

**Your
service,
your
choice**



Southwark
Council

APPENDIX 1

February 2011

Dear Resident,

Your service, your choice consultation – investing in housing

This document contains important information that will affect the way in which we deliver housing services in the future. It should only be completed by the addressed tenant or homeowner or someone authorised to act on their behalf.

We want the views of tenants and homeowners including those currently managed by tenant management organisations, on some very important decisions that we need to take in the coming months. This includes how we invest money in improving your homes, your service priorities and how we can work with you to improve services. This is part of a consultation, called *Your service, your choice*. Please see over the page for other ways you can get involved.

We value your feedback and we are offering a prize draw to say thank you for taking the time to help us collect your views. All completed entries will be entered into a prize draw to win either a £100 shopping voucher or one of three £25 shopping vouchers. To enter the prize draw, please return the completed slip over the page.

The winners of the prize draw and the results of the survey will be published in Southwark Housing News and at www.southwark.gov.uk, but we will keep your name confidential if you prefer.

Please send us your completed questionnaire by Tuesday 22 March 2011. All responses received by this date will be collated and reported to councillors and officers and we will use the information to shape your services for the future.

The council will collect, store and use the information you provide in line with the Data Protection Act 1998. We will only use the information you provide to ensure the council meets its statutory obligations, including those related to diversity and equal opportunity.

Please return your questionnaire in the freepost envelope provided.

If you need any help or advice, or a copy of the questionnaire in a different language or format, please email service.standards@southwark.gov.uk or call us on 020 7525 5000.

Yours sincerely,

Gerri Scott
Strategic director of housing services

Ian Wingfield
Deputy Leader of the council and cabinet member
for housing management

Find out more

To find out more or discuss this further come to one of our area housing drop-in events where we will talk through what's on offer so you can help us make the right choices.

Area housing drop in events

Bermondsey:	4pm - 7pm, Thurs 10 March	Area Housing Office, 19 Spa Road, London SE16 3QP
Borough and Bankside:	4pm - 7pm, Wed 9 March	Area Housing Office, 169 Long Lane, London, SE1 4PN
Camberwell:	4pm - 7pm, Tues 8 March	Area Housing Office, Harris Street, London, SE5 7RX
Dulwich:	4pm - 7pm, Tues 8 March	Area Housing Office, 41-43 East Dulwich Road, London SE22 9BY
Nunhead and Peckham Rye:	4pm - 7pm, Tues 8 March	Area Housing Office, 27 Bournemouth Road, London SE15 4UJ
Peckham:	4pm - 7pm, Mon 7 March	Bells Gardens Community Centre, 19 Buller Close, London SE15 6UJ
Rotherhithe:	4pm - 7pm, Mon 7 March	Area Housing Office, 153-159 Abbeyfield Road, London SE16 2BS
Walworth (including Aylesbury):	4pm - 7pm, Thurs 10 March	Area Housing Office, Thurlow Street, London, SE17 2TZ

To find out how you can get involved, go to www.southwark.gov.uk/consultations or ask at your local area housing office.

Service group volunteers

Are you interested in making a difference to the services you receive? We are trying to get more tenants and homeowners involved with a greater influence over the services they receive. We are looking for volunteers for three new service improvement groups.

So whether your passion is improving the repairs service, making sure your estate is tidy or dealing with antisocial behaviour we have a service group that will suit you. You will help us develop improvements and monitor services. No experience is needed as training will be provided.

For more information on service groups or to find out other ways you can get involved contact us on 020 7525 3326 or email resident.involvement@southwark.gov.uk

We look forward to hearing from you and helping us make a difference to services.

Your service, your choice prize draw

Please complete and detach this slip and return it in the envelope provided to be entered into the prize draw. The prize draw will take place on 25 April 2011.

Your name _____
Contact telephone number _____

Address _____

Southwark Council will print the winners of the prize draw in Southwark Housing News and at www.southwark.gov.uk.

If you would prefer not to be named please tick here

This leaflet contains information about Southwark Council services. If you require information in your language, please call 020 7525 5000

Spanish

Este folleto contiene información sobre los servicios prestados por el ayuntamiento de Southwark. Si necesitara alguna información en su propio idioma, por favor llame al 020 7525 5000

French

Ce dépliant contient des renseignements sur les services de Southwark Council (municipalité de Southwark). Si vous avez besoin d'obtenir ces renseignements dans votre langue, veuillez appeler le : 020 7525 5000

Turkish

Bu broşur Southwark Belediyesi'nin servisleri ile ilgili bilgi içerir. Eğer kendi dilinizde bilgi edinmek isterseniz, lütfen 020 7525 5000 numaralı telefonu arayınız

Vietnamese

Tờ rơi này cung cấp thông tin về các dịch vụ của hội đồng quản Southwark. Nếu quý vị muốn có bản dịch sang ngôn ngữ mình nói, xin vui lòng gọi số: 020 7525 5000

Somali

Warqaddaan yar waxaa ku qoran macluumaad ku saabsan adeegyada Guddiga Dowladda Hoose ee Southwark. Haddii aad u baahan tahay macluumaad ku qoran luqaddaada, fadlan wac lambarka 020 7525 5000

Arabic

يحتوي هذا المنشور على معلومات عن الخدمات التي تقدمها بلدية سوزرك (Southwark). إذا كنت ترغب في الحصول على معلومات بلغتك الأصلية الرجاء الاتصال بالرقم الممنين هنا: 020 7525 5000

Bengali

এই বিবরণীটিতে সাধারণ কাউন্সিলের পরিষেবাগুলোর তথ্য দেওয়া আছে। আপনার যদি নিজের ভাষায় তথ্যের প্রয়োজন হয়, তাহলে এই টেলিফোন নম্বর দেওয়া আছে। তাতে টেলিফোন করুন।
টেলিফোন নম্বর: 020 7525 5000

If you need any help or advice, or a copy of the questionnaire in a different language or format, please email service.standards@southwark.gov.uk or call us on 020 7525 5000.

