



# Sheltered Housing Annual Survey Results 2018 - 19



The Scottish Housing Regulator's Landlord report on ACHA can be found on the **Find and Compare Landlords** webpage at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

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## Overview

The annual Sheltered Housing Survey was carried out at each of ACHA's 11 sheltered complexes at the end of 2018. Surveys were distributed to all tenants by Local Managers. An additional survey asking for the comments of those providing support and care for tenants was run in conjunction with the main survey (see part 2 of this report).

## Results and Comments

Tenants were asked to respond to various questions regarding service delivery at their sheltered housing complex, the results of which are detailed below in chart form. Of the 197 issued, 89 surveys were returned, 10 less than 2017. The percentage figures shown in the results are therefore percentages of the 89 surveys which were returned.

## Methodology

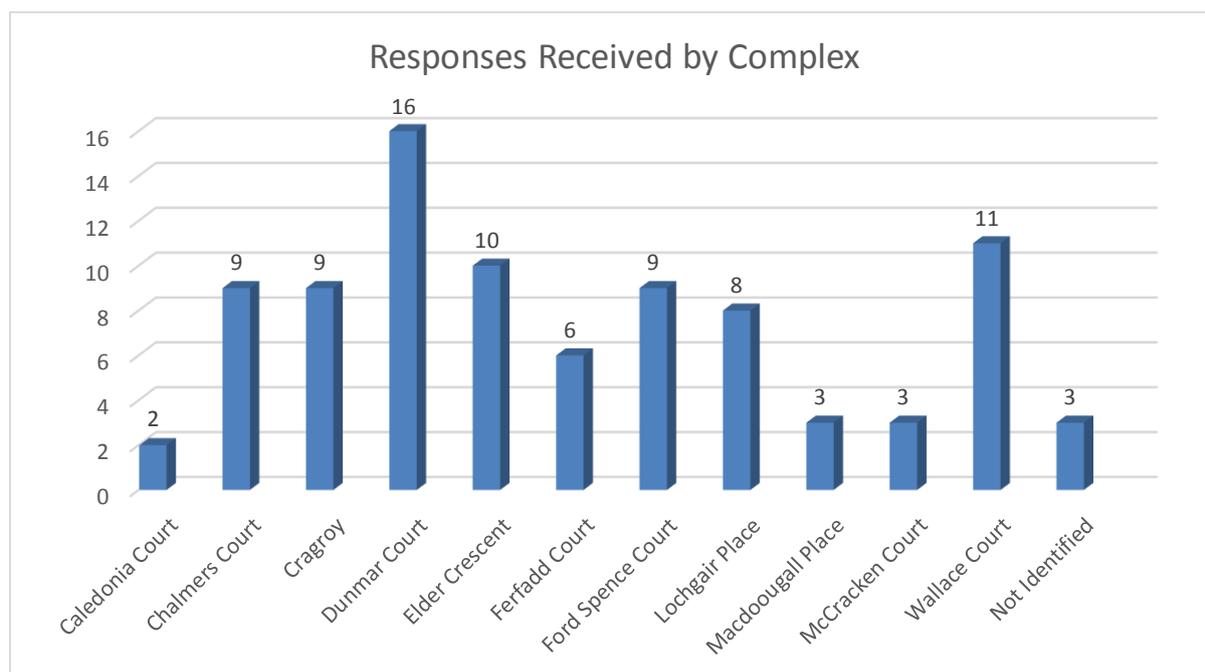
Surveys are distributed at the annual meeting (AGM) held at each complex. We look at each response individually and any response rating a service less than 'excellent' or 'very good' is followed up by our Local Managers.

NB Tenants who have made a complaint have not necessarily complained about sheltered housing; this could be about any part of the service ACHA provide.

The table below indicates the number of dwellings per complex and any empty properties at the time the survey was carried out.

<b>Complex</b>		
Caledonia Court	18 flats	0 void
Chalmers Court	19 flats	0 void
Cragroy	26 flats	2 void
Dunmar Court	31 flats	1 void
Elder Crescent	10 flats	0 void
Ferfadd Court	33 flats	2 void
Ford Spence Court	21 flats	0 void
Lochgair Place	17 flats	2 void
MacDougall Place	6 flats	0 void
McCracken Court	9 flats	0 void
Wallace Court	16 flats	2 void
Total	206 flats	9 void

### Number of Responses Received Analysed by Complex



89 Surveys were returned during the 2018 survey. The total returned in 2017 was 99.

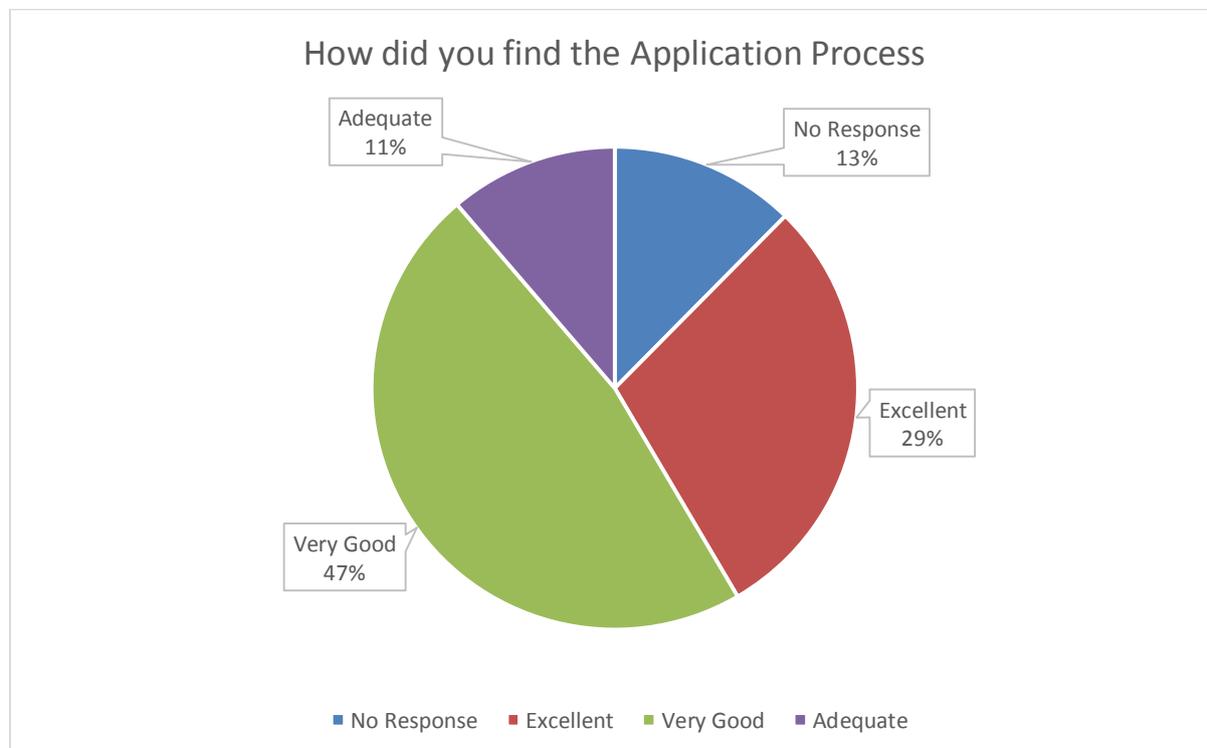
Complex	Responses Received	Percentage
Caledonia Court	2 from 18	11 %
Chalmers Court	9 from 19	47 %
Cragroy	9 from 24	37 %
Dunmar Court	16 from 30	58 %
Elder Crescent	10 from 10	100 %
Ferfadd Court	6 from 31	19 %
Ford Spence Court	9 from 21	43 %
Lochgair Place	8 from 15	53 %
MacDougall Place	3 from 6	50 %
McCracken Court	3 from 9	33 %
Wallace Court	11 from 14	79 %
No Complex Identified	3	
<b>Grand Total</b>	<b>89 from 197</b>	<b>45 %</b>

## Part 1

### Sheltered Housing Service User Questionnaire

#### Question 1.1

How did you find the application process when applying for Sheltered Housing?



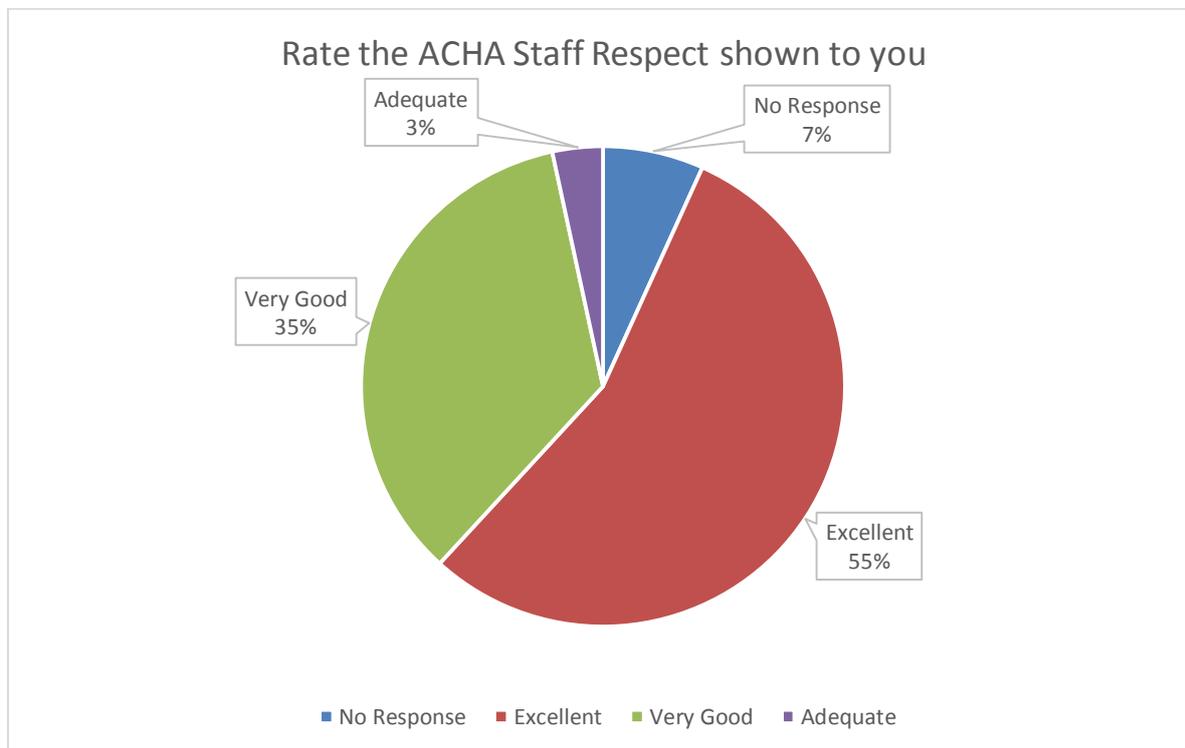
	Number of Responses	Percentage
Excellent	26	29%
Very good	42	47%
Adequate	10	11%
Weak	0	0%
Poor	0	0%
No response	11	13%
<b>Grand Total</b>	<b>89</b>	

76% of those who responded rated the respect given as Excellent or Very Good. This question was not posed last year.

Comments on Question 1.1 the Application process can be found in Appendix 1

## Question 1.2

How do you rate the respect given to you by staff?

