

# Survey About You!

Here at South Lakes Housing, we want to meet your needs, so to do this, we must have up-to-date information about you, so we can give you the help and support you need. This questionnaire is going to take place on an annual basis.





## What is this all about?

Our customers are very important to us. We want you to tell us about yourself. We want to make sure that the services we provide are right for your needs. We also need to make sure that we do not discriminate against anyone and that everyone is treated equally.

## Who should fill in the form?

The form should be filled in by the Tenant or Leaseholder.

## What does South Lakes Housing do with this information?

We use the information you give us to improve the way we contact you and respond to your needs. For example, we can organise a British Sign Language interpreter, or provide documents in large print.

By law we must protect any personal information we collect. Personal details you share with us in **Section 1 – Personal Information** will be strictly confidential. We may use it to monitor trends and plan for services in the future, for example to estimate the number of people who may need aids and adaptations to maintain their independence longer. Only a limited number of people will have access to this information.

Information from **Section 2 – Communication Needs** will be shared with staff. We may also share this information with people we work with, such as our main contractors, (Rogersons? Other contractors - To be completed). This is to make sure that we are sensitive to your needs, for example when carrying out repairs to your home, or annual gas checks.

## What if I don't understand the form?

If you are having trouble filling in the form or don't understand what we are asking, please contact us, on the number below or on the back page. We will be happy to go through the form with you to collect the information. We may contact some people by phone or visit you if we do not hear anything from you, just to make sure you're able to complete the form.

## What do I do now?

- Complete the form and return it to us in the freepost envelope provided – you do not need a stamp. When we receive your completed form you will automatically be entered into a free prize draw.
- If you have a joint tenancy you can download this form for your partner to also complete and return in the envelope provided, the link is [XXXXXXXXXXXXXX](#)
- If you need any help filling in the form contact our Customer Services Officer on 01539 717705, or speak to your local Housing Officer.



# About You

Title: ..... Name: .....

Date of Birth: ..... Male  Female

Address: .....

.....

.....

..... Postcode: .....

Telephone number (home): ..... Mobile: .....

Email address: .....

*(Email is an area where we need to improve the data we hold. We will be able to provide information that is current to you, or advise you of something that is happening within your community).*

## Section 1: Personal Information

*Please tick any that apply to you.*

### Disability

It is important that we are aware about tenants with a disability as we may need to change the way we provide our services to meet your needs. For example, we may need to communicate with you in other ways or offer support at meetings.

**Do you have a disability or long term health condition that affects your day-to-day activities?**

Yes  No

**If your answer is yes, please tick the boxes that apply to you:**

Physical impairment

Learning Disability

Learning difficulties (For example literacy difficulties, dyslexia)

Visual impairment (If not corrected by glasses or contact lenses)

Hearing Impairment

Speech Impairment

Mental Health Problems

Long-standing illness (For example diabetes, cancer, epilepsy)

Please state: .....

Other (please specify): .....

### Ethnicity

We want to know about the people who live in our area so that we can ensure that they aren't facing any discrimination as a result of their race, nationality or ethnic background. We also want to make sure our services are sensitive to everyone's needs.

**Please tell us your ethnic background:**

#### White

British  Irish  Other white background (please specify): .....

#### Mixed

White & Black Caribbean  White & Black African  White & Asian

Any other Mixed background (please specify): .....

#### Asian or Asian British

Indian  Pakistani  Bangladeshi

Any other Mixed background (please specify): .....

#### Black or Black British

African  Caribbean

Any other Mixed background (please specify): .....

#### Chinese or ethnic groups

Chinese

Other Ethnic Group (please specify): .....

Prefer not to say

## Religion or Belief

By asking you about this we can learn more about your beliefs and make sure that we are providing services that are sensitive to your cultural and religious needs.

### What best describes your religion or belief?

- Christian Muslim    Jewish    Sikh    None
- Other (please specify):.....
- Prefer not to say

## Gender Identity

South Lakes Housing is keen to ensure that transgender people living in our communities are treated fairly and equally. There are no legal requirements for you to tell us if you have changed your gender identity, but providing this information will help us ensure that the needs of transgender people are taken into account when planning our services in the future.

### Do you still identify with the same gender you were given at birth?

- Yes    No    Prefer not to say

## Sexual Orientation

We are keen to ensure that all our tenants are treated fairly and with respect, including our tenants who are lesbian, gay and bisexual (LGB). The information provided here will help us to ensure that the services we provide take into account the needs of LGB people in our area.

### How would you describe your sexual orientation?

Please tick the box that you feel describes you best:

- Heterosexual or Straight    Bisexual    Gay Man    Gay woman/Lesbian
- Other (please specify):.....
- Prefer not to say.



## Section 2: Communication Needs

Please tick any that apply to you.

### Your Communication Needs

We want to make sure when we contact you it's in a way that is right for you. For example, if you prefer we can contact you through a carer or support worker. If there is no-one in your home who can read or speak English, we can arrange for an interpreter to be there when we visit you. It is useful for us to know this information in advance.

#### Please tell us ALL of the ways we can contact you:

- Telephone    Text Message    E-Mail  
 Letter    Type Talk  
 Other (please specify):.....

#### Do you have a support worker, carer, friend or family member who helps you to contact South Lakes Housing?

- Yes    No

#### If yes, please give details:

Name: .....  
Relationship to You: .....  
Contact Number: .....  
Email: .....

#### When we send information to you, would you need it in another way?

- On different coloured paper (please specify):.....  
 Large print  
 Electronically e.g. email  
 Any other format (please specify):.....

#### When we visit or meet with you, is there anything you would like us to know?

- I need a British Sign Language (BSL) Interpreter  
 I need a language interpreter, please specify which language .....  
 I would like you to knock loudly and give me time to get to the door  
 I would like to know when you are coming so I can arrange to have someone there with me  
 Other (please specify):.....

## Thank you for completing this survey

Please sign the declaration below and send your completed form back in the freepost envelope to be entered into our prize draw.



### Data Protection Statement

South Lakes Housing values the information you have provided. SLH will only use the information in this form to provide a better service to you. We will not share it with anyone else unless we are required to do so by law. The information contained in Section 1 is restricted and will not be available to all SLH employees. We may contact you to ask your views on how we provide services. By signing this form, you are giving SLH permission to use this information you have provided to help us improve the services we offer to you.

Signed: ..... Date: .....

Print Name: .....

## Further information

If you require further information please contact a housing officer at one of our offices:.

### Registered office address:

Little Aynam House

Little Aynam

KENDAL

Cumbria LA9 7AH

Tel: (01539) 717 717

Fax: (01539) 717 716

Email: [info@southlakeshousing.co.uk](mailto:info@southlakeshousing.co.uk)

Text: 07920 593487

Website: [www.southlakeshousing.co.uk](http://www.southlakeshousing.co.uk)

### Area office address:

Town Hall

Queen Street

Ulverston

Cumbria LA12 7AR

Tel: (01539) 717717

### Repairs Hotline: 0845 0570080

South Lakes Housing is an Industrial and Provident Society (registration number 31419R)



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আপনি **0845 057 0080** -এই নম্বর ফোন করে, বিভিন্ন ফরম্যাট যেমন বড় প্রিন্ট, ব্রেইল, অডিও বা একটি ভিন্ন ভাষাতে এই নথিটির একটি কপি পেতে পারেন।

