



Sheltered Housing Annual Survey Results 2025



Overview

The annual sheltered housing survey was carried out at each of ACHA's 8 sheltered complexes. The aim is to gather feedback on key areas of our service, identify areas for improvement and gauge overall engagement with our sheltered housing tenants.

Results and Comments

The survey results provide valuable insights into tenant's experiences, preferences and concerns, offering a foundation for future improvements and strategic planning. There were 187 survey's issued to tenants and 101 completed forms have been returned.

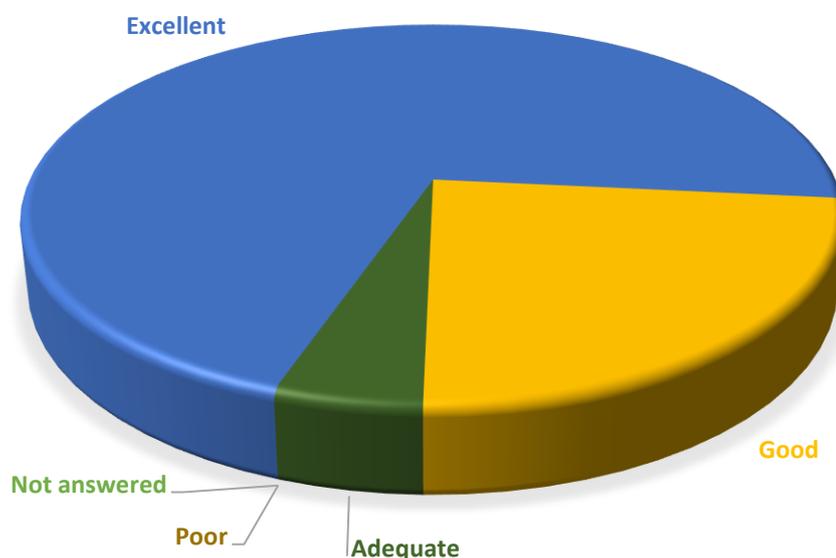
Complex	Responses Received	Percentage
Caledonia Court*	1 out of 17	6%
Chalmers Court	15 out of 22	68%
Cragroy	14 out of 26	54%
Dunmar Court	26 out of 35	74%
Ferfadd Court	9 out of 34	26%
Ford Spence Court	17 out of 22	77%
Lochgair Place*	7 out of 13	54%
Wallace Court	12 out of 18	67%
TOTAL	101 out of 187	54%

*Low return due to staff absence

The results are detailed below in chart form along with tenant's comments.

Sheltered Housing Service User Questionnaire

1. How do you rate the respect you are given by ACHA staff?

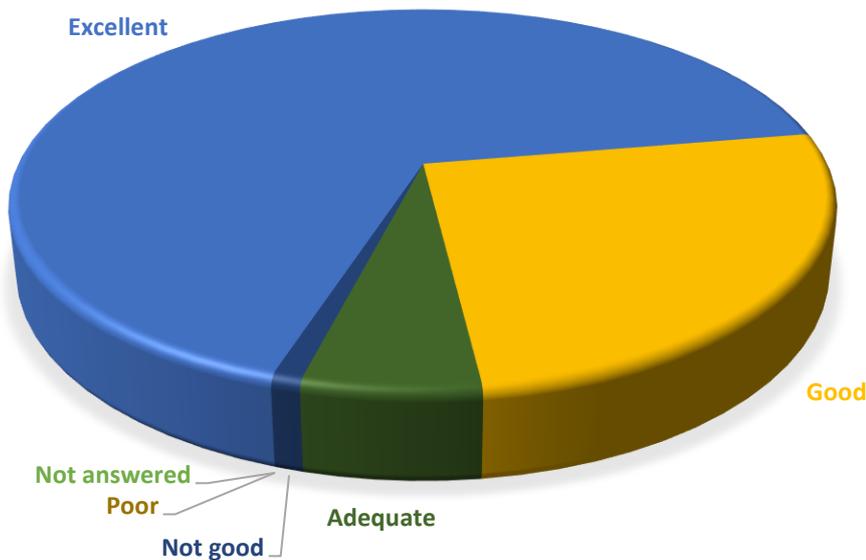


	Number of Responses	Percentage
Excellent	72	71%
Good	24	24%
Adequate	5	5%
Not Good	0	0%
Poor	0	0%
Not answered	0	0%

