

Tenant Involvement Survey

Central
Bedfordshire

This is your chance to have your say in the housing service.

(Please circle) Mr / Mrs / Miss / Ms / Other..... (Please state) First Name _____ Surname _____ Address _____ _____ Post Code _____ Telephone _____ Mobile _____ Email _____	Please complete the enclosed survey and return to: Central Bedfordshire Council, Tenant Participation Team, Watling House, High Street North, Dunstable, Bedfordshire, LU6 1LF
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1 I / We would like to be involved in the following ways (please tick all that apply)

Completing telephone surveys <input type="checkbox"/>	Joining a local consumer panel <input type="checkbox"/> A consultative body made up of tenants and others, selected or elected from the local community to discuss housing issues and issues relevant to tenants.
Completing postal surveys <input type="checkbox"/>	Carrying out surveys and inspections to check housing services <input type="checkbox"/>
Completing face to face surveys <input type="checkbox"/>	Mystery shoppers <input type="checkbox"/> A form of market research, which uses customers to assess service standards.
Receiving & commenting on proposals via email <input type="checkbox"/>	Focus groups <input type="checkbox"/> Draws together people for a discussion on a specific topic and aims to find out what people think, feel, believe and their reasons for doing so, but not to reach any agreement. Mainly used as a research technique.
Attending small discussion groups <input type="checkbox"/>	Special interest groups <input type="checkbox"/> Groups of similar residents or residents that have something in common
Attending conferences <input type="checkbox"/>	
Attending local exhibitions or meetings <input type="checkbox"/>	
Joining local residents groups <input type="checkbox"/> A community/voluntary groups set up within an estate, village or specified area working together to have their say on local issues, improve their area, organise social events or improve the quality of life for its residents.	

2 I / We are available

Morning <input type="checkbox"/>	Evenings <input type="checkbox"/>
Afternoons <input type="checkbox"/>	Weekends <input type="checkbox"/>

3 I / We have an interest in (please tick all that apply)

Repairs & Improvements (inside your Home) <input type="checkbox"/>	Production of Housing Matters & other publications <input type="checkbox"/>
Environmental improvements (outside your house) <input type="checkbox"/>	Equalities policies (ensuring services that are accessible and fair to all) <input type="checkbox"/>
Maintenance of communal services <input type="checkbox"/>	Performance monitoring <input type="checkbox"/>
Neighbourhood services <input type="checkbox"/>	Arrangement for tenant involvement <input type="checkbox"/>
Anti-social behaviour <input type="checkbox"/>	Leaseholder services <input type="checkbox"/>
Budget, & finance <input type="checkbox"/>	Sheltered housing services <input type="checkbox"/>
Estate Inspections <input type="checkbox"/>	Services for young people <input type="checkbox"/>

To ensure that wherever possible all sections of the community are involved, please can you give the following information.

4 Ethnic origin – which of following best describes your ethnic origin

White British	<input type="checkbox"/>	White & Asian	<input type="checkbox"/>
Irish	<input type="checkbox"/>	Any other mixed background	<input type="checkbox"/>
Any other white background	<input type="checkbox"/>	Asian & Asian British	<input type="checkbox"/>
Black & Black Caribbean	<input type="checkbox"/>	Indian	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
African	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Any other black background	<input type="checkbox"/>	Any other Asian Background	<input type="checkbox"/>
Mixed	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
White & Caribbean	<input type="checkbox"/>	Any other – Please specify	
White & Black African	<input type="checkbox"/>		

5 Please state your sexuality

Heterosexual	<input type="checkbox"/>	Bisexual	<input type="checkbox"/>
Gay man / lesbian	<input type="checkbox"/>	Prefer not to disclose	<input type="checkbox"/>

6 Which age group are you in

18 – 30	<input type="checkbox"/>	46 – 59	<input type="checkbox"/>
31 – 45	<input type="checkbox"/>	60+	<input type="checkbox"/>

7 Do you consider yourself to have a disability

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

8 How do you describe yourself ?

Council tenant	<input type="checkbox"/>
Council leaseholder	<input type="checkbox"/>

Thank you for taking the time to complete this survey.

The answers from tenants & leaseholders will be used to fully involve them in the housing service.

For further information please contact tenantinvolvement@centralbedfordshire.gov.uk