any time. **You say:**

What Can You Do?

Match the problem with the solution. Follow the example.

Problem

1. C Your landlord is raising your rent. You are a senior. You are not sure if you are eligible for a rent freeze.
2. _____ You have an elderly mother. You think it would be good for her to go to a senior center. You want to find one for her.
3. _____ You live in an apartment in New York City. Your building does not always have heat or hot water during the winter.
4. _____ You want to know more about social services available to seniors in New York City.
5. _____ You have a disability. You may be eligible for a rent freeze. Your landlord does not believe it is true.

Solution

- | | |
|--|---|
| <p>A. There are many services that you may be eligible for. Go to the Services page of the website of the Department for the Aging (DFTA) to get good information: https://www1.nyc.gov/site/dfta/services/find-help.page. You can also visit a senior center and find out from friendly people there.</p> <p>B. You have the right to heat and hot water. If you are not getting it, call 311 and file a complaint. You can do it on the phone. You can also make a complaint with 311 online: nyc.gov/311</p> <p>C. If you live in a rent-regulated apartment, you may be eligible for a rent freeze. To find out if you are eligible, you can</p> | <p>call 311, or you can go to this webpage: https://www1.nyc.gov/site/rentfreeze/tools/rent-freeze-qualifier-tool.page</p> <p>D. Great idea! Senior centers have so many activities for seniors. To find a senior center near your mother, call 311. You can also go to this web address to find a senior center close to her home: https://www1.nyc.gov/site/dfta/services/senior-centers.page</p> <p>E. Call 311 to find out if you may be eligible for a rent freeze. If you are eligible the landlord must follow the rules and give you the rent freeze. Call 311 if you have a problem.</p> |
|--|---|

Watch the Show

Who says it?

Watch **Making New Friends**. Listen carefully.
Find out who says these lines.



Luis



Silvia



Ana



Mrs. Belkina



Lionel



Rolando

Who says it?

1. "I didn't say you have to go there. Don't go there!" _____
2. "I can take care of myself. This is not my first day of school." _____
3. "Those social workers are great. I want to go back there." _____
4. "It's for seniors like me who live in rent-regulated apartments and don't have a lot of money." _____
5. "I will help you make an appointment to speak with a housing lawyer for free to look into your situation. We will work on this together." _____
6. "What time did Luis say he's coming home?" _____
7. "That's great. He's making new friends." _____
8. "You can learn about many services at the ACCESS NYC website." _____
9. "You're too old to sleep on the sofa." _____

Watch the Show

What's going on?

What do you think is going on in this picture?



Watch **We Speak NYC • Making New Friends**
to find out what is going on.
Go to www.nyc.gov/WeSpeakNYC

Tell the Story

Use these words to tell a friend about **Making New Friends**.



1. Find the name of the social worker at the senior center.

2. Find the names of two dogs.

3. Find the food that Mrs. Belkina cooks for Luis.

4. Find the rights of a person who rents.

(two words)

5. Find a solution to a rent increase for some seniors and people with disabilities who live in rent-regulated apartments.

(two words)

Word picture: www.wordle.net/

What You Can Do To Find Help for Seniors

Luis

There are nearly 250 senior centers in NYC. Membership is free and open to anyone age 60 or older. Find a center near you by **calling 311** or going to this website: <http://www1.nyc.gov/site/dfta/services/senior-centers.page>



Silvia

If you are caring for an older adult, you can find a caregiver program near you. Contact the Caregiver Resource Center at <http://www1.nyc.gov/site/dfta/caregivers/caring-for-adults.page>



And if you are concerned that your parent (or another family member) is not able to take care of him or herself, **call 311**. Say, *“I want information about case management services through DFTA.”*

Senior Center Coordinator

The New York City Department for the Aging (DFTA) has many services for seniors. Go to this DFTA webpage to find out about services: www1.nyc.gov/site/dfta/services/find-help.page. You can also visit a senior center to get good information.



Rolando

The Senior Community Service Employment Program helps adults over 55 find jobs. For more information, **call 212-602-6958** or **311** and ask for senior employment service. <http://www1.nyc.gov/site/dfta/services/senior-employment.page>



Ana

Access NYC is a free online service where you can see if you are eligible for benefits for more than 30 programs.



Umme

The Bill Payer Program can find a volunteer to help you with organizing your bills, budgeting your money, and balancing your checkbook. **Call 311** to find out more.



Mrs. Belkina

The Friendly Visiting Program pairs older adults with trained volunteers for in-home visits. No one has to be home alone. **Call 311** for information.



Dictionary: Translations of Key Words

English	Español	中文
1. Access HRA	Acceso a la Administración de Recursos Humanos (Access HRA)	让你获取多语言的服务信息并递交申请的纽约市网站
2. DFTA (Department for the Aging)	DFTA (Department for the Aging) / Departamento para los Adultos Mayores (DFTA, según sus siglas en inglés)	老龄服务部 (DFTA)
3. disabilities	discapacidades	残疾
4. eligible	elegible, reunir los requisitos	符合条件
5. home health aide	asistente de salud en el hogar	家庭健康护理
6. landlord	propietario, casero	房东
7. rent freeze	congelación del alquiler	租金冻结
8. rent increase	aumento del alquiler	租金上涨
9. senior center	centro para adultos mayores	长者活动中心
10. social services	servicios sociales	社会服务
11. social worker	trabajador social	社工
12. tenant rights	derechos de los inquilinos	租户权利

