

**Tower
Hamlets
Homes**

All about you

For Residents

Help us to help you. If we know more about you and the people who live with you then we can improve the service you receive from us.

Please take a few minutes to answer these questions, and tell us:

- What we need to know about you
- If there is anything that we should know when we deliver our service to you
- How you prefer to communicate
- If you want to get more involved in what we do



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We use this information where we can to improve our service to you, so that it better meets your needs. We'll ask our partners to do the same when they work on our behalf. We won't ever sell or pass on your information for marketing or sales purposes - just to provide you with a better service.

Some of the information we collect is for statistical purposes, to help make sure we are providing a fair service to everyone.

If you have any questions about this, or need any help, just ask any member of staff. We'll be happy to help.

One of these forms should be completed for each adult in the household.

We know you may have told us some of this information before, but we'd like to check what we have is still up to date, as well as ask you some new questions. If you've filled in this form already during 2010, you don't need to tell us again unless your information has changed.



Your information is protected, and the law requires that we explain the reasons why we collect your information and what we use it for. You can find out more by reading the section on the back called 'How we use your information', or by talking to a member of our staff.

Section 1: You and where you live

This section relates to the person filling in this form.

If you are a friend, family member or staff member and are helping someone to fill in the form, please record **their** details here and **your** details at section 13

Title	Mr / Mrs / Ms / Miss / Dr / Other	<input type="text"/>
First name	<input type="text"/>	
Last name	<input type="text"/>	
Gender	male <input type="checkbox"/>	female <input type="checkbox"/> Other gender identity <input type="checkbox"/>
Address	<input type="text"/>	
Postcode	E	<input type="text"/>
Telephone – home, landline	020	<input type="text"/>
Telephone - work	0	<input type="text"/>
Telephone - mobile	07	<input type="text"/>
E-mail	<input type="text"/>	@ <input type="text"/> . <input type="text"/>
Please tell us your date of birth:	___/___/___	

Which statement best describes you?:

- I am a tenant (I pay rent to Tower Hamlets Homes)
- I am a leaseholder (I own the leasehold of my property and pay service charges)
- I am a family member of a tenant or leaseholder
- I am a tenant of a leaseholder – I rent my property from a leaseholder
- I am a lodger of a tenant or leaseholder (I occupy one room in the property)
- I am a freeholder
- Other (please tell us) _____
- I am a leaseholder but I am not resident at the property

✓

And the leaseholders address for correspondence is:

<input type="text"/>

Section 2: Your household

Please tell us who else lives with you on a permanent basis.

	First name	Last name	Gender	Date of birth	Relationship to you
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Section 3: Pregnancy and maternity

Are you or any other person listed in section 2, pregnant and expecting a baby and/or have confirmation to adopt **within the next nine months** (who will be living at the above address). This will help us to understand household composition and any possible or existing overcrowding issues.

Expecting baby Name of parent(s) using person number from section 2

Details if known (male, female, twins etc):

Confirmed adoption Name of legal parent(s) using person number from section 2

Details if known (male, female, twins etc):

Section 4: Marriage and civil partnership

What is your current marriage and civil partnership status? This information will help us to preventing discrimination against different types of legally recognised relationships.

Single Cohabiting Married
 Civil partnership Separated Divorced
 Dissolved civil partnership Widowed Surviving civil partner

Section 5: How should we get in touch with you?

Some residents need us to do things differently when we get in touch. Please tell us if you need any of these:

When we write to you

I need things to read or explained to me because I can't read well

I need...(please choose only one of the following)

Braille

Large print – standard 16

Large print – other size text (please tell us the font size)

Documents via email (for customers with a disability)

Send documents via CD (for customers with a disability)

Audio transcription on CD (for customers with a disability)

SMS-text message (for customers with a disability)

When we meet you face to face or use the phone

I need British Sign Language interpretation

I use a Textphone or Typetalk/ BT Relay

When we come to your home

I cannot answer the door quickly – please allow plenty of time to respond

If you need to visit me phone me first so I know someone is coming

If you need to visit me contact someone else first (carer, family member, support worker)

Name: Number:

I cannot get to the office, please always visit me at home

Section 6: Employment status

What is your current employment status? This information will help to get an idea of your economic status so that we can provide support with employment and benefits entitlement in order to help you sustain your tenancy.

Employed full-time	<input type="checkbox"/>	Employed part-time	<input type="checkbox"/>	Employed shift work	<input type="checkbox"/>
Self-employed	<input type="checkbox"/>	Gov training/ New deal	<input type="checkbox"/>	Job seeker	<input type="checkbox"/>
Home maker	<input type="checkbox"/>	Retired	<input type="checkbox"/>	Student full-time	<input type="checkbox"/>
Student part-time	<input type="checkbox"/>	Not seeking work	<input type="checkbox"/>	Unable to work	<input type="checkbox"/>

If unable to work please provide detail.

