

Please complete the form, save it, and email it to: [Righttobuy@dartford.gov.uk](mailto:Righttobuy@dartford.gov.uk)

# Housing Finance Team

## Our Service, Your Influence

The Housing Finance team (Leasehold Services, Right to Buy, Income Recovery and Community Centre Administration) aims to provide a high standard of service to all our customers. We are interested to find out if we are giving you as good a service as we can, and it will help us improve our performance if you complete this form and return it to us with your comments. Any information you give us will be held confidentially.

### Equalities Monitoring

**Sex:** Male  Female   
**Age:** under 16  16-19  20-24  25-59  60-64  65 & above

### How would you best describe your ethnic origin?

White British	<input type="checkbox"/>	White Irish	<input type="checkbox"/>	Any Other White Background	<input type="checkbox"/>	Any Other Mixed Background	<input type="checkbox"/>
White & Black Caribbean	<input type="checkbox"/>	White & Black African	<input type="checkbox"/>	White & Asian	<input type="checkbox"/>	Any Other Asian Background	<input type="checkbox"/>
Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	Any Other Black Background	<input type="checkbox"/>
Black Caribbean	<input type="checkbox"/>	Black African	<input type="checkbox"/>	Chinese	<input type="checkbox"/>	Any Other Ethnic Group	<input type="checkbox"/>

**Do you consider yourself as having a disability?** Yes  No

If yes, do you have?

Difficulty in getting around	<input type="checkbox"/>	Difficulty in seeing	<input type="checkbox"/>	Difficulty in hearing	<input type="checkbox"/>	Mental health difficulties	<input type="checkbox"/>
Learning difficulties	<input type="checkbox"/>	Other difficulties		Please state:			

### Did you find us:

Easy to contact ?	Yes/No	Quick to respond	Yes/No
Courteous ?	Yes/No	Helpful	Yes/No

### Did you find the knowledge of our staff:

Excellent ..... Good.....Average.....Fair.....Poor.....

### Are there any improvements we can make to our service?

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### Overall how would you rate our service?

Excellent ..... Good.....Average.....Fair.....Poor.....