



Sheltered Housing Guest  
Room Survey  
Results  
2015-16

## Overview

Guest room facilities are available at the following ACHA sheltered housing complexes:

Dunmar Court  
Ford Spence Court  
Fenfadd Court  
Cragroy  
Wallace Court  
Caledonia Court  
Chalmers Court

Family and friends of sheltered housing residents can book the rooms for overnight stays enabling them to more easily visit with their relatives. Income for the rooms is offset against the service charge paid by residents to reduce costs. It is also possible for sheltered housing tenants to book guest rooms at other complexes and this is now advertised at each of the schemes. For 2015/6 the charge for a guest room was £6 per person per night (VAT inclusive).

Please note from 1<sup>st</sup> April 2016, the charge was increased to £10 per person per night. This will put ACHA costs in line with other housing associations that provide guest rooms at their sheltered complexes.

## Income from Guest Rooms

Income for the 2015/6 business year was as below:

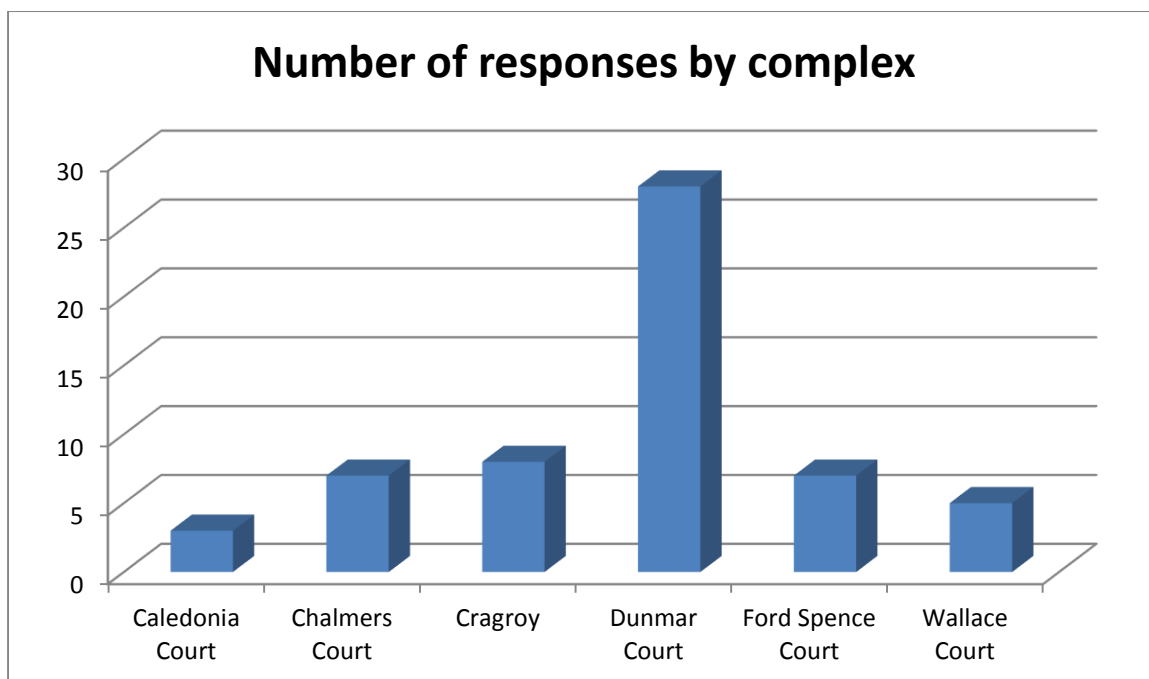
<b>Complex</b>	<b>Number of Bookings</b>	<b>Income</b>
Ferfadd Court	23	£750
Cragroy	33	£692
Wallace Court	34	£1,902
Caledonia Court	5	£48
Chalmers Court	19	£272
Dunmar Court	62	£1,344
Ford Spence Court	57	£1,731
<b>Total</b>	<b>233</b>	<b>£6,739</b>

This represents a 10.6% increase in income over 2014/5.

