



Working with our Tenants

“You said, we did”

Do you want to get involved with DGHP? By joining our interested tenants list, you are helping us improve our services to you through our “you said, we did” campaign. The information you provide is confidential and you can make the first steps to getting involved by answering the following questions and returning the form to us.

Name.....

Address.....

..... Postcode.....

Contact number..... Mobile number.....

Date of birth.....

Email address.....

1. Tell us what you would like to be consulted on and how you would like to be consulted. The timescales below are the **MAXIMUM** you would hear from us.

(Please indicate your 2 areas of consultation by ticking the boxes)

Area of consultation	By text message Once a month	By phone Once a month	By email Once a month	Via our website	Postal survey Once a month	By home visit Once per year	Have a chat with us at a discussion group Once per year
Allocations The way DGHP properties are let							
Antisocial behaviour How we deal with such instances							
Arrears How we recover outstanding rent							
Communication How we communicate with our tenants (i.e. DGHP's website, Open Door newsletter, leaflets)							

<p>Charter consultation Moving forward the company must consult with you about how we are performing</p>							
<p>Complaints How we deal with complaints and our internal processes</p>							
<p>Estate management How we address untidy gardens etc</p>							
<p>Grounds maintenance The way we look after communal ground areas</p>							
<p>Housing support How we help tenants who need support</p>							
<p>Improvements to our homes The way we deal with major improvements to our properties</p>							
<p>Rent setting How we decide how much rent should be charged for our homes</p>							
<p>Repairs service The way DGHP properties are repaired and maintained</p>							
<p>Scottish Government consultations How we reply to consultations from the Scottish Government about housing</p>							
<p>Tenant participation How we encourage tenants to be involved with DGHP</p>							

2. In order to allow us to build up a better profile of tenants across a number of age groups, please indicate which bracket you fit into:

- 16-25
 26-35
 36-45
 46-55
 56-65
 65+

3. Tell us a bit more about you:

To help us build up the best picture of the people living in the communities across Dumfries and Galloway, please tell us a little bit more about you.

1. Are you a DGHP tenant or a private owner?

- DGHP tenant Private owner

2. Do you consider yourself to have a disability?

- Yes No

If so, please give us more details of any special requirements you may have

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3. What is your ethnic group?

Choose ONE section from A to E then tick the appropriate box

A	White	B	Asian, Asian Scottish or Asian British	C	Black, Black Scottish or Black British
	<input type="checkbox"/> Scottish		<input type="checkbox"/> Indian		<input type="checkbox"/> Caribbean
	<input type="checkbox"/> Other British		<input type="checkbox"/> Pakistani		<input type="checkbox"/> African
	<input type="checkbox"/> Irish		<input type="checkbox"/> Bangladeshi		Any other Black background, please fill in below
	Any other White background, please fill in below		<input type="checkbox"/> Chinese Any other Asian background, please fill in below		
D	Mixed	E	Other ethnic background		
	Any Mixed background, please fill in below		Any other ethnic background, please fill in below		

Please complete this form and return to:

Interested Tenants List
Dumfries and Galloway Housing Partnership
Freepost
NAT 3109
Dumfries
DG1 4BR

Signed..... Date.....