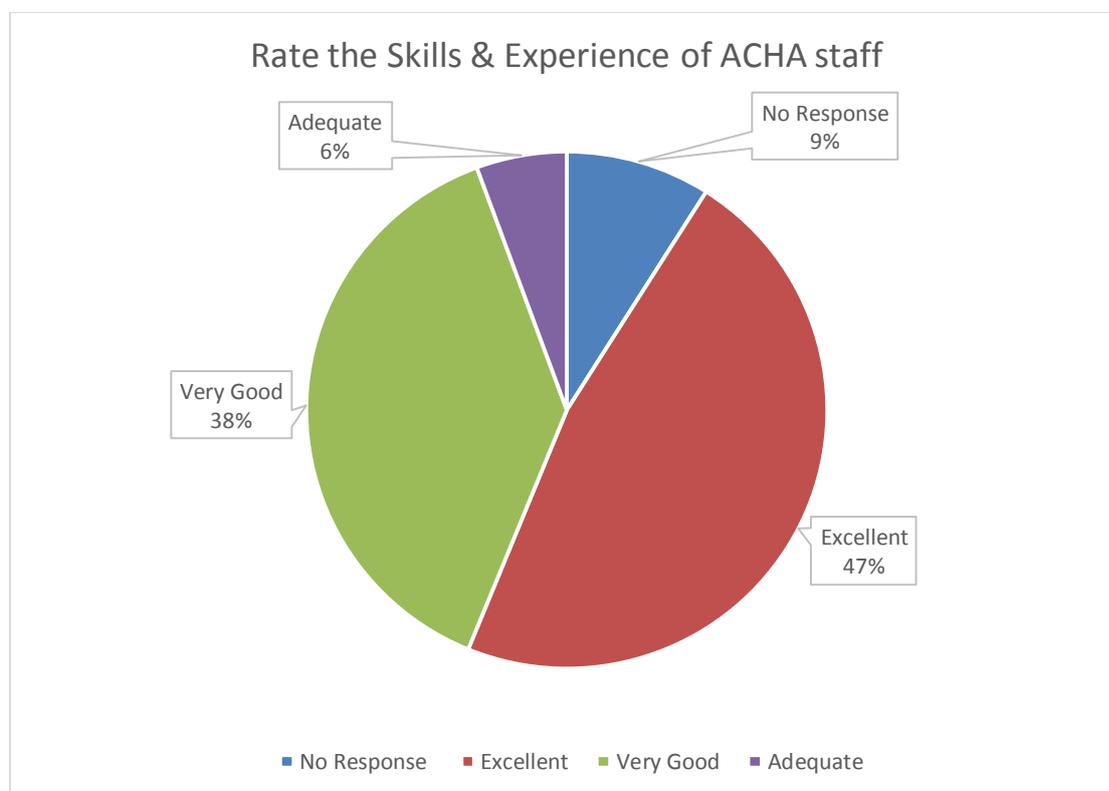


	Number of Responses	Percentage
Excellent	49	55%
Very good	31	35%
Adequate	3	3%
Weak	0	0%
Poor	0	0%
Not answered	6	7%
<b>Grand Total</b>	<b>89</b>	

90% have rated the respect from staff as Excellent or Very Good, compared to the 2017 figure of 95%.

### Question 1.3

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

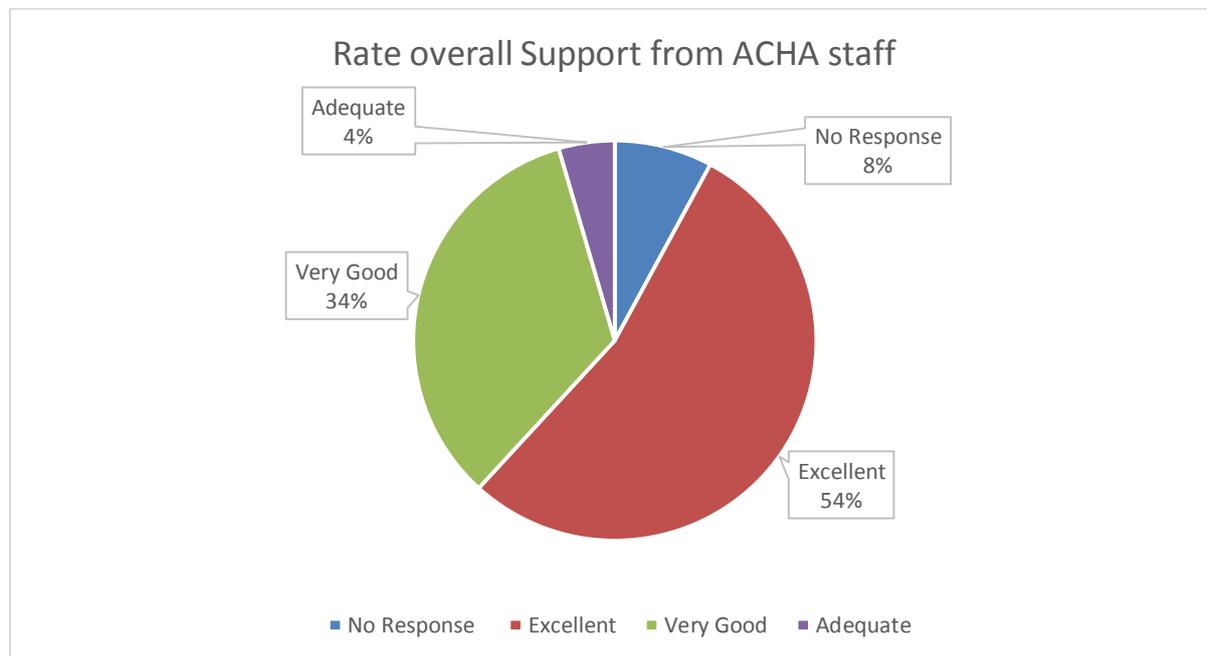


	Number of Responses	Percentage
Excellent	42	47%
Very good	34	38%
Adequate	5	6%
Weak	0	0%
Poor	0	0%
Not answered	8	9%
<b>Grand Total</b>	<b>89</b>	

85% have rated the skills and experience of staff as Excellent or Very Good down from the 2017 figure of 91%

### Question 1.4

Overall, how do you rate the support you receive from ACHA staff?



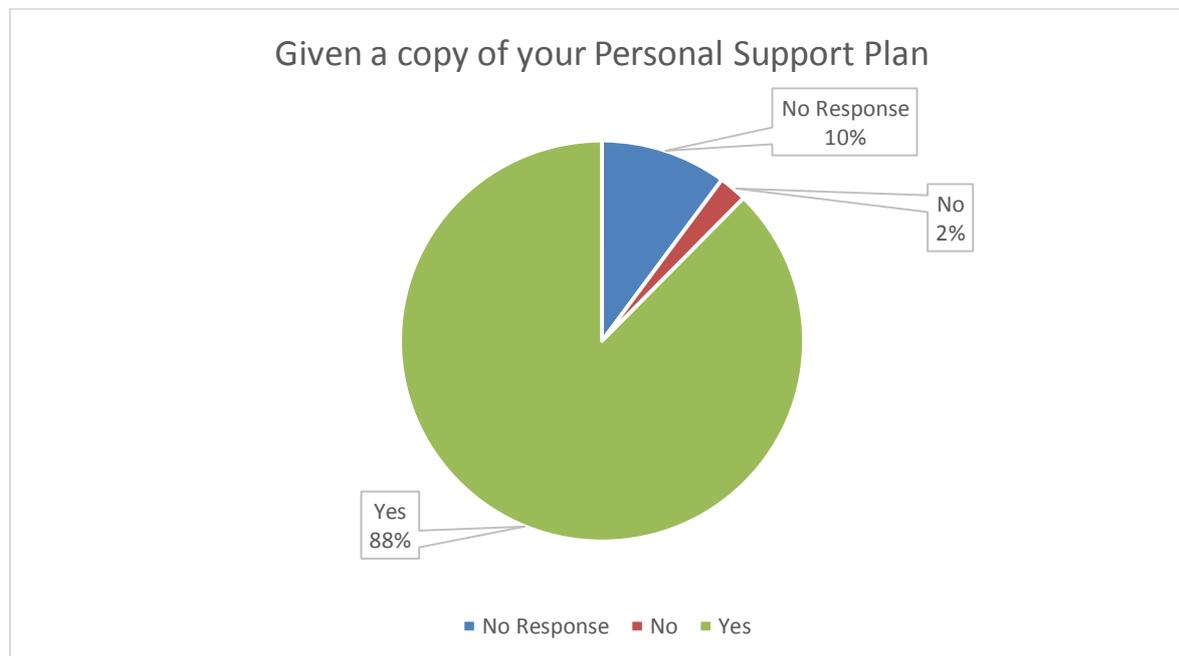
	Number of Responses	Percentage
Excellent	48	54%
Very good	30	34%
Adequate	4	4%
Weak	0	0%
Poor	0	0%
Not answered	7	8%
<b>Grand Total</b>	<b>89</b>	

89% rated the support they receive as Excellent or Very Good. The equivalent figure in 2017 was 95%

**1.5** Comments on questions 1.2, 1.3 & 1.4 were invited in the form of the following question "Is there anything else you would like to tell us about the ACHA staff in your complex?" The comments can be found in Appendix 2.

### Question 1.6

Have you been given a copy of your Personal Support Plan?



	Number of Responses	Percentage
Yes	78	88%
No	2	2%
Unsure	0	0%
Not answered	9	10%
<b>Grand Total</b>	<b>89</b>	

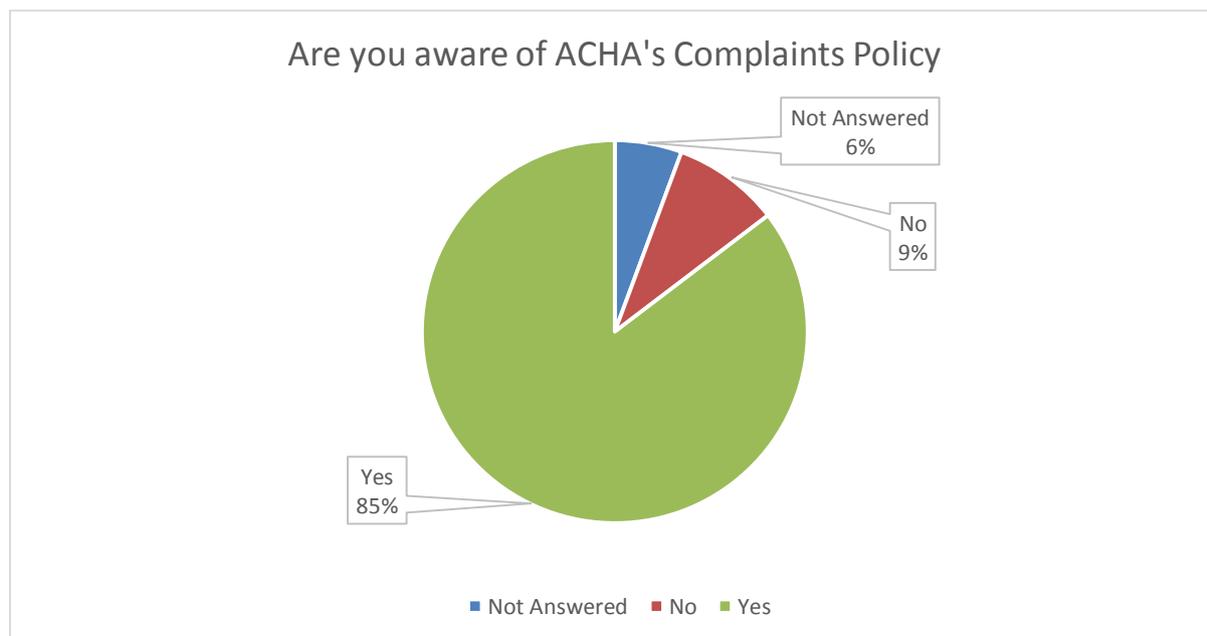
Personal Support Plans are tailored to the individual needs of the tenants. These plans are kept by the sheltered housing Community Support Assistants and are reviewed and audited annually by Local Managers. Managers are comfortable that all tenants have a Personal Support Plan, but not all tenants recognise the terminology.

**1.7** Comments were invited to the question: “Is there anything else that you would like to have included in your Personal Support Plan? (please advise)”. These comments can be found in Appendix 3.

**NB** Questions 1.8 through 1.11 relate to ACHA's customer complaints policy. These questions refer to complaints about any aspect ACHA's service. During 2018, only 1 complaint received related to sheltered housing.