Русский	বাংলা	العربية
портал Access HRA (веб-сайт для доступа к льготным программам Управления трудовых ресурсов Нью-Йорка (HRA))	Access HRA হল একটি ওয়েবসাইট যা আপনাকে তথ্য পেতে এবং মানব সম্পদ পরিচালনার (Human Resources Administration, HRA)-এর মাধ্যমে প্রদান করা বেনিফিট কর্মসূচিগুলির জন্য আবেদন করতে সাহায্য করে।	Access HRA (موقع على الويب) يتيح لك الحصول على معلومات والتسجيل في برامج المزايا المقدمة من إدارة الموارد البشرية)
DFTA (Управление по делам пожилых людей)	DFTA (প্রবীণ মানুষদের জন্য বিভাগ (Department for the Aging))	إدارة رعاية المسنين (DFTA)
нарушения здоровья, инвалидность	অক্ষমতা	ذوو الاحتياجات الخاصة
отвечающий требованиям	যোগ্য	مؤهل
сотрудник по оказанию медико-социальной помощи на дому	গৃহ স্বাস্থ্য সহায়ক	مساعد صحي منزلي
арендодатель	বাড়িওয়ালা	المالك
замораживание арендной платы	স্থির ভাড়া	تجميد الإيجار
повышение арендной платы	ভাড়া বৃদ্ধি	زيادة الإيجار
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социальные услуги	সামাজিক পরিষেবা	الخدمات الاجتماعية
социальный работник	সমাজ কর্মী	مرشد اجتماعي
права жильцов-арендаторов	ভাড়াটের অধিকার	حقوق المستأجر

What You Can Do To Get Help with Housing

- ✓ **Seniors in New York City 60 years and older can get free legal assistance for housing issues.** Call 311 and ask for a referral.
- ✓ **Access NYC can help you find benefits.** If you or a senior have a disability and live in a rent-regulated apartment, ask about a rent freeze.
- ✓ **You have a right to heat and hot water.** If you can't solve a housing problem with your landlord, call 311 for help. "The ABC's of Housing" is a guide to all your rights as a tenant. It's available in many languages.
- ✓ **You can search and apply for affordable housing** at "NYC Housing Connect." You can get help with buying a new home too.
- ✓ **There are many housing options for seniors who need care and for seniors who are low-income.** Call 311 for information about nursing homes, adult homes, assisted living, and other options.
- ✓ **Discrimination is illegal. All New Yorkers have the right to housing.** If you have a question about housing discrimination, or, if you want to attend a free workshop on the NYC Human Rights Law, call 311 and ask for the NYC Commission on Human Rights.

Animals need homes too. The **Animal Care Centers of NYC** can help when you need help keeping a pet in your home or finding a lost or new pet.



Visit the **We Speak NYC** website.

- Read the Study Guides.
- Practice your English.
- Watch videos of all the episodes.
- Read about your favorite characters!

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Answers

Who We Are

1. Luis
2. Mrs. Belkina
3. Silvia
4. Rolando
5. Lionel
6. social worker
7. senior center coordinator
8. Umme
9. Bobby

What Happens?

1. worried, suggests, decides
2. meets, doesn't
3. show, tell
4. increase
5. speaks, learns
6. watch
7. invites, meet
8. surprised
9. hold

Where Is It?

1. pages 1, 5, 12
2. pages 2, 11
3. pages 2, 9
4. page 3
5. pages 4, 8
6. page 7
7. page 9
8. page 10
9. page 11
10. page 11

Talking about Senior Centers: Definitions I

1. worried
2. a community center for seniors with many activities to stay healthy, learn about services, and have fun
3. someone who organizes (coordinates) things
4. City services and other programs that help people
5. not wanting to change your mind or behavior
6. a professional trained to help people with various kinds of difficulties in their lives
7. recommend; give an idea about what to do

8. in charge; able to do what you want to do
9. persuade someone to do something or believe something
10. a choice you make after thinking about the options

Talking about Senior Centers: Dialogue I

1. activities
2. social services
3. lunches
4. stubborn
5. social worker
6. in control
7. suggest
8. convince
9. decision

Talking about Tenant Rights: Definitions II

1. someone who rents the place where he or she lives
2. the owner of a place for rent
3. when the rent goes up
4. a City program that stops the rent from going up
5. an apartment with rules and regulations controlled by the City or State
6. the rights of tenants; things tenants can do or are entitled to by law
7. when you can get something; when you satisfy the rules to get something
8. a physical or mental condition that limits the ability to do some things
9. to see someone and know who it is

Talking about Tenant Rights: Dialogue II

1. rights
2. Tenants
3. tenant rights
4. rent increase
5. landlord
6. eligible
7. rent freeze
8. disabilities

Good Question!

1. Am I eligible for a rent freeze?
2. What are some different kinds of services for seniors in New York City?
3. How can my friend find out about in-home services?
4. There is no heat in my apartment. What can I do?

What Can You Say?

1. I slept like a dog.
2. We have dance classes, trips to museums, benefits clinics, hot lunches and more.
3. You're back on your feet!
4. Tenants have the right to heat and hot water, a building in good conditions, and many other things.
5. I'd like you to meet my friend.
6. You are always welcome here.

What Can You Do?

1. C
2. D
3. B
4. A
5. E

Watch the Show: Who says it?

1. Silvia
2. Luis
3. Mrs. Belkina
4. Mrs. Belkina
5. Ana
6. Rolando
7. Lionel
8. Ana
9. Silvia

Tell the Story

1. Ana
2. Bobby, Bobik
3. vareniki
4. tenant rights
5. rent freeze

**Watch
Read
Learn**



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