

Monitoring data

Our aim is to provide services equally to all. This form helps us monitor the extent to which we are achieving this. Any information you give is strictly confidential.

Which age range do you fall into? 16 – 25 years 26 – 40 years
 41 – 60 years 60+ years Rather not say

How would you describe your household?
 Couple Single adult Other
 Couple with children Single adult with children Rather not say

Are you male or female? Male Female

Does anyone in your household have a disability?
 Yes No


What is your ethnic origin? (Please tick one box only)

White 1. British 2. Irish 3. Other
Mixed 4. White & Black Caribbean 5. White & Black African 6. White & Asian
 7. Other
Asian or Asian British 8. Indian 9. Bangladeshi 10. Pakistani
 11. Other
Black or Black British 12. Caribbean 13. African 14. Other
 15. Chinese 16. Other ethnic group 17. Rather not say

What is your nationality? (Please tick one box only)

1. UK national resident in UK 2. UK national returning from residence overseas 3. Czech Republic
 4. Estonia 5. Hungary 6. Latvia
 7. Lithuania 8. Poland 9. Slovakia
 10. Slovenia 11. Other European Area (EEA*) country 12. Any other country
 13. Refused

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



compliments **comments & suggestions**

Your feedback is important



Compliments, Comments and Ideas

One of the core values of the Trust is to “take our customers into the heart of all we do”. We welcome feedback from our residents, whether good or bad, as this helps us to understand how we are doing, and how we can improve.

The views, experiences and ideas of our residents are a very important part of helping us to improve the services we provide, and how we deliver them.

If you feel you have received good service from a member of staff, please use the attached form to let us know. We can then make sure that the person is told and their efforts can be acknowledged.

If you would like to make a comment, or have a suggestion how we can improve, or for a new service the Trust could provide, then let us know. Just fill in the attached form, and return it to the Contact Centre Manager at the address shown.

We will always consider every comment and idea we receive. We may not be able to use some suggestions, but we will keep them for future reference.

If we do implement your idea, we will let you know.

This item is available in large print, on tape, on CD or by email - please call the Marketing Department on 01296 732600. Please make us aware of anyone you know who may need this kind of help.

આ વતમાનપાત્રકા વધલ આફ અયલ્સબરી હાઉસિંગ ટ્રસ્ટ તરફથી છે, જ્યાં
એયલ્સબરી વેઈલ ડિસ્ટ્રિક્ટ કાઉન્સિલમાંના તમારા ઘરોની ભવિષ્યની માલિકી અને
વહિવટ જુલાઈ 2008 માં પોતાના હાથમાં લેનાર છે. મફત અનુવાદ માટે 01296
425334 પર ફોન કરવા વિનંતી.

یہ نیوز لیٹرویل آف ایلزبری ہاؤسنگ ٹرسٹ کی جانب سے ہے جو جولائی 2008 میں ایلزبری ویل ڈسٹرکٹ کونسل سے آپ کے
گھروں کی مستقبل میں ملکیت اور انتظام کی ذمہ داری سنبھال لے گا۔ مفت ترجمے کیلئے 01296 425334 پر فون کریں۔

Fairfax House, 69 Buckingham Street, Aylesbury, Bucks. HP20 2NJ

Customer Contact Centre **01296 732600**

Mini Com **01296 732640**

www.vaht.co.uk

info@vaht.co.uk

COMPLIMENT, COMMENT & SUGGESTION FORM



Date Received

Complete the form below to submit your compliment, comment or suggestion.

Your contact details

Your name

Your address

Home telephone

E-mail

This is a Compliment Comment Suggestion