

# Using Information Services

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## OBJECTIVES

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In this episode you will:

- *Learn about using information services.*
- *Learn how to use **Can** and **Could**, as expressions of ability.*

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## INTRODUCTION

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 Watch the next section of video, this is the conversation you will hear.

### **ROSE STREET APT. BUILDING**


#### **WIZARD**

With a FLASH, the Wizard appears in Wizard Garb, holding his WAND.  
Wow. This new magic wand really works. Oh, hello. Welcome back to the show. In today's episode, you will learn how to use information services, like the library or the Internet. And the words can and could. These words are used to express ability. Can in the present tense now. Could in the past tense before. Let me demonstrate. With my new magic wand, I can go from here to here. And back to here. Before I had this wand, I could not do that. But back to the story. Karina and Victor found out they couldn't rent an apartment because the landlord doesn't like children. But this is against the law. I love this one. In today's episode, we will find out how they get information they need to fight a manager who is breaking the law. Let's watch.

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## VOCABULARY

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 Read and learn these words

Renters	Complaint
Case	Online
Phone book	Policy
Internet	How much
Landlord	Too
Question	Send
Library	Meet
Happen	Reason
Demonstrate	Website
Answer	Keep

 Put these words in alphabetical order. Use numbers 1-20.

1. Renters		11. Complaint	
2. Case		12. Online	
3. Phone book		13. Policy	
4. Internet		14. How much	
5. Landlord		15. Too	
6. Question		16. Send	
7. Library		17. Meet	

8. Happen		18. Reason	
9. Demonstrate		19. Website	
10. Answer	1	20. Keep	

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## COMPREHENSION

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 Video script

### ALEJANDRO'S APT.

**SOFIA** You can fight them.  
**KARINA** We can?  
**ALEJANDRO** No. Not can. You must.  
**VICTOR** But how?  
**SOFIA** Maybe a lawyer can help.

### HERMAN HEDLEY'S LAW OFFICE

*Karina and Victor meet with Herman Hedley about their little problem.*  
**HERMAN** Well You have a case!  
**KARINA** We do?  
**HERMAN** Definitely. A great case. And I, Herman Hedley, Attorney at Law, can help you.

*Herman gets up and goes the wall where there are a bunch of photos of him with satisfied customers.*

Just like I helped all of these people. The Wilsons -- they couldn't move into the apartment they wanted. But now, thanks to Herman Hedley, they can. The Moynahans -- they couldn't buy the house they wanted. But now, thanks to Herman Hedley, they can. Mrs. Bailey -- she couldn't divorce her husband. But now, thanks to Herman Hedley, she can. And do you know why I was able to help all of these people?

*Karina and Victor shake their heads, "no."*

**VICTOR** Because Herman Hedley is the "I Can" man.  
**HERMAN** I have a question.  
**VICTOR** I can answer it!  
**HERMAN** How much does 'I can' cost?  
**KARINA** For you? Only \$600.  
*Karina and victor exit.*

**VICTOR** 600 dollars?!  
 No wonder he can!

**KARINA** *Karina's outrage slowly edges toward despondence.*  
 Oh, Victor. What are we going to do?


**VICTOR** What can we do? Look for a new apartment.  
**KARINA** But it isn't fair! We can't let them get away with it. We have to fight!  
**VICTOR** For 600 dollars? We cannot afford to fight.

*Karina looks over at the entrance to Herman Hedley's office. Maybe Victor is right.*  
**KARINA** (disheartened) But they broke the law.

*Just then she notices a POLICEMAN checking out a poorly parked car. Slowly, she regains her spunk.*  
**KARINA (cont'd)** Victor. They broke the law!