PART A – Your choice

Housing investment and decent homes

We are committed to making sure that all homes are warm, dry and safe by 2015. To achieve this we are reviewing how the money that is available for investment in housing is spent. There are choices to be made. We can do more work to a smaller number of homes, or less work to more homes.

We are trying to meet a government standard called decent homes – most simply, to make your home warm, dry and safe. The decent homes work we do is part of a wider programme of major works and improvements to your homes.

We also have legal duties – we call them landlord obligations. These include fire safety work and making sure that other things like external rewiring, lifts, heating and drainage are maintained, so it's important we consider carefully how money should be spent.

Tell us what you think by completing all the questions in this survey.

Select your answers to the questions by placing a cross to show your selection using a black or dark pen like this

If you mark the wrong box, fill it in and put a cross in the right box like this

Question 5 – Early wins

5	To what extent do you agree or disagree with the following statement? The council should prioritise carrying out works to the larger number of homes needing less work to make them warm, dry and safe, meaning those needing more work may have to wait longer. PLEASE CHOOSE ONE OPTION					
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 6 is about whether you think the council should prioritise work on other things that are not included in the decent homes standard

6	Of the following types of work, which do you consider to be the three most important? PLEASE CHOOSE UP TO THREE OPTIONS			
	Lifts	<input type="checkbox"/>	Energy savings	<input type="checkbox"/>
	Fire safety	<input type="checkbox"/>	District heating	<input type="checkbox"/>
	Security – door entry	<input type="checkbox"/>	Estate gardens/landscaping	<input type="checkbox"/>
	Security – CCTV	<input type="checkbox"/>		

Question 7 is about raising money from the sale of empty council homes to invest in the rest of our homes

7	To what extent do you agree or disagree that the council should sell empty properties that are expensive to repair or maintain to raise more money to make homes warm, dry and safe? PLEASE CHOOSE ONE OPTION					
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PART B – Diversity

We want to make sure we deliver services fairly and make sure that people using our services are not discriminated against because of their ethnicity, disability, gender, sexual orientation, age, or faith. All information will be treated confidentially. It will not be used for any purposes other than monitoring and to measure the priorities of different groups. This information will not be shared with anyone else in a way that you could be personally identified, without your written consent.

This part of the questionnaire is optional

1	Age		
<input type="checkbox"/>	16-24	<input type="checkbox"/>	25-34
<input type="checkbox"/>	35-44	<input type="checkbox"/>	45-54
<input type="checkbox"/>	55-59	<input type="checkbox"/>	60-64
<input type="checkbox"/>	65-74	<input type="checkbox"/>	75-84
<input type="checkbox"/>	85+	<input type="checkbox"/>	Prefer not to say

2 Gender	
<input type="checkbox"/> Female	<input type="checkbox"/> Male
<input type="checkbox"/> Transgender	<input type="checkbox"/> Other
<input type="checkbox"/> Prefer not to say	

3 Ethnicity	
White	
<input type="checkbox"/> White British	
<input type="checkbox"/> White Irish	
<input type="checkbox"/> Gypsy/Romany/Irish Traveller	
<input type="checkbox"/> Any other white background	
Mixed	
<input type="checkbox"/> White and Black Caribbean	
<input type="checkbox"/> White and Black African	
<input type="checkbox"/> White and Asian	
<input type="checkbox"/> Any other mixed background	
Asian or Asian British	
<input type="checkbox"/> Indian	
<input type="checkbox"/> Pakistani	
<input type="checkbox"/> Bangladeshi	
<input type="checkbox"/> Any other Asian background	
Black or Black British	
<input type="checkbox"/> Caribbean	
<input type="checkbox"/> African	
<input type="checkbox"/> Any other Black background	
Chinese	
<input type="checkbox"/> Chinese	
<input type="checkbox"/> Any other Chinese background	
Other ethnic group	
<input type="checkbox"/> Any other ethnic group	
Prefer not to say	
<input type="checkbox"/> Prefer not to say	

4 Disability	
Does anyone in your household have any long-term illness, health problems or disability, which limits their daily activities or the work you can do, including any problems that are due to old age?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Prefer not to say	

5 Sexual orientation	
<input type="checkbox"/> Bisexual	<input type="checkbox"/> Lesbian
<input type="checkbox"/> Gay man	<input type="checkbox"/> Other
<input type="checkbox"/> Heterosexual /straight	<input type="checkbox"/> Prefer not to say

6 Religion/beliefs	
<input type="checkbox"/> Agnostic	<input type="checkbox"/> Jewish
<input type="checkbox"/> Atheist	<input type="checkbox"/> Muslim
<input type="checkbox"/> Buddhist	<input type="checkbox"/> Sikh
<input type="checkbox"/> Christian (all denominations)	<input type="checkbox"/> Other
<input type="checkbox"/> Hindu	<input type="checkbox"/> Prefer not to say

Thank you for completing the questionnaire. Please return your form in the prepaid envelope provided.

Address: Your service, your choice – Southwark Council
 Unit 4
 Gateway 20/25 Trading Estate
 London Road
 Swanley
 Kent BR8 8DE