

আমরা আপনার মতামত জানতে চাই

我们需要您的意见

Chceme znát Váš názor

Nous avons besoin de vos avis

ما به نظرات شما احتیاج داریم

हम आपके विचार जानना चाहते हैं

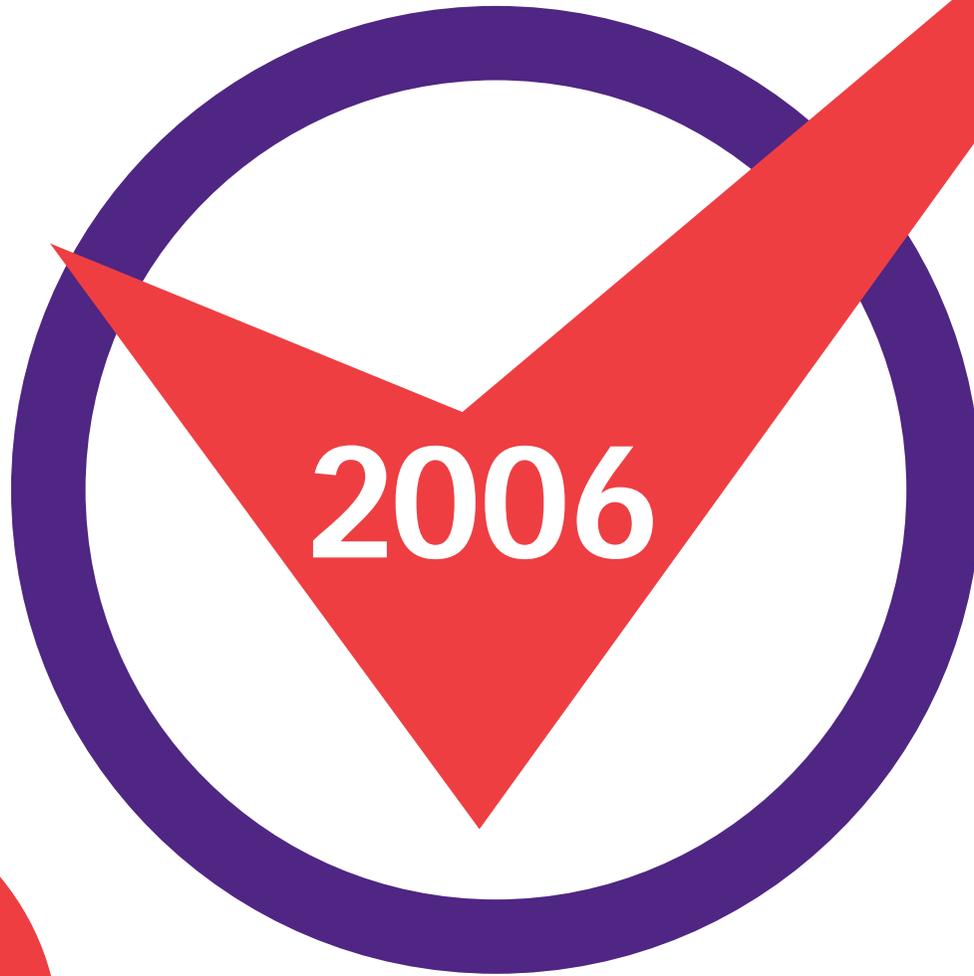
حەز دەکەین لە بیر و بۆچوونت ئاگادار بین

ਅਸੀਂ ਤੁਹਾਡੇ ਵਿਚਾਰ ਜਾਣਨਾ ਚਾਹੁੰਦੇ ਹਾਂ

Precisamos da sua opinião

ہمیں آپ کی آراء کی ضرورت ہے

We need your views



**fill in
and
WIN**

You could win a widescreen television and DVD player, a new kitchen cooker, or £250 of HomeStyle decoration vouchers for your home, by taking part in this survey.

Tell us about yourself

Please fill in the details for the home's main tenant
(the named person on the rent statement) or the leaseholder below.

If you are filling this on behalf of the main tenant or leaseholder
please put **their** details down

Name: _____ Date of birth: _____

Address: _____

Postcode: _____

Tel number: _____ Mobile number: _____ e-mail address: _____

Your six-digit 'Survey Reference Number': (taken from your rent statement):

Are you a Tenant Leaseholder

What type of property do you live in?

House Maisonette Sheltered Accommodation Bungalow Multi-storey flat Flat

What is your ethnic origin?

White

- British
- Irish
- Other White

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Other Asian

Chinese or Other Ethnic Group

- Chinese
- Other ethnic group

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Other mixed

Black or Black British

- Black Caribbean
- Black African
- Black British
- Other

Your Gender Male Female

Do you have a disability or impairment? Yes No

If yes, which category best describes your disability?

- Blind or partially sighted
- Wheelchair user
- Other mobility difficulties
- Deaf or hearing impairment
- Mental health disability
- Learning disability
- Other disability (please specify) _____

If you are blind or partially sighted, would you like to receive information in any of the following formats?