*She grabs his hand and pulls him along toward the Policeman. They finally catch up.*  
**KARINA (cont'd)** Excuse me.  
**POLICEMAN** Yes, ma'am?  
**KARINA** We need your help.  
**POLICEMAN** What's the problem?  
**KARINA** A man would not rent us an apartment because we have a small child. That is against the law, yes?  
**POLICEMAN** If that's the reason he wouldn't rent to you, then yes it is.  
**KARINA** Good! Then you can arrest him.  
**POLICEMAN** Uh, I can't do that.  
**KARINA** Why not? He broke the law!  
**POLICEMAN** Maybe he broke the law. That is something the Housing and Urban Development office has to decide. I suggest you contact them.  
**KARINA** How can we do that?  
**POLICEMAN** Try the phone book, or call 411, or... (pointing)  
**VICTOR** Try the library.  
**POLICEMAN** The library?  
(pointing) It's just one block away. I'm sure they have all the information you need.

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 Next to the number, write Y for a correct statement, N for incorrect.

- Y 1. The Pushkins can't rent an apartment because they have a child.
- 2. Herman Hedley wants the Pushkins to pay \$300.
- 3. Karina asks a policeman for directions to the library.
- 4. The policeman suggests Karina should find a better job.
- 5. Victor doesn't want to find an apartment.
- 6. The policeman tells the Pushkins to go to the library.
- 7. Karina wants the policeman to arrest the apartment manager.
- 8. Herman Hedley wants to help the Pushkins for free.

- \_\_\_9. The policeman wants to arrest the apartment manager.  
\_\_\_10. HUD is the Office of Housing and Urban Development.

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## LIFE SKILLS

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 Video script

### LIBRARY

**LIBRARIAN** The Pushkins enter and look around. So much information! Where to begin?  
**KARINA** Fortunately the librarian behind the desk sees her and comes to the rescue.  
**LIBRARIAN** May I help you?  
**KARINA** Yes. We need to contact the Housing and Urban Development office.  
**LIBRARIAN** (whipping out a phone book) OK, let's start here. The good ol' phone book is one of the best places to find the information you need. (thumbing through) Here we go. HUD.  
**KARINA** HUD?  
**LIBRARIAN** (explaining the abbreviation by way of the phone book) The Department of Housing and Urban Development. Do you want to file a complaint?  
**KARINA** How did you know?  
**LIBRARIAN** Most people don't call HUD just to say hello. You will have to fill out the right forms.  
**VICTOR** Forms?  
**LIBRARIAN** Uh huh. (noticing) And HUD has a website. So you can download the forms from the Internet.  
**KARINA** The internet? We don't even have a computer yet.  
**LIBRARIAN** We have computers around the corner. Let me show you.

### COMPUTER AREA

**LIBRARIAN** The librarian shows Karina how to use the computer as Victor looks on.  
**LIBRARIAN** There you go. 'File A Complaint.'  
**(CONT'D)** Just put your name, address, phone, and all that here. And then in this part you explain what happened.  
**KARINA** They told us the apartment was rented but it is still for rent!

**LIBRARIAN** The Librarian looks over a list of the possible complaints.  
Here you go. (reading) 'Told housing was not available to you when in fact it was.' (scrolling down) And then here, you put why you think it happened.  
**KARINA** (reading) 'Because you have children!' Ha! They did break the law.  
**LIBRARIAN** Sounds like you have a case. (off their questioning look)  
That means you can win.  
**VICTOR** Tell me please. How much does this cost?  
**LIBRARIAN** Nothing. It's free. And look. You can send your complaint to HUD right here online.  
**KARINA** Right now?  
**LIBRARIAN** Yes. The Internet is that easy. Good luck! (pointing to her desk) I'll be over there if you need me.

**KARINA** *The Librarian exits. Karina turns to Victor, proud.*  
Did you hear, Victor? She thinks we can win!

**EZRA (O.S.)** *Karina returns to typing as Victor looks on. That is, until they hear*  
I'm 64 years old.

**KARINA** *They look over to see EZRA, an eccentric old man, sitting nearby.*  
Excuse me?  
**EZRA** I'm 64 years old.

**EZRA (cont'd)** *Karina and Victor share a look, not sure what to think.*  
And you'll be 64, too, before anyone reads those forms.  
**KARINA** But we can send them on the Internet.  
**EZRA** Internet. What nonsense. You think the Internet can make the government move faster? Telephone couldn't. The airplane couldn't. In 1963, I sent some forms to the government. And I haven't heard a thing yet.  
**KARINA** But we just want HUD to help us find an apartment.  
**EZRA** Ha! You trust HUD? Don't you know? HUD, FBI, CIA -- they're all the same thing. Everything you send HUD goes straight into a secret file. The next thing you know, they'll put you on a plane to Siberia.

