

We need your views



About you

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 add their details.

Name: _____ Date of birth: _____

Address: _____

Postcode: _____

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

Your six-digit 'Survey Reference Number' (taken from your rent statement - does not apply to Leaseholders):

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

Continued overleaf

**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.

আমরা আপনার মতামত জানতে চাই

Nous avons besoin de vos avis

हम आपके विचार जानना चाहते हैं

Precisamos da sua opinião

我们需要您的意见

ہم آپ کے خیالات جاننا چاہتے ہیں

ہمیں آپ کی آراء کی ضرورت ہے

Chceme znát Váš názor

ما به نظرات شما احتیاج داریم

ਅਸੀਂ ਤੁਹਾਡੇ ਵਿਚਾਰ ਜਾਣਨਾ ਚਾਹੁੰਦੇ ਹਾਂ



The Gateshead Housing Company
Working with Gateshead Council

About you

This is your opportunity to tell us more about your needs and circumstances. After all, the more we know about you, the more we can do to offer help and support.

If you have a disability or impairment, which category best describes your condition?

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

If you look after a member of your household, or need assistance in every day life and are cared for by a family member, we may be able to offer additional support services. Are you a carer or are cared for?

- Yes No If yes, please give details _____

Vulnerable customers

If you feel that you need additional support due to personal circumstances, please let us know in the space provided.

It may be that you have difficulty reading some of our leaflets, cannot access a housing office easily, have fled a country of persecution, are on long-term sick or are a lone parent. Whatever your circumstance, we will do all we can to help.

The information you give is confidential. To speak to someone in confidence, about your circumstances call your housing office.

Your faith

If you wish, you can provide information on faith and religion. This will help us when providing services to you; for example, if you would prefer not to be contacted on certain days of prayer. Please give details below.

Your household

You may wish to use this opportunity to tell us more about other members of your household. Information you provide will help us know more about the people you live with and highlight any areas where we can help.

Title (i.e. Mr, Mrs, Miss, Ms, etc)	Full name	Male or female	Your relationship to them	Date of birth	Ethnic origin	Any disabilities

Please continue on a separate sheet if necessary.

Preferred communication

The housing company realises that in today's busy lifestyle, people's contact preferences have changed. If you like, you can tell us how you would prefer to be contacted in the future (please tick below):

- Text Telephone E-mail

Please ensure you have given us all of your contact details on the first page.

Your home

1

The Gateshead Housing Company lets around 2,000 homes per year. We want those homes to be of a standard that our customers want.

If you are a tenant, have you moved into your home in the past year? Yes No

If yes, how satisfied were you with the standard of the property when you moved in (please add any comments below)?

- Very satisfied Fairly satisfied Don't know / No opinion
 Fairly dissatisfied Very dissatisfied

Have you heard of the company's new Choice-Based Lettings scheme 'HomeChoice'? Yes No

If you are not already a member please tell us why you haven't joined the free scheme.

- Hadn't heard of scheme Don't want to move Not enough choice of homes on offer
 Other (please specify)

2

HomeRepairs service on Freephone 0800 408 6008 carries out thousands of repairs every month.

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 housing 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 was carried out, was it to your satisfaction? 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)

3

Major works - Over £1m a week is being spent on improving homes in Gateshead. We want customers to be happy with improvements and know when they are being carried out.

If your estate has improvements planned do you know when they will be done? Yes No



fill in and WIN You could win a widescreen television and DVD player, a new kitchen cooker, or £250 of HomeStyle decoration vouchers

Your neighbourhood

4 Anti-social behaviour - Solving 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

Who 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

5 Security and Environmental - As well as improving homes, the housing company has a commitment to improving the look and security of local estates.

What could we do to make your estate a better place to live?

6 Estate issues - The look of an estate and how it is cleaned and looked after is important to the company and we want to make estates even better in the future.

How satisfied are you with the general look and appearance of your estate?

Very satisfied

Fairly satisfied

Don't know / No opinion

Fairly dissatisfied

Very dissatisfied

If you are not satisfied please tell us why.