## Results and Comments

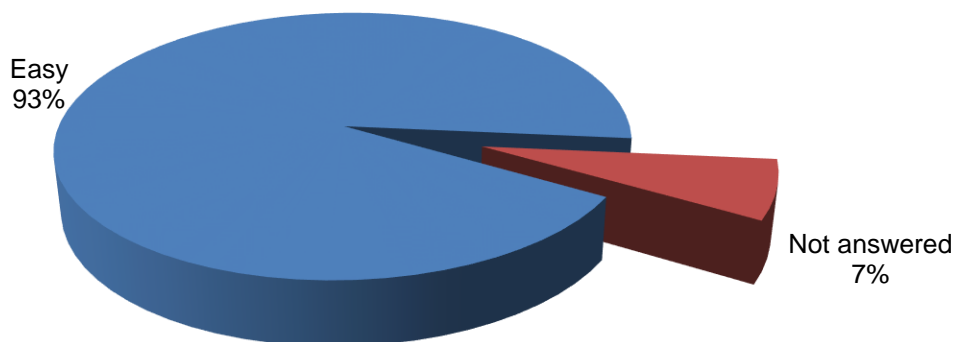
A supply of surveys are left in the guest rooms for visitors to complete whenever they use these facilities. The survey allows tenants to feedback their overall experience with the guest rooms.

For the year 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016, a total of 59 surveys were returned by tenants. The following graphs and charts report the satisfaction levels and visitors comments are noted at the end of the report.



<b>Complex</b>	<b>Responses Received</b>
Caledonia Court	3
Chalmers Court	7
Cragroy	8
Dunmar Court	28
Ford Spence Court	7
Wallace Court	5
<b>Grand Total</b>	<b>58</b>

## How easy was it to book the guest room?



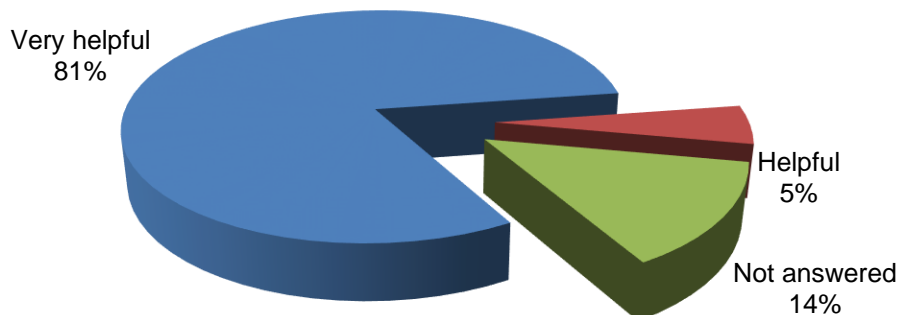
Response	Number of responses
Easy	54
Not very easy	0
Not answered	4
<b>Grand Total</b>	<b>58</b>

### Comments from Visitors

Excellent
Grandparent booked it - available when wanted
no problems
Made on our behalf
<name removed> made booking
My father booked it, I don't know.
very friendly attitude
very easy and friendly
through my wee gran <name removed>

very good
Would like to know minimum age for staying alone
Very helpful staff & cheery
Done by resident
was booked by a resident so can't comment
<Staff member> booked for me (As a your voice member)
No problem
The room was booked for us by resident, <name removed> - I'm sure the process of booking was easy
This was booked by <staff member> as I am over for the Your Voice Panel
No problem
My parents booked it for us
Booked by ACHA staff

## How helpful were the staff that dealt with the booking?



Response	Number Received
Very helpful	47
Helpful	3
Not very helpful	0
Not answered	8
<b>Grand Total</b>	<b>58</b>