**KARINA/VICTOR** What?  
**EZRA** Trust me. I've seen it happen.

**KARINA** *Ezra returns to his work. Karina looks at Victor, then the computer.*  
What should we do?  
**WIZARD** And freeze!

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 Read and understand

## Housing

Knowing where to go for information is an important skill you must learn. Sometimes, you may not know what to do to find the solution to a problem. But, knowing where to obtain the information is as important as knowing what to do at the moment.


You can find information in your phone book, in the government section, or at your local library, using their reference section or the information found in the Internet.

When you look for an apartment and rent one, you have both rights and responsibilities. You must be informed what is expected of you and what you expect in return. Housing laws vary from state to state.

Federal law prohibits housing discrimination based on your race, color, national origin, religion, sex, family status, or disability. If you have been trying to buy or rent a home or apartment and you believe your rights have been violated, you can file a housing complaint.

There are several ways to file a complaint:

- You can file a complaint using an online form.
- You can contact the HUD office near you.
- You can print out a form from the Internet, complete it and drop it at your local office.
- You can mail it to the Office of Fair Housing and Equal Opportunity Department of Housing and Urban Development near you.
- You can also use a lawyer to file the complaint for you. This will probably cost you more.

 Next to the number, write T for a true statement , F for false.

- T 1. You can find information about government services in the phone book.
- \_\_\_ 2. You can find information at your local library about community services.
- \_\_\_ 3. It is cheaper to find help using a lawyer.
- \_\_\_ 4. If you have a complaint about renting a place to live, it is better to forget it and find another place.
- \_\_\_ 5. You can file a complaint using the Internet.
- \_\_\_ 6. Your local HUD office will help you solve problems with your car.
- \_\_\_ 7. If you think you have been discriminated, the police will arrest the person responsible.
- \_\_\_ 8. You should know your rights and responsibilities as a renter.
- \_\_\_ 9. If you have a complaint about housing, contact your local HUD office for guidance.
- \_\_\_ 10. Online complaints are never answered.

## GRAMMAR

 Video script

### OUTSIDE THE APARTMENT

**WIZARD** *Where the Wizard is dressed in a tuxedo*  
 Decisions, decisions. The Pushkins know how to fight for that apartment. They found the information they needed. But will they fight? (a beat) We'll find out in a second. First, let's review the expressions of ability, 'can' and 'could'.

**HERMAN** (pointing to a photo) The Moynahans -- they couldn't buy the house they wanted. But now, thanks to Herman Hedley, they can (another photo) Mrs. Bailey? She couldn't divorce her husband. But now thanks to Herman Hedley, now she can.

(summing up) And you know why I was able to help all of these people?

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 Read, understand and practice

## Can and Could

We use **Can** and **Could** to express ability. **Can** is used in the present tense and **Could** is used in the past tense. We use the simple form of a verb after **Can** or **Could**.

Examples:

My friend can dance very well.      He said he could dance very well.  
I can meet you after class.              He said he could meet you after class.

We can also use **Can** and **Could** to express possibility.

Examples:

If you are not careful, you can have an accident.  
You could lose money if you are careless.

They can also be used to express permission.

Example:

I will let you know when you can come.

### Conjugation

### Question Form

I can work in the morning.

Can I work in the morning?

Yes, I can. / No, I can't.

You can work in the morning.

Can you work in the morning?

Yes, you can. / No, you can't.

He can work in the morning.

Can he work in the morning?

Yes, he can. / No, he can't.

She can work in the morning.

Can she work in the morning?

