

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.



The Gateshead Housing Company
Working with Gateshead Council

1 - About you

Please tell us about every person who lives in your home. We want to make sure that our services meet all of our customers' needs and requirements but we need you to tell us what those needs and requirements are.

Please fill in the details of the home's main tenant (the named person on the rent statement) or the leaseholder below. If you are completing this on behalf of the main tenant/leaseholder please add their details.

1A Name: _____

Address: _____

Postcode: _____

Tel number: _____ Mobile number: _____

E-mail address: _____

1B - Members of household - Please tell us about everyone who lives in your home:
 (For ethnic origin, faith and disability please use the appropriate code from the lists below and the next page)

Preferred Title e.g. Mr, Mrs, Miss, Ms, etc	Full Name. List main tenant's /leaseholder's then other household members	Relationship to tenant/ leaseholder	Gender	Date of birth	Ethnic origin code	Faith code	Disability code

Please continue on a separate sheet if necessary.

Ethnic origin code (please choose from this list and add the code to the table on this page)

- | | | |
|-------------------------|-------------------------------------|--|
| WB White British | AO Other Asian | MO Other Mixed |
| WI White Irish | CH Chinese | BC Black Caribbean |
| WO Other White | OT Other Ethnic Group | BA Black African |
| AI Indian | MC White and Black Caribbean | BO Black or Black British Other |
| AP Pakistani | MB White and Black African | |
| AB Bangladeshi | MA White and Asian | |

Faith code (please choose from this list and add the code to the table on the first page)

- | | | |
|-----------------------------|-----------------------------|---|
| B Buddhist | J Judaism | P Protestant |
| C Catholic | JW Jehovah's Witness | Q Quaker |
| CE Church of England | M Muslim | S Sikh |
| H Hindu | MO Mormon | OG Other (please say what below) |
| I Islam | OC Other Christian | |

Disability code (please choose from this list and add the code to the table on the first page. You can choose more than one disability code)

- | | | |
|-------------------------------------|-------------------------------------|--|
| 1 Blind or partially sighted | 4 Deaf or hearing impairment | 6 Learning disability |
| 2 Wheelchair user | 5 Mental health disability | 7 Other disability
(please say what below) |
| 3 Mobility difficulties | | |

1C - If you wish to provide us with any other information relating to your specific needs for example large print, Braille, audio tape, or other requirements, for example another language, please provide details below:

1D - If you wish to provide us with information relating to your sexual orientation please do so below:

1E - Preferred communication (please tick) How would you like us to contact you in future?

(Please ensure that you have given us all of your contact details on the first page)

E-mail Letter Telephone Minicom Text Home visit Other (please give details below)

1F - Housing related support If you look after a member of your household or need assistance in every day life or are cared for by a family member, we may be able to offer additional housing related support services.

(Please tick) Are you a carer? Yes No Are you being cared for? Yes No

Do you require assistance? Yes No If yes please give details below:

1G - Vulnerable customers If you feel that you need additional housing support due to personal circumstances please complete this section. It may be that you have difficulty reading 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 circumstances, we will do all we can to help. Please give details below:

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

2 - Your home

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

2A - Have you moved into your home in the past year? Yes No

2B - If you said 'Yes', how satisfied were you with the standard of the property when you moved in?

Very satisfied Fairly satisfied Don't know Fairly dissatisfied Very dissatisfied

If you are not satisfied please tell us why:

2C - Which option/s do you currently use to pay your rent?

Direct Debit Office PayPoint Debit card Post Office
 By post Telephone Online

2D - How satisfied are you with the options available to pay your rent?

Very satisfied Fairly satisfied Don't know Fairly dissatisfied Very dissatisfied

If you are not satisfied please tell us why:

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

2E - Have you used our HomeRepairs service in the past year? Yes No

If 'No' please go to Section 3.

2F - If you have used HomeRepairs how did you report the repair?

By phone from home By phone at a housing office By fax By website/E-mail
 By text By minicom To an employee To a warden
 Other (please give details below)

2G - Did you find reporting the repair easy and helpful? Yes No

If you said 'no' please tell us why:

2H - When the work was carried out, was it to your satisfaction? Yes No

If you said 'No' please tell us why:

2I - Overall, do you think our HomeRepairs service is better than 12 months ago?

