

# Rent and Service Charge Consultation Questionnaire

## Rent and Service Charge Consultation Timeline

Consultation begins	30 November 2020
Consultation closes	5 January 2021
Decision by Viewpoint Board	16 February 2021
Notification to tenants	February 2021
Agreed changes take effect from	1 April 2021

Thank you for taking time to complete this questionnaire. You can:

- ♦ Post the questionnaire in the freepost envelope provided
- ♦ Complete the survey online by using the QR code or at:  
<https://www.surveymonkey.com/r/2FNL8LV>
- Email [tp@viewpoint.org.uk](mailto:tp@viewpoint.org.uk)

All questionnaires to be returned by 5 January 2021



### 1. What type of housing do you live in?

Enhanced Sheltered	Sheltered	Alarmed	Retirement	General Needs
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### 2. Do you agree that a rent increase is necessary to maintain service and investment in our stock?

Strongly agree	Agree	Neither agree or dis- agree	Disagree	Strongly Disagree
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### 3. Do you feel you get value for money from Viewpoint? Tick your answer below.

Strongly agree	Agree	Neither agree or dis- agree	Disagree	Strongly Disagree
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**4. Do you feel your rent is affordable? Tick your answer below**

Very Affordable	Affordable	Neither affordable or unaffordable	Unaffordable	Very Unaffordable
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**5. Do you feel that the service charges are fair and affordable?**

Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree
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**6. Comments—please use this space to give us any other comments on the proposed changes to the rent and service charges**

**7. Has the Coronavirus pandemic had a negative impact on you financially?**

Yes	No	Not Sure	Would rather not say
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**Please note that if you wish any advice or assistance to make a claim for welfare benefits, or to find out if you would qualify for welfare benefits then please contact our Welfare Benefits Officer, Elaine Rosie on 0131 662 544 or email [elaine.rosie@viewpoint.org.uk](mailto:elaine.rosie@viewpoint.org.uk)**

**8. Are you in receipt of housing benefit (called housing support if you are in receipt of Universal Credit) or do not pay rent?**

No housing benefit or housing support	Partial Housing benefit or housing support	No housing benefit or housing support	I do not pay rent	Would rather not say
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**9. How would you rate the information in the rent and service charge proposal leaflet?**

Excellent	Good	Satisfactory	Un-satisfactory	Very Un-satisfactory
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We appreciate it is not always possible to put everything down on paper.

If you would **like to speak to someone** with further comments or to ask any other questions then please put your name and telephone number below.

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**Thank you for taking the time to complete this questionnaire.**

## **GDPR Fair Processing Notice—(How we use your personal information)**

Thank you for responding to our Rent and Service Charge Consultation. The purpose of this notice is to make you aware of how we will handle your information, if you have requested contact regarding your feedback

### **What information we collect**

We collect the following information about you: name and telephone number

### **Why we need this information about you and how it will be used**

We need your information and will use your information to contact you in regards to Rent and Service Charge Consultation feedback. You only need to provide this information if you wish us to call you back.

### **Sharing of Your Information**

The information you provide to us will be treated by us as confidential and will be processed only by our employees.

### **Security**

When you give us information we take steps to make sure that your personal information is kept secure and safe. Details of security measures that are in place can be found in our Privacy Policy. This can be viewed on our website at

<https://www.viewpoint.org.uk/>

### **How long we will keep your information**

We hold your personal data only for the duration of the consultation.

### **Your Rights**

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of yours we hold; and
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact us at

[DPO@viewpoint.org.uk](mailto:DPO@viewpoint.org.uk)

You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

**The Information Commissioner's Office – Scotland, 45 Melville Street, Edinburgh, EH3 7HL, Telephone: 0131 244 9001, Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)**

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.