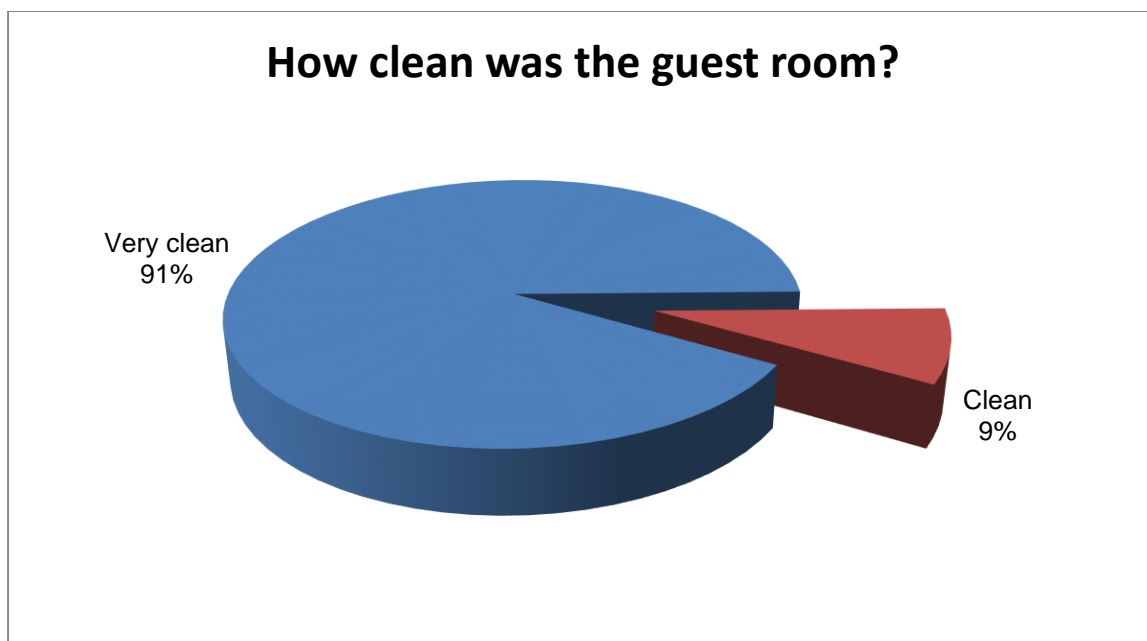
### Comments received from visitors

Excellent
My father booked it, I don't know.
Always very accommodating, <complex staff members> are fabulous, the cleaning lady is lovely and very good at her job.
Did not deal with staff, family member booked room
My gran was very happy
Great
None - great

I was arriving & departing at unusual times and everything was brilliant.
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Arrangements made very clear in email
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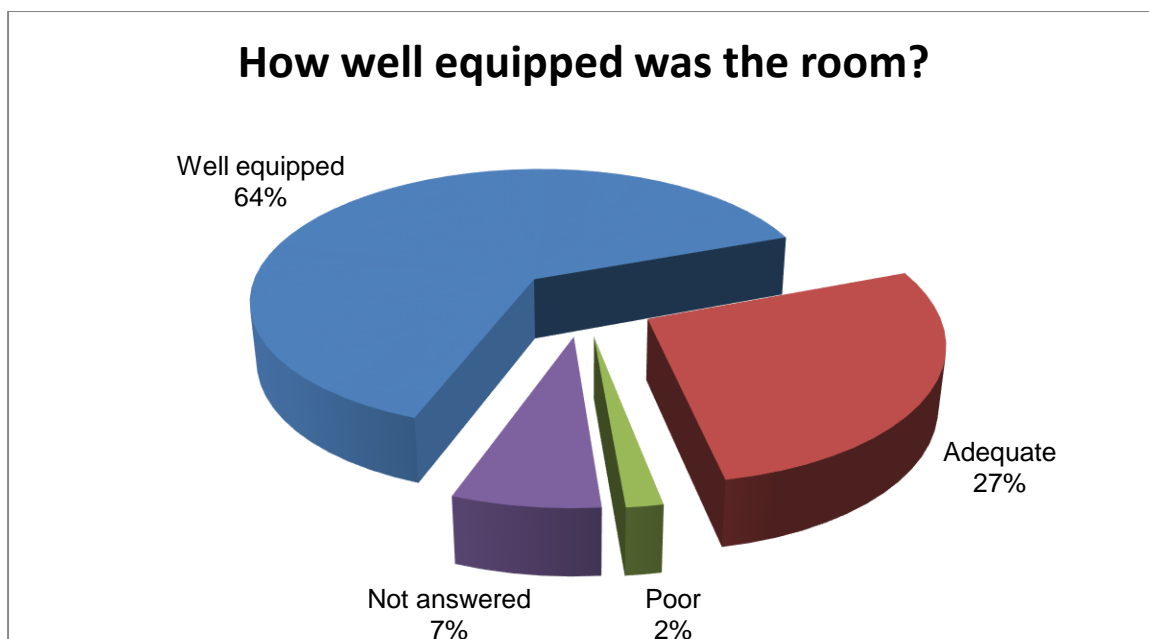