Yes, she can. / No, she can't.

It can work in the morning.

Can it work in the morning?

Yes, it can. / No, it can't.

We can work in the morning.

Can we work in the morning?

Yes, we can. / No we can't.

They can work in the morning.

Can they work in the morning?

Yes, they can. / No, they can't.

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Choose the correct answer

- c 1. Karina and Victor \_\_\_\_\_ an apartment at Rose Street because they had a child.  
a) can                              b) can rents                      c) couldn't rent



- \_\_\_2. Karina and Victor didn't know they \_\_\_\_\_ fight the landlord.  
a) can do                      b) could                      c) can't do
- \_\_\_3. Renters \_\_\_\_\_ information about his/her rights and at the library.  
a) can finds                      b) can do                      c) can find
- \_\_\_4. A lawyer \_\_\_\_\_ help people filing a complaint.  
a) coulds                      b) can                      c) can helps
- \_\_\_5. Mr. Hedley said the Moynihans \_\_\_\_\_ buy the house they wanted.  
a) can do                      b) can't bought                      c) couldn't
- \_\_\_6. A friend told Victor and Karina, "You \_\_\_\_\_ let them get away with it."  
a) can tell                      b) could go                      c) can't
- \_\_\_7. The police \_\_\_\_\_ arrest someone just because he will not rent a place to someone.  
a) coulds                      b) can't                      c) cans
- \_\_\_8. The Housing and Urban Development office \_\_\_\_\_ help you find a solution to your complaint.  
a) is                      b) no                      c) can
- \_\_\_9. Public libraries \_\_\_\_\_ give you information about HUD.  
a) can                      b) couldn't give                      c) cannot is
- \_\_\_10. To fill out a complaint online you \_\_\_\_\_ the forms you need.  
a) can                      b) can't                      c) can download
- \_\_\_11. From the HUD website, Karina finds out they \_\_\_\_\_ a complaint against the landlord.  
a) could                      b) can                      c) can file
- \_\_\_12. The librarian told the Pushkins she thought they \_\_\_\_\_.  
a) could                      b) can wins                      c) could win
- \_\_\_13. Ezra thinks the government \_\_\_\_\_ help you.  
a) can help                      b) can do                      c) can't
- \_\_\_14. Ezra said no one \_\_\_\_\_ help the Pushkins.  
a) couldn't                      b) isn't                      c) could
- \_\_\_15. An administrative hearing \_\_\_\_\_ let you state your complaint in front of a judge.  
a) couldn't                      b) coulds                      c) can

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## SPECIAL SKILLS

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 Read and understand

### LIBRARY - COMPUTER AREA

**WIZARD**

The 'I can' man knows how to use expressions of ability. What are the Pushkins to do? Do they submit the form to HUD, a government agency that the Pushkins believe will put their information in a secret file? Or do they give up the fight, and look for another apartment? Option one: They don't contact HUD. Let's see what happens. And action!

**VICTOR  
KARINA  
VICTOR**

*Karina sits, finger poised on the mouse button. She looks at Victor.*

I think he is right. We should look for another apartment.

But they broke the law.

Then someone else can fight them. I don't want the government to have our information.

**KARINA  
VICTOR**

But...

Karina? Who is the man here? Who knows best? (or: I think I'm the one who should make a decision.)

**KARINA**

*He takes her hand and pulls her away. She reluctantly goes.*

*(sighing)* Back to the apartment listings... 1 WEEK LATER

### ROSE STREET APT. BUILDING

*Karina walks by the Rose Street apartment with the classifieds and notices the For Rent sign is no longer out. Curious, she enters the building.*

*She can't help but try and get a peek of who got the apartment. Fortunately her timing is good, and the tenants, a YOUNG FAMILY - a MOTHER, a FATHER, and A LITTLE BOY about Max's age - is leaving it. She can see boxes and stuff inside.*

*She approaches them.*

**KARINA  
YOUNG MOTHER  
KARINA  
YOUNG FATHER  
KARINA  
YOUNG MOTHER  
KARINA  
YOUNG FATHER  
  
YOUNG MOTHER**

Excuse me. May I ask if you are renting this apartment?

