



Sheltered Housing Guest
Room Survey
Results
2016-2017

Overview

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

Dunmar Court
 Ford Spence Court
 Ferfadd 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 2016-17 the charge for a guest room was £10 per person per night (VAT inclusive). This will rise in line with rent increases each year from now on. For bookings made before 1st April 2016, the previous rate of £6 per person per night was honoured.

Bookings

Complex	Number of Bookings
Ferfadd Court	29
Cragroy	25
Wallace Court	22
Caledonia Court	5
Chalmers Court	14
Dunmar Court	84
Ford Spence Court	30
Total	209

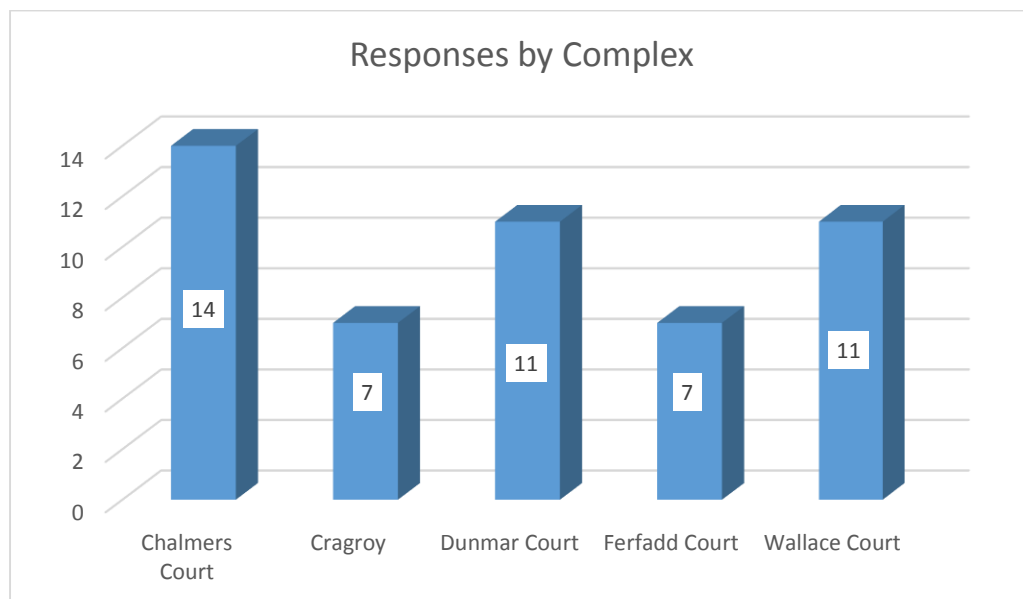
Income

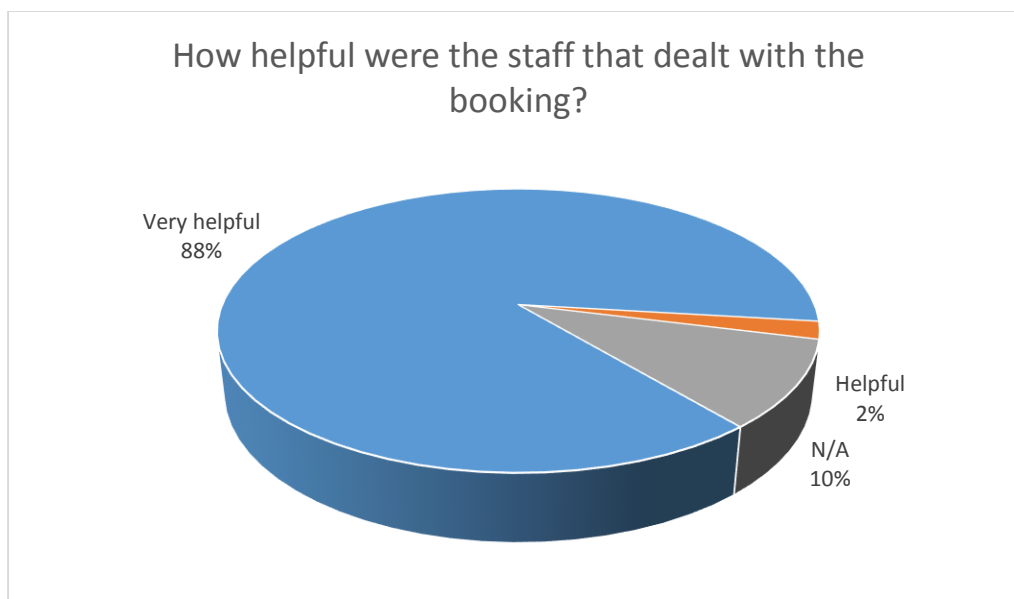
The total income for the period for all guest rooms was £7714. This represents a 14.5% increase in income over 2015-16 with 24 fewer bookings.