Response	Number of responses
Very clean	53
Clean	5
Not very clean	0
<b>Grand Total</b>	<b>58</b>

#### Comments received from visitors

Most comfortable room, well up to hotel standard. Thank you
Excellent
Spotless
Fabulous, comfortable, clean room
The room is always spotless
Clean, comfortable, cosy and warm. Just lovely
The room was smashing well maintained - thank you all.
The room is always impeccable
Could not have been any better 10/10 so comfy

Perfect, love it
Very cosy, lovely comfortable bed
Lovely facility
I would say the standard was higher than some hotels that I have stayed in.
The room was spotless, as was the bathroom. A real pleasure to stay here and much better than the "pet friendly" accommodation we are used to in some Oban hotels!!
First class higher standard than some hotels



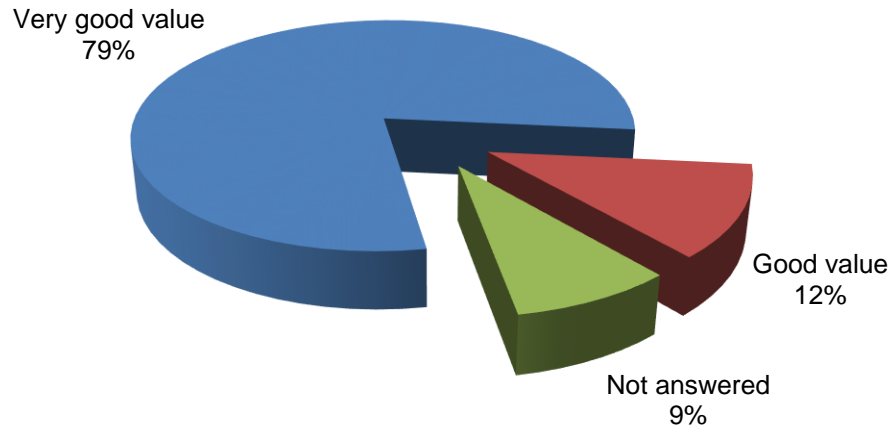
Response	Number of Responses
Well equipped	37
Adequate	16
Poor	1
Not answered	4
<b>Grand Total</b>	<b>58</b>

#### Comments received from visitors

Except no fridge, kettle, nowhere to sit it or use microwave
Hook on wall for coat will be useful
No tea and coffee supplied, no milk
A TV or radio would be nice
Oven gloves, tea towel needed, apart from that very well equipped
Could do with TV/radio. Needs new shower curtain (too short)
Fridge doesn't work, shower would be preferable
Toaster for those who like toast instead of cereal in 'am'
Has everything you need

Everything you need for your stay was provided.
A radio would be a nice addition
Great
Great, very good
No wifi
I cannot use a bath due to health reasons but this did not cause any problems.
Would have liked a wee TV!
Exceeded our expectations by far - loved the colour co-ordination!!
Everything a guest would require