Oh, yes. We just moved in

But what about your daughter? That was okay?

Not at first. The manager pretended he was renting to someone else..

What did you do?

We filed a complaint with HUD.

You did?

Oh, they were great. They called the manager right away and they told him he was breaking the law.

And here we are.

*They look at each other all lovey goopy.*

**YOUNG FATHER  
YOUNG MOTHER**

It was not easy. But it was worth it. And we love the apartment.

It's perfect!

## LIBRARY - COMPUTER AREA

**WIZARD**

Let's see what happens if Karina and Victor use different information to make their decision. And action!

**VICTOR  
KARINA  
VICTOR**

*Karina sits, finger poised on the mouse button. She looks at Victor.*

I think he is right. We should look for another apartment.

But they broke the law.

Then someone else can fight them. I don't want the government to have our information. .

**KARINA  
VICTOR**

But...

Karina. Karina. Who knows best?

**KARINA**

*He takes her hand and pulls her away. She doesn't go.*

Oh, Victor. Don't be scared. I think it'll be okay.

**KARINA (cont'd)  
KARINA  
SUE (O.S.)  
KARINA**

*Karina pushes the 'Send' button. A screen appears, "Your complaint has been submitted. Thank you."*

I think we'll be OK. There. Now it is done. *(four days later)*

Hello?

Can I speak with Karina Pushkin please?

This is Karina.

**SUE  
KARINA**

*SUE BLAKE, HUD representative extraordinaire, calls from her office.*

Hi. My name is Sue Blake at the local HUD office. You filed a complaint online?  
(totally surprised) Yes! Yes we did.

**SUE  
KARINA  
SUE**

*Karina waves Victor over. He listens in on the same phone.*

I'm calling to say it I think you have a case.

We do?

Yes. A landlord cannot refuse to rent an apartment because you have children. I'd like to schedule an administrative hearing.

**KARINA  
SUE  
KARINA  
SUE  
KARINA  
SUE  
KARINA  
SUE**

An administrative hearing?

Yes. A meeting with an administrative law judge. It won't take very long.

When will this hearing be?

Let's see...Can you make it the day after tomorrow?

The day after tomorrow?!

I'm sorry, is that a problem?

No it's great. It's just...so soon.

Great. I'll call you tomorrow with more details. Bye, bye.

## HEARING ROOM

*The administrative hearing is in progress. Sitting in front of the ADMINISTRATIVE LAW JUDGE are Sue, Karina, Victor and Max at one table, and LYLE GREEDO at the other. He's made an effort to make himself presentable, but his mismatched, ill fitting suit circa 1975 is not exactly haute couture.*

**ADMINISTRATIVE**

*The Administrative Law Judge shuffles through his papers.*

Mmm hmm. Then can you tell me, Mr. Greedo, why you told the Pushkins the

**JUDGE** apartment was rented?  
**LYLE** See, I thought it was rented.  
**SUE** Don't you know if your apartments are rented? After all, you are the manager.  
**LYLE** Look, people come by every day to look at apartments. I can't remember everybody..  
**SUE** But the Pushkins wanted the apartment!  
**LYLE** Yeah, well, uh...their credit isn't very good.  
**KARINA** We have good credit!  
**ADMINISTRATIVE JUDGE** (shuffling through more papers) Their credit history is excellent.  
**SUE** The truth is, when you heard the Pushkins had a little boy you pretended the apartment was rented.

No answer from Lyle.  
**ADMINISTRATIVE JUDGE** Is that true, Mr. Greedo?  
**KARINA** Yes, is that true?

*Lyle eyes dart at his accusers. He's just dying to say it is.*  
**ADMINISTRATIVE JUDGE** Mr. Greedo? Is that true?  
**MAX** *Max chooses this moment to start banging on the table.*  
Is - that - true! Is - that - true! Is - that - true!