Section 7: Disability

Do you consider yourself to have a disability? A disability is generally defined as a condition which affects your day-to-day living and which has or is likely to last more than 12 months. Please tell us which of these applies to you:

Hearing impairment or deaf	<input type="checkbox"/>
Mental health issues	<input type="checkbox"/>
Mobility impairment- this includes conditions that affect your ability to move around, walk, stand up, push or pull.	<input type="checkbox"/>
Visual impairment or blind	<input type="checkbox"/>
Wheelchair user	<input type="checkbox"/>
Learning impairment	<input type="checkbox"/>
Drug and/or alcohol related disability	<input type="checkbox"/>
Long-term illness	<input type="checkbox"/>
Disability – Other (please tell us a bit more)	<input type="checkbox"/>

Does anyone living with you have any of these disabilities?

If so, please specify the nature of their disability.

Using the person number in section 2, please tell us which person this is.

Section 8: Language

Can you communicate confidently in English?

Can you communicate in English? If you cannot, please tell us which language you find easiest to communicate in:

	reading ✓	speaking ✓
Bengali	<input type="checkbox"/>	<input type="checkbox"/>
Sylheti	<input type="checkbox"/>	<input type="checkbox"/>
Somali	<input type="checkbox"/>	<input type="checkbox"/>
Polish	<input type="checkbox"/>	<input type="checkbox"/>
Arabic	<input type="checkbox"/>	<input type="checkbox"/>
Cantonese	<input type="checkbox"/>	<input type="checkbox"/>
Other language (please record language required)	<input type="text"/>	

Section 9: A fair and inclusive service

Answering these questions helps us to understand who we deliver services to. This information is important to us because it helps us check that:

- we are offering a service that includes all sections of the Tower Hamlets community
- we are able to be fair and not discriminate against any section of the Tower Hamlets community.

All of these questions are optional – you can choose to tell us but there is no obligation.

Ethnicity: Please tick the description below that best applies to you

Asian or Asian British:

- Bangladeshi
- Chinese
- Indian
- Vietnamese
- Pakistani
- Other Asian

Dual:

- Asian and White
- African and White
- Caribbean and White
- Other

White:

- British
- Irish
- Any Other White Background

Black or Black British:

- African
- Caribbean
- Other African
- Other Black
- Somali

Any other Ethnic Group

Please tell us your ethnicity

Prefer not to say

Religion and belief: Please tick the description below that best applies to you

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim

- Sikh
- No religion
- Other (please state)
-
- I prefer not to say

Sexual Orientation: Please tick the description below that best applies to you

Asking this question helps us understand more about our residents and help us to check we are offering our services in an inclusive way, to all of our residents. This question is optional.

If you were forming a close relationship with some one, would they be

- ... of the opposite sex (you consider yourself Heterosexual/ Straight)
- ... of either sex (you consider yourself Bisexual)
- ... of the same sex (you consider yourself Gay)
- ... of the same sex (you consider yourself Lesbian)
- I prefer not to say

Gender Identity

Asking this question helps us understand more about our residents and help us to check we are offering our services in an inclusive way, to all of our residents. This question is optional.

Is your gender identity the same as the gender you were born as?

- Yes
- No
- I prefer not to say

Section 10: Do you need extra support?

We may be able to offer extra support to help you with any health, financial, drug or alcohol or caring responsibilities difficulties you have. Please tell us if you would like to find out more about the help we can offer.

If you tick boxes in this section we will be back in touch to find out more and let you know what we can do for you.

I would like to know more about extra support you could offer me

I'd like to know more about the Safe and Secure scheme

I already receive support from another organisation (please tell us which organisation)

(this is where we can contact you at intervals to check on your wellbeing)

Section 11: Getting Involved

Our Getting Involved Register is a list of residents who have said we can get in touch with them when we wish to get their views or ideas on certain topics and their opinion on how we are performing

	Yes	No
Would you like to get more involved, to help us improve our services?	<input type="checkbox"/>	<input type="checkbox"/>

If yes, please state what you are interested in:

Please tick all that apply:

-attend meetings	<input type="checkbox"/>	<input type="checkbox"/>
-complete questionnaires	<input type="checkbox"/>	<input type="checkbox"/>
-discuss issues on the telephone	<input type="checkbox"/>	<input type="checkbox"/>
-use text messages to give us your opinion	<input type="checkbox"/>	<input type="checkbox"/>
-use e-mail to give us your ideas and feedback	<input type="checkbox"/>	<input type="checkbox"/>

Section 12: How should we get in touch?

Sometimes the best way to keep you up to date with local events and services, or to ask your opinion, is to text, call or e-mail you. If you prefer not to be contacted in these ways for these purposes, please indicate below.

