



Sheltered Housing Guest Room Survey Results 2020-2022



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The Scottish Housing Regulator's Landlord report on ACHA can be found on the **Find and Compare Landlords** webpage at www.scottishhousingregulator.gov.uk

Argyll Community Housing Association Limited.
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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 tenants 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 2020-2021 the charge for a guest room was £11.50. For 2021-2022 the charge was £11.85 and for 2022-2023 the charge is now £12.26. Each charge is per person per night (VAT inclusive). This rises in line with rent increases each.

We were unable to access all booking information within each complex office due to Covid19 restrictions. In addition, some complexes disposed of some records, including booking information, due to Covid 19 concerns. Therefore, instead of number of bookings as in previous Results the table below shows the income derived from guest room lets. The figures for 2022/2023 are for the period 1 April 2022 to 31 July 2022.

Nights Paid for

Complex	2020/21	2021/22	2022/23
Ferfadd Court	£18.67	£466.76	£364.95
Cragroy	£0.00	£553.01	£245.39
Wallace Court	£0.00	£262.86	£666.03
Caledonia Court	£0.00	£387.75	£190.97
Chalmers Court	£0.00	£221.21	£275.86
Dunmar Court	£0.00	£1,698.95	£347.72
Ford Spence Court	£0.00	£487.17	£112.00
Total	£18.67	£4077.71	£2202.92

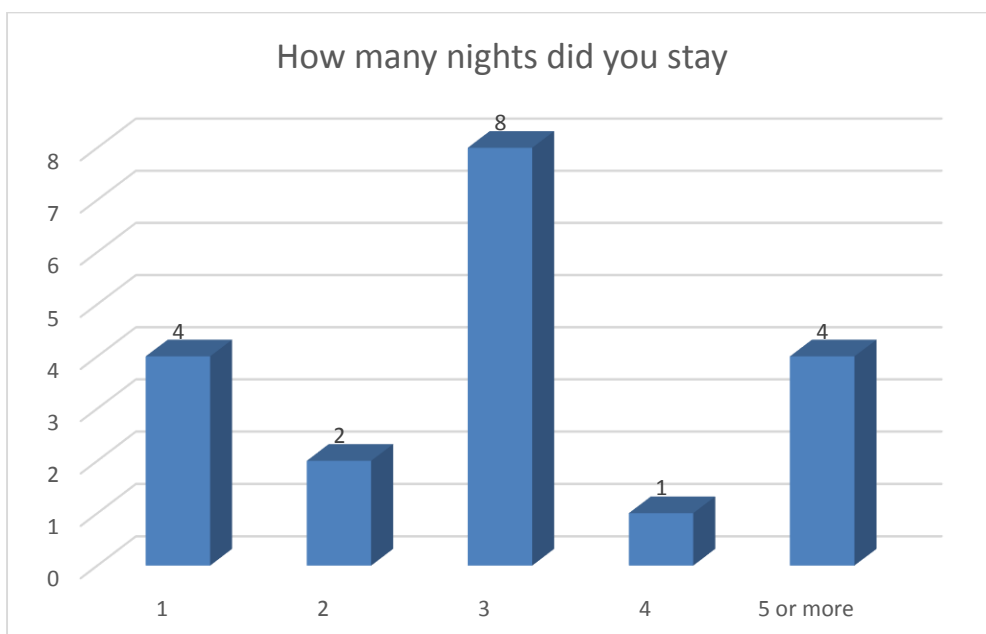
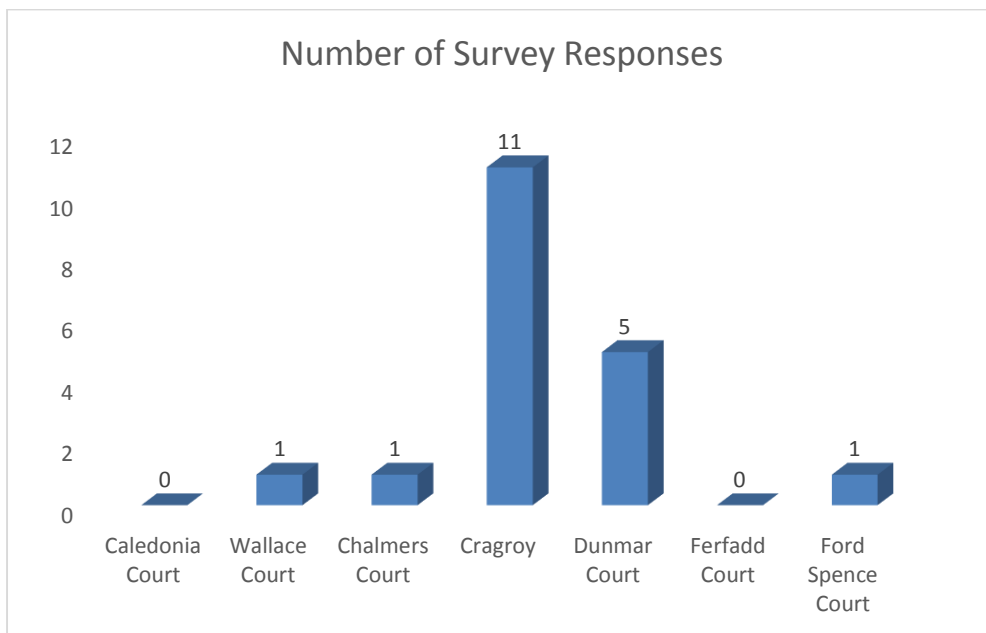
Income