Results and Comments

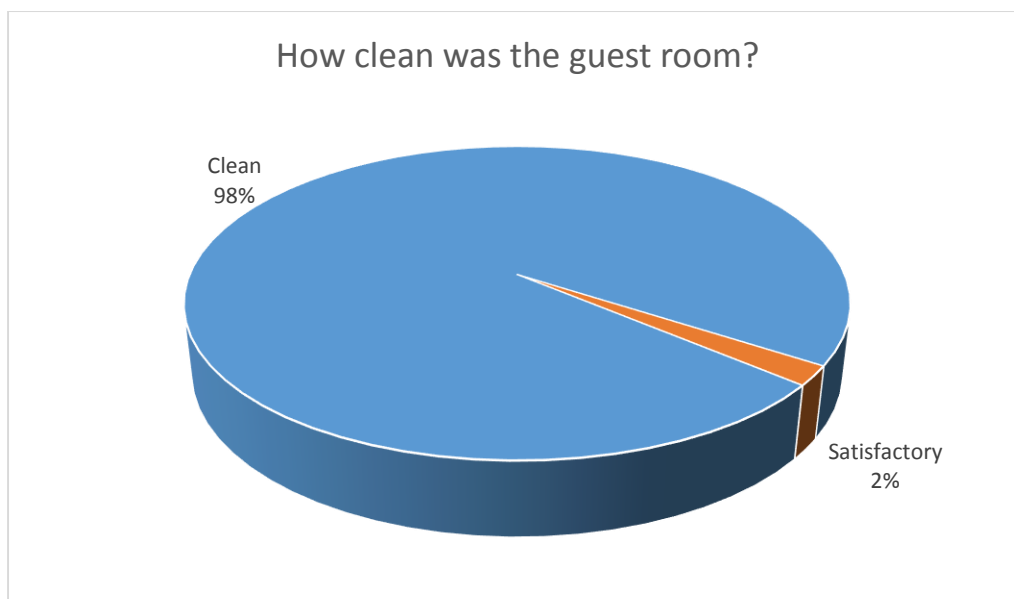
Blank surveys are left in the guest rooms for visitors to complete whenever they use these facilities. The survey allows guests to feedback their overall experience with the guest rooms.

For the year 1st April 2015 to 31st 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.