I DON'T want to be contacted by text

I DON'T want to be contacted by e-mail

I DON'T want to be contacted by telephone

Section 13: Who completed the form?

If someone else helped you complete this form, please record their details here:

Name:

Contact telephone number:

Relationship:

	Yes	No
Should we keep this contact information on file, for example in case of an emergency or if we can't make contact?	<input type="checkbox"/>	<input type="checkbox"/>

How we use your information – A summary of our Privacy Notice



We collect, process and store your personal information so that we can provide and improve our services to you, to contact you, and to tell you about other services that you may find useful. We analyse information to ensure that our service is provided fairly to all sections of the community and to tackle social housing fraud. Your personal information is stored securely and is processed and shared with selected organisations according to the principles of the Data Protection Act. Tower Hamlets Homes is the data controller. This is a summary of our privacy notice and the complete version can be found on our website or by asking a member of staff.

If you have any question about how we use your information, please ask us.



Phone

020 7364 5015



Email

contactus@towerhamletshomes.org.uk



Website

www.towerhamletshomes.org.uk

Staff Instructions

Once completed, this form holds confidential information which must be held safely. The information should be entered onto the computer system without delay. You can find guidance notes on the intranet to help you, or ask your manager. Once all the information on the form has been entered, this form must be destroyed as secure confidential waste. It does not need to be scanned or retained.

Tower Hamlets Homes manages housing services for Tower Hamlets Council. Tower Hamlets Homes is a trading name of Tower Hamlets Homes Limited, a not for profit company limited by guarantee controlled by the London Borough of Tower Hamlets.

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Registered Office: Jack Dash House, 2 Lawn House
Close, Marsh Wall, London E14 9YQ

Accessibility

The 'All About You' form has been created by Tower Hamlets Homes. If you need help to understand it or if you have any questions, please contact us by phone or email or visit one of our offices. We can also provide accessible options that meet your needs including Large Print, audio or electronic formats, and we can provide written information in another language. We can also offer a meeting with a member of staff and an interpreter.

Waa farriin ka socota shirkadda guriga iska leh ee Tower Hamlets Homes. Haddii aad u baahan tahay in lagaa caawiyo inaad fahamtid ama su'aalo qabtid fadlan naga soo wac telefoonka, ama iimayl soo dir, haddii kalena booqo mid ka mid ah xafiisyadeenna. Haddii aad codsatid waxaa laga caawin doonaa fahamka sida iyadoo qoraallada lagugu siinayo far waaweyn iyo qoraallo ku diyaarsan luqaddaada. Waxa kaloon kuu diyaarin kamaa kulan aad la yeelatid xubin ka tirsan shaqaalaha iyo turjumaan.

এটা আপনার ল্যান্ডলর্ড টাওয়ার হ্যামলেটস্ হোমস্'এর কাছ থেকে একটি মেসেজ বা বার্তা। আপনার যদি এটা বোঝার ব্যাপারে সাহায্য দরকার হয় অথবা আপনার কোন কিছু জানার থাকে, তাহলে অনুগ্রহ করে টেলিফোন বা ইমেইলে আমাদের সাথে যোগাযোগ করুন অথবা আমাদের কোন একটি অফিসে আসুন। আপনার যে ফরম্যাট সুবিধা, অনুরোধ জানালে সেরকম কোন কিছুতে তার ব্যবস্থা আমরা করতে পারবো, যার মধ্যে বড় অক্ষর ও আপনার ভাষায় লিখিত কপি থাকবে। আমরা একজন স্টাফ এবং ইন্টারপ্রিটারের সাথে আপনার ইন্টারভিউ'এর (সাক্ষাৎকার) ব্যবস্থাও করতে পারি।

هذه هي رسالة من صاحبة العقار مؤسسة تاور هامليت هومز. إذا أنت بحاجة إلى مساعدة لفهم محتوى هذه الرسالة، أو كان لديك استفسار حولها فيرجى الاتصال بواسطة الهاتف أو بواسطة البريد الإلكتروني أو بزيارة مكتبتنا. ويمكننا عند الطلب تزويدك بنسخة منها بشكل مناسب لك أي تفهمها، بما في ذلك تقديمها مطبوعة بحروف كبيرة أو مترجمة إلى لغتك الأم. كما يمكننا عرض مقابلة مع أحد موظفينا بحضور مترجم.

這是你的業主塔橋房屋發給你的信息。如果你需要協助以了解其內容或如有任何疑問，請致電、發電子郵件，或親臨我們其中一個辦事處與我們聯絡。我們可以應要求以適合你的需要的通訊形式提供資料，包括大字體版，及提供中文譯本。我們亦可以為你安排在傳譯員協助下與一位職員會面。