

Household Questionnaire – Tenant Guidance

Please complete the following questionnaire to enable ACHA to update the information we hold about you and your household.

We need your information and will use your information to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you i.e. the tenancy agreement. We also gather this information about you and the other people who live with you to ensure that we do not discriminate either unlawfully or unfairly, in tenancy related matters.

We have provided you, at the end of this document an explanation of why we need you to provide us with the requested information to allow us to meet our contractual commitments and legal requirements.

The information will be held in line with the General Data Protection Regulation (EU) 2016/679.

You can access ACHA's fair processing notice from our website at: www.acha.co.uk
This will not be shared without the individual's explicit consent, or as otherwise required in law.

ACHA is keen to involve tenants in all the services it provides and offers a number of ways to get involved.

If you would like more information on the options available please tick here

You can now complete the form online at www.acha.co.uk or use the hard copy attached and return it to any of the Local ACHA Offices listed below:

Lamont House, 9 – 19 Stuckleckie Road, Helensburgh, G84 7NL	Email to: - housing.lomond@acha.co.uk
13-16 Longhill Crescent Rothesay, Bute, PA20 0JT	Email to: - housing.bute@acha.co.uk
Dalriada House, Lochgilphead, PA31 8ST	Email to: - housing.midargyll@acha.co.uk
11 Flora Street, Bowmore, Isle of Islay, PA43 7JX	Email to: - housing.islay@acha.co.uk
Old Quay Head Campbeltown, PA286ED	Email to: - housing.kintyre@acha.co.uk
Menzies House, Glenshellach Business Park, Oban PA34 4RY	Email to: - housing.lorn@acha.co.uk
Dolphin Hall, Manse Avenue, Dunoon, PA23 8DQ	Email to: - housing.cowal@acha.co.uk

Household Questionnaire

Your Address						
Please complete the undernoted information for all of the people living in your house, including yourself.						
Names of Household Members permanently living at this address	Relationship to Tenant	Date of Birth	Gender	Ethnic Origin (Use Code)	Disability	Marital Status

Contact Details for Tenant(s)

Name of Tenant (s)	Home Tel. No	Work Tel. No	Mobile Tel. No	Email Address	Preferred method of contact

Signed:

Date:

Explanation of what Data is required and why we need this information

<p>Name of Household Members</p>	<p>Please provide the names of everyone living permanently with you in your home.</p> <p>We need to know this information to ensure everyone living in the house receives all the legal rights, advice and information they are entitled to as a tenant or occupier of the property.</p> <p>(For example anyone over the age of 16 who lives permanently in the house is known as a “qualifying occupier” and is entitled to certain rights even though they are not the tenant of the property.)</p>
<p>Relationship to Tenant(s)</p>	<p>Please indicate the relationship to the tenant(s) of everyone living permanently with you in your home.</p> <p>Some of the rights of occupiers depend on their relationship to the tenant(s). We need to know this information to ensure that occupiers get the legal rights, advice and information they are entitled to as outlined above,</p> <p>(For example the right to succeed to a tenancy previously held by a parent.)</p>
<p>Date of Birth</p>	<p>Please provide dates of birth for everyone living permanently with you in your home.</p> <p>We use this information to allow us to ensure the services we provide are not discriminatory on the grounds of age and to assist us plan future services, some of which are based on the age profiles of our tenants.</p> <p>(For example, specific services for young or elderly tenants).</p>
<p>Gender</p>	<p>Please indicate the gender of everyone living with you in your home.</p> <p>We use this information to ensure that we do not discriminate against tenants and occupiers on the basis of their gender.</p>
<p>Ethnic Origin</p>	<p>Please select your ethnic origin from the list on page 3.</p> <p>We use this information to ensure we do not discriminate on the grounds of ethnicity and to meet our reporting requirements to the Scottish Housing Regulator. and.</p>
<p>Disability</p>	<p>Please indicate if you or anyone living with you in your home has a disability. This allows us to consider the needs of tenants and others with disabilities that live in the property.</p> <p>If anyone in your household does have a disability, we may need to ask you further information about the nature of the disability and any specific needs the person with the disability has.</p> <p>Under the Equality Act 2010 a person has a disability if:</p> <ul style="list-style-type: none"> • they have a physical or mental impairment and • the impairment has a substantial and long-term adverse effect on their ability to perform normal day to day activities. • substantial means more than minor or trivial;

	<ul style="list-style-type: none"> • long term means that the effect has or is likely to last for at least 12 months and • normal day-to-day activities include things like eating, washing, walking and going shopping.
Marital Status	<p>We need to know this information to ensure that tenants and occupiers get the legal rights, advice and information they are entitled.</p> <p>(For example rights under the Matrimonial Homes Act 1981 spouses and partners have tenancy rights in law).</p>
Contact telephone numbers and email address	There are occasions when ACHA may need to contact you on a range of matters related to your tenancy which may include repairs, improvement/investment works, rents and service charges, or other services etc.
Preferred method of contact	<p>From the details provided above, please tell us what your preferred method of contact is.</p> <p>(We might not always be able to use this as some contacts we make with you need to be in writing but it is useful to us to know your preferences.)</p>

Ethnic Origin

The Scottish Housing Regulator asks us to report the ethnic origin of our tenants every year based on the groups below.

Please use the code specific to your ethnic origin to record the information in the questionnaire.

EO01	Scottish	EO07	Bangladeshi	EO13	Gypsy / Traveller
EO02	Irish	EO08	Chinese	EO14	Any Mixed Background
EO03	Other British	EO09	Other Asian Background	EO15	Other Ethnic Background
EO04	Other White Background	EO10	Caribbean	EO16	Polish
EO05	Indian	EO11	African	EO17	Arab
EO06	Pakistani	EO12	Other Black Background	EOOP	Did not want to provide