### Question 1.8

**Are you aware of ACHA's complaints policy?**

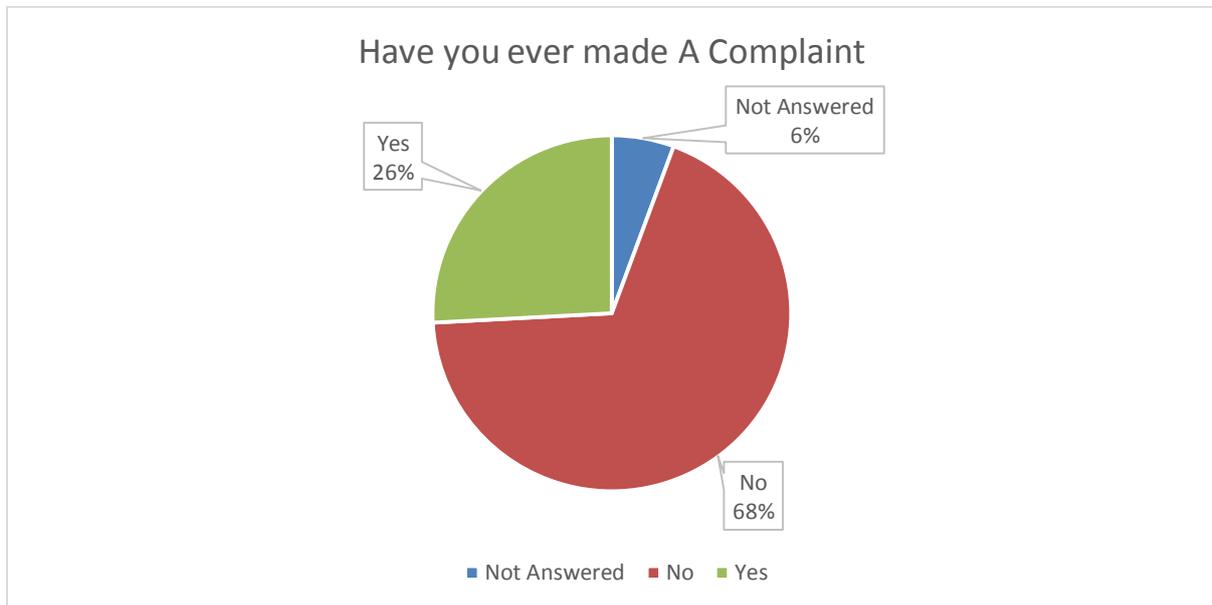


	Number of Responses	Percentage
Yes	76	85%
No	8	9%
Not answered	5	6%
<b>Grand Total</b>	<b>89</b>	

85% answered yes compared to 90% in 2017 but there were a larger number of "No Responses" this year.

### Question 1.9

Have you ever made a complaint?

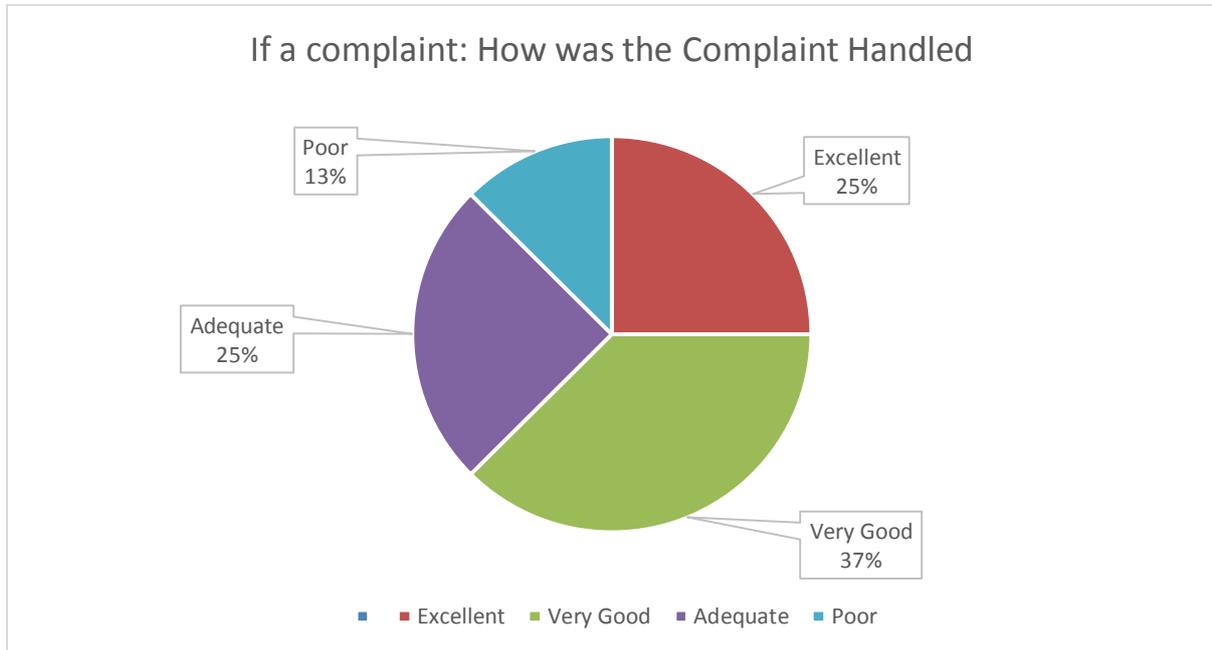


	Number of Responses	Percentage
Yes	23	23%
No	61	68%
Not answered	5	6%
<b>Grand Total</b>	<b>89</b>	

23% advised they had made a complaint compared to 28% in 2017

### Question 1.10

If Yes, how would you rate the way this was handled?



	Number of Responses	Percentage
Excellent	6	25%
Very good	9	37%
Adequate	6	25%
Poor	3	13%
Weak	0	0%
<b>Grand Total</b>	<b>24</b>	

Good complaints handling and resolution is vital to ACHA. Those who had complained fell to 23 this year from 28 in 2017.

Those who were happy with the way their complaint was dealt with rose to 62% from 42% in 2017

Those unhappy with how their complaint was handled reduced to 13% compared to 22% in 2017.

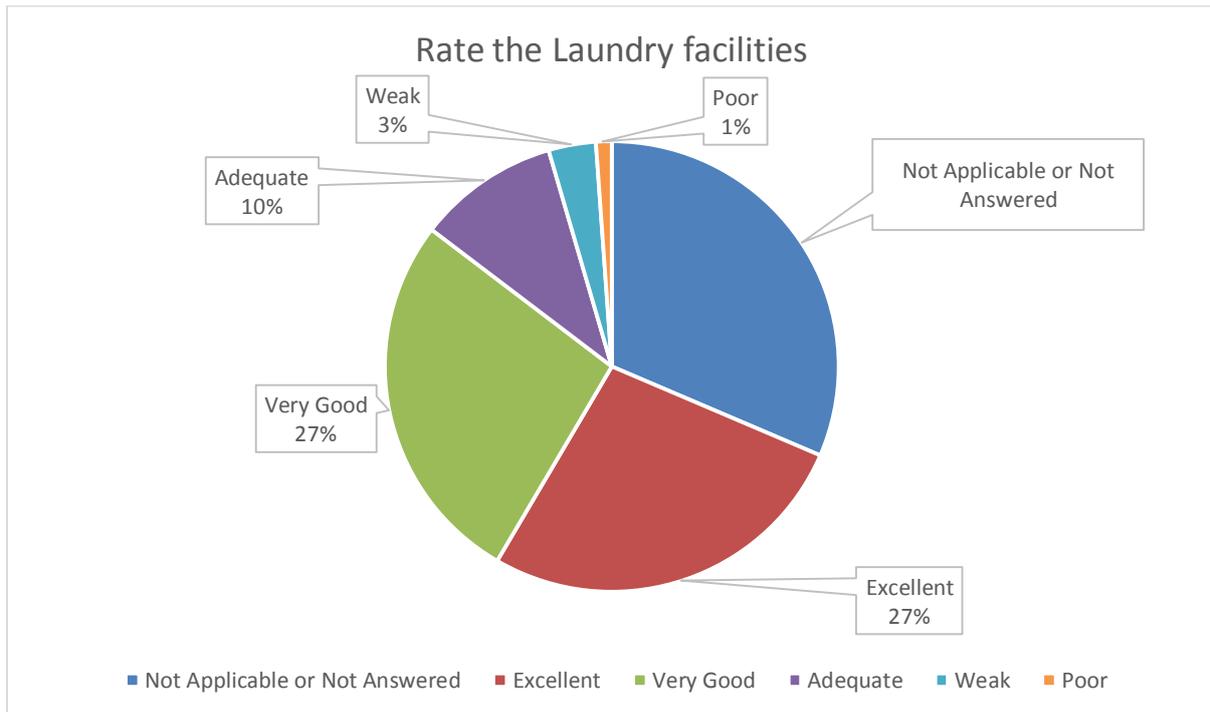
**1.11** Comments on the way ACHA handles complaints can be found in Appendix 4.

### Communal Facilities at Sheltered Complexes.

Tenants are asked to comment on facilities at sheltered housing. Not all complexes have facilities and these are represented by tenants either Not Responding or responding 'Not Applicable' (N/A).

#### Question 1.12

#### Laundry Facilities



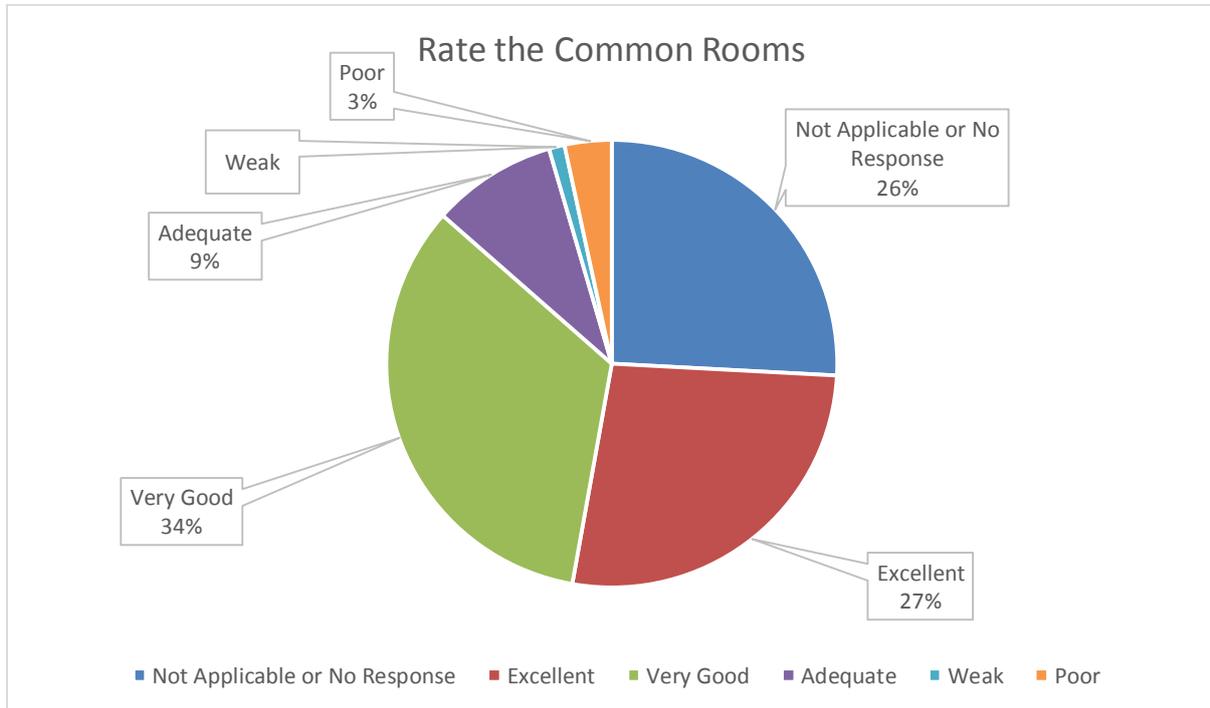
	Number of Responses	Percentage
Excellent	24	27%
Very good	24	27%
Adequate	9	10%
Weak	3	3%
Poor	1	1%
N/A or Not answered	28	32%
<b>Grand Total</b>	<b>89</b>	

Those who were happy with the laundry facilities rose from 50% in 2017 to 54% this year

Those who were unhappy with the facilities reduced from 8% to 4%

### Question 1.13

Common Areas, including residents' lounges.