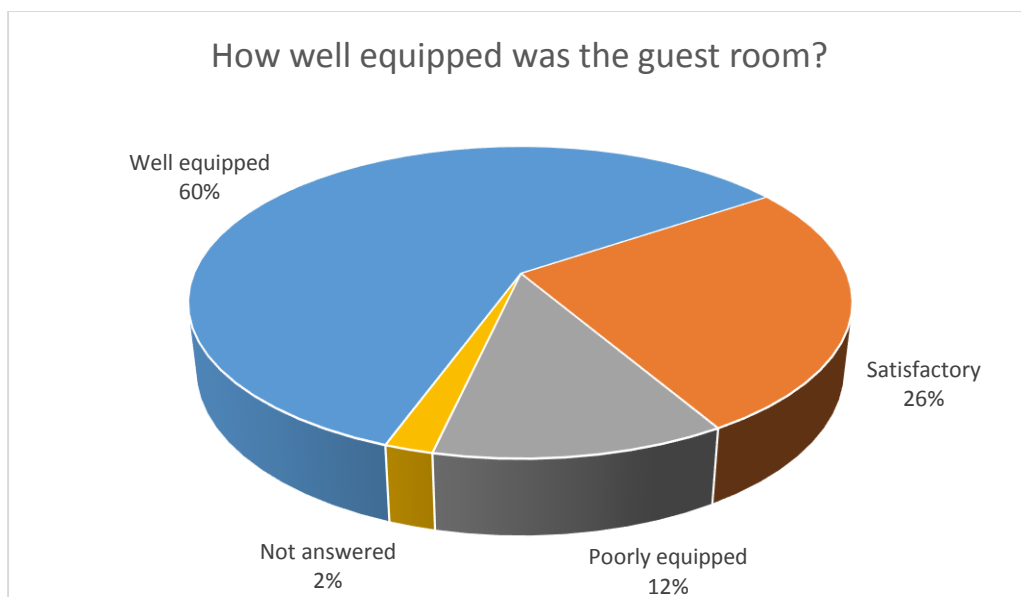




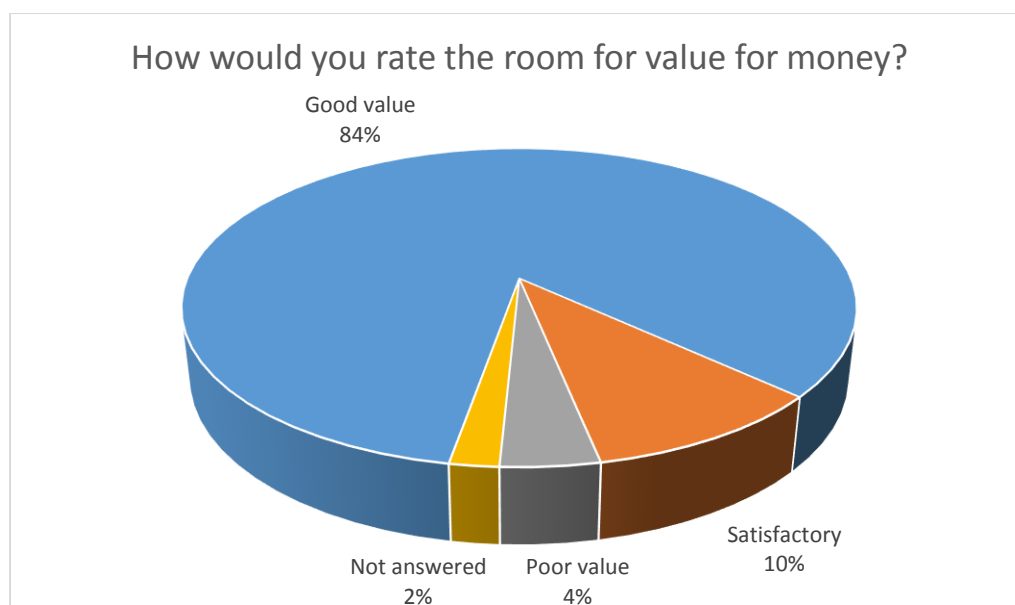
Response	
Very helpful	44
Helpful	1
Not very helpful	0
Unhelpful	0
N/A	5
Grand Total	50



Response	
Clean	49
Satisfactory	1
Dirty	0
Grand Total	50



Response	
Well equipped	30
Satisfactory	13
Poorly equipped	6
Not answered	1
Grand Total	50



Response	
Good value	42
Satisfactory	5
Poor value	2
Not answered	1
Grand Total	50