Total income for the past few years has varied significantly due to Covid 19 and thus restrictions in the availability and use of the guest rooms. Income has been substantially reduced from a total of £8.736.79 in 2019/20 – the last pre-Covid year

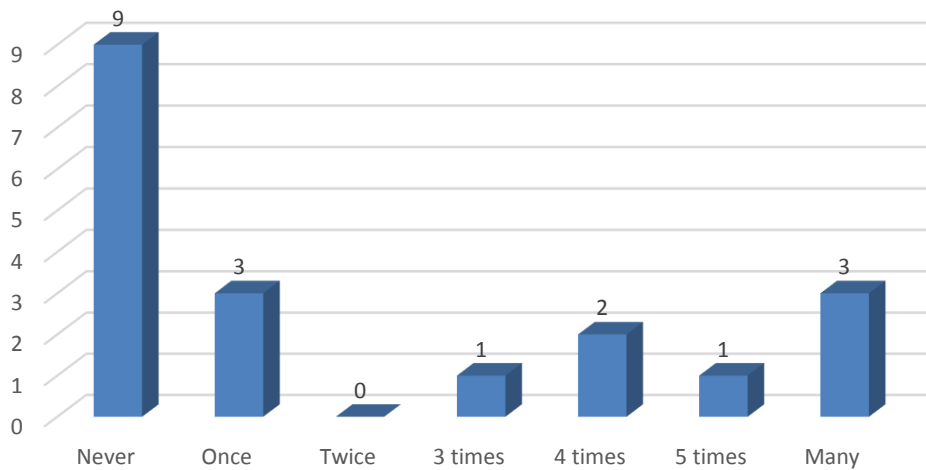
Results and Comments

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.

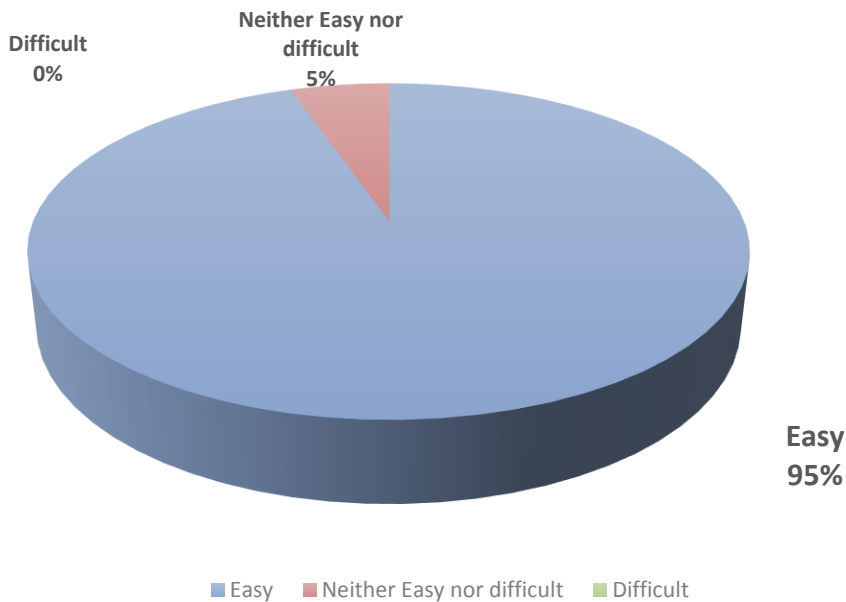
For the period 1 April 2020 to 31 July 2022, a total of 19 surveys were returned by tenants. The following charts and graphs indicate satisfaction levels. Visitors' comments are noted at the end of the report. Negative comments are reviewed and actioned by Community Support Assistants, Local Managers and now the Sheltered Housing Manager