Large Print Braille Audio Tape



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1 **Getting in touch** - we want to know more about how you contact The Gateshead Housing Company, and for what reasons.

When you get in touch with us, how do you normally do so?

- By phone Write a letter E-mail or online Visit an office (if so which one?)

Other (please specify)

What have you contacted us about in the last year? (please tick all that apply)

- Repairs Rents and Benefits Home transfers or exchanges Nuisance Neighbours
 To make a compliment or complaint Other (please specify)

How easy was it to get the right employee to talk with, to answer your query?

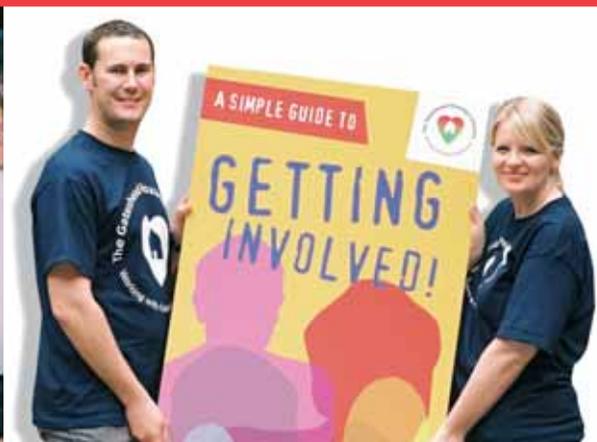
- Very easy Easy Not easy at all Not sure

When you gave us your query, question or concern, was it resolved by our employees?

- Yes No Not sure

Overall, is it easier to get in touch now with us than it was twelve months ago?

- Yes No About the same



2 **Repairs** - our HomeRepairs Service on Freephone **0800 408 6008** has taken over 460,000 calls since June 2003, with thousands of repairs carried out every month since.

Have you used our HomeRepairs Service in the past year? Yes No

How did you report the repair? By phone from home By phone at a local office Fax Website/e-mail
 Text Minicom To an employee To a warden

Other (please specify)

Did you find reporting the repair easy and helpful? Yes No

When the work itself was carried out, was it to your satisfaction in terms of the standards and how our contractors acted? Yes No

Overall, do you think our HomeRepairs service is better than twelve months ago? Yes No About the same

If no, why not? Problems getting through Took too long to get work done Not happy with quality of work
 Other (please specify)

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3 Anti-social behaviour - Problems such as noisy neighbours, youth disorder and vandalism are important. We want to know what should be tackled first.

Have you had any experience of anti-social behaviour in the past year? Yes No

Did you report it to The Gateshead Housing Company/Gateshead Council Police Didn't report it

Another agency please specify

Did the matter get resolved to your satisfaction? Yes No

What three things should we tackle first to reduce anti-social behaviour? (please tick just three)

Litter and rubbish in street

Graffiti

Vandalism

Youth disorder

Parking/vehicle nuisance

Animals

Noise from people

Problems with neighbours

Harassment

Racial harassment

Drugs

Other crime

Do you feel safer in your home and neighbourhood than you did a year ago? Yes No About the same

Overall, do you think The Gateshead Housing Company and its partners are doing more to deal with anti-social behaviour than a year ago? Yes No About the same



4 Being kept informed - the company is committed to keeping tenants and leaseholders informed. We would like to know if you like the information we produce, and find it useful?

Do you read The Gateshead Housing Company newspaper when you get it? Yes No

Do you find it useful and informative? Yes No

If you have seen our website at www.gatesheadhousing.co.uk, did you find it useful? Yes No

The company is planning to update its 'A to Z of services' (see photo above) this year. Did you find last year's version useful, clear and easy to read? Yes No

Is there anything else we need to add to this year's version? Yes No

If yes, please say here what you would like to see added.

Overall, do you think there is more useful information about housing available than a year ago? Yes No

5

Getting involved - we want tenants and leaseholders to have the chance to get involved in shaping the services we offer in the future.

Do you feel as a customer that you are able to influence the services we offer? Yes No

If yes, did you find the process to be useful? Yes No

If you have been involved, were you given feedback afterwards about how your views would be used? Yes No