Responses	
Yes	46
No	4
Grand Total	50

Comments received from visitors

<p>There were no dinner plates in kitchen cupboard, only soup plates. Only small cups - mugs might be a good idea. Only 2 sets of cutlery in drawer - no soup or dessert spoons. Green light on all night. I could not sleep - lights up the whole room</p>
<p>Larger drinking glasses would be useful. Improved Wi-Fi and perhaps a small radio or TV</p>
<p>Could do with a couple of breakfast bar stools</p>
<p>I would use this anytime that it was required as it is very clean and meets all my needs and helpful staff</p>
<p>Wi-Fi access would be most welcome</p>
<p>A comfortable stay</p>
<p>The guest room was spotless and v cosy</p>
<p>Very comfortable bed. Fridge off overnight because noisy. Denser material - curtains to counteract street lighting. Rail in wardrobe for clothing. Perhaps more pillows? Extra quilts for warmth.</p>
<p>Shower attachment, working fridge, working cooker facilities, clock/radio. Did buy one clock/radio two years ago for everyone's benefit, alas someone stole it. TV would be beneficial and enhance one's stay. This is 2017 Wi-Fi is an essential part of everyday life. Trying to get Wi-Fi connection at Cragroy is an exercise in frustration for guests. If I have forgotten anything, please see previous comments. There is no point in asking people to fill out these questionnaires for feedback if no action is taken, bearing in mind the almost 70% increase in cost to rent the room since last year. Should you wish to follow up with me, please feel free to contact me on the number below. Please note all staff at Cragroy are extremely kind and helpful and cannot praise them enough.</p>
<p>Love the new bed linen! Shower above the bath would be very nice</p>
<p>Just wanted to say, what a comfortable friendly place we couldn't have been more looked after and will definitely be back so thank you Janice for making us so welcome</p>
<p>The room was wonderful and so conveniently close to my mother</p>
<p>Would benefit from handheld shower attachment or fitting</p>

We enjoy using this guest room when we visit
Shower attachment would be most helpful and a clock. Also a working fridge
The loss of a working fridge is poor and will affect my desire to stay again. Lightbulb missing in lamp. When the bedsit was equipped with a fridge, the early morning and late evening times were a pleasure. Not now. The price is still great value but as it currently stands the rooms need upgrading. Kitchen area sub-standard. FRIDGE, WALL CUPBOARD, CROCKERY ETC A MUST
Disappointed that fridge not working. No shower - how do you wash hair?? Could do with mirror above sockets between beds. Cooker facilities poor and out dated
No fridge, nowhere to keep milk. Would like an overhead shower. This was same condition for over a year
No shade for overhead light, which we told you about last year. A shower over the bath. Fridge noisy all the time. Blinds for windows, no privacy
Staff and residents very friendly and helpful. I am a wheelchair user and would find it very difficult to find accessible accommodation on the island. This place is a godsend and enables me to visit my family in an affordable and easy way. Thank you very much. A wall mounted TV might be a good idea. The toilet door is sticking.
We really enjoyed staying here with our two sons Rory 5 and Joe 3. We came from Edinburgh.
Still no shower attachment, radio, clock, TV or working fridge. Several years ago I did buy a radio/alarm clock which I left for the benefit of other guests. Next time it was gone but the manual is still in a drawer. With an increase of 80% to the rental charge, remediation to the above would be greatly appreciated and would ameliorate one's stay
The rooms are perfect for our needs - visiting family. A toaster and shower attachment (for washing hair) would be useful. The wardens are all lovely, kind and helpful. It is a pleasure to visit and stay here. Thank you for providing this facility
Very pleased to find room warm and cosy. Being from Australia we are finding it a chilly summer in the UK. Thank you for turning fridge on for us. We are very grateful for the opportunity to stay so close to our dear friend

<p><tenant's name removed> and thank you for the provision of accommodation so well and reasonably offered.</p>
<p>A clothes hanger (hook) on the inside of the bathroom door would be useful. A lovely room. Thank you for kindness and friendliness</p>
<p>Only problem was lack of hooks, etc. in bathroom or room and nowhere to hang wet towels. Would have liked a shower</p>
<p>Hot tap in kitchen sink still not working well</p>
<p><staff member> was most helpful & assisted us with our boarding passes</p>
<p>Everything wonderful! Thank you so much! You could be charging more!!</p>
<p>The guest rooms have always been spotless</p>