Comments

On site staff.
*****_*****_*****_***** when on duty staff go out their way to help.
The staff in the complex I live are excellent they are helpful polite & make themselves available if needed on a personal issue. Office staff out with the complex are again.
I have always found the staff to be helpful.
One incident, rude house call.
The manager at Lochgair Place does an excellent job.
Wardens - Excellent, ACHA - not good (not listened to).
Our care staff are brilliant. The ACHA staff are ok (Adequate).
Staff at Wallace Court. ACHA staff – Good.
I have been here since 2010 and have always been treated with respect by the on-site staff.
The staff here are very experienced & do their best to help within their job descriptions.
Warden cover excellent. ACHA staff Adequate.

2. How do you rate the support you receive from ACHA staff?

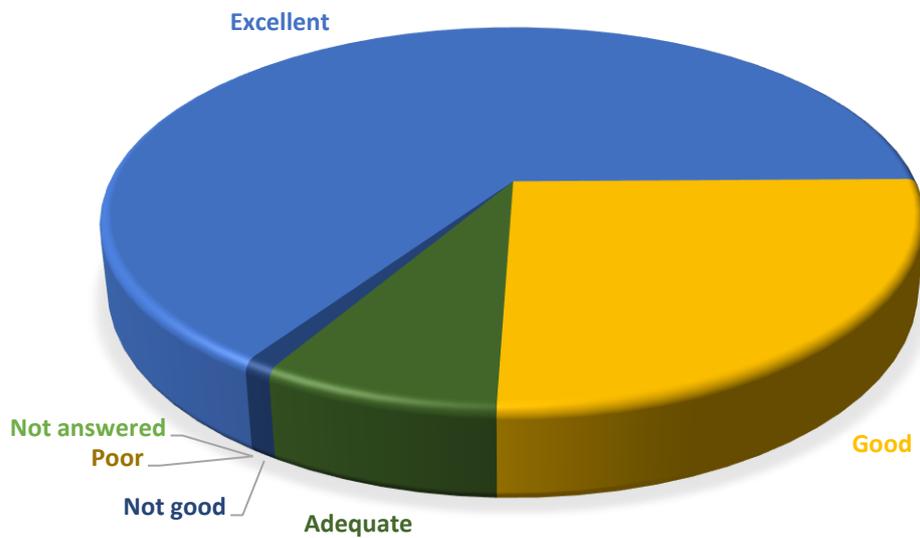


	Number of Responses	Percentage
Excellent	68	67%
Good	26	26%
Adequate	6	6%
Not Good	1	1%
Poor	0	0%
Not answered	0	0%

Comments

***** is excellent. Looks after us very well.
From wardens.
On site staff.
The very same very good support from staff.
At this point in time I don't need support but I know if I do need support it would be available for me.
Wardens excellent. ACHA poor.
Wardens are great. Staff not good.
Again - in house brilliant. Guest room booking etc. now more complicated.
Wardens - excellent. ACHA - not applicable.
Warden staff.
Our C.S.A's are very caring and always willing to help in any way they can.
Because there are two of us at home the staff presume we are ok, so we on most occasions don't receive a call or visit. This is quite sad at sometimes we don't know what is going on.
Warden excellent. ACHA Staff (office) Adequate.

