



Everyone Matters

Cornwall Housing - Tenant Census 2015

Please complete and return this questionnaire to us as soon as possible, to make sure we have the most up to date information for you.

With benefits changing and more services becoming available online, we want to help you access our services in the way that suits you best.

If you would like help with reading or completing this questionnaire please call the Freephone helpline on **0800 093 3437** and we can provide it in another format or take your answers over the phone.

If you're calling on a mobile, it may be cheaper to call us on **01208 262000**.

- The questionnaire should be filled in by the tenant or the spouse, partner or carer.
- Please read each question carefully and follow the instructions as necessary.
- Before sending the questionnaire back, please check that you have answered all the questions applicable to you.

“ It should take no more than 15 minutes to complete. ”

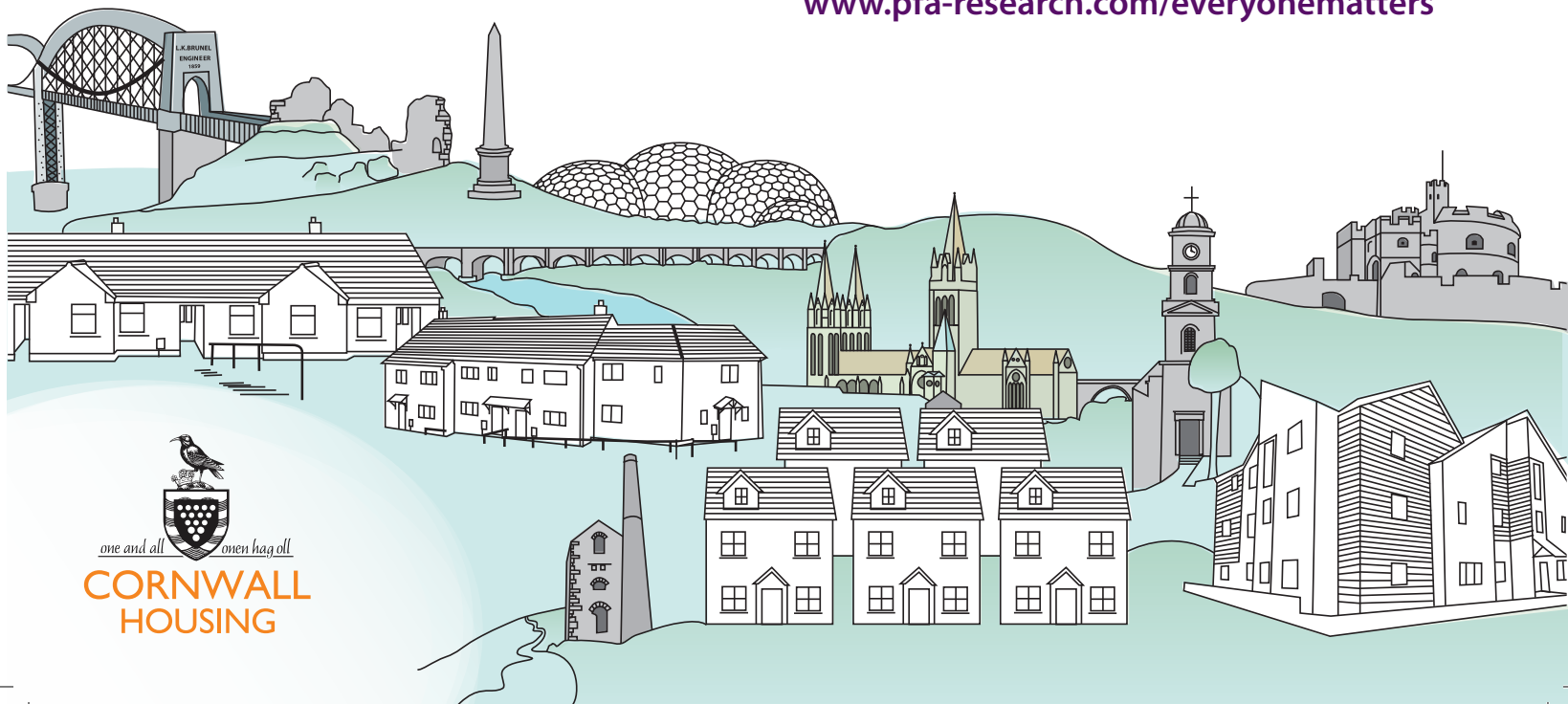
Please be assured that we do not sell or share your personal details with any third parties. For more information see our Data Protection Statement in the leaflet enclosed or online at www.cornwallhousing.org.uk/everyonematters.