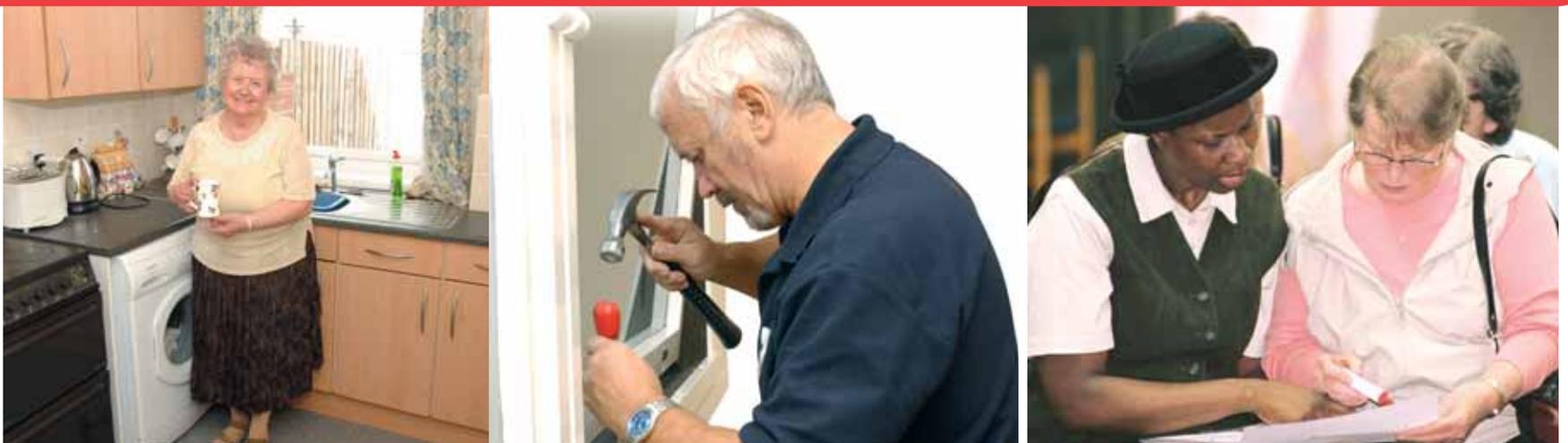
What would encourage you to get more involved in the future? (please tick all that apply)

- More opportunities to make decisions
- Incentives (such as vouchers, prize draws etc)
- Opportunities to develop your own skills
- More feedback
- Help with childcare when being involved
- Information in other formats
- Meeting people with similar interests and backgrounds

- Seeing the results of involvement
- Transport to meetings and groups
- Alternative times for meetings
- More fun and sociable activities
- Expenses for taking part
- Joining our Board/Area Boards

Other (please specify) _____

Overall, do you think there are more chances to get involved than a year ago? Yes No About the same



6

Priorities - we want to know what tenants and leaseholders see as the main priorities for The Gateshead Housing Company.

Of the following, which are the three most important to you? (please mark **just three** - marking them 1, 2 and 3 - with 1 being the most important to you, 2 being the second most important and 3 being your third priority for us to tackle)

- Repairs being done quickly and well
- A clean and well-maintained environment outside your home
- Anti-social behaviour dealt with effectively
- Improvements to your home such as new bathrooms and kitchens

- A choice of fittings when improvements are made to your home
- Value for money for your rent and service charges
- Enquiries dealt with promptly at the point you make contact

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7

These questions are for our leaseholders only. Tenants should go to section 8.

Do you think The Gateshead Housing Company provides enough information for leaseholders?

Yes No Not sure

Specifically, do you get enough information about your service charge account?

Yes No Not Sure

Overall, how satisfied are you with the service we provide to leaseholders?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied
 Fairly dissatisfied Very dissatisfied Don't know



8

Overall impressions - we want to know your opinions about the services that we offer and how happy you are living in Gateshead.

Do you consider the rent that you pay to be good value in terms of the services you receive?

Very good value Good value Neither good or bad value
 Bad value Very bad value Don't know

Overall, how satisfied are you with your home?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied
 Fairly dissatisfied Very dissatisfied Don't know

Overall, how satisfied are you with the neighbourhood you live in?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied
 Fairly dissatisfied Very dissatisfied Don't know

Overall, how satisfied are you with the opportunities to get involved and influence future decisions made by the company?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied
 Fairly dissatisfied Very dissatisfied Don't know

And finally, how satisfied overall are you with the services we offer?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied
 Fairly dissatisfied Very dissatisfied Don't know



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9 This section is only for customers who use our offices in Highfield, Old Fold, Wrekenton, Springwell and Sheriff Hill.

Did you receive our December 2005 information booklet 'Your future housing services' (see above)

Yes No

Did you find it useful and informative?

Yes No

Please add any comments you have about our service improvement plans detailed in the brochure here

Please tick here if you would like someone from the company to contact you to explain these plans further.

10 For all customers - if you have additional comments, please add them here.

What do I do next?

1. Have you filled in your name, address and details on the second page? You can't win if we don't have those details!
2. You can give your questionnaire to your caretaker, concierge, warden, local office, or return it to us in the pre-paid envelope enclosed. Please return it by Monday, 13 February 2006.
3. The choice of top prize will be given to the first entry drawn at random from all entries received from tenants and leaseholders of The Gateshead Housing Company. Please note no cash alternative is available, and the judges' decision is final. No correspondence will be entered into. The winner may be asked to take part in publicity.

i We need your personal data to improve the services we offer to you and other residents. This includes services offered on our behalf by our partners and contractors (such as Gateshead Council, Morrison Facilities Services Ltd and Frank Haslam Milan Ltd). The company will also use personal data for Equal Opportunities Monitoring. We will keep your personal data safe and secure, and will not share it with any other organisations or disclose it to anyone else without your consent, unless we are required by law to do so. If you have any queries about the information we hold please write to The Gateshead Housing Company, Suites 1, 2, 4 and 5, Baltic Business Centre, Saltmeadows Road, Gateshead, NE8 3DA.