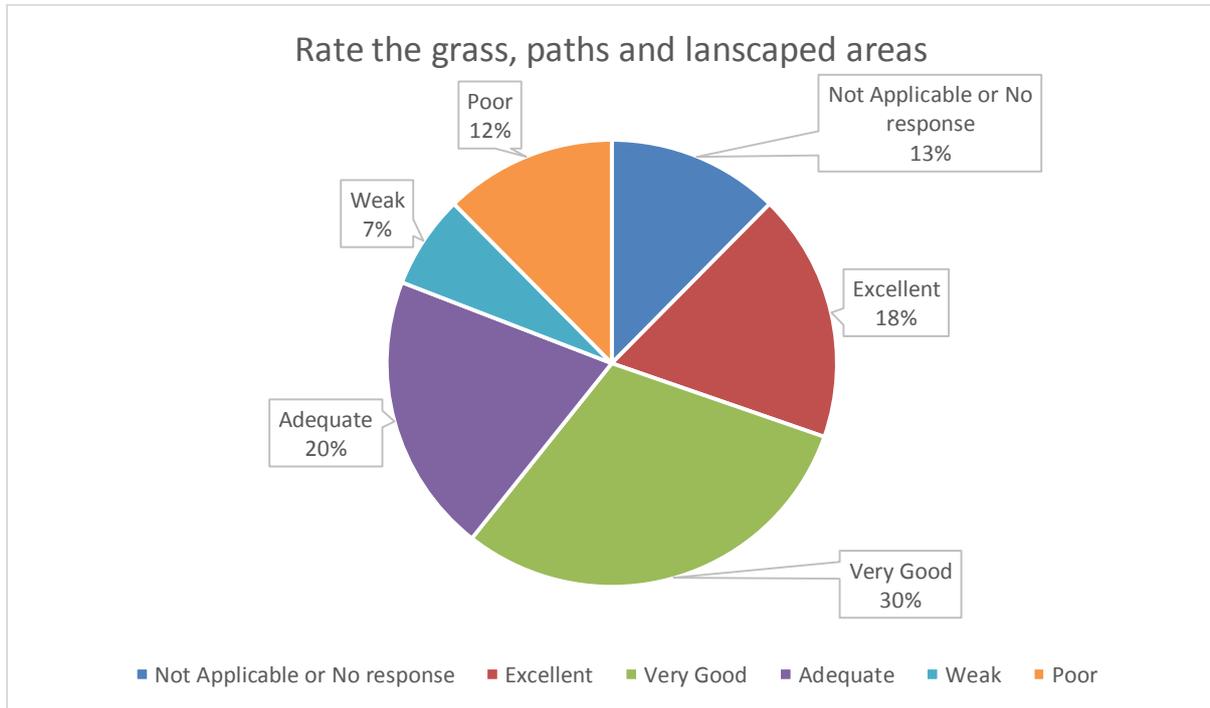


	<b>Number of Responses</b>	<b>Percentage</b>
Excellent	24	27%
Very good	30	34%
Adequate	8	9%
Weak	1	1%
Poor	3	3%
N/A or No Response	23	26%
<b>Grand Total</b>	<b>89</b>	

Those happy with the common area facilities rose to 61% from 50% in 2017

### Question 1.14

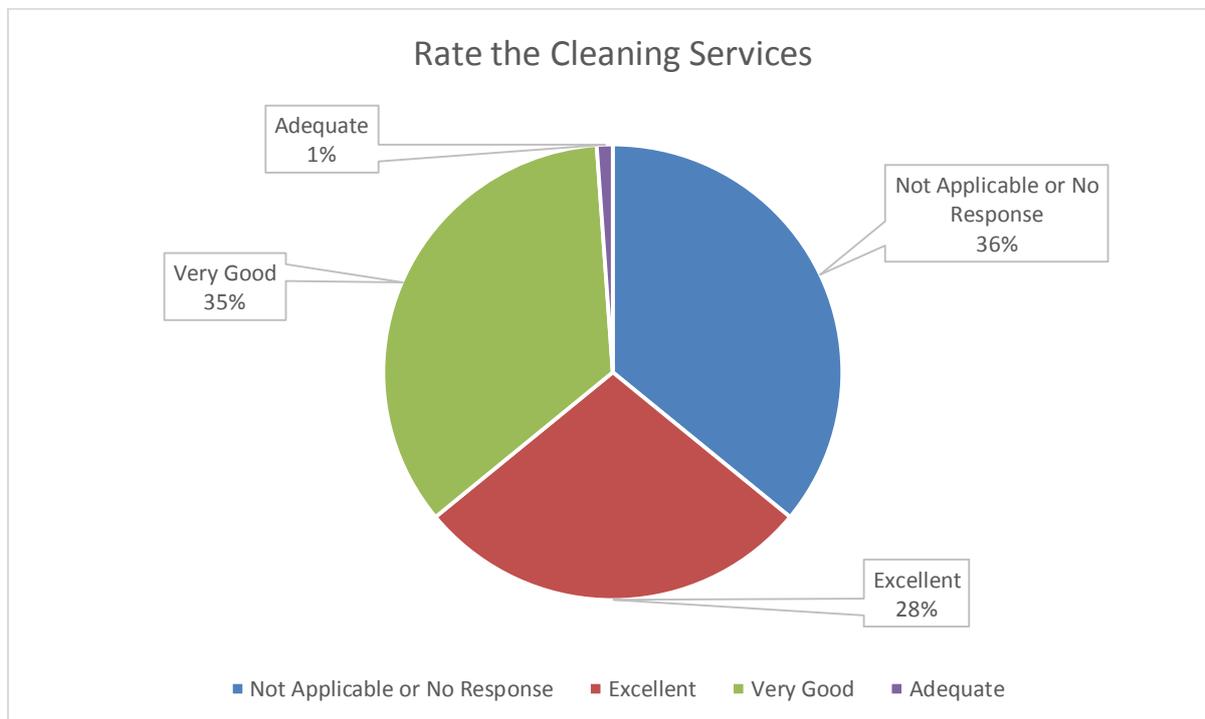
#### Grass, Paths and Landscaped Areas.



	Number of Responses	Percentage
Excellent	16	18%
Very good	27	30%
Adequate	18	20%
Weak	6	7%
Poor	11	12%
N/A or No response	11	13%
<b>Grand Total</b>	<b>89</b>	

Those happy with these facilities rose to 48% from 37% in 2017

**Question 1.15**  
**Cleaning Services**



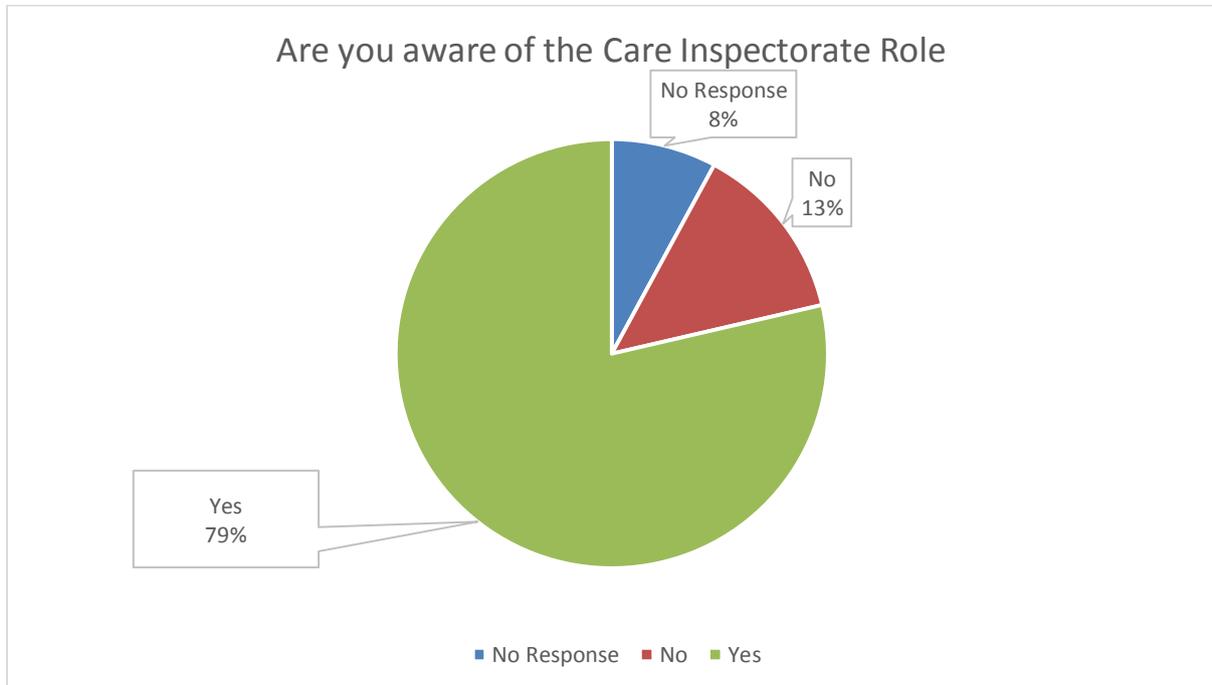
	<b>Number of Responses</b>	<b>Percentage</b>
Excellent	25	28%
Very good	31	35%
Adequate	1	1%
Weak	0	0%
Poor	0	0%
Not answered or N/A	32	36%
<b>Grand Total</b>	<b>89</b>	

**1.16** Comments on Communal Facilities and the overall environment of complexes can be found in Appendix 5.

### Question 1.17

Are you aware of the role of the Care Inspectorate (previously the Care Commission)?

The next questions focus on the quality of information provided by ACHA to sheltered housing residents.

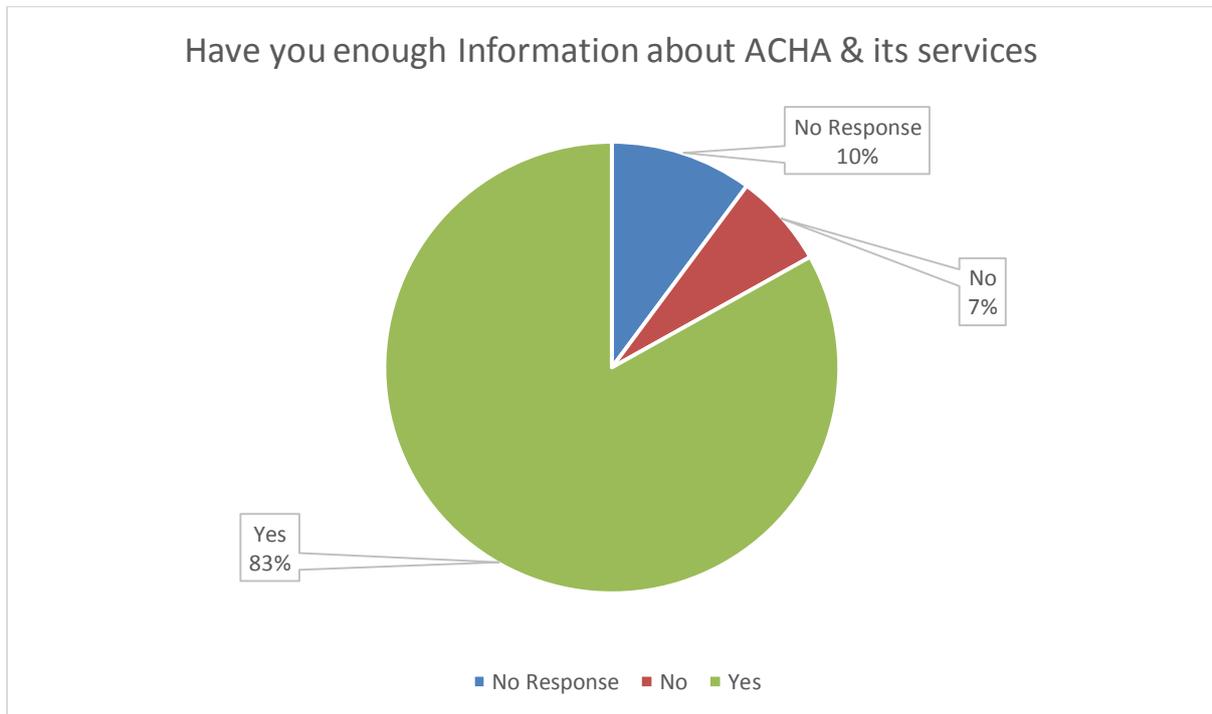


	Number of Responses	Percentage
Yes	70	79%
No	12	13%
No response	7	8%
<b>Grand Total</b>	<b>89</b>	

Awareness of the role of the Care Inspectorate has reduced marginally from 81% in 2017.

### Question 1.18

Do you feel you are provided with enough information about Argyll Community Housing Association and the services we provide?