Yes No About the same

2J - If no, why not? For example: Problems getting through Took too long to get work done

Not happy with quality of work Other reason (please give details below)

3 - Your neighbourhood

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

3A - Have you had any experience of anti-social behaviour in the past year? Yes No

If 'No' please go to Section D

3B - Who did you report it to: The Gateshead Housing Company/Gateshead Council
 Police Didn't report it Another agency (please give details below)

3C - Did the matter get resolved to your satisfaction? Yes No

If you said 'No' please tell us why:

3D - Which three things should we tackle to reduce anti-social behaviour, for example: (please tick just three)

- | | | |
|---|---|---|
| <input type="checkbox"/> Litter and rubbish in the street | <input type="checkbox"/> Parking/vehicle nuisance | <input type="checkbox"/> Problems with neighbours |
| <input type="checkbox"/> Youth disorder | <input type="checkbox"/> Noise from people | <input type="checkbox"/> Racial harassment |
| <input type="checkbox"/> Graffiti | <input type="checkbox"/> Drugs | <input type="checkbox"/> Vandalism |
| <input type="checkbox"/> Harassment | <input type="checkbox"/> Other | <input type="checkbox"/> Hate crime |
| | | <input type="checkbox"/> Animal nuisance |

If you think that we should tackle other things that are more important to you please list them below:

1

2

3

3E - Do you feel safer in your home and neighbourhood than you did a year ago?

Yes No About the same

If you said 'No' please tell us why:

3F - Overall, do you think The Gateshead Housing Company is doing more to deal with anti-social behaviour than a year ago? Yes No About the same

If you said 'No' please tell us why:

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

3G - How satisfied are you with the general look and appearance of your estate?

Very satisfied Fairly satisfied Don't know Fairly dissatisfied Very dissatisfied

If you are not satisfied please tell us why:

3H - 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

3I - If you said 'No' please tell us why:

3J - What could we do to make your estate better? Please tick up to three improvements from below and/or add your own improvements.

- | | | |
|--|--|--|
| <input type="checkbox"/> Dog fouling | <input type="checkbox"/> Grass cutting | <input type="checkbox"/> Rubbish removal |
| <input type="checkbox"/> Street cleaning | <input type="checkbox"/> Car parking | <input type="checkbox"/> Messy gardens |
| <input type="checkbox"/> Other (please give details below) | | |



4 - Making our service better

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

4A - Of the following examples, which are the three most important to you (please mark just three - by numbering them **1**, **2** and **3** (please don't use ticks or crosses) - with **1** being the most important to you, **2** being the second most important and **3** being your third most important:

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

If you think that other standards of customer service are more important to you please list them here in order of priority:

Priority 1

Priority 2

Priority 3

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

4B - Of the following examples, which are the three most important to you (please mark just three - by numbering them **1**, **2**, and **3** (please don't use ticks or crosses) - with **1** being the most important to you, **2** being the second most important and **3** being your third most important.

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

If you think that other priorities are more important to you please list them here in order of priority:

Priority 1

Priority 2

Priority 3

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

4C - How do you normally contact us? By phone Write a letter E-mail or online Text
 Visit an office (which one) _____ Other (please give details below)

4D - What have you contacted us about in the last year? (please tick all that apply)

About housing benefit Moving home / HomeChoice Report a repair About your rent
 Leasehold Services To report Anti-Social Behaviour To make a complaint
 To compliment us Other (please give details below)

4E - How easy was it to get the right employee to talk with to answer your query?
 Very easy Easy Not easy Not sure If you said 'Not Easy' please tell us why:

4F - When you gave us your query, question or concern, was it resolved by us? Yes No Not sure
If you said 'No' please tell us why:

4G - How satisfied were you with the advice you were given when you contacted us?
 Very satisfied Fairly satisfied Don't know Fairly dissatisfied Very dissatisfied
If you are not satisfied please tell us why:

4H - Overall, is it easier to get in touch now with us than it was twelve months ago?
 Yes No Not sure If you said 'No' please tell us why:



5 - Getting involved

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

5A - In the past 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 If 'No' go to Section 5D

5B - 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 Fairly dissatisfied Very dissatisfied

If you are not satisfied please tell us why:

5C - How satisfied are you with the changes to services following your involvement?

Very satisfied Fairly satisfied Don't know Fairly dissatisfied Very dissatisfied

If you are not satisfied please tell us why:

5D - What would encourage you to get more involved in the future? (Please tick all that apply)

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

5E - Overall, do you think there are more chances to get involved than a year ago?

Yes No About the same If you said 'No' please tell us why:

6 - Caretaking, concierge and cleaning

These questions are only for customers in multi-storey blocks, low-rise flats and sheltered schemes with caretakers, concierges or cleaning services. Other customers should continue to Section 7.

