



Dear ,

**Vectis Tenant Profiling Form**

Attached to this letter is a form that indicates the information the association currently holds on you and your household in respect of your tenancy with us. As I am sure you will understand, it is vitally important that Vectis has complete and up-to-date information with which to undertake our landlord role. I would be very grateful if you could therefore take a relatively short amount of time to go through the form and check whether this information is accurate.

You will also note that there is an extended range of information requested about your household's characteristics and financial circumstances. Although I recognise that some of this may seem intrusive, its collection is intended solely for your potential benefit.

The law requires that we understand the diverse nature of our tenants and ensure, where possible that we deliver the same high quality service to everyone, irrespective of their background or capacity. To ensure that this is consistently achieved we need to collect information about ethnic background, religion, disability, etc.

The financial information is purely so that we can look to provide the appropriate level of advice and support to help our tenants cope with what are very trying times. We are also conscious that for working families in receipt of benefits, things may get even more difficult in the future with further welfare reforms in the pipeline.

**All of the information provided in this form will be treated in absolute confidence by Vectis Housing Association and will not be passed to any other agency without your express consent.**

Although this may seem like a big ask, the form is actually very easy to fill in with many tick boxes. We will also be offering a series of monthly prize draws of a £50 store voucher to those tenants returning the form. You are also able to complete the form online at [www.vectishousing.co.uk/profiling](http://www.vectishousing.co.uk/profiling)

**Please return the questionnaire to in the prepaid envelope provided by .**

**Thank you for completing the questionnaire!**

## Tenants Profiling Survey

### Getting to know you...

At Vectis we want to provide you with the best service possible. To help us deliver this service it's important that we learn about our all of our tenants and fully understand your needs.

completing the questionnaire.

#### 1 About you and your family

Address:

Tel:

Mobile:

Email:

#### 2 Name of each household member

Name	Date of Birth dd/mm/yyyy	Gender Male/Female	National Insurance Number
You			
Other 1			
Other 2			
Other 3			
Other 4			
Other 5			

#### 3 Do you have access to the internet?

Yes

No

#### 4 Do you have home contents insurance?

Yes

No

**5 Which of the following best describes the circumstances of each member of the household? (Please tick)**

	You	Other 1	Other 2	Other 3	Other 4	Other 5
Employee Full Time (30hrs+ pw)						
Employee Part Time (-30hrs pw)						
Self employed (full or part time)						
Government Supported Training						
Full Time Education						
Pre School						
Unemployed, available for work						
Permanently sick or disabled						
Looking after family at home						
Retired						
Doing something else						

**6. VHA may consider offering opportunities to tenants. Would anyone in your household be interested in the following in the future? (Please tick)**

	You	Other 1	Other 2	Other 3	Other 4	Other 5
Jobs/Training						
Volunteering						
Support to manage money						

**7 What is your main source of income? (Please tick one)**

Salary

Disability Benefits

In Work Benefits

Savings

Out of Work Benefits

Pension

Other (please specify)

**8 Do you have a bank, building society or credit union account? (Not including a Post Office account)**

Yes

No

***If yes, is your account basic or with overdraft facilities?***

Basic

With overdraft facilities

**8a Do you have a credit or store card?**

Yes

No

One

More than one

**8b Do you or anyone in your household use payday loans, e.g. Wonga?**

Yes

No

Once

Regularly

**8c Have you used any of these loans to pay your rent?**

Yes

No

**9 Does your household receive housing benefit? (Either paid to you or directly to your landlord)**

Yes

No

Don't know

**10 How much is your total source of income? (Please tick one)**

***Per Week***

***or***

***Per Month***

Up to £99

Less than £429

£100 - £199

£430 - £864

£200 - £299

£865 - £1,299

£300 - £399

£1,300 - £1,729

£400 - £499

£1,730 - £2,164

£500 - £599

£2,165 - £2,599

**11 When dealing with Vectis, would you benefit from any of the following? (Please tick all that apply)**

Letters/leaflets in large print

Hearing Loop

Braille

Translator

Information on CD/Audio tape

Sign Language

Support with literacy/numeracy

Other (please specify below)

**12 Does anyone in your household have a long term illness, health problem or disability that limits their daily activities, including illnesses relating to old age? (If no please go to question 14)**

Yes

No

**13 What is the nature of the illness/disability? (Please tick all that apply)**

	You	Other 1	Other 2	Other 3	Other 4	Other 5
Wheelchair user						
Difficulty walking						
Visual impairment						
Hearing impairment						
Learning disability						
Mental health						
Drug related						
Speech impairment						
Dialysis						
Alcohol related						
Prefer not to say						
Any other (please specify)						

**14 Has your property been adapted?**

Yes

No

If yes, please describe the adaptations that have been made

**15 Please tell us the religion of each member of your household (Please tick)**

	You	Other 1	Other 2	Other 3	Other 4	Other 5
Atheist						
Buddhist						
Christian						
Hindu						
Jewish						
Muslim						
Sikh						
None						
Other						
Prefer not to say						

**16 Which of the following best describes each member of your household?(Please tick one for each member of your household)**

	You	Other 1	Other 2	Other 3	Other 4	Other 5
White - British						
White - European						
White - Other						
Mixed - White & Black Caribbean						
Mixed - White & Black African						
Mixed - White & Asian						
Asian/Asian British - Indian						
Asian/Asian British - Pakistani						
Asian/Asian British - Bangladeshi						
Asian/Asian British - Chinese						
Asian/Asian British - Other						
Black/Black British - Caribbean						
Black/Black British - African						
Gypsy/Irish Traveller						
Prefer not to say						

**17 Which of the following best describes each member of your household?(Please tick one each)**

	You	Other 1	Other 2	Other 3	Other 4	Other 5
UK national and UK resident						
UK national returning from residence overseas						
EU national						
Non EU national						
Not known						
Prefer not to say						

**18 For those in your household over age 16, how would they describe their sexual orientation? (Please tick one each)**

	You	Other 1	Other 2	Other 3	Other 4	Other 5
Heterosexual (straight)						
Bi-sexual						
Gay man						
Lesbian/gay woman						
Don't know						
Prefer not to say						

**19 For those in your household over age 16, how would they describe their gender identity? (Please tick one each)**

	Person 1	Person 2	Person 3	Person 4	Person 5	Person 6
Same as assigned at birth						
Different to that assigned at birth						
Not known						
Prefer not to say						

**20 English Language**

***Can you speak, read or write English?***

<b>Speak</b>	Yes	No
<b>Read</b>	Yes	No
<b>Write</b>	Yes	No

**21 If you cannot speak, read or write English, what would be your preferred language?**

**22 What is your main method of contacting Vectis? (Please tick one)**

The main Vectis contact number	Use a direct telephone number of the person I want to speak to
Visit the office in person	During a visit at your home
During an estate event	Our website
Text	In writing

Email

Through a Support Worker/Other (please specify below)

**23 How would you prefer us to tell you about things that may be of interest to you or consult with you about things that may affect you? (Please tick one)**

Open meetings/AGM's

Residents groups/forums

On-line forums

In writing

By telephone

In person (visiting you at home)

Email

Magazine/Newsletter

Text

On our website

Social Media (i.e. Facebook)

Other (please specify below)

**26 Are you interested in any of the following?**

***Becoming a tenant Board Member***

Yes

No

***Being part of a Residents Group***

Yes

No

***Working with Vectis to improve services***

Yes

No

**By checking the tick box below and submitting this questionnaire, I acknowledge that I give my consent for my information to be used for tenant profiling purposes**

**Signed**

**Date**