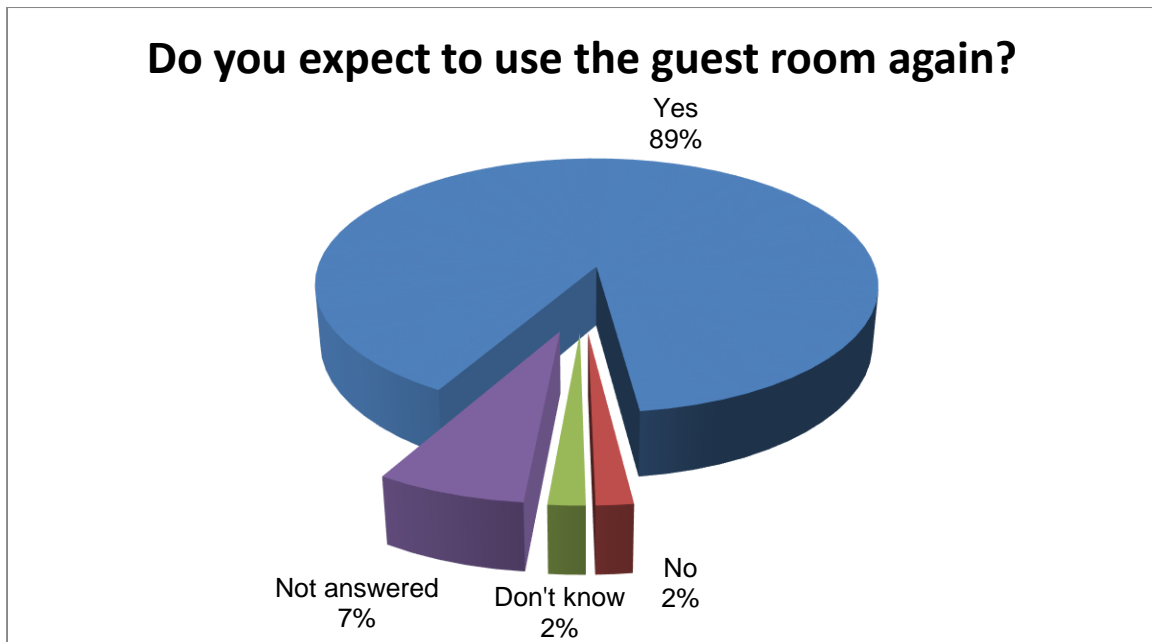
## How would you rate the room for value for money?



Response	Number of responses
Very good value	46
Good value	7
Poor value	0
Not answered	5
<b>Grand Total</b>	<b>58</b>

### Comments received from visitors

Convenient for visiting relative
Bathroom fan very noisy & wifi access would be good. Very, very reasonably priced
My aunt has moved to a nursing home.



<b>Response</b>	<b>Number of responses</b>
Yes	52
No	1
Don't know	1
Not answered	4
<b>Grand Total</b>	<b>58</b>

**Any other comments or improvements we could make?**

Kitchen area is unusable, shower would be nice
In warm weather fridge working would be useful
The refrigerator is not working and has apparently been faulty for several months
The fire door outside rooms 17 & 18 (next to the lift) is broken and is open and cannot be closed which is a fire safety issue. Also there have been broken curtain hooks for some years which means curtains cannot be properly closed.
A shower would be a great asset, plus a TV. I'm sure Stevie Gibson ( <i>local Dunoon electrical retailer</i> ) would be able to donate a couple of small TV's.
New bed linen would be nice
Everything was great. Very clean, tidy and warm. We thoroughly enjoyed our stay and will be returning
The beds being moved makes it harder to get in and out of the wardrobe. It was okay for us but for someone older could cause a problem
Lovely room great for visiting & wee holiday. In beautiful area
Other than no TV/radio things are good. WiFi would be an advantage
Made so welcome in Inveraray
Some coat hangers would be useful. The curtains in room 17 are hanging off the rails
Would have like to have had shower availability, bath not for disabled. Rubber mat to prevent slipping.
Would be great to have a proper shower over the bath. Bit of a pain to have to phone up to pay rather than just pay staff. Brilliant facility for relatives who live some distance away.
If it was possible a different type of shower would be good, rather than the push on type currently installed. Not a show stopper though, the room is great.
The use of a guest room means I can visit friends living here and spend time with them.

Nanny stays here and we live in Glasgow. Shower attachment for bath spilled water - but still very happy.
The room heater at '3' set once changed to '4 or 5 took chill out nicely.
A mirror above breakfast bar would be helpful. Also some pictures on walls. **The mirror in the bathroom fell off, not fixed to wall correctly.
Many thanks for our stay
I'd like to stay next year with a friend to visit my relative - we will be ages 16 & 17, can we?
Change bath to shower unit - should save money (over time)
Fridge socket not working
24/7 wifi would be nice
If it is necessary then I would use the guest room. It would be a bonus if an island tenant could book it when attending Oban Hospital for appointments.
Very good for visiting relatives & exceptional value.
A "walk in" shower may be more appropriate and useful for elderly guests, however we were very happy to have a soak in the bath!
I would love to use it again when in Oban. No improvements needed although I prefer a shower due to medical reasons.
Brilliant room so handy for seeing parents. Thanks
Thank you very much - all what was required for our visit to see family.
Great wee rooms, makes visiting my mum & dad much easier, Thank you