The information in questions 1 to 10 will be used to update your tenancy file.

The information in questions 11 to 23 will help us to make decisions about how to improve your housing service.

If you prefer, you can complete this questionnaire online at:

www.pfa-research.com/everyonematters





About you

Q1

Please confirm your current household details.

Make sure you include all adults and children.

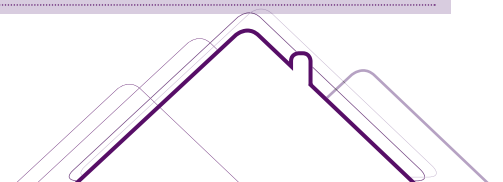
	Title	First Name(s)	Surname	Date of Birth	Gender   Please tick	Relationship to Tenant
Tenant						
Joint tenant						
Other people in your home						
		A				
		B				
		C				
		D				
		E				
		F				

Q2

Do you, or does someone else in your household, have a disability or any health conditions?



	Tenant	Joint tenant	Other people in your household:					
			A	B	C	D	E	F
Physical/mobility disability , such as a difficulty using your arms or mobility issues								
Use a wheelchair								
Use a mobility scooter								
Use crutches or a walking stick								
Visual disability , such as being registered blind or having a serious visual disability								
Hearing disability , such as being deaf or having a serious hearing disability								
Mental health conditions , such as depression or schizophrenia								
Learning difficulty , such as Downs syndrome or a cognitive disability such as autistic spectrum disorder								
Dyslexia								
Long standing illness or health condition , such as cancer, HIV, diabetes, chronic heart disease or epilepsy								
Other (please specify the disability/health condition and which household member this relates to)								



About you

Q3

Please tell us your work status.

	Tenant	Joint tenant
Full-time work - 30 hours or more per week		
Part-time work - less than 30 hours per week		
Government training		
Job seeker		
Retired		
Adult not seeking work		
Full-time student		
Unable to work because of long term sickness or disability		



Q4

Please tell us your national insurance number.

Tenant	Joint tenant

Q5

Do you have any specific communication needs?

Yes [Please answer Q6](#) No [Please go to Q7](#)

Q6

Do any of the following apply to you or the joint tenant?

	Tenant	Joint tenant
Large Print would be beneficial		
Easy Read would be beneficial		
Audio would be beneficial		
Have difficulty using the telephone		
Have culturally specific needs		
Need help in speaking or understanding English		



Improving your contact with Cornwall Housing

Q7




It is essential that we have your up to date contact details so we can get in touch with you at short notice, should we have to (*for example, to let you know about a planned improvement visit.*)

Please provide us with your contact details below:

	Tenant	Joint tenant
Home phone		
Mobile phone		
Email address		

Q8

If we need to contact you, how may we contact you?

- Phone **Please ensure that you have given a phone number at Q7** 
- Text **Please ensure that you have given a mobile phone number at Q7** 
- Email **Please ensure that you have given an email address at Q7** 



Q9

How would you prefer to receive the Cornwall Housing newsletter?

- Online – by a link emailed to the address provided in **Q7**
- I prefer to receive the newsletter in the post



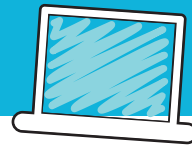
Q10

From Autumn 2015, may we send the following to you by email?