3. In terms of meeting your needs how would you rate the skills and experience of ACHA staff?

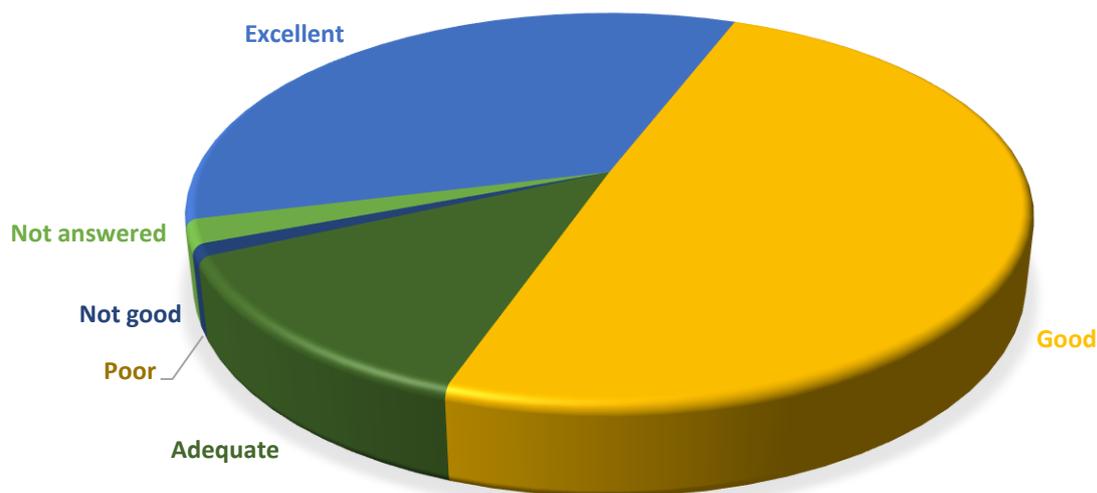


	Number of Responses	Percentage
Excellent	66	65%
Good	26	26%
Adequate	8	8%
Not Good	1	1%
Poor	0	0%
Not answered	0	0%

Comments

At the moment however I am concerned that new staff will no be qualified due to de-registration.
As above.
I don't usually contact office staff but ***** the WRO is very helpful.
wCSA - excellent. ACHA - adequate.
We do not feel ACHA has elderly care as a top priority.
Wallace Court excellent - wardens. ACHA not applicable.
Wallace Court staff.
We are very fortunate to have such highly qualified and experienced staff here, who carry out their duties to a very high standard.
We are fortunate to have staff that are experiences & seem to know their job.
Warden cover excellent. Office staff adequate.

4. How would you rate the Communal Facilities (if provided) and the overall environment of the complex?



	Number of Responses	Percentage
Excellent	35	35%
Good	50	49%
Adequate	13	13%
Not Good	1	1%
Poor	0	0%
Not answered	2	2%

Comments

Warden really great.
The chairs in the lounge are extremely heavy I would like to see it refurbished.
Do not use them to any great extent. Once in a while for exercise class & laundry.
The communal facilities are excellent. Residents if wanted to do so come along for coffee chat every morning. Other groups meet from different functions. Very friendly & enjoyable.
But need a new heater in conservatory ASAP.
We were very pleased to receive funding for a treadmill & dartboard at the complex.
Would be better with more parking. Everywhere kept very clean.
More parking would be good. All areas kept clean.
Some areas could do with a refresh please. Overall good.
We only have communal grass/paths which could be better.
Good environment.
We do not have communal facilities but are able to use a small hall in the free church across the road from the complex.
There are times when common room is cold & laundry is too busy.

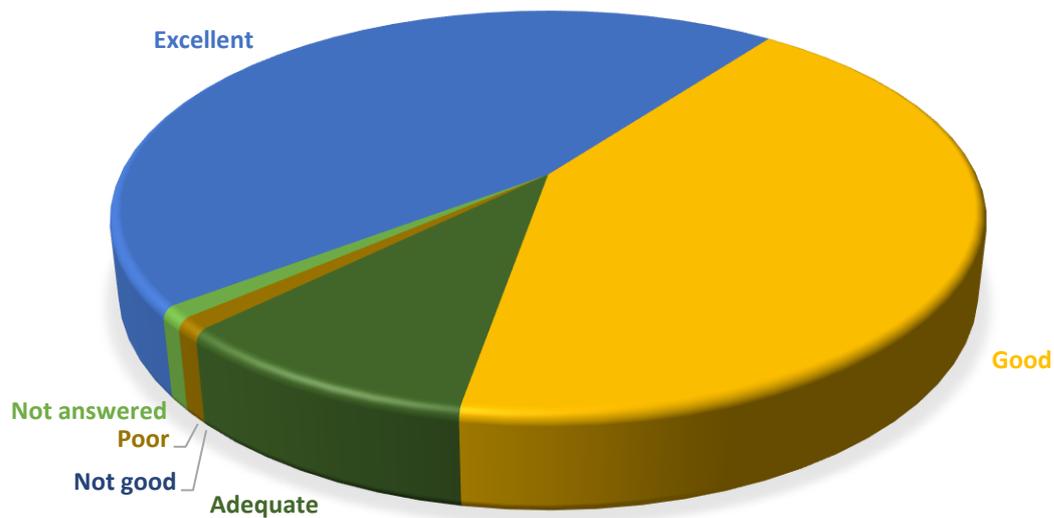
Communal facilities - adequate. Environment pleasant due to staff effort.

