

## Mystery Shopper Project

### Information about you

Mr / Mrs / Miss / Ms Full name:
Address:
Telephone number – home:
Telephone number – mobile:
E-mail address:

Training is planned for February or March

How would you prefer to do the training? (please tick all that apply):				
1 full day training session (9.30am – 4pm)	<input type="checkbox"/>			
2 half day training sessions (9.30am – 1pm or 12.30pm – 4pm)	<input type="checkbox"/>			
3 evening sessions (6.30 – 8.30pm)	<input type="checkbox"/>			
Please tick when you would be available to come to training				
	All day	Morning only	Afternoon only	Evening
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there any dates you can definitely not come to training in the next few weeks?				

## Contact with Solon

Have you had any contact with Solon in the last 12 months? (other than to pay rent)

Yes  No  Don't remember

If yes, why did you make contact?

Repairs  Rent / Housing Benefit

Transfer / Exchange  Neighbours

Other – please tell us what

Did you find the staff:

Very helpful  Fairly helpful  Helpful  Unhelpful  Don't know

Were you satisfied with the outcome?

Satisfied  Dissatisfied  Neither  Don't know

We might want to check our interpreting services as part of the mystery shopping. If you speak any other languages, please let us know below:

Language spoken: \_\_\_\_\_

It is my first language

I speak it fluently

I am not fluent

How did you find filling out this form?

Easy

Ok

Difficult

Signed:

Date:

## About you

This information is to make sure mystery shoppers are representative of our residents and will not affect whether you become a mystery shopper. It will be kept confidential.

<b>How long have you been a tenant with Solon?</b>							
Less than 1 year	<input type="checkbox"/>	3 – 5 years	<input type="checkbox"/>	11 – 20 years	<input type="checkbox"/>		
1 – 2 years	<input type="checkbox"/>	6 – 10 years	<input type="checkbox"/>	More than 21 years	<input type="checkbox"/>		
<b>Are you currently employed?</b>							
Full time	<input type="checkbox"/>	Student	<input type="checkbox"/>	Long term sick	<input type="checkbox"/>		
Part time	<input type="checkbox"/>	Retired	<input type="checkbox"/>	Unemployed	<input type="checkbox"/>		
Looking after the home			<input type="checkbox"/>	Other	<input type="checkbox"/>		
<b>Gender</b>							
Male	<input type="checkbox"/>	Female	<input type="checkbox"/>	Transgender	<input type="checkbox"/>		
<b>Age</b>							
16 – 24	<input type="checkbox"/>	25 – 34	<input type="checkbox"/>	35 – 44	<input type="checkbox"/>		
45 – 54	<input type="checkbox"/>	55 – 64	<input type="checkbox"/>	65 +	<input type="checkbox"/>		
<b>Ethnic Origin</b>							
<b>White</b>							
British	<input type="checkbox"/>	Irish	<input type="checkbox"/>	Welsh	<input type="checkbox"/>		
English	<input type="checkbox"/>	Scottish	<input type="checkbox"/>	Any Other White	<input type="checkbox"/>		
<b>Mixed Heritage</b>							
White & Black Caribbean			<input type="checkbox"/>	White & Asian	<input type="checkbox"/>		
White & Black African			<input type="checkbox"/>	Any Other Mixed	<input type="checkbox"/>		
<b>Asian, Asian British, Asian English, Asian Scottish, Asian Welsh</b>							
Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>		
Any Other Asian	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
<b>Black, Black British, Black English, Black Scottish, Black Welsh</b>							
Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>	Any Other Black	<input type="checkbox"/>		
<b>Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh</b>							
Chinese	<input type="checkbox"/>			Any Other Chinese	<input type="checkbox"/>		
<b>Any Other Ethnic Background</b>	<input type="checkbox"/>			<b>Do not wish to declare</b>	<input type="checkbox"/>		
<b>Do you consider yourself to have a disability?</b>				Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
<b>Religion – please state :</b>							
<b>Sexual Orientation</b>							
Heterosexual	<input type="checkbox"/>	Gay	<input type="checkbox"/>	Lesbian	<input type="checkbox"/>		
Bisexual	<input type="checkbox"/>	Other	<input type="checkbox"/>				

If you would like any of our information translated into your language or would like an interpreter to help you discuss any issues with our staff then please let us know and we will arrange this for you.