*That sends Lyle over the edge.*  
**LYLE** Stop it! Stop it! Yeah, it's true! It's all true! That's why I didn't rent to them. And I'm happy I didn't! (pointing to Max) You want to live with that? Huh?! You want to live with that?  
**ADMINISTRATIVE JUDGE** Mr. Greedo, that is a little boy. And you will have to live with him. And please remember, you were once a little boy, too. I find in favor of the Pushkins. They can move in immediately with a one year lease. And for their troubles, the first month's rent will be waived.  
**LYLE** What?  
**KARINA** (to Sue) What?  
**SUE** That means the first month's rent is free!  
**KARINA** Victor! Did you hear that? We won!


*Hugs all around. Jubilation reigns. Well, with the exception of Lyle, who glares at Max. Max decides to rub it in.*  
**MAX** (pounding on table) We won! We won! We won!

*Lyle glares harder.*  
**LYLE** (under his breath) Just you wait. Just you wait.

**Housing and Urban Development Office (HUD)  
Notice of Hearing**

To: Victor and Karina Pushkin  
Date: March 5, 2001  
From: Officer Jones  
Re: Renter's Complaint

Your appointment is scheduled for March 16, 2001 at 4 p.m.  
If you have any questions, please call me at 555.8843

 Read the information above and choose the correct answer.

1. a What's this?  
a) A Notice of Hearing    b) A form    c) A menu
2. \_\_\_ The Office of Housing and Urban Development is also called...  
a) HD    b) HUD    c) OHUD
3. \_\_\_ This letter is addressed to...  
a) Mr. Jones    b) Victor    c) Victor and Karina Pushkin
4. \_\_\_ What is the date of this letter?  
a) 3/6/2000    b) 3/5/2001    c) 5/3/2001
5. \_\_\_ Who sends this letter to the Pushkins?  
a) Renters    b) Officer Smith    c) Officer Jones
6. \_\_\_ What is this letter about?  
a) a renter's complaint    b) a small house    c) Karina's baby
7. \_\_\_ This letter gives the Pushkins ...  
a) a headache    b) an appointment    c) a new house
8. \_\_\_ When is the appointment?  
a) 3/5/2001    b) 3/16/2000    c) 3/16/2001
9. \_\_\_ At what time is the appointment?  
a) 4 a.m.    b) 4 p.m.    c) 9 a.m.
10. \_\_\_ The phone number for Officer Jones is ...  
a) 555.8843    b) 4 p.m.    c) 3/16/2001

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## CONCLUSION

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 Video script

### **BALCONY OVERLOOKING THE OCEAN**

#### **WIZARD**

How about that? Karina, Victor and little Max got the apartment after all. Hee, hee! They fought and won. And how did they fight? With information. First, they learned that the manager broke the law. Then they learned there was an agency to help them. Still, from the look on Mr. Greedo's face, I don't think the Pushkins' fight is over. Hmm. I wonder what he will do.

*(looking at his watch)*

Oh, boy. I can't believe this episode is already over. Hmm. Well, I hope you practice using can and could because, as you know, practice makes perfect. See you next time here on English for All.

*And with a wink and a flash, he's gone.*

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ANSWERS

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EPISODE SIX

VOCABULARY			COMPREHENSION		LIFE SKILLS
1. 17	2. 2		1. Y		1. T
3. 13	4. 7		2. N		2. T
5. 9	6. 15		3. N		3. F
7. 10	8. 5		4. N		4. F
9. 4	10. 1		5. N		5. T
11. 3	12. 12		6. Y		6. F
13. 14	14. 6		7. Y		7. F
15. 19	16. 18		8. N		8. T
17. 11	18. 16		9. N		9. T
19. 20	20. 8		10. Y		10. F

GRAMMAR				SPECIAL SKILLS	
1. c	2. b	3. c		1. a	2. b
4. b	5. c	6. c		3. c	4. b
7. b	8. c	9. a		5. c	6. a
10. c	11. c	12. c		7. b	8. c
13. c	14. c	15. c		9. b	10. a