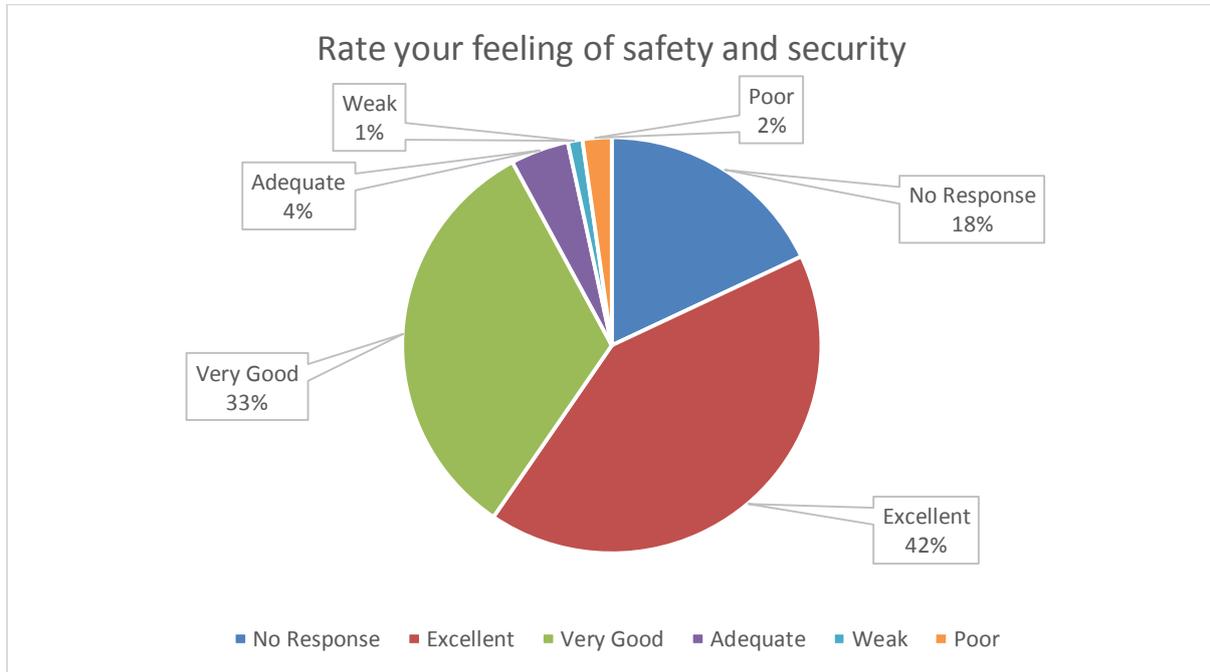


	Number of Responses	Percentage
Yes	74	83%
No	6	10%
Not answered	9	7%
<b>Grand Total</b>	<b>89</b>	

1.19 gives tenants the chance to state what other information or other services they would like to receive. The responses for this can be found at Appendix 6.

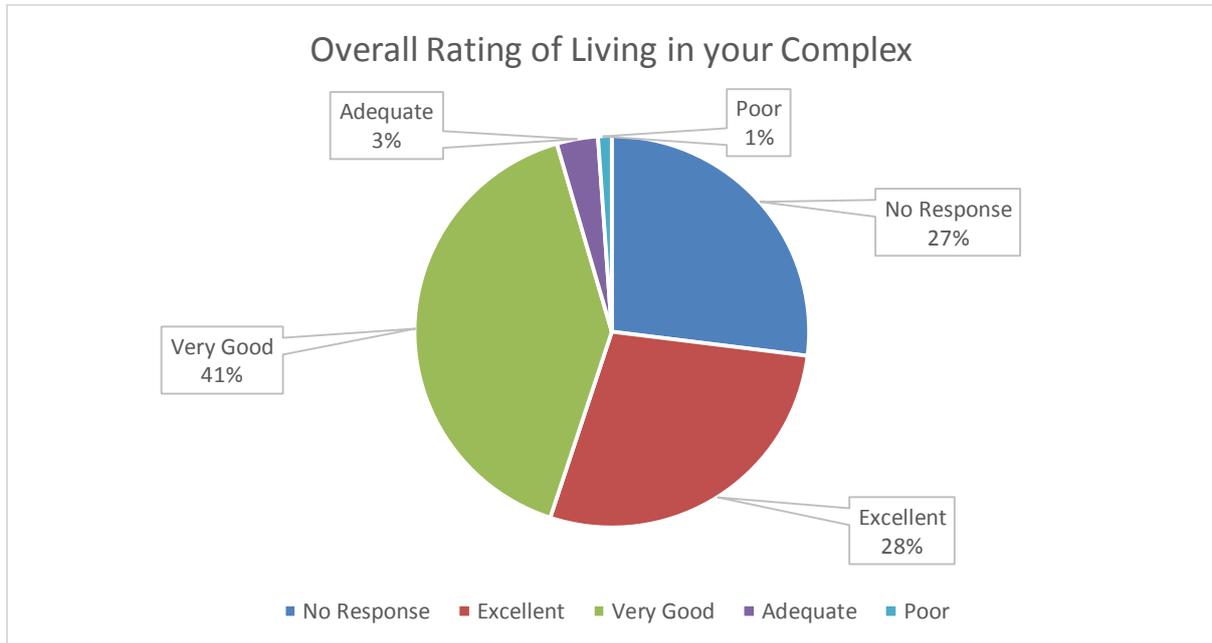
### Question 1.20

How do you rate your feeling of safety and security in your sheltered housing complex?



	Number of Responses	Percentage
Excellent	37	42%
Very good	29	33%
Adequate	4	4%
Weak	1	1%
Poor	2	2%
No Response	16	18%
<b>Grand Total</b>	<b>89</b>	

1.21 gives Tenants the opportunity to provide comments on their feeling of safety and security in their sheltered housing complex. This can be found at Appendix 7

**Question 1.22****Overall, how would you rate living in sheltered housing?**

	<b>Number of Responses</b>	<b>Percentage</b>
Excellent	25	28%
Very good	36	41%
Adequate	3	3%
Weak	0	0%
Poor	1	1%
No Response	24	27%
<b>Grand Total</b>	<b>89</b>	

**1.23-1.24**, where tenants can provide feedback on the Annual Meetings (Appendix 8) and further information on positives and negatives of the service (Appendix 9).

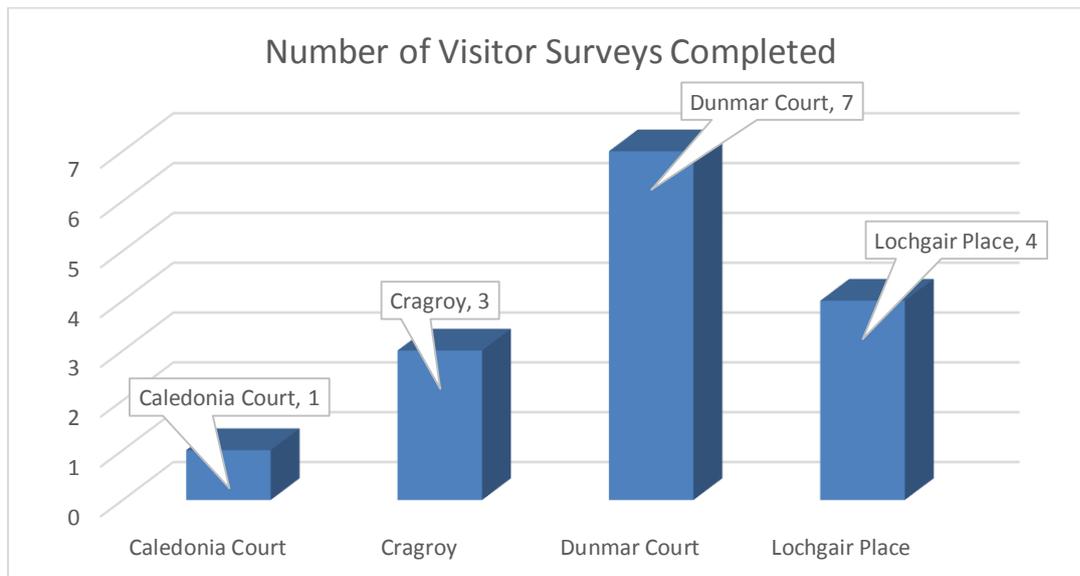
**Part 2****Views of Family Members, Friends, Key Holders, Support Providers.**

Run in conjunction with the Sheltered Housing Service User Questionnaire, this survey seeks the views of those related to or providing care for our sheltered tenants. A survey is issued to each sheltered housing resident, making 197 in total this year.

Containing 14 questions, a total of 15 surveys were returned, down from 37 in 2017.

Individual comments made by stake holders can be found at Appendix 10.

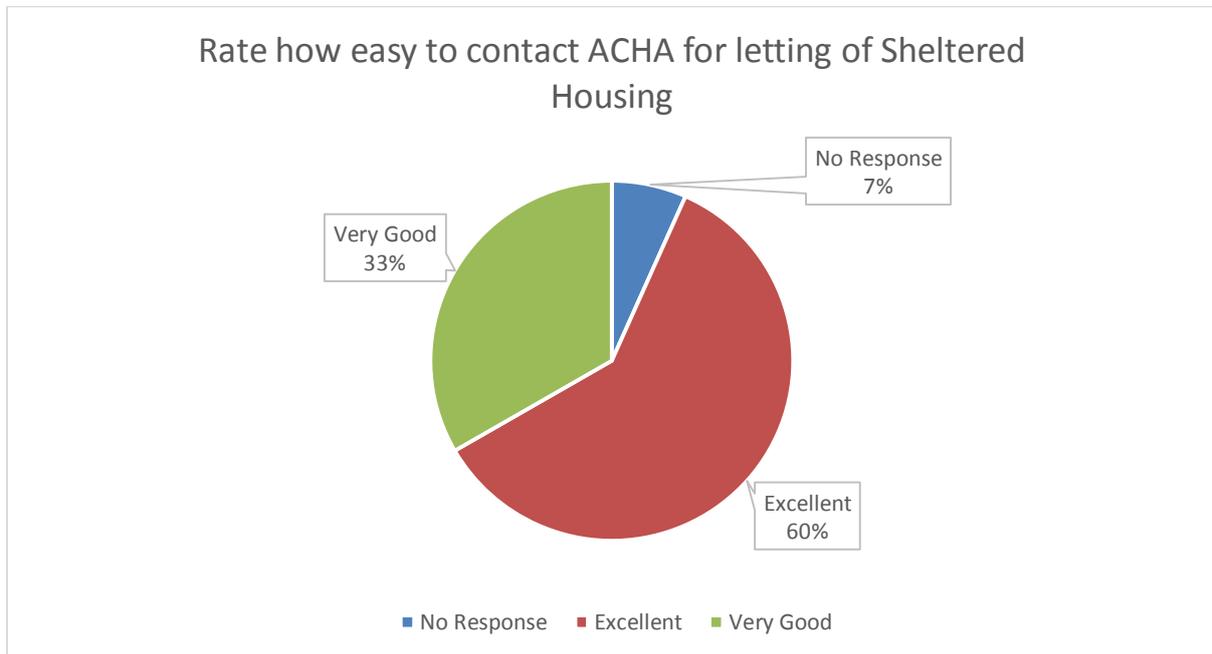
## Responses received by complex



Complex	Responses
Caledonia Court	1
Chalmers Court	0
Cragroy	3
Dunmar Court	7
Elder Crescent	0
Ferfadd Court	0
Ford Spence Court	0
Lochgair Place	4
MacDougall Place	0
McCracken Court	0
Wallace Court	0
<b>Grand Total</b>	<b>15</b>

### Question 1

How easy was it to get in touch with ACHA in respect of the letting of sheltered housing in Argyll?

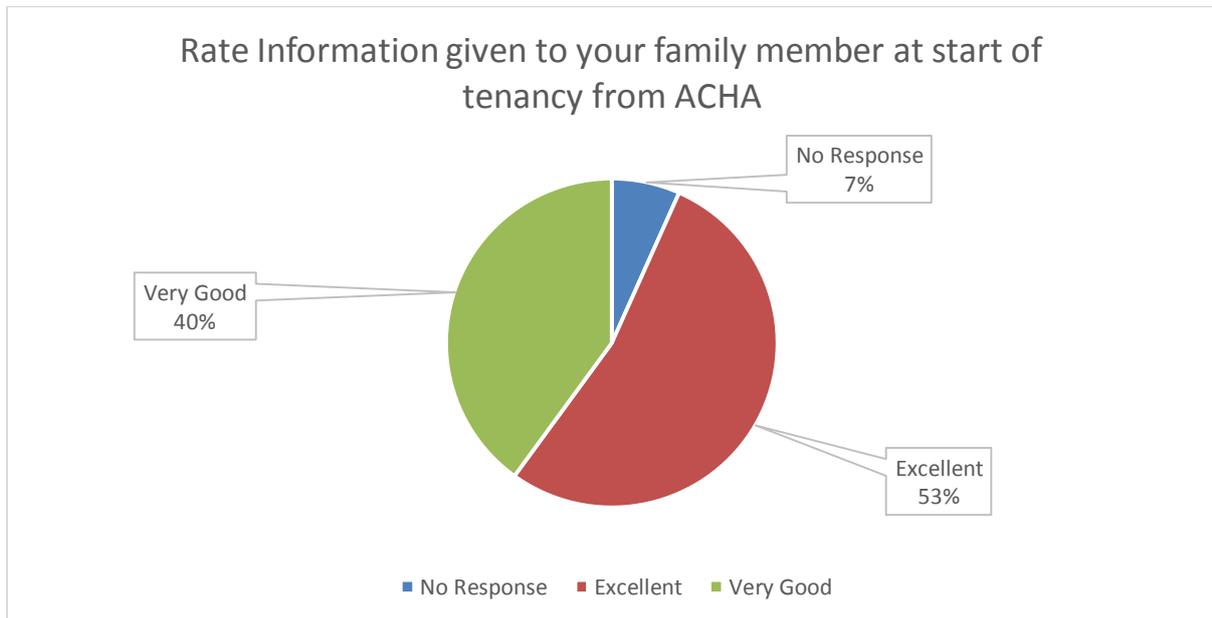


	Number of Responses	Percentage
Excellent	9	60%
Very good	5	33%
Adequate	0	0%
Weak	0	0%
Poor	0	0%
No Response	1	7%
<b>Grand Total</b>	<b>15</b>	

Excellent and Very Good satisfaction levels have increased to 93%, up 9% from 2017.

