

**Mr and Mrs Cornish**  
**22 Cornwall Avenue**  
**Cornwall**  
**TR10 100**

## Customer Profiling Form

***Do you want to be in with a chance of winning your choice of a Flat Screen TV, a Laptop Computer, a Games Console or maybe some Shopping Vouchers?***

As part of our commitment to continuous improvement, we regularly carry out reviews of the information that we have about our customers to ensure that it is up to date and accurate.

By completing this **Customer Profile Form** you can help us to improve our services to meet your needs and requirements. This is why we are asking for certain personal information; you do not have to answer any of the questions if you don't want to. All information is treated in strict confidence, stored securely and in accordance with the Data Protection Act.

All returned forms will be entered into a prize draw and the lucky winner will get to choose one of the following prizes; **a Flat Screen TV, a Laptop Computer, a Games Console or some Shopping Vouchers.**

Please send us your form in the pre-paid envelope by 31 March 2010. If you would like any help completing the form or have any questions please contact our **Customer Services Team on 01736 331799** who will be happy to help.

**Gary Neilson**

**Service Development Manager**

## **Penwith Housing Association Privacy Policy**

### **At PHA, we are committed to protecting your privacy.**

In general, we will ask you when we need information that personally identifies you or allows us to contact you. The amount of personal information you are required to supply will normally be limited to that which is necessary to supply the service or carry out the transaction you have requested.

### **Use of Personal Information**

The personal information we collect from you will be used by PHA to provide the service or carry out the transaction you have requested or authorised. We do not sell trade or rent your personal information to others. We do, however, use other companies to provide limited services on our behalf, such as responsive repairs. Only personal information necessary to deliver the service will be provided to these companies and where processing is necessary for the protection of your vital interest. We will inform them that they are prohibited from using that information for any other purpose. PHA may disclose personal information if required to do so by law, in an emergency or in the good faith belief that such action is necessary.

### **Security of Personal Information**

As required by the UK Data Protection Acts of 1984 and 1998, strict security procedures are followed in the storage and disclosure of information, which you have given, with the purpose of preventing unauthorised access and use of your information.

### **Your Consent**

Penwith Housing Association complies with the Data Protection Act 1998, which means your personal details will be processed in accordance with the law. By signing this form you are consenting to Penwith Housing Association processing your personal data.

### **Contact Information**

Our privacy policy represents our commitment to ensuring that your personal information is safe and secure. If you believe that PHA has not adhered to this policy, please write to us and we will use all reasonable efforts to promptly determine and remedy the problem.

**Mr A Moore**  
**Chief Executive**  
**Penwith Housing Association Ltd**  
**67 Morrab Road**  
**Penzance**  
**Cornwall**  
**TR18 2QJ**

# Customer Profiling Form

## Section 1: You and other household members

**Q1: Please change any details that are incorrect and complete the empty boxes:**

	<b>Mail Merge Tenant Name Tenant 1 e.g. Mr A Smith</b>	<b>Mail Merge Tenant Name Tenant 2 e.g. Mrs B Smith</b>
<b>Gender (Male/Female)</b>		
<b>First Name (s):</b>		
<b>If known by other name please advise:</b>		
<b>Date of Birth:</b>		
<b>Mobile phone number:</b>		
<b>Work phone number:</b>		
<b>Household Details</b>		
<b>Home phone number:</b>		
<b>Household Email address:</b>		

**Q2: Please tell us about anyone else that lives with you in your home:**

	<b>Gender: (Male/ Female)</b>	<b>Title: (Mr/Mrs/ Ms/ Miss)</b>	<b>First Names:</b>	<b>Surname:</b>	<b>Date of Birth:</b>	<b>Relationship: (e.g. son/daughter)</b>
1.						
2.						
3.						
4.						
5.						
6.						

**Mail merge - tenant number**

## Section 2: Contacting you

**Q3: Please tell us your preferred method to be contacted, please tick (✓) only one for your preference:**

	<i>Household:</i>
No preference	
Home phone	
Work phone	
Mobile phone	
Text Message	
Email	
Letter	
Visit	
Contact a relative/friend	
Contact support worker/carer	
Contact details of relative/support worker/other:	

**Q4: When contacting you by telephone would you prefer any of the following, you may choose more than one - please tick (✓) your preferences:**

	<i>Household:</i>
No preference	
Leave a message on answer phone/voicemail	
Wait at least a minute for someone to answer	
Minicom	
Type Talk	
Prefer not to be contacted by telephone	

**Q5: When visiting your home do you have any special requirements, you may choose more than one - please tick (✓) your preferences:**

	<i>Household:</i>
No preference	
Arrange an appointment	
Knock loudly	
Wait for five minutes	
Telephone before visiting	
Contact a relative/friend	
Contact support worker/carer	
Contact details of relative/friend/support worker/carer:	

**Q6: When sending you information, would you prefer any of the following options, you may choose more than one - please tick (✓) your preferences:**

	<i>Household:</i>
Standard print	
Large print	
Easy Read	
Coloured paper	
Braille	
Audio CD	
Audio Tape	

**Q7: If English is not your first language please tell us your preferred language:**

	<i>Household:</i>
Preferred language	

### Section 3: Equality and Diversity

It is the policy of Penwith Housing Association to ensure that all residents are treated equally, regardless of their age, disability, gender, race, religion or sexual orientation. To ensure this policy is carried out, and for no other reason we ask a number of questions some of which you may find sensitive. All replies will be treated in the strictest of confidence and it would be appreciated if you could answer as many questions as possible, you do not have to answer any of the questions if you don't want to – please tick 'prefer not to answer'.