Overall, do you think The Gateshead Housing Company and its partners are doing more to deal with estate cleanliness than a year ago?

Yes No About the same

fill in and WIN You could win a widescreen television and DVD player, a new kitchen cooker, or £250 of HomeStyle decoration vouchers

Making our services better

7

We want to ensure that we provide you with a high standard of customer service.

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)?

- | | |
|---|--|
| <input type="radio"/> Make it easy for me to get help and information | <input type="radio"/> Don't discriminate against me |
| <input type="radio"/> Help me look at all the choices and solutions available | <input type="radio"/> Ensure staff are informed and helpful |
| <input type="radio"/> Consult and involve me | <input type="radio"/> Clearly explain things to me and check I understand them |
| <input type="radio"/> Listen to my views | <input type="radio"/> Keep your promises |

8

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)?

- | | |
|---|---|
| <input type="radio"/> Repairs being done quickly and well | <input type="radio"/> Choice of fittings when improvements are made |
| <input type="radio"/> A well-maintained environment outside my home | <input type="radio"/> Value for money for your rent and service charges |
| <input type="radio"/> Anti-social behaviour dealt with effectively | <input type="radio"/> Enquiries dealt with at the point of contact |
| <input type="radio"/> Improvements to your home | <input type="radio"/> How homes are let to people |

9

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 Text 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 Moving home/HomeChoice 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

Getting involved

10

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

Have you been involved within any services that The Gateshead Housing Company offers? For example, have you had a say and been involved by filling out a questionnaire or been part of a focus group.

Yes No

How satisfied are you with the feedback from customer involvement? For example, receiving information about the service you've been involved in via a tenant newsletter, a personal letter, word of mouth etc.

Very satisfied Fairly satisfied Don't know / No opinion
 Fairly dissatisfied Very dissatisfied

How satisfied are you with the changes to services following your involvement?

Very satisfied Fairly satisfied Don't know / No opinion
 Fairly dissatisfied Very dissatisfied

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

- | | |
|---|---|
| <input type="radio"/> More opportunities to make decisions | <input type="radio"/> Seeing the results of involvement |
| <input type="radio"/> Incentives (such as vouchers and prize draws) | <input type="radio"/> Transport to meetings and groups |
| <input type="radio"/> Opportunities to develop your own skills | <input type="radio"/> Alternative times for meetings |
| <input type="radio"/> More feedback | <input type="radio"/> More fun and sociable activities |
| <input type="radio"/> Help with childcare when being involved | <input type="radio"/> Expenses for taking part |
| <input type="radio"/> Information in other formats | <input type="radio"/> Joining our Board / Area Boards |
| <input type="radio"/> Meeting people with similar interests and backgrounds | <input type="radio"/> Taking part in an Estate Tour |

Other (please specify) _____

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

11

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/or informative?

Yes No

If you have seen our website, www.gatesheadhousing.co.uk, did you find it useful?

Yes No

The company recently updated its 'A to Z of services'.

Did you find it useful, clear and easy to read?

Yes No

Is there anything else we need to add to next 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



fill in and WIN You could win a widescreen television and DVD player, a new kitchen cooker, or £250 of HomeStyle decoration vouchers

About The Gateshead Housing Company

12

These questions are for our Leaseholders only. Tenants should go to section 13.

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 / No opinion

Any other comments:

13

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 Don't know / No opinion
 Bad value Very bad value

Overall, how satisfied are you with your home?

Very satisfied Fairly satisfied Don't know / No opinion
 Fairly dissatisfied Very dissatisfied

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

Very satisfied Fairly satisfied Don't know / No opinion
 Fairly dissatisfied Very dissatisfied

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

Very satisfied Fairly satisfied Don't know / No opinion
 Fairly dissatisfied Very dissatisfied

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

Very satisfied Fairly satisfied Don't know / No opinion
 Fairly dissatisfied Very dissatisfied

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, housing office, or return it to us in the pre-paid envelope enclosed. Please return it by Friday, 16 February 2007.
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.



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.