We do not have the benefit of a proper kitchen - space is limited. Laundry facilities could be better (washing machines very poor spin). C.S.A's to be commended for making place more welcoming and attractive. Some tenants too for lovely plants inside and out.

Although the communal area is ok, the room is quite small for events & not having a kitchen etc. like other places limits us to what events can take place.

A bigger lounge would be a benefit.

5. How do you rate your feeling of safety and security at your complex?

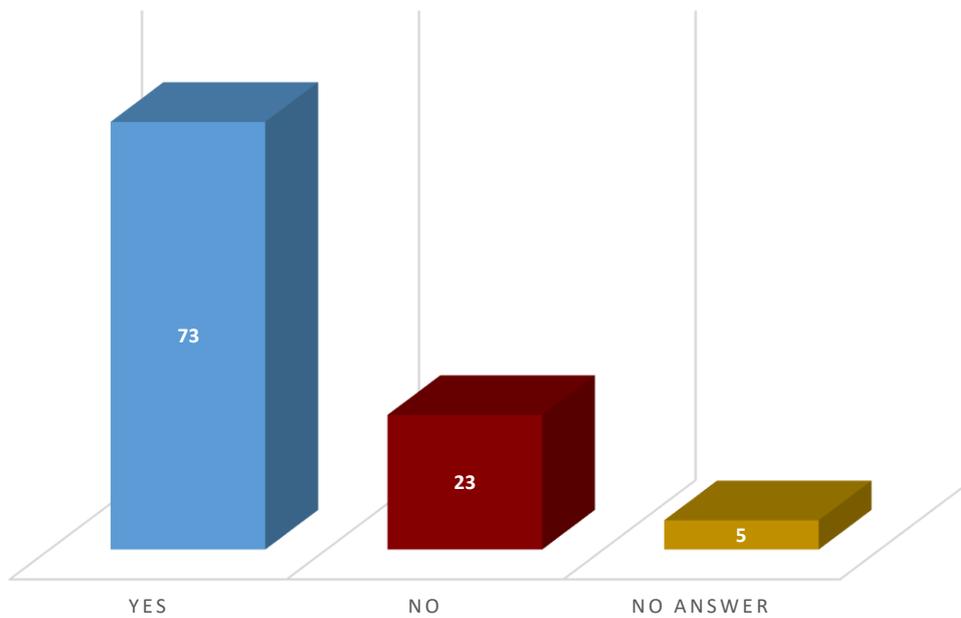


	Number of Responses	Percentage
Excellent	46	46%
Good	43	42%
Adequate	10	10%
Not Good	0	0%
Poor	1	1%
Not answered	1	1%

Comments

Residents look after each other so safety & security is well looked after. ACHA is very up on this as well so can sleep with no worries.
Never feel totally safe because of number of people who know the code entre the building.
Doors left held open with a stone at night. Laundry door often not locked. Lights left on overnight.
I have concerns when we are not informed of workmen coming in.
I feel that although at present it seems safe previously it hasn't felt safe & ACHA need to make sure that tenants are vetted & suitable for this type of housing.
Up to the individual also to be aware of security.

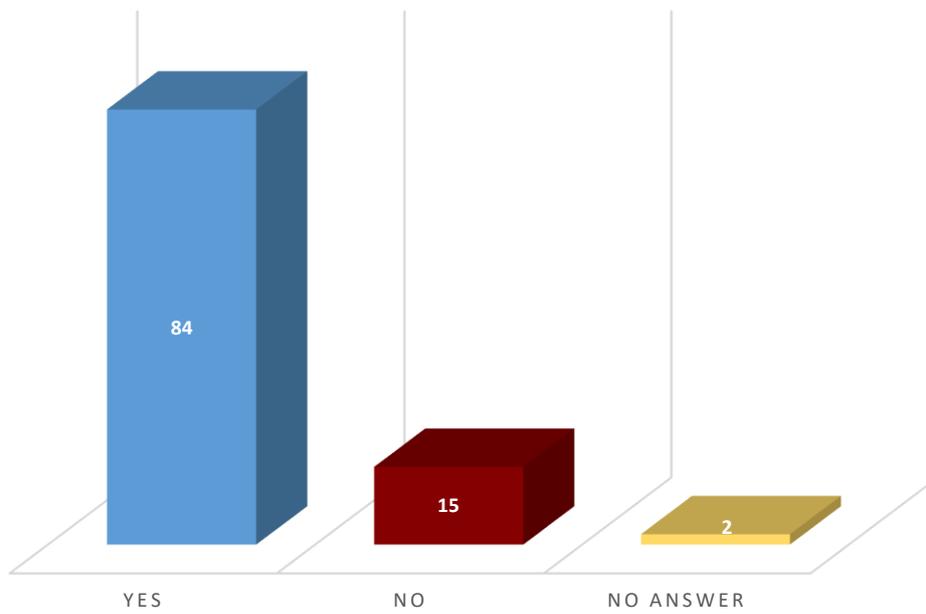
6. Have you been offered a copy of your personal support plan?



