

RIGHT TO BUY

So what do you think?



Dear Customer

We are continually trying to improve the service we provide and to make it easier for you to get the help and advice you may need. Could you please help us by spending a few moments of your time completing the following questions.

Name: _____

Address: _____

Q.1	What would you say is your overall level of satisfaction? Poor Fair Good Excellent
Q.2	Where did you hear about the option to buy your home? Media Local Office Friends/Family Other
Q.3	Did you experience any problems getting an application pack? Yes No
Q.4	Where did you get your application pack from? Kelham Hall Town Hall Local Office Other
Q.5	Was filling in the RTB1 form: Easy Quite Difficult Very Difficult
Q.6	If you asked for help, whom did you ask?
Q.7	If you had help, was the member of staff helpful? Yes No
Q.8	If NO – what was the problem?
Q.9	Are there any elements of the service that you think could be improved? Please give details.
Q.10	What did you think about the financial information sent out to you with you offer and is there any other information that you think we should include that would help you?

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



Signing



The Big Word
Translation Services



Audio Tape

V.8

Equal Opportunities Monitoring

Newark and Sherwood Homes actively seeks to achieve equality of opportunity and fair treatment for all persons. We believe that no person should suffer disadvantage by reason of their race, colour, ethnic or national origin or because of their religion, gender, sexual orientation, appearance, age, disability or marital status and oppose any discrimination which denies this. In order to achieve this, the following information will be treated in the strictest confidence and will be used for monitoring purposes in relation to equal opportunities only.

Gender: Female Male Transgender Age: Years

Ethnicity (Please Tick)

1. White

British
Irish
White Other

3. Asian

Asian Other

2. Mixed

White and Black Caribbean
White and Black African
White and Asian
Indian
Pakistani
Bangladeshi
Mixed Other

4. Black

Caribbean
African
Black Other
5. Chinese
6. Gypsy/Traveller
7. Other Ethnic Group (please state)
8. Prefer not to say

Nationality (Please Tick)

UK national resident in UK
UK national returning from residence from over seas
Czech Republic
Estonia
Hungary
Latvia
Lithuania
Poland

Slovenia
Slovakia
Bulgaria
Romania
Other European Economic area (EEA)
Any other Country
Prefer not to say

Religion or Belief (Please Tick)

Christian
Sikh
Jewish
Other (Please State)
No Religion or Belief

Buddhist
Hindu
Muslim
Prefer Not To Say

Disability(Please Tick up to 4)

Blind
Physical Co-ordination Difficulties
Wheelchair User (Full)
Learning Difficulties
Limited mobility
Mental Health
Partially sighted
Profoundly deaf
Partial hearing
Wheelchair User (Partial)
Speech Impairment
No Disability

Other

Sexual Orientation

Bisexual

Gay man

Other

Prefer not to say

Gay woman/Lesbian

Heterosexual/Straight

Thank you for taking time to complete this form. The information you supply is confidential. Please return completed forms via email.