Requesting a translation of this form - I would like to take part in this survey but would need it in one of these formats



Bengali

আমরা যে পরিষেবা দিচ্ছি সে বিষয়ে যদি আপনার মতামত জানাতে চান তাহলে এই বক্সে টিক চিহ্ন দিন ও এই পৃষ্ঠার নিচের দিকে আপনার নাম, ঠিকানা ও ফোন নম্বর প্রিন্ট করে দিন। এর পর সঙ্গে দেওয়া খামে ফর্মটা ফেরত পাঠিয়ে দিন - ডাক টিকিটের দরকার নেই। এই সার্ভেতে অংশ নিয়ে আপনি আপনার বাড়ির জন্য টেলিভিশন ও ডিভিডি (DVD) প্লেয়ার, বা নতুন কিচেন কুকার বা £250 এর ঘর সাজানোর ভাউচার নিয়ে যেতে পারেন।

Chinese

如果您愿意对我们提供的服务发表意见，请在本选项框上打勾，并且在本页底部用印刷体写上自己的姓名、地址和电话。然后请使用已提供的信封将表格寄回，本信封不需要邮票。通过参加调查活动，您可以赢得一台电视和一台 DVD 播放机，或者一套新的厨房炊具，或者 £250 家居装饰品优惠购物券。

Czech

Pokud nám chcete sdělit svůj názor na služby, které poskytujeme, zaškrtněte, prosím, toto políčko a ve spodní části této stránky vytiskněte své jméno, adresu a telefonní číslo. Poté nám formulář zašlete v obálce, kterou jsme Vám poskytli – lze jej zaslat bez poštovní známky. Pokud se zúčastníte tohoto průzkumu, můžete vyhrát televizi a DVD přehrávač nebo nový kuchyňský sporák, nebo poukázky na dekorace pro Váš byt o hodnotě £250.

French

Si vous voulez nous donner votre avis sur les services que nous fournissons, cochez cette case et écrivez votre nom, adresse et numéro de téléphone en lettres d'imprimerie au bas de cette page. Renvoyez ensuite le formulaire dans l'enveloppe fournie – vous n'avez pas besoin de timbre. Vous pourriez gagner un poste de télévision et un lecteur de DVD, ou une nouvelle cuisinière, ou 250 Livres Sterling en bons de décoration pour votre logement si vous prenez part à un sondage.

Farsi

اگر مایل هستید نظرات خویش را در خصوص خدمات ارائه شده توسط ما مطرح سازید، لطفاً داخل این باکس علامت تیک زده و نام، آدرس و شماره تلفن خود را در پایین همین صفحه بنویسید. سپس این فرم را در پاکتی که در اختیارتان گذاشته ایم قرار داده و برای ما ارسال کنید. برای این کار هیچ نیازی به الصاق تمپر پستی نیست. با شرکت کردن در این نظر خواهی می توانید برنده یک دستگاه تلویزیون یا پخش کننده DVD، اجاق خوراک پزی جدید، یا کوپن های دکوراسیون برای منزل خود به ارزش £250 شوید.

Hindi

यदि आप हमारे द्वारा प्रदान की जाने वाली सेवाओं के बारे में हमें अपने विचार बताना चाहते हैं, तो कृपया इस बॉक्स में सही का निशान लगाएं और इस पृष्ठ के नीचे अपना नाम, पता और टेलीफोन नंबर प्रिंट करें। तबपश्चात यहां दिए गए लिफाफे में फॉर्म लीटा दें - इसमें डाक टिकट लगाने की जरूरत नहीं है। आप इस सर्वेक्षण में भाग लेकर अपने घर के लिए एक टेलीविजन और डी.वी.डी. प्लेयर अथवा एक नया किचन कुकर अथवा £250 के डेकॉरेशन वाउचर्स जीत सकते हैं।