## Question 2

How do you rate the information that was provided to your family member at the start of their tenancy that relate to their tenancy agreement, services and charges?

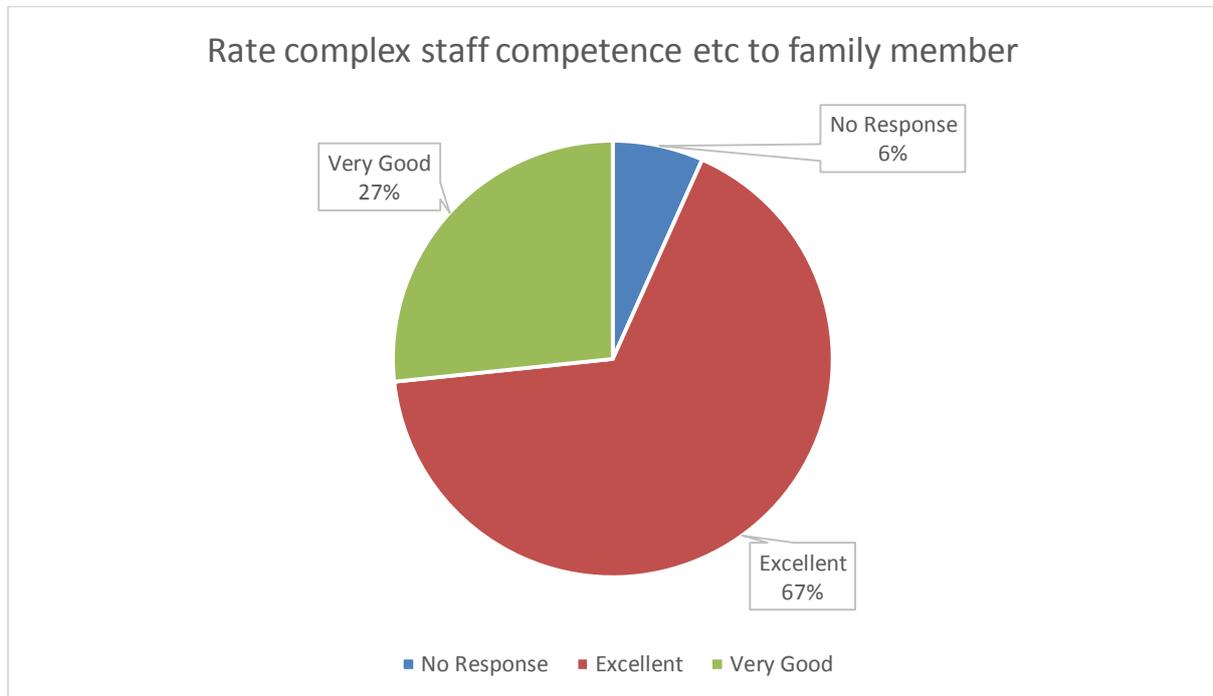


	Number of Responses	Percentage
Excellent	8	53%
Very good	6	40%
Adequate	2	0%
Weak	0	0%
Poor	1	0%
No Response	1	7%
<b>Grand Total</b>	<b>37</b>	

Satisfaction levels are up to 93% from 87% in 2017.

### Question 3

How do you rate the staff at the sheltered complexes in terms of competency, approach and commitment to the wellbeing of your family member?

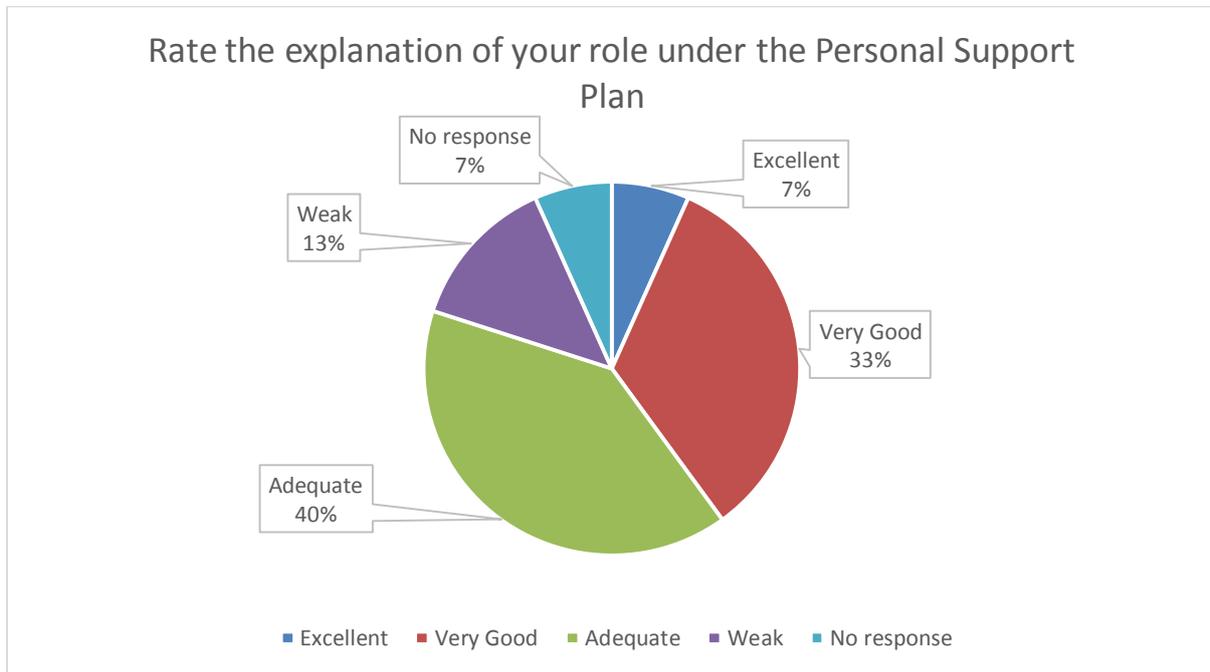


	Number of Responses	Percentage
Excellent	10	67%
Very good	4	27%
Adequate	0	0%
Weak	0	0%
Poor	0	0%
No Response	1	6%
<b>Grand Total</b>	<b>15</b>	

Another peak satisfaction level of 94% up from 92% in 2017.

#### Question 4

Your family member may have named you as one of the principal contacts on their personal support plan. How well was this role explained to you?

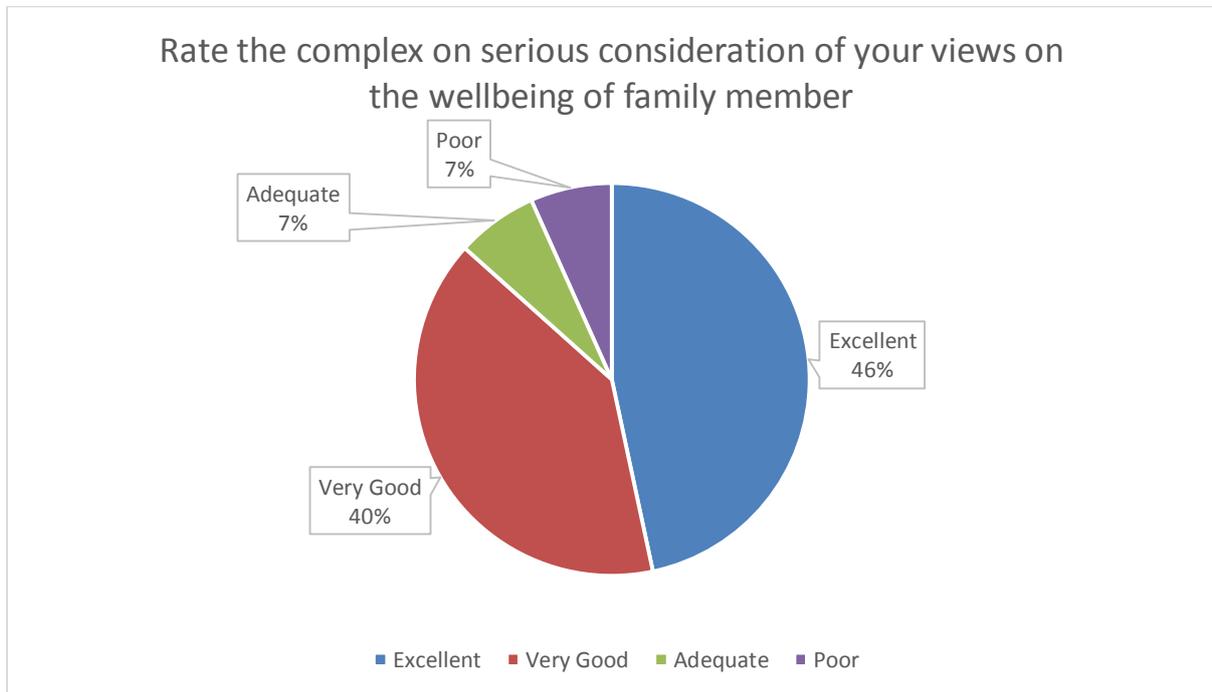


	Number of Responses	Percentage
Excellent	1	7%
Very good	5	33%
Adequate	6	40%
Weak	2	13%
Poor	0	0%
No Response	1	7%
<b>Grand Total</b>	<b>15</b>	

Those rating this aspect Excellent Very Good or Adequate has decreased from 70% in 2017 to 40% in 2018.

### Question 5

Please rate the sheltered housing complex in terms of how seriously you feel your views and concerns are taken with regard to your family member's welfare.

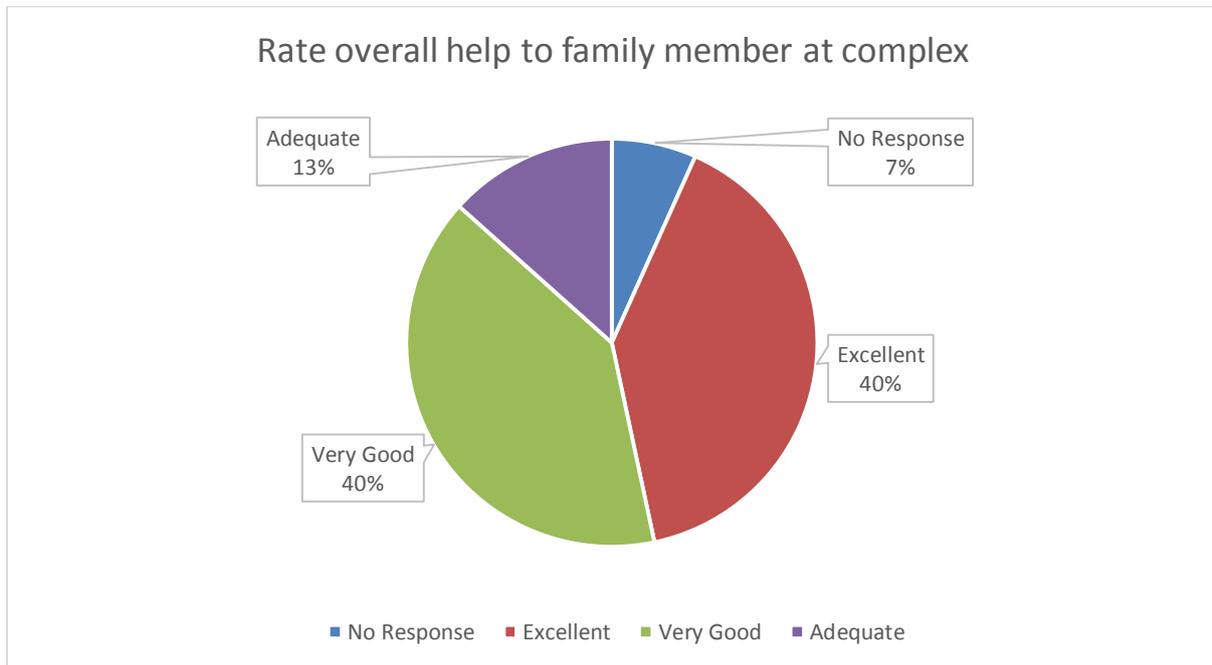


	Number of Responses	Percentage
Excellent	7	46%
Very good	6	40%
Adequate	1	7%
Weak	0	0%
Poor	1	7%
No Response	0	0%
<b>Grand Total</b>	<b>15</b>	

There is a marginal increase in those selecting Excellent or Very Good at 80% compared to 78% in 2017

### Question 6

How do you rate the overall level of help your family member gets at the sheltered housing complex?