Comments

Asked to be kept in file.
Document is available at office.
I believe this is no longer a requirement due to de-registering.
Don't think so.
Not sure about this question.
I have seen my personal support plan no need for copy.
Not sure.
We don't get support plan.
We don't receive personal support plan now.
It is essential for me with no relatives or family nearby.
I know I can get a copy if I want.

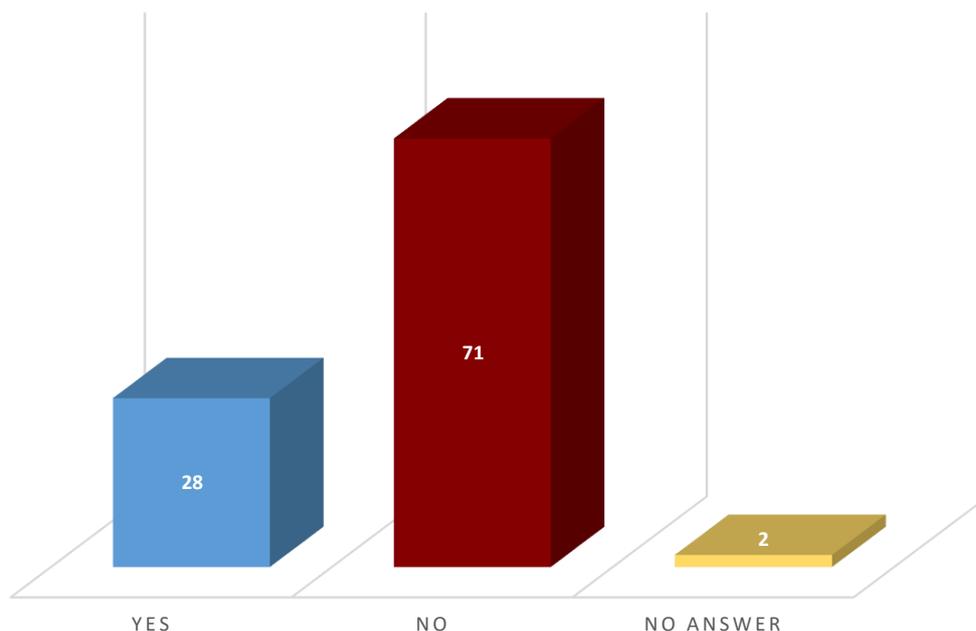
7. Are you aware of ACHA's complaints policy?



Comments

Have used it.
Not really.
It worked when needed.

8. Have you ever made a complaint?



Comments

Issue of dog attacking the carer.
Regarding a member of staff. Garden issue.
Don't think so.
Regarding large bushes keeping light out of living room & bedroom.
Bedroom, window had mould on damp wall.
Gutter chocked above lounge on car park side.
Regarding *****! I'm sure everyone else is stable.
Facilities/washing machine.
Sadly often when previous residents occupied flat *.
My wife has made a formal complaint when a repair to our fence was taking too long to be renewed.

