



‘Meeting your needs’ Customer Information Details Form

IMPORTANT INFORMATION

Please complete questions asking for information about you, and return the form to the Head Office at Boston.

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Endeavour Park, Boston, Lincolnshire PE21 7TQ
Tel: 0800 111 4013 Fax: 01205 366854 www.longhurst-group.org.uk

Meeting your needs

Wherever possible we aim to provide our service in a way that best suits your needs. For example, you may want important letters and documents sent to you in large print, translated into another language or provided on audio CD.

Once you have told us about your needs we will aim, wherever possible, to deliver the service in the way that you have asked.

We also ask you to complete the equal opportunities monitoring section in this leaflet. This is so that we can monitor our performance and make sure that everyone has an equal opportunity to live in one of our homes and receive our services. We also use this information to help us identify and remove any barriers to services for a particular group.

How to complete this form

So that we can keep the information about you up to date, each year we review your details. Please complete the questions below for EACH tenant/leaseholder.

We regularly update the information we hold about you, but please tell us in the meantime if you have any changes in your circumstances.

We will only use this information to help our staff and contractors provide you with a better service. We have a data protection policy which explains how we hold your personal information.

If you have any other information that you feel we should know about, please send written details or contact us directly.

Nationality			
Please tick ONE of the following options below			
UK national resident in UK	<input type="checkbox"/>	UK national returning from residence overseas	<input type="checkbox"/>
Czech Republic	<input type="checkbox"/>	Estonia	<input type="checkbox"/>
Latvia	<input type="checkbox"/>	Lithuania	<input type="checkbox"/>
Slovakia	<input type="checkbox"/>	Slovenia	<input type="checkbox"/>
Romania	<input type="checkbox"/>	Other European Economic Area (EEA)* country	<input type="checkbox"/>
Any other country	<input type="checkbox"/>	Please give details _____	
Refused	<input type="checkbox"/>		

* EEA countries are Austria, Belgium, Cyprus, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, Malta, Netherlands, Portugal, Spain, Sweden, Iceland, Liechtenstein, Norway and Switzerland

Disclaimer	
I / We agree to you sharing the relevant contact information on this form with your main repair contractors, to help you provide me with a better repairs and maintenance service.	
I / We would not like to receive any further requests for information	<input type="checkbox"/>
Sole tenant / Leaseholder	Joint tenant / Leaseholder
Signed: _____	_____
Name: _____	_____
Date: _____	_____

5 Helping us to improve our services

From time to time we may wish to contact you to ask for your feedback about our services or to take part in surveys.

If you do not wish to be involved in the future, please tick the box.

6 Equal Opportunities Monitoring

To allow us to make sure that our services are fairly meeting the needs of the communities we serve, please also complete the following section:

Ethnic origin

Please tick ONE of the following options below

White	British	<input type="checkbox"/>	Irish	<input type="checkbox"/>	Other	<input type="checkbox"/>
Mixed	White & Black Caribbean	<input type="checkbox"/>	White & Black African	<input type="checkbox"/>	White & Asian	<input type="checkbox"/>
	Other	<input type="checkbox"/>				
Asian or Asian British	Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
	Other	<input type="checkbox"/>				
Black or Black British	Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>	Other	<input type="checkbox"/>
Chinese or other ethnic group	Chinese	<input type="checkbox"/>	Gypsy / Romany / Irish Traveller	<input type="checkbox"/>		
	Other	<input type="checkbox"/>	Please give details _____			
	Refused	<input type="checkbox"/>				

The address of your property:

Household Ref:

1 Your details

Sole tenant / Leaseholder

Joint tenant / Leaseholder

your name:		
your date of birth:		
your gender:		
do you have a disability?		
if Yes, what is the nature of your disability?		
do you use a wheelchair?		
e-mail address:		
home phone number:		
mobile phone number:		
minicom number:		

2 How we contact you

If you would prefer us to contact you in a particular way, please tick ONE of the options below. Where possible, we will then use that method from now on.

letter:		
telephone:		
e-mail:		
text:		
minicom / typetalk:		

2 How we contact you (continued)

We may in some cases still need to send some written information to you, eg your rent statement or other information telling you about important changes.

If you have difficulty reading written information and you would prefer to receive important written information in the following ways, please tick ONE of the following options:

	Sole tenant / Leaseholder	Joint tenant / Leaseholder
large print		
audio CD		
in Braille		
translated documents (which language?)		
help with reading the document		
Contact someone else on my behalf (please give details below)		
Name:		
Address:		
Postcode:		
Telephone number:		
Relationship to you (ie sister, social worker)		

Please note we will need the signed consent of both parties before we can act on this request.

3 Your needs

When speaking to me on the telephone **or** face to face I need you to use:

	Sole tenant / Leaseholder	Joint tenant / Leaseholder
another language:		
sign language:		
If you would like us to consider any other needs when we contact you, please tick any of the following that would help:		
knock loudly		
give me plenty of time to answer the door		
give me plenty of time to answer the phone		
observe my religious practices and holidays (please state your religion)		
tell me if a male contractor or staff member is coming to visit so that I can arrange for someone else to be present		

4 Keeping you informed

We will send you a newsletter a few times a year. We use the newsletter to keep you informed of important news, as well as providing information and advice about our service. Please tick the box **if you do not wish** to receive this in future.