#### ARABIAN

إذا أردت الحصول على أي من المعلومات مترجمة إلى لغتك الأصلية أو احتجت إلى مترجم شفهي لمساعدتك في مناقشة أي من المواضيع مع أي من موظفينا يرجى إبلاغنا وستقوم بتوفير ذلك لك.

#### BENGALI

আমাদের যে কোন তথ্য আপনার নিজের ভাষায় চাইলে অথবা কোন বিষয় নিয়ে আমাদের কর্মচারীদের সাথে আলোচনায় সাহায্য করার জন্য একজন ইন্টারপ্ৰিটার চাইলে দয়া করে আমাদের বলুন এবং আমরা আপনার জন্য তার আয়োজন করবো।

#### CHINESE

如 果 你 有 任 何 資 料 翻 譯 成 你 們 的  
語 言 或 討 想 我 們 的 任 何 資 料 翻 譯 成 我 們 的  
職 員 想 論 道 我 們 的 任 何 資 料 翻 譯 成 我 們 的  
知 識 我 們 的 任 何 資 料 翻 譯 成 我 們 的 知 識

#### GUJARATI

જો તમને અમારી કોઈ પણ માહિતીનું તમારી ભાષામાં ભાષાંતર કરીને જોઈએ કે કોઈ પણ બાબતો વિશે અમારા સ્ટાફ સાથે વાતચીત કરવા માટે દુભાષિયાની મદદ જોઈએ તો મહેરબાની કરીને અમને જણાવજો જેથી અમે તમારા માટે તેની વ્યવસ્થા કરીશું.

#### HINDI

यदि आपको हमारी किसी जानकारी का अपनी भाषा में अनुवाद चाहिए, य आपको हमारे कर्मचारियों से किसी विषय पर बातचीत करने के लिए अनुवादक की ज़रूरत है, तो हमें बताइए और हम आपके लिए इसका इंतज़ाम करेंगे।

#### KOSOVAN / ALBANIAN

Nese ndonje prej informacionit do ta deshironi te perkthyer ne gjuhen tuaj apo nese do te donit nje perkthyes gojor per tju ndihmuar per te diskutuar ndonje prej ceshtjeve me stafin tone ,atehere ju lutem na e beni te ditur duke na thene keshtu qe mund te sigurojme nje gje te tille per ju.

#### PUNJABI

ਜੇਕਰ ਤੁਹਾਨੂੰ ਸਾਡੀ ਜਾਣਕਾਰੀ ਦਾ ਤਜਰਮਾ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਜਾਂ ਤੁਹਾਨੂੰ ਦੋਭਾਸ਼ੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਜੋ ਉਹ ਉਨ੍ਹਾਂ ਵਿਸ਼ਿਆਂ/ਚੀਜ਼ਾਂ ਨਾਲ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕੇ ਜਿਨ੍ਹਾਂ ਬਾਰੇ ਤੁਸੀਂ ਸਾਡੇ ਸਟਾਫ ਨਾਲ ਗੱਲਬਾਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ। ਅਸੀਂ ਤੁਹਾਡੇ ਵਾਸਤੇ ਇਸ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

#### SOMALI

Hadii aad rabto qoraaladayada wargelinta ah in laguugu tarjumo afkaaga, ama aad rabto qof turjubaan ah oo kaa caawiya sidii aad arimahaaga ugala hadli lahayd shaqaalahayaga, fadlan noosoo sheeg si aanu kuugu diyaarino.

#### URDU

اگر آپ کو ہماری دی ہوئی کسی بھی معلومات کا اپنی زبان میں ترجمہ چاہئے ہو یا آپ کو ہمارے عملے کے ساتھ کسی مسئلے کے بارے میں صلاح مشورہ کرنے کے لئے ترجمان کی ضرورت ہو تو براہ مہربانی ہمیں ضرور بتائیں، ہم آپ کے لئے اس کا بندوبست کر دیں گے۔

#### VIETNAMESE

Nếu quý vị muốn bất cứ tài liệu gì dịch ra ngôn ngữ của quý vị, hay quý vị muốn thông dịch viên giúp quý vị thảo luận với nhân viên chúng tôi về bất cứ điều gì thì xin quý vị cho chúng tôi biết để chúng tôi thu xếp điều đó cho quý vị..