

URH Post annual gas service inspection survey

Our gas contractor has reported that your annual gas service has recently been done. To ensure quality of the service and your satisfaction, we are conducting a random survey of the service the gas contractor has provided to you.

Q1 Which TMO Estate do you live on?

Blenheim Gardens RMO

Roupell Park RMC

Loughborough EMB

Waltham RMO

Q2 Your details:

Title (Mr, Mrs, Miss etc.) _____

Surname _____

First names _____

Your contact details:

Home phone _____

Mobile _____

Email _____

Your address details:

Post code _____

Q3 Date form completed

Q4 Was an appointment made to carry out the annual gas service?

Yes No

Q8 Was a dated service sticker placed on your boiler to confirm the service was completed?

Yes No

Q5 Did the engineer attend on the arranged date?

Yes No

Q9 Did the engineer leave your heating and hot water system in working order?

Yes No

Q6 Approximately how long did the engineer take to complete the annual gas service?

Less than 20 minutes *More than 20 minutes*

Q10 Did the engineer leave you with a copy of the service record?

Yes No

Q7 Did the engineer clear up any mess made after completing the service?

Yes No

Q11 Following your annual gas service, if additional work was required to your heating or hot water system, were you informed of the length of time the repair would take?

- Yes No

Q12 Is your heating and hot water system still in working order?

- Yes No

Q13 Was any advice offered to improve the efficiency of your appliance?

- Yes No

Q14 Overall how satisfied are you with your gas servicing? Tick only one box.

- Very satisfied* *Dissatisfied*
 Satisfied *Very dissatisfied*
 Neutral

We are trying to find out a bit more about our residents to ensure our services best suit your needs.

Please can you spare a couple of minutes to answer a few more questions to help us? You could win £50 in vouchers

Q15a What is your gender identity?

- Male (including trans male) Female (including trans female)
 Other gender identity: _____

Q15b Is your gender identity the same as the gender you were assigned at birth?

- Yes No

Q16 What is your sexual orientation?

- Heterosexual / Straight Lesbian / Gay woman
 Bisexual Other: _____
 Gay Prefer not to disclose

Q17 What is your current work status?

- Work full-time Full-Time Student
 Work part-time Retired
 Self-employed Other: _____
 Unemployed Prefer not to disclose

Q18 What is your ethnic group?

White	<input type="checkbox"/>	White British
	<input type="checkbox"/>	White Irish
	<input type="checkbox"/>	White Portuguese
	<input type="checkbox"/>	White East European
	<input type="checkbox"/>	White Gypsy/Roma
	<input type="checkbox"/>	Any other white background
Mixed	<input type="checkbox"/>	Mixed white and black Caribbean
	<input type="checkbox"/>	Mixed white and black African
	<input type="checkbox"/>	Mixed white and Asian
	<input type="checkbox"/>	Any other mixed background
Black or black British	<input type="checkbox"/>	Black or black British Caribbean
	<input type="checkbox"/>	Black or black British African
	<input type="checkbox"/>	Any other black background
Asian or Asian British	<input type="checkbox"/>	Asian or Asian British Indian
	<input type="checkbox"/>	Asian or Asian British Pakistani
	<input type="checkbox"/>	Asian or Asian British Bangladeshi
	<input type="checkbox"/>	Chinese
	<input type="checkbox"/>	Any other Asian background
Other	<input type="checkbox"/>	Any other ethnic background (please state): _____
	<input type="checkbox"/>	I prefer not to disclose

Q19 Do you need us to contact you in a language other than English?

Yes (which language): _____ No

Q20 What is your faith / religion?

<input type="checkbox"/> No religion	<input type="checkbox"/> Sikh
<input type="checkbox"/> Buddhist	<input type="checkbox"/> Jewish
<input type="checkbox"/> Christian	<input type="checkbox"/> Prefer not to disclose
<input type="checkbox"/> Hindu	<input type="checkbox"/> Other (please state): _____
<input type="checkbox"/> Muslim	

Q21 Do you have pets in your household?

Yes (please list): _____ No

The Disability Discrimination Act 1995 defines disability as "a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities".

Q22 Do you consider yourself to have a disability?

Yes

No

If "Yes" what is the nature of the disability? Please tick all that apply:

- Physical Disability
- Wheelchair User
- Other Mobility or Access Needs
- Blind
- Partially Sighted
- Deaf
- Hearing Impairment
- Speech Impediment
- Literacy Problems
- Other Disability (please specify) _____

Q23 Do you have a support/social worker/emergency contact? If so, please give their details below along with any other details about your disability relevant to the services you receive from URH:

Q24 Please tell us if there is anything else we should know about you or your household to provide better access to our services and improve their quality:

Data Protection and Declaration

I understand that the information recorded on this form will be used by United Residents Housing to provide good service to residents. This information will also be used for monitoring purposes to help to ensure equality of access to services for all URH residents. I understand that this information will not be given to third parties without my prior consent.

Signed (resident):

Date:

Thank you for taking your time to complete this survey. Please return it to your estate housing office.

Spanish

Si desea esta información en otro idioma, rogamos nos llame al

Portuguese

Se desejar esta informação noutro idioma é favor telefonar para

French

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au

If you would like this information in large print, Braille, audio tape or another language, please contact us on

Bengali

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন হলে অনুগ্রহ করে ফোন করুন

Twi

Se wope saa nkaeboy yi wo kasa foforo mu a fre

Yoruba

Tí ẹ ba ẹ̀ ẹ̀moràn yí, ní ẹ̀dè Òmíràn, ẹ̀jò, ẹ̀ kàn wà l'ágogo

020 7733 9929

Our shared purpose, combined with our passion for improvement, will stand us out as a centre of excellence for resident managed services.