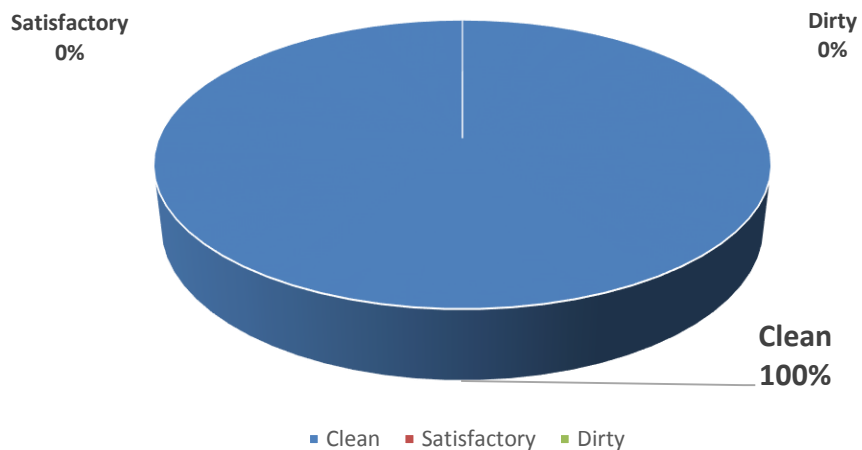
How many times have you used a Guest room before