	Yes	No
Your rent statement (you will still get a paper copy)		
Information about our services in your area – such as estate visits		



Accessing our services online



Q11 Do you have internet access at home?

- Yes [Please go to Q12 >](#) No [Please go to Q13 >](#)

Q12 How do you access the internet at home?

- Mobile or Smart phone Laptop or computer
 iPad/ or Tablet TV
 Games console



Q13 What would help you get online at home?

- Cheaper internet rates If faster broadband was available in my area
 Help to learn how to use it Internet mobile signal (3G/4G)
 Having a computer or tablet Do not wish to have internet access at home



Other (please specify)

Q14 Do you access the internet elsewhere?

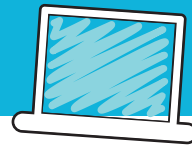
- Café or restaurant Work
 Library or resource centre No - nowhere else
 Friends and/or family **Other** (please specify)



If you have access to the internet (or could access the internet even if you don't already), go to Q15. Otherwise go to Q16.



Accessing our services online



Q15

Would you be happy to use the following services through our website by creating a secure online account?



	Yes	Maybe	No
Checking your rent account			
Making a rent payment			
Updating your contact details			
Reporting and tracking a repair			
Reporting a neighbourhood issue			

Q16

Which of the following best describes how you feel about using the internet and online services in general?



	Tenant	Joint tenant
I'm confident using the internet and choose to use online services as much as I can		
I'm fairly confident using the internet and can do most things that I want		
I'm online and can do most things I want with help from family/friends		
I'm online and keen to use the internet more but would like help to learn how to use it		
I'm not online but keen to use the internet if I could find the time		
I'm not online but keen to use the internet, if I could afford to have an internet connection		
I'll always need help to use the internet because of my disability		
I don't want to use the internet, it has no interest for me		



Changes to benefits

To help us understand how we need to improve our services, please answer the following questions **even if you do not currently receive any benefits.**

Q17

Do you or anyone else in your household receive any of the following benefits?

- | | |
|--|---|
| <input type="radio"/> Jobseekers Allowance (JSA) or
Employment or Support Allowance (ESA) | <input type="radio"/> Working Tax Credit |
| <input type="radio"/> Housing Benefit | <input type="radio"/> Child Tax Credit |
| <input type="radio"/> Income Support | <input type="radio"/> Disability Living Allowance (DLA)
or Personal Independence Payment (PIP) |
| | <input type="radio"/> Universal Credit |



Universal Credit is the Governments' change to certain benefits into one monthly payment direct to the claimant. There will be no change for claimants over 60½ years of age. The changes, which will come in **gradually**, will require claimants to:

- **Have a bank account**
- **Make and manage a benefits claim online, and**
- **Be paid one monthly payment - monthly in arrears**

If you are over 60½ years of age, please go to Q23 ➤

Q18

Do you feel you could manage your money with one monthly payment, paid in arrears?

- Yes No

Q19

Do you have a bank account?

- Yes No

Q20

Are you concerned about your level of debt or managing your debt payments?

- Yes No



Changes to benefits

Q21

If you need some support to improve your budgeting or digital skills, or to manage changes, what sort of support do you need?

- Help with reading forms
- Help with understanding forms
- Help understanding what supporting information is needed and providing it
- Help getting online – I have no access to the web, or have phone access only
- Help knowing how to do it once I am online
- Help working out how to change the way I budget

Other (please specify)



Q22

Where do you currently turn to for support or help?

- Family
- Someone else in my household
- Friends
- Neighbours
- Library or one stop shop
- Social worker
- Health worker or GP
- Local charity support worker or Citizens Advice Bureau
- Search online



Understanding more

Q23

Would you be willing to participate in future research or feedback for Cornwall Housing?

Tenant		Joint tenant	
Yes	No	Yes	No

Thank you for your time

Please return this questionnaire in the freepost envelope provided. All completed questionnaires will be entered into the prize draw.