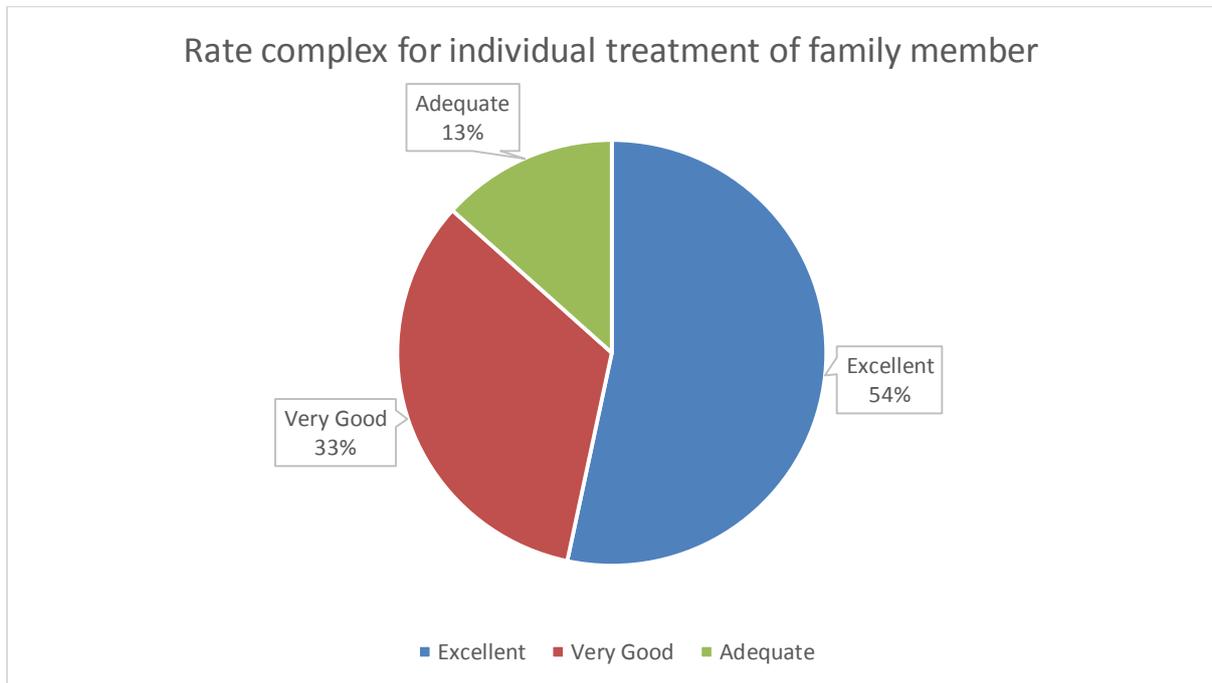


	Number of Responses	Percentage
Excellent	6	40%
Very good	6	40%
Adequate	2	13%
Weak	0	0%
Poor	0	0%
Not answered	1	7%
<b>Grand Total</b>	<b>15</b>	

Satisfaction levels have increased to 80% from 78% in 2017.

### Question 7

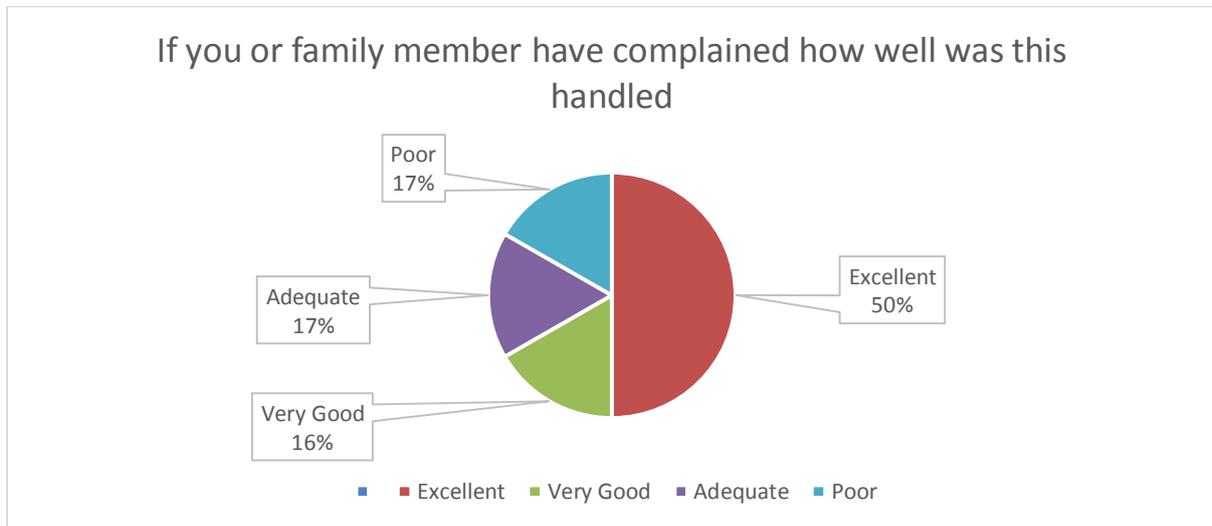
How do you rate the sheltered complex in terms of how your family member is treated as an individual?



	Number of Responses	Percentage
Excellent	8	54%
Very good	5	33%
Adequate	2	13%
Weak	0	0%
Poor	0	0%
No Response	0	0%
<b>Grand Total</b>	<b>15</b>	

### Question 8

If you or your family member have had to make a complaint about the sheltered housing service, how well do you feel this has been handled?



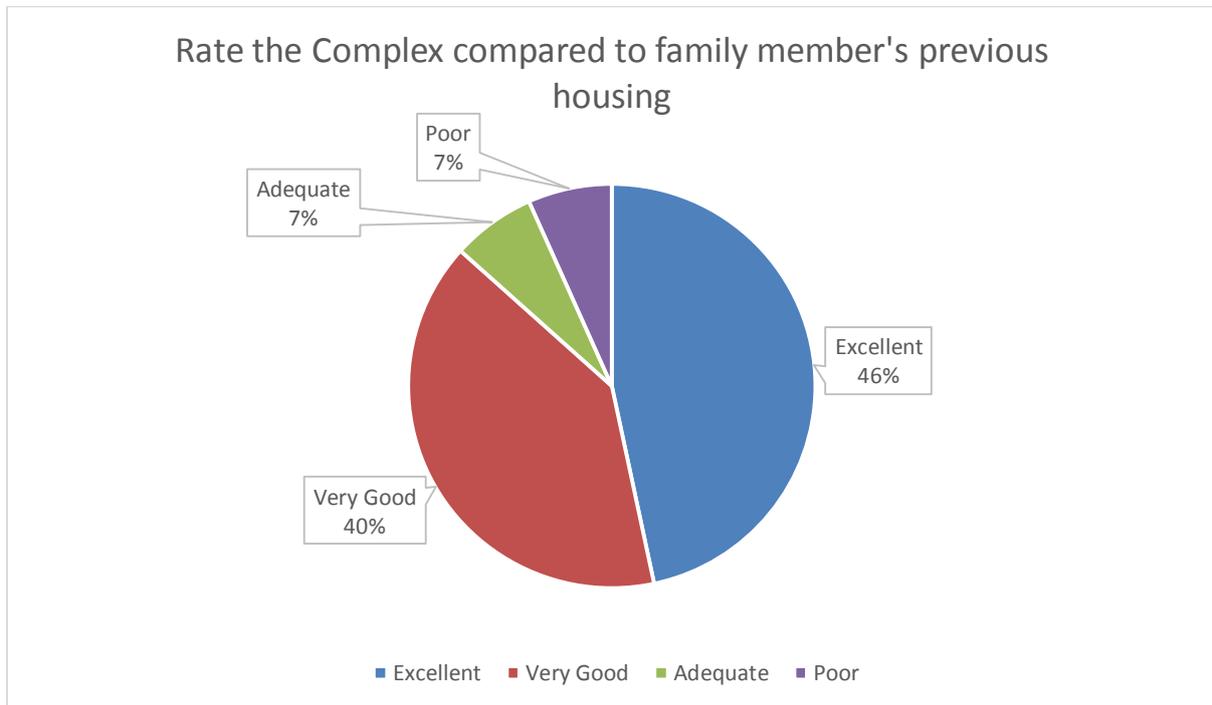
	Number of Responses	Percentage
Excellent	3	50%
Very Good	1	16%
Adequate	1	17%
Poor	1	17%
Weak	0	0%
<b>Grand Total</b>	<b>6</b>	

**Note** that 9 of the survey responses either did not respond to this question or had made no complaint

Overall satisfaction levels, albeit based on a small sample of returns, has increased to 66% from 33% in 2017

### Question 9

How do you rate the sheltered housing complex compared to your family member's previous housing?

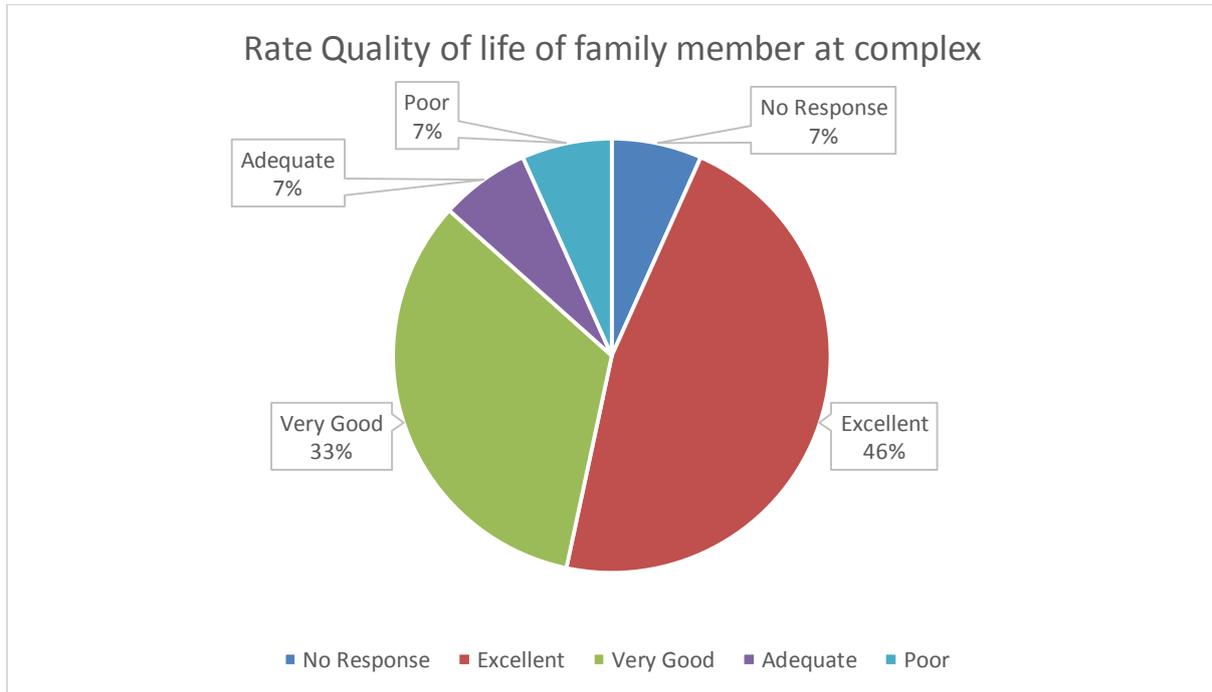


	Number of Responses	Percentage
Excellent	7	46%
Very good	6	40%
Adequate	1	7%
Weak	0	0%
Poor	1	7%
<b>Grand Total</b>	<b>15</b>	

The satisfaction figure is up again to 86% an increase from 67% in 2017.

