



Housing Services

Equality and Diversity

We would like your views!

Hart District Council Housing Services is in the early stages of composing an Equality and Diversity Strategy.

We would like to know your opinions as a customer to help us identify the needs of all groups who either live within the Hart District or wish to live in Hart.

Please spend 5-10 minutes answering our confidential short questionnaire today.

We can provide this survey in **LARGE PRINT**, on tape and in Braille. Also, for people whose first language is not English.

If you would like this translated into any of the following languages, please telephone **01252 774420**

French

Ce document est également disponible dans d'autres langues, en gros caractères et en cassette audio sur simple demande.

German

Dieses Material ist auf Wunsch auch in anderen Sprachen, in Großdruck und auf Tonband erhältlich.

Spanish

Este documento también está disponible y puede solicitarse en otros idiomas, en letra grande y formato de audio.

Bengali

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে এবং অডিও টেপ আকারেও অনুরোধে পাওয়া যায়।

Hindi

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Cantonese

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

Mandarin

本文件也可應要求，制作成其它语文或特大字体版本，也可制作成录音带。

ABOUT YOU

1. Do you currently live in Hart?

YES NO

If no, what town do you live in?

.....

2. Would you like to live in the Hart District?

YES NO

3. Is English your first language?

YES NO

If no, what is your first language?

.....

4. Are you registered disabled?

YES NO

5. Please tick whether you are male or female.

MALE FEMALE

6. Please tick which age group applies to you.

16-24 **25-45** **46-65** **OVER 65**

7. Ethnic origin

We operate policies to ensure that all applicants receive equal treatment regardless of their race, colour, ethnic or national origins.

To help us check that this policy is followed, please complete the following.

It is not compulsory but any information given will help us monitor our equal opportunities policy.

Ethnic Origin of household as defined by applicant				✓ one only
White	British	Irish	Other	
Mixed	White and Black Caribbean		White and Black African	
Asian or Asian British	Indian	Pakistani	Bangladeshi	Other
Black or Black British	Caribbean	African	Other	
Chinese or other ethnic Group	Chinese		Other	
Refused				

ALL INFORMATION IS TREATED CONFIDENTIALLY.

HOUSING SERVICES

8. Have you used any of the services provided by Hart Housing Services?

YES NO

If yes please list them.

.....
.....

9. Is there any other housing advice you would like to see provided by Hart Housing Services?

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.....

10. Do you know how to contact Housing Services?

YES NO

If yes please list them.

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.....

11. If you have visited the offices did you find them easily?

YES NO

Comments

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.....
.....

12. Were the offices and interview rooms easily accessible?

YES NO

Comments

.....
.....

13. If you have a disability were your needs addressed?

YES NO NOT APPLICABLE

Comments

.....
.....
.....

14. Please comment on the service you received from the person you saw by ticking one box for each statement

	Strongly Agree	Agree	Disagree
She/he was polite and courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
She/he was good at listening to my enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
She/he identified what my query was and offered advice to help me solve it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You understood the advice and information given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All the issues you wanted advice about were covered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Were you told how to contact them again if you needed to?

YES NO

16. If you were given leaflets were they clear and easy to understand?

YES NO

17. Did the leaflets cover the things you wanted to know about?

YES NO

If no, what information did you want?

.....
.....

18. Generally, do you think the housing service was

GOOD OK POOR

Thank you for sparing time to complete this questionnaire. We would like to use your comments to help us improve our services to all our customers

Please return this form in the pre paid envelope to Hart District Council, Housing Services, Harlington Way, Fleet. GU51 4AE