Sorani

له گهر حجر ده کهت بیر و بۆجووی عزت سهارهت بهو خزمنه گوزارایله ده سه به زیان ده کهتین دهر بیزیت، لهوا نکابه نیشانه بهک لهواو لهم جوار گۆشه به دا بکه و نار و ناو نیشان و زماره ی نده لفظی عزت له زیره وهی لهم لایه ره به بنوسه. دواتر لهم فورمه بکه ناو لهو زه لفظی بۆتمان ده سه بهر کردوه و بۆمانی بیره وه - نار دنی لهم نامه به بخورایه و بویست تاکات بول له زه لفظی نامه که به دهت له گهر لهم راپرسه دا به شداری بکهت لهوا لهوا نه به لفظی بۆن یا ن جیهازیکی دی لی دی، یا ن چنشت لیسه ریکی تازه، یا ن £250 فاجهر بۆ رازالنه وه و دیکوری ناومالت بیهته وه.

Punjabi

ਜੇ ਤਸੀਂ ਸਾਡੇ ਵਲੋਂ ਪਦਾਨੁ ਕੀਤੀਆਂ ਜਾਂਦੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਆਪਣੇ ਵਿਚਾਰ ਦਸਣੇ ਚਾਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਕਸ 'ਤੇ ਟਿਕ (✓) ਕਰੋ ਅਤੇ ਇਸ ਪੱਨੇ ਦੇ ਅੰਤ 'ਤੇ ਮੱਟੇ ਅੱਖਰਾਂ ਵਿਚ ਆਪਣਾ ਨਾਂ, ਪਤਾ ਅਤੇ ਟੈਲੀਫੋਨ ਨੰਬਰ ਲਿਖੋ। ਫਿਰ ਇਸ ਡਾਕਮ ਨੂੰ ਨਾਲ ਦਿੱਤੇ ਗਏ ਲਫ਼ਾਫ਼ੇ ਵਿਚ ਪਾ ਕੇ ਸਾਨੂੰ ਵਾਪਸ ਭੇਜ ਦਿਉ - ਇਸ 'ਤੇ ਡਾਕ ਟਿਕਟ ਲਾਉਣ ਦੀ ਜ਼ਰੂਰਤ ਨਹੀਂ। ਤੁਸੀਂ ਸਰਵੇਖਣ ਵਿਚ ਹਿੱਸਾ ਲੈ ਕੇ ਇਕ ਟੈਲੀਵੀਜ਼ਨ ਅਤੇ ਡੀ.ਵੀ.ਡੀ. ਪਲੇਅਰ, ਜਾਂ ਇਕ ਨਵਾਂ ਰਸੋਈ ਕੁਕਰ ਜਾਂ ਆਪਣੇ ਘਰ ਦੀ ਸਜਾਵਟ ਲਈ £250 ਦੇ ਵਾਉਚਰ ਜਿਤ ਸਕਦੇ ਹੋ।

Portuguese

Se nos quiser dar a sua opinião sobre os serviços que prestamos, então agradecemos que assinale este quadrado e introduza o seu nome, morada e número de telefone no fundo desta página. Depois envie este formulário no envelope fornecido – não é necessário selo. Poderá ganhar um televisor e leitor de DVD ou um novo fogão ou vales no valor de £250 para decorar a sua casa ao participar num inquérito.

Urdu

اگر آپ ہماری فراہم کردہ خدمات سے متعلق ہمیں اپنی آراء فراہم کرنا چاہتے ہیں، تو برائے مہربانی اس خانے پر ٹک لگائیں اور اس صفحے کے ذیل میں اپنا نام پتہ اور ٹیلیفون نمبر بڑے لفظوں میں لکھیں۔ بعد ازاں فراہم کردہ لفافے میں فارم کو واپس لوٹا دیں - کسی قسم کا پوسٹیج اسٹیپنڈ درکار نہیں ہے۔ اس سروے میں شامل ہو کر آپ ایک ٹیلی ویژن اور ڈی وی ڈی پلیئر یا ایک نیا کچن کوکر، یا اپنے گھر کے لئے 250 پاؤنڈ کے آرائشی واؤچرز جیت سکتے ہیں۔

If you would like this questionnaire in Large Print or Braille, then please call 0191 433 5382 or 0191 433 5380.

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