### Question 10

Please rate the sheltered housing complex according to how you feel your family member's quality of life is while residing there?

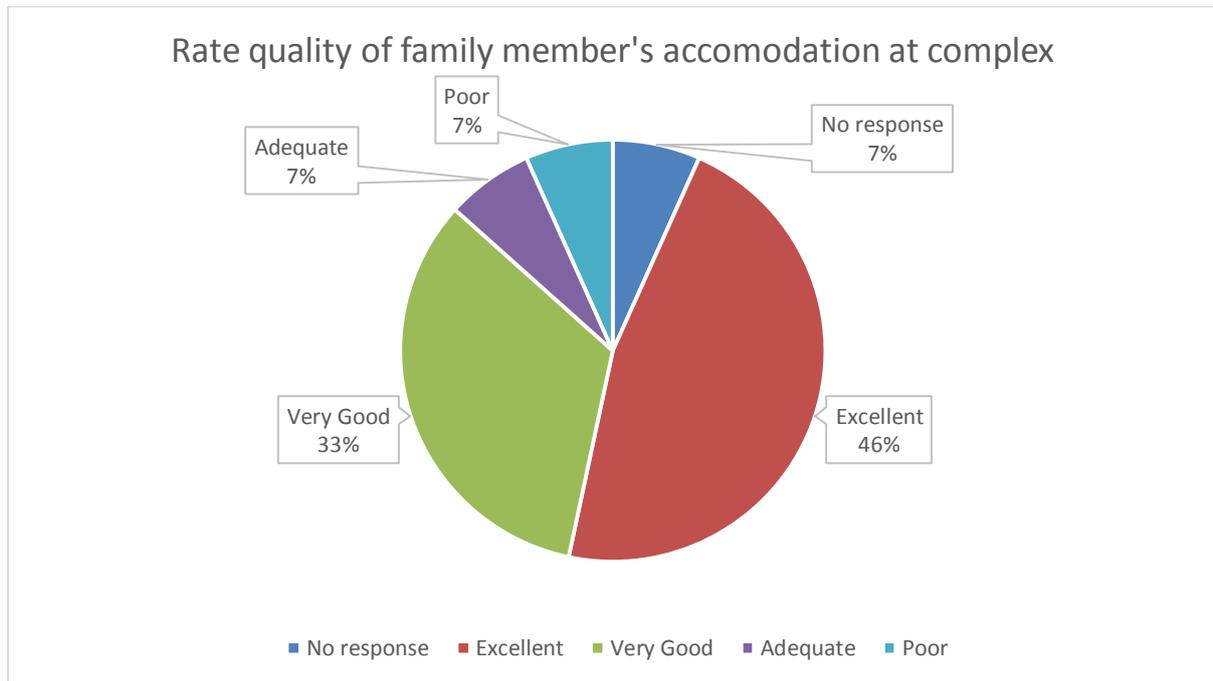


	Number of Responses	Percentage
Excellent	7	46%
Very good	5	33%
Adequate	1	7%
Weak	0	0%
Poor	1	7%
Not answered	1	7%
<b>Grand Total</b>	<b>15</b>	

This headline satisfaction figure is up by a marginal 3% to 79% compared to 76% in 2017.

### Question 11

Please rate the sheltered housing complex in terms of quality of your family member's accommodation?

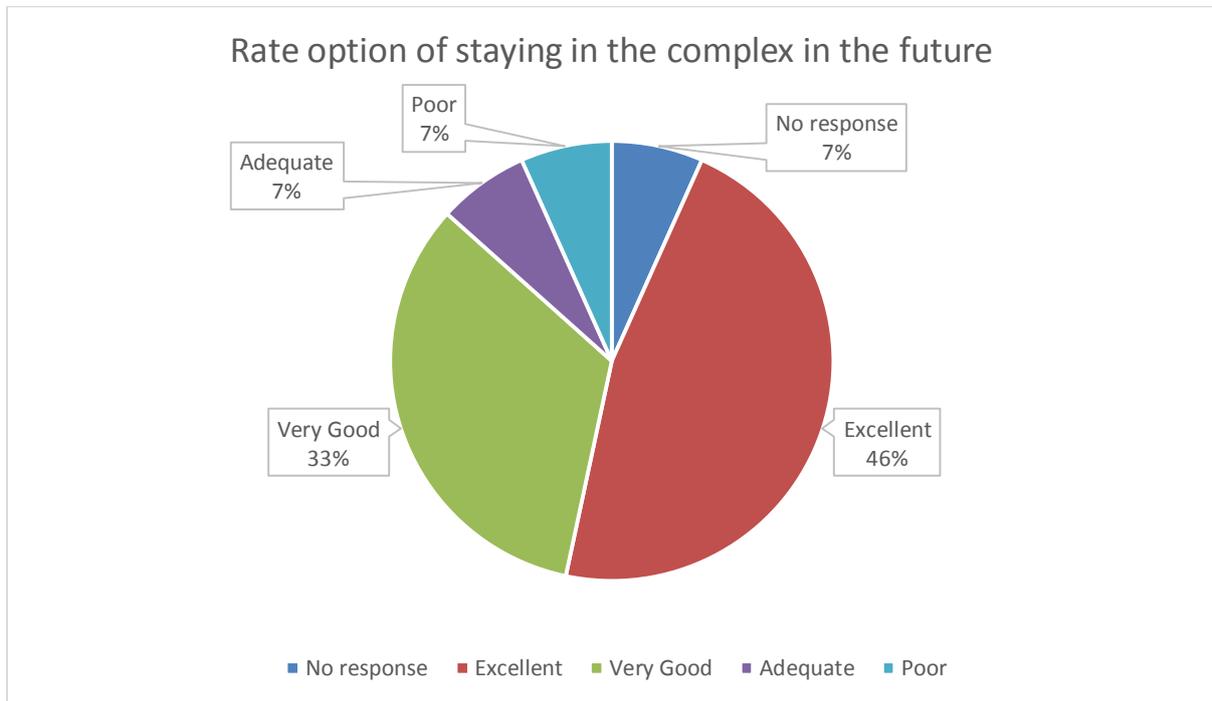


	Number of Responses	Percentage
Excellent	7	46%
Very good	5	33%
Adequate	1	7%
Weak	0	0%
Poor	1	7%
No Response	1	7%
<b>Grand Total</b>	<b>15</b>	

The results this year are very similar to those from 2017.

### Question 13

How would you rate the option of staying in the sheltered housing complex in the future?

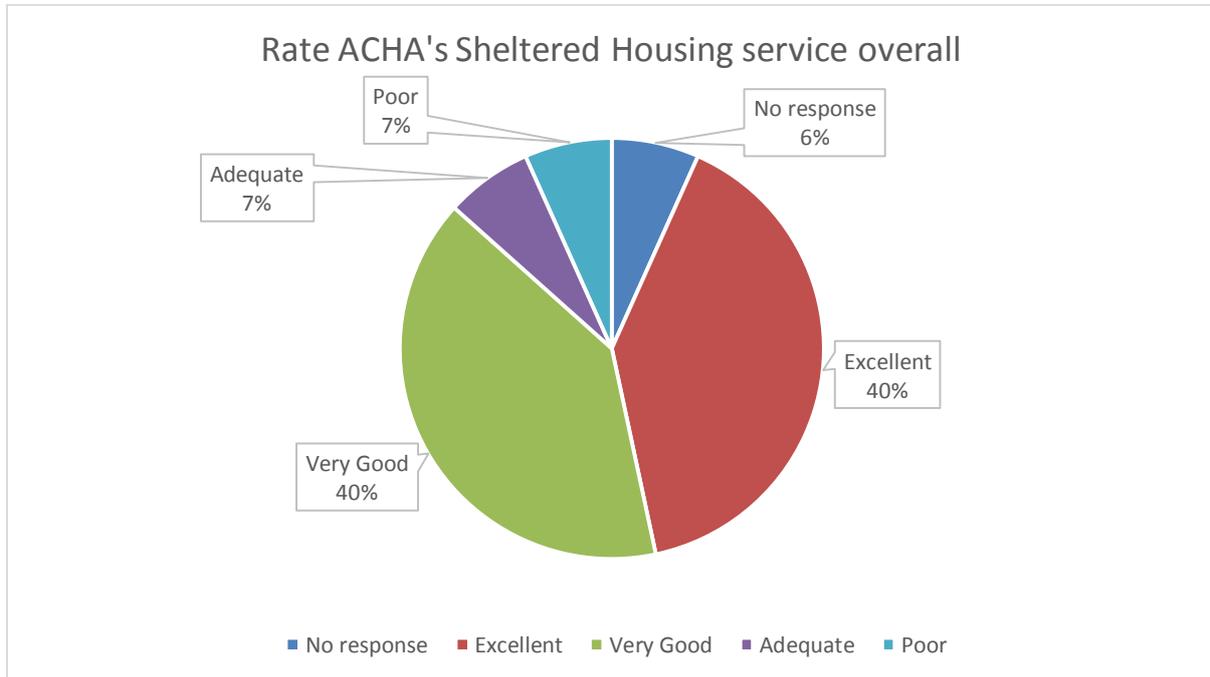


	Number of Responses	Percentage
Excellent	7	46%
Very good	5	33%
Adequate	1	7%
Weak	0	0%
Poor	1	7%
Not answered	1	7%
<b>Grand Total</b>	<b>15</b>	

There has been a small decrease in those rating this as Excellent or Very Good from 76% in 2017 to 79% this year.

### Question 14

How would you rate ACHA's sheltered housing service overall?



	Number of Responses	Percentage
Excellent	6	40%
Very good	6	40%
Adequate	1	7%
Weak	0	0%
Poor	1	7%
Not answered	1	6%
<b>Grand Total</b>	<b>15</b>	

Comments about the ACHA Sheltered Housing Service; elaboration on any responses marked as weak or poor or comments on anything to improve the service were invited and are listed at Appendix 10.

## **Appendices**

The sheltered housing questionnaire allows tenants and stakeholders to make specific comments about areas of life at the complexes. These are more than just a post script; the association actively follows up on any that request further information or where action is required to improve a resident's quality of life within the sheltered housing. In addition, where residents have specific questions, the Local Managers and wCSA's respond directly to these. This approach underlines how important customer care and satisfaction is to ACHA.

## Appendix 1

### Please provide any comments you may have relating to the application process Q1

I thought the staff at the time were very professional especially (name withheld) the Housing Manager at the time. On signing the Tenant Agreement, I was led through the process quite well if not a bit hurriedly but I was able to understand what the process involved.
I had to wait 7 years due to housing shortage
Can't remember - 8 years ago
I applied from Hereford and everything was done by phone and post. The help I received made it a very easy move
Don't remember much about the forms now
Staff were very helpful when doing the application
Application on line found to be confusing
None
Straight forward but I was younger and fit
Very straightforward and uncomplicated
Having lived in house 30 years as warden I did not require to apply on becoming a sheltered housing tenant on retirement
Staff supported me throughout process
I was transferred N/A
Implications not fully explained
Some difficulty remembering it was 12 odd years ago, but must have been straightforward

## Appendix 2

### 1.5 Is there anything else you would like to tell us about the ACHA staff in your complex?

Can't do without (Name of Warden or wCSA)
Staff in Complex are very hard working and always willing to help with advice etc. They are very pleasant and approachable and always very professional in their approach. They have a very caring and compassionate manner and build good relationships with the tenants
I would like to say the staff here at Wallace Court are courteous, caring and respectful. They all do an excellent job in a role that can be difficult and stressful at times. I value very much having a 7 day cover from staff, albeit in the afternoon. I must give ACHA credit for allowing this cover to take place as it is essential for the more frail, elderly tenants who need this help and support every day. I hope this essential service continues even with financial restraint to budgets
No
(Name of Warden or wCSA) is a gem
They are very helpful
Some staff are excellent
Polite, helpful in every area. Will go to great lengths to help in any way they can.
The staff are very good. I find the office staff are better than before
The staff are helpful, friendly, kind and supportive
No
All our staff are wonderful and it is so reassuring to have contact every day
Any staff I have spoken to are always very helpful and pleasant