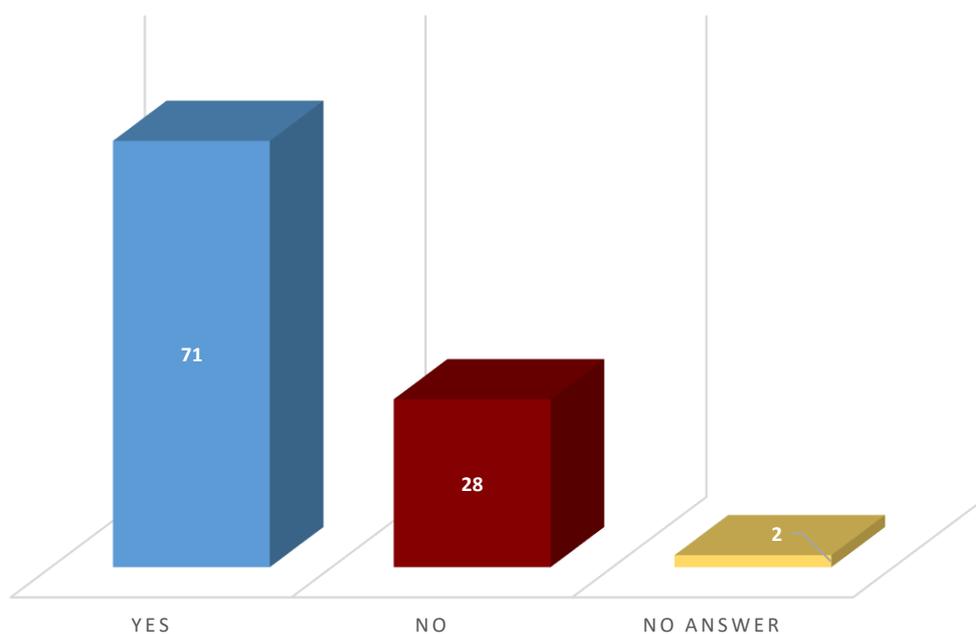
9. If yes, how would you rate the way it was handled?



Comments

It took my daughter a number of calls before a proper investigation was done.
It took 2 years of complaining but it was handled excellently when the work got under way.
Took longer to repair.
An unnecessarily protracted process raising a complaint about the anti-social behaviour of another resident. A protracted process still not completely resolved (feeding sea-gulls up to 5x time a day).
Still waiting to get the smell in the complex sorted it's disgusting.
Now needing cleaned again.
Smell in the bins. Sorted it out myself and still making sure they are clean, asked if they could be power cleaned but no action taken.
No action.
The CCTV worked wonders.
Once the complaint was logged as official/formal it was dealt with satisfactorily, but I feel that it would have been better if the matter has been dealt with before it got to that stage.
We feel that although we had reported the complaint & repairs that no one was listening & that because of the excessive time had no option but to file a formal complaint.

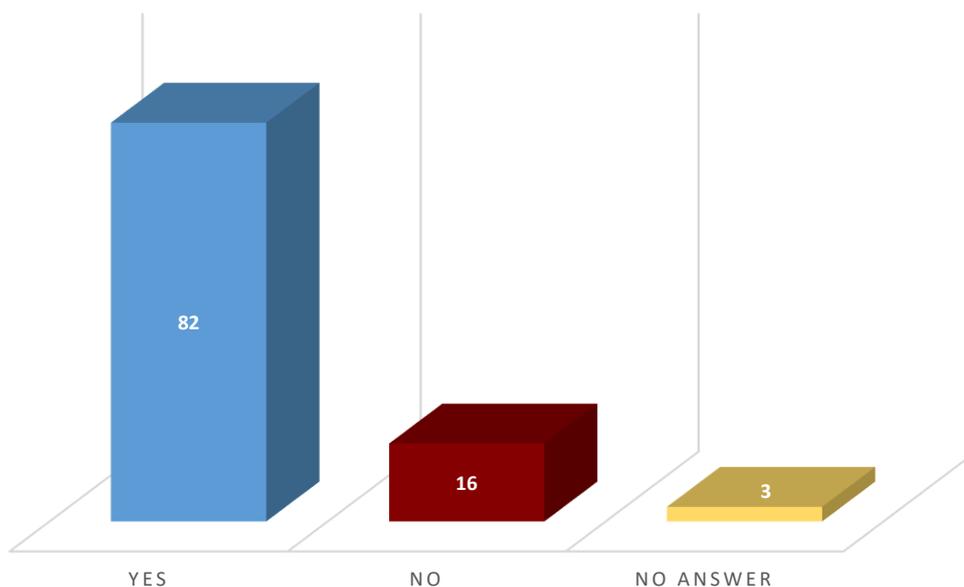
10. Are you aware of the role of the Care Inspectorate?



Comments

But I believe they are not registered with them now.
Apart from staff qualification I am not sure how it applies. N/A
Being involved in committees & boards I am aware of the role of the care commission.
Have not met them.
It is essential for our facility.
I feel so we can be treated fairly, if we are not happy with the service, we can take action & contact them.
Not fully aware.