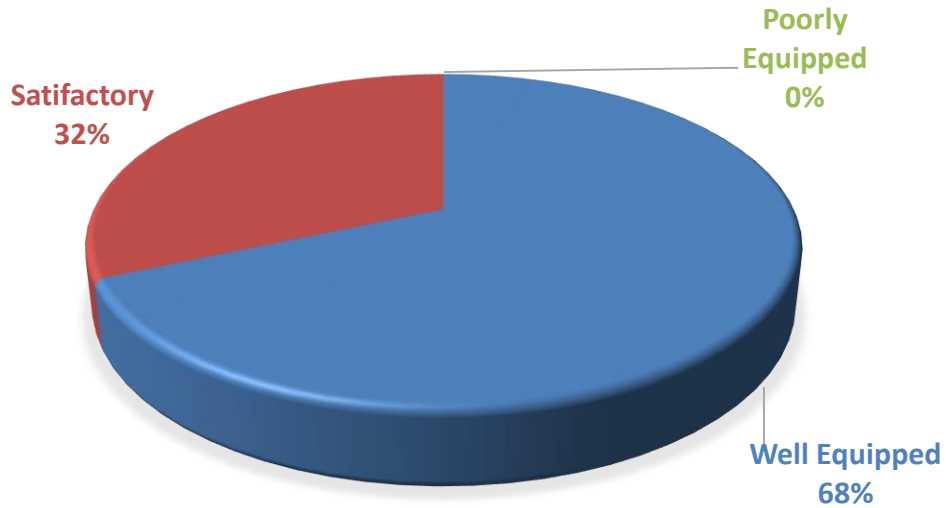
How easy was it to book the guest room



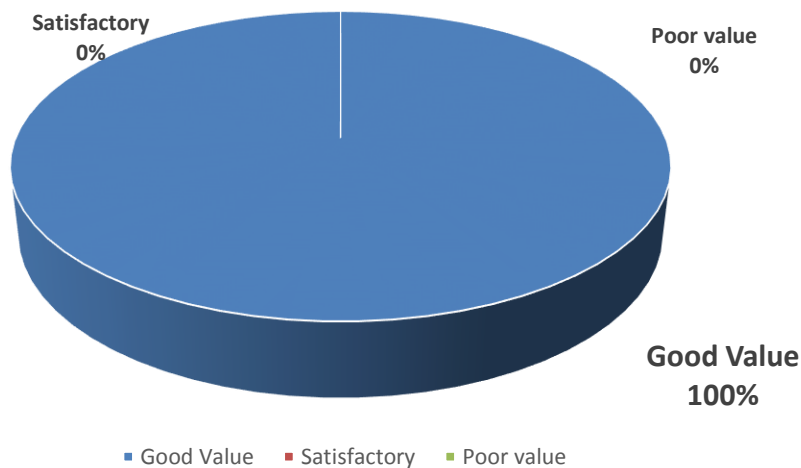
How clean was the Guest Room



HOW WELL EQUIPPED WAS THE GUEST ROOM



How would you rate the room for value for money



Of the 19 responses received a total of 16 expect to use a guest room in the future, One person does not expect to use a guest room again and two people were undecided.

The survey provides for the name and contact details if the guest wishes to disclose these. Of the 19 surveys received some 16 provided a name and of those, 13 provided some address details. 11 of the 13 were full addresses. 9 guests provided a telephone number.

Due to Covid, ACHA suspended the previously established practice of writing to guests who provided a full address to thank them for their participation and to provide any required response to comments they may have made. This practice will now be resumed.

	Comments received from visitors
Complex	Are there any comments to make or improvements to suggest
Wallace Court	Can be difficult to get in and out of the bath and sit down. A shower would be helpful.
Cragroy	I liked the spaciousness of the room! Found beds to be comfortable and pillows! Nice and peaceful place to stay! Only thing - would have preferred a shower as cannot use a bath - too difficult to get back out. However, I will definitely be booking in here whenever I return to Dunoon. Thank you
Cragroy	Spotless Thank you!
Cragroy	Spotless
Cragroy	Dinner plate needed
Cragroy	The room would benefit from having a shower / wetroom
Cragroy	I stayed in Guest Room No 1 in Cragroy. Two things: 1. The fuse box (electricity) is inside the room and at times makes a loud buzzing noise. If it was possible to put a box cover round it that would reduce the noise (it kept me awake at times) 2. A shower head from the bath to attach to the taps would be good. Otherwise the room was very good, clean and comfortable. Thank you!
Dunmar Court	The Guest Rooms are an extremely helpful way of allowing us to be near our family member during her residence. The rooms were kept warm in winter and there was always hot water. As we were eating all our meals in the flat the cooking facilities were good but we left a toaster to add to the equipment. We also left a dustpan and brush to keep the crumbs under control. A little table for mealtimes which fits under the breakfast bar would be helpful. We prefer to use the easy chairs rather than the bar stools! So a small table would be useful for glasses etc. I have enclosed the flat keys. Kind Regards
Dunmar Court	Shower; WiFi access; No smoking signs for guest rooms
Dunmar Court	We have enjoyed our short stay and are very grateful for the use of the apartment and opportunity to be reunited with family. However, we feel we must comment on the overwhelming stale smell of tobacco smoke left by the previous staff occupant of the premises. After 3 days with the windows continually open it is still very unpleasant. The bed linen was obviously fresh and clean but pillows, duvet and mattress retained the smell. All other surfaces and equipment had been well cleaned. We would like to suggest that a no smoking policy in line with other similar guest rooms we have used, be considered. This in no way reflects upon the regular staff or local management staff. Please consider a no smoking review in guest rooms
Dunmar Court	I don't know if I will use the guest room again. I have had a lovely stay and had the best night's sleep in a long time. Peaceful, quiet and cosy. Thank you for a lovely sleep
Ford Spence Court	No
Cragroy	No

Cragroy	No
Cragroy	Some extra cutlery and use of an outside bin would be good to keep the room tidy. TV in the room would be a nice additional touch. Maintenance: bath needs resealed. Overall thoroughly enjoyed our stay. Lovely and peaceful with friendly residents.
Cragroy	Well done to the person who cleaned the room. I may possibly stay again. Bed linen blankets etc. should be stored elsewhere to leave the wardrobe free for guest use. A shower in the bathroom would be more convenient and cheaper for ACHA.
Cragroy	Amazingly clean. Thank you *****. The room was spotlessly clean and so comfortable. We loved it. Thank you
Dunmar Court	I really like the addition of 2 easy chairs and table plus tea/coffee/wee milks. Wall sockets along window are not working. Always a pleasure to stay here
Chalmers Court	No