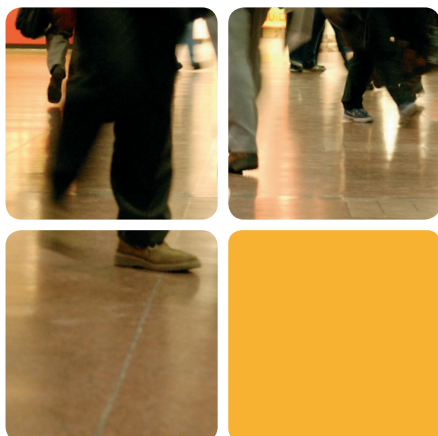


Customer Information Collection Form



You have been given a Valuing Diversity – Customer Information Collection Form with this factsheet. Please take a few minutes to answer the questions on the form. We hope this factsheet will answer some questions you may have about the form.

Why is HFI asking me to complete this form?

HFI is asking all its tenants and leaseholders to give us up-to-date information about themselves and the people they live with using the form.

Why does this form ask me for personal information?

We recognise that Islington is a very diverse and varied place in which to live and this is reflected in the differences amongst our customers. The information our customers give us in the form can help us plan and improve our services, for example, a service targeted at older people to help them in their homes. We also have a duty to check that our services do not treat customers unfairly because of their age, gender, disability or impairment, ethnicity, religion or belief, or sexuality. Collecting this information will help us to do this.

We appreciate that some of the questions on the form are quite personal. You are not obliged to answer any or all of the questions if you would prefer not to. There is a "Prefer not to say" option on most of the questions for you to indicate when you would rather not answer a question.

How can I benefit from answering these questions?

HFI can use the information you give us on the form to vary its service in a way that meets your needs. Examples might include:

- You would prefer HFI to contact you by email or text message
- You need a translator whenever we contact you
- Someone living with you has a serious disability or impairment

If you, or someone living with you, has a disability or impairment and you feel there is something HFI could do to help you, for example, give you more time to answer your front door when we call at your home, then please let us tell us in Question 5 on the form. We cannot guarantee will be able to meet every request but we will attempt to meet your needs whenever we can.

How confidential is the information I give on the form?

Any information that you give us will only be used by us and, where appropriate, our contractors. We will not share this information with anyone else. The information is protected by the Data Protection Act 1998.

What if my circumstances change after filling in the form?

If your circumstances change please let your local housing office know and fill in a new form so we can update our records.

If you would like this document in another language, LARGE PRINT, audio tape, compact disc or Braille please contact your area office.



This factsheet is about how HFI collects and uses personal information about its customers. If you need a translation, more information in your own language or help to complete the enclosed form please contact your local area office.

যেভাবে এইচ-এফ-আই তাদের ক্রেতাদের সম্বন্ধে ব্যক্তিগত তথ্য সংগ্রহ করে ও সেই তথ্য ব্যবহার করে সেটি এই ফ্যাক্টশিটে বর্ণিত আছে। আপনার যদি আপনার ভাষায় এটির অনুবাদের, অথবা বিস্তারিত তথ্যের প্রয়োজন হয় অথবা সঙ্গে দেওয়া ফর্মটি পূরণ করতে সাহায্যের প্রয়োজন হয় তবে আপনাদের স্থানীয় এরিয়া অফিসে যোগাযোগ করুন।

(Bengali)

Το παρόν ενημερωτικό δελτίο αναφέρεται στον τρόπο που ο οργανισμός HFI συλλέγει και χρησιμοποιεί προσωπικά δεδομένα που αφορούν στους πελάτες του. Σε περίπτωση που χρειάζεστε τη μεταφρασμένη έκδοση του εν λόγω δελτίου, περισσότερες πληροφορίες στη γλώσσα σας ή βοήθεια ως προς τη συμπλήρωση του εσώκλειστου εντύπου, επικοινωνήστε με το τοπικό σας γραφείο.

(Greek)

Esta ficha informativa é sobre como a HFI recolhe e usa informação pessoal sobre os seus clientes. Se necessitar de tradução, mais informação no seu idioma ou ajuda a preencher o formulário anexo, por favor contacte o seu gabinete local de área. (Portuguese)

Waraaqdaan waxay ka hadlaysaa sida ay HFI u qaado iyo u isticmaasho warbixinta shaqsigaa ah ee macaamiisha. Haddii aad doonayso iyadoo la turjibaanay, oo leh warbixin dheeraad ah oo ku qoran luqadaada ama caawinaad ah soo buuxinta foomka halkaan ku lifaaqan fadlan la xariir xafiiska ku yaal degaanka aad degan tahay. (Somali)

Esta hoja informativa indica cómo HFI obtiene y usa información personal sobre sus clientes. Si precisa de una traducción, más información en su propio idioma o ayuda para rellenar el impreso adjunto, sírvase comunicarse con la oficina local situada en su zona. (Spanish)

Bu bilgilendirme sayfası HFI'nın, müşterileriyle ilgili kişisel bilgileri nasıl topladığı ve kullandığı ile ilgilidir. Eğer bir çeviriye, kendi dilinizde daha fazla bilgiye veya ekteki formu doldurmak için yardıma ihtiyacınız olursa, lütfen bölgenizdeki yerel bürolar ile temasa geçiniz. (Turkish)

Central Street Area Housing Office Tel: 020 7527 6524
Holland Walk Area Housing Office Tel: 020 7527 7497
Lyon Street Area Housing Office Tel: 020 7527 6834
Upper Street Area Housing Office Tel: 020 7527 5323
Home Ownership Services Tel: 020 7527 7715/7720



Homes for Islington

improving housing through partnership

www.homesforislington.org.uk