11. Do you feel you are provided with enough information about ACHA and the services that we provide?



Comments

I was no aware of the resident liaison officer, ***** and would have used this service.
Too much at times and this I find confusing .
Not enough meeting with management but in fairness when they do hold face to face meetings it's very open questions raised are answered.
I feel sometimes that unless we ask about some of the services they provide we wouldn't know.
Possibly have not studied the info enough.
ACHA website is very helpful in this regard.
Not sure.
I am able to view the website for information or ask a member of staff.
Thanks to support staff!!
Wardens fill any gaps.
On the whole, yes (but see below).
I am unsure what to write here as we are only informed what ACHA service are provided when we get the newsletter, but I suppose I could talk to staff if unsure.
Mostly made aware of services provided.

12. Do you have any suggestions that could help improve the services that we provide?

Comments

Regarding maintenance of the building in complex, painting windows, ledges, fences & benches, require attention. Inside our homes we would benefit from extractors in bathroom & kitchen and this would prevent dampness as opening windows in the long run won't be adequate. Otherwise very happy here due to our great warden.
No. Very happy thank you.
More info about heating.
My experience of ACHA property have been completely seamless. Therefore I have to suggest.
All good.
External surroundings could be better i.e fences, gardening. Underwhelmed AGM regarding repair teams feedback.
A new spin dryer for small items
No.
Not at present time.
More efficient & cheaper heating. Improve the gardening services e.g edging and weed clearance.
Very happy the way things are.
Keep up the good work that you are doing.
No.
Garden and surrounding area unsafe with tree cones & needles.
Please put a shower in the guest room before you put the price up!
The gardeners are not very good leaves weeds. They are not shown how to cut grass, take leaves in bin bags. When I came here at first, the place was lovely and clean outside. Now it looks like a slum on outside.
Dunmar Court in my opinion is very well looked after, looking after the residents without having them feel it's a care home. We are treated as individuals living an independent life. My husband and I are very happy living here and feel it's and inclusive complex with everyone knowing if they want to be involved in nay function being held are always welcome.
Shower in guest rooms.
No.
Door security/assistance device is not suitable for someone with impaired vision. No instructions provided for new heating.
Allowing external groups to use the communal room for events residents may be interested in going to.
No.
Longer hour to use Laundrette, 2 hours is not enough time to wash and dry clothes.
A more assertive approach to challenging anti-social behaviour.
None.
You could stop sending out so many form needing to be filled!

Better communications about any changes especially as we require a better form & economical form of heating i.e air source heating since there are grants available.
When we have meeting to get some feedback sooner?
I am hoping that once the trail is over that we will receive more information through the Alertacall tablet.
I am currently happy with staff and services.
Not at this present time.
Listen to our complaints and do something.
People in the complex complain about the noise made when the grass lawn is being cut. It would not need cutting if it was made into a wild flower meadow & would help our bees & butterflies.
Obtaining tradesmen for small jobs as decorating is very difficult and expensive in Tarbert. Could AHFA help on this by providing services at reasonable cost? The elderly, disabled, unskilled, without family help, would appreciate such a service.
We done that, yet nothing changed.
OVO haven't things right yet, but that's not ACHA's fault. I'm pay as you go but the monitor isn't working properly.
A bit slow with repairs.
It would be helpful if we could have more detail breakdown of our service charges- we used to be given more information e.g income from guest room (deduction shown) - it was more transparent. We could also be able to see any deductions for days when there was no staff cover.
It was unsettling to have worries about withdrawal of pull cords, I am grateful for status que - especially when it is expensive to live in Wallace Court.
WIFI available to all flats. Clean gutters.
I feel the last month living here has been very stressful for tenants with the proposal from ACHA to change from sheltered housing to some other more expensive & totally unsuitable for tenants. There has been a lot of friction & bad feeling among staff & tenants about what the proposed change would mean. In spite of the majority here not wanting changes & that was what we were told it seems that this was not accepted by management & several tenants were asked to try the new system in spite of the majority making it clear they do not want to change.
More answers to ongoing structural problems instead of "it's in hand & ongoing". Outstanding work i.e washing machines all takes too long to carry out repairs causing stress!! Questionnaire needs to be clearer eg. Staff/office staff.