6A - Do you live in a multi-storey block that has a: Caretaker Concierge

6B - How satisfied are you with the standard of cleaning?

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

If you are not satisfied please tell us why:

6C - If you live in a multi-storey block with a concierge how satisfied are you with this service?

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

If you are not satisfied please tell us why:

6D - If you live in a sheltered scheme how satisfied are you with the standard of cleaning in communal areas?

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

If you are not satisfied please tell us why:

6E - If you live in a low-rise flat which benefits from a weekly cleaning service how satisfied are you with the standard of cleaning?

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

If you are not satisfied please tell us why:

7 - About The Gateshead Housing Company

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

7A - Do you consider the rent that you pay to be good value in terms of the services you receive? (Tenants only)

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

If you think it is bad value please tell us why:

7B - Do you consider that the leasehold service charges you pay to be good value in terms of the services you receive? (Leaseholders only)

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

If you think it is bad value please tell us why:

7C - How satisfied are you with your home?

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

If you are not satisfied please tell us why:

7D - Overall, how satisfied are you with the neighbourhood you live in?

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

If you are not satisfied please tell us why:

7E - 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

If you are not satisfied please tell us why:

7F - 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

If you are not satisfied please tell us why:

8 - What do I do next?

- Have you filled in your address on the first page? You can't win if we don't know who you are!
- You can give your questionnaire to your caretaker, concierge, warden, housing office, or return it to us in the prepaid envelope enclosed. Please return it by Friday, 15 February 2008.
- 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, Keelman House, Fifth Avenue Business Park, Team Valley Trading Estate, Gateshead, NE11 OXA.

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 تمبر 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 नम्बर प्रिंट करें। तत्पश्चात यहां दिए गए लिफाफे में फॉर्म लौटा दें - इसमें डाक टिकट लगाने की ज़रूरत नहीं है। आप इस सर्वेक्षण में भाग लेकर अपने घर के लिए एक टेलीविज़न और डी.वी.डी. प्लेयर अथवा एक नया किचन कुकर अथवा £250 के डेकोरेशन वाउचर्स जीत सकते हैं।

Sorani

ئەگەر تۆزە دەستەبەرەن و بۆجەوونی خۆت سەبارەت بەو خەزمەتگوزاریانە دەستەبەریان دەکەین دەربەربەت، ئەوا تکایە نیشانەیک لەناو ئەم جوارگۆشەییە دا بکە و ناو و ناوێشان و ژمارەیی تەلەفۆنی خۆت لە ژێرەوێ دەم لاپەرەییە بنوسە. دواتر ئەم فۆرمە بێخە ناو ئەو زەرەفی بۆتەمان دەستەبەر کردوو و بۆمانی بێرەو - ناردنی ئەم نامەییە بەخۆرایییە و پێویست ناکات پۆل لە زەرەفی نامەکە بەدەیت. ئەگەر ئەم راپرسییە دا بەشداری بکەیت ئەوا لەوانەییە تەلەفزیۆن یان جیهازێکی دی فی دی، یان چێشت لێنەرێکی تازە، یان £250 فارچەر بۆ رازاندنەرە و دیکۆری ناوالت بێهەرە.

Punjabi

ਜੇ ਤਸੀਂ ਸਾਡੇ ਵਲੋਂ ਪਦਾਨੁ ਕੀਤੀਆਂ ਜਾਂਦੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਆਪਣੇ ਵਿਚਾਰ ਦਸਣੇ ਚਾਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਕਸ 'ਤੇ ਟਿਕ (✓) ਕਰੋ ਅਤੇ ਇਸ ਪੰਨੇ ਦੇ ਅੰਤ 'ਤੇ ਮੋਟੇ ਅੱਖਰਾਂ ਵਿਚ ਆਪਣਾ ਨਾਂ, ਪਤਾ ਅਤੇ ਟੈਲੀਫੋਨ ਨੰਬਰ ਲਿਖੋ। ਫਿਰ ਇਸ ਡਾਰਮ ਨੂੰ ਨਾਲ ਦਿੱਤੇ ਗਏ ਲਫਾਫੇ 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 براہ 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 اسٹیپل درکار نہیں ہے۔ اس سروے میں شامل ہو کر آپ ایک ٹیلی ویژن اور ڈی وی ڈی پلیر، 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, Braille or audio then please call 0191 433 5382 or 0191 433 5380.

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