**Q8: How would you define your sexuality? Please tick (✓) one box for each person:**

	Mail Merge Tenant Name Tenant 1 e.g. Mr A Smith	Mail Merge Tenant Name Tenant 2 e.g. Mrs B Smith
<b>Bisexual</b>		
<b>Heterosexual</b>		
<b>Homosexual</b>		
<b>Lesbian</b>		
<b>Other (please state)</b>		
<b>Prefer not answer</b>		

**Q9: What is your ethnic origin? Please tick (✓) one box for each person:**

	Mail Merge Tenant Name Tenant 1 e.g. Mr A Smith	Mail Merge Tenant Name Tenant 2 e.g. Mrs B Smith
<b>Asian/Asian British Bangladeshi</b>		
<b>Asian/Asian British Indian</b>		
<b>Asian/Asian British Pakistani</b>		
<b>Asian/Asian British Other</b>		
<b>Black/Black British African</b>		
<b>Black/Black British Caribbean</b>		
<b>Black/Black British Other</b>		
<b>Chinese</b>		
<b>Mixed White &amp; Asian</b>		
<b>Mixed White &amp; Black Caribbean</b>		
<b>Mixed Other</b>		
<b>White British</b>		
<b>White Irish</b>		
<b>White Other</b>		
<b>Other Ethnic Group (please state)</b>		
<b>Prefer not answer</b>		

**Q10: What is your religion? Please tick (✓) one box for each person:**

	Mail Merge Tenant Name Tenant 1 e.g. Mr A Smith	Mail Merge Tenant Name Tenant 2 e.g. Mrs B Smith
<b>Buddhist</b>		
<b>Christian (all denominations)</b>		
<b>Hindu</b>		
<b>Jewish</b>		
<b>Muslim</b>		
<b>Sikh</b>		
<b>No religion</b>		
<b>Other (please provide details)</b>		
<b>Prefer not to answer</b>		

**Q11: If anyone who lives in your home consider themselves to have a disability which affects their day to day living, please tick (✓) the boxes that apply for each person:**

	Mail Merge Tenant Name Tenant 1 e.g. Mr A Smith	Mail Merge Tenant Name Tenant 2 e.g. Mrs B Smith
<b>Restricted Mobility</b>		
<b>Visual Impairment</b>		
<b>Hearing Impairment</b>		
<b>Speech Difficulties</b>		
<b>Reading and/or writing Difficulties</b>		
<b>Mental Ill Health</b>		
<b>Long term illness</b>		
<b>Physical Impairment</b>		
<b>Learning Difficulties</b>		
<b>Other (please provide further details)</b>		
<b>Prefer not to answer</b>		

**Q12: Would you like information about becoming more involved with Penwith Housing Association?**

<b>Yes</b>	<b>No</b>

**Q13: We have a Money Advice team who help a lot of our customers with advice and support about money matters and benefits. Would you like someone from this team to contact you?**

<b>Yes</b>	<b>No</b>

**Q14: The following question asks about your household income. This information will help us to target our Money Advice services.**

	<b>Weekly Household Income</b>
<b>Take Home Pay</b>	
<b>Child Benefit</b>	
<b>Retirement Pension</b>	
<b>Other State Benefits</b>	
<b>Other Income</b>	
<b>Total Income</b>	
<b>Prefer not to answer</b>	

**Q15: Do you currently have a bank account, building society or Post Office Account?**

<b>Yes</b>	<b>No</b>

**If 'Yes' what banking facilities do you use? Please tick (✓) all the boxes that apply.**

<b>Current Account</b>	
<b>Savings Account</b>	
<b>Cash Machines</b>	
<b>Cheque</b>	
<b>Debit Card</b>	
<b>Credit card</b>	
<b>Direct Debit</b>	
<b>Standing Order</b>	
<b>Internet Banking</b>	
<b>Other-please specify</b>	

**Q16: Would you like to take part in this prize draw survey again in the future? Please tick (✓) one box:**

<b>Yes</b>	<b>No</b>

**Declaration:**

Penwith Housing Association and Devon and Cornwall Housing Group will not keep your information for longer than is necessary and will take steps to ensure that it is kept up to date. You have the right under the Data Protection Act 1998 to see and correct the information we hold about you.

Copies of the Groups policies are available on request and can be accessed via the website.

Whilst we will endeavour to meet your individual needs some times this may not be possible.

I/we declare that the information given in this Customer Profile Form is correct and freely given.

I/we give Devon and Cornwall Housing Group permission to use the information contained in this Customer Profile Form to ensure services delivered are designed to suit my/our needs.

**Please date, print and sign your name(s) below:**

<b>Mail Merge Tenant Name</b> <b>Tenant 1 e.g. Mr A Smith</b>	
<b>Print Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	

<b>Mail Merge Tenant Name</b> <b>Tenant 2 e.g. Mrs B Smith</b>	
<b>Print Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	

**Thank you for taking the time to complete this form. If your circumstances change in the future please tell us so we can update our records.**

**After you have completed this form please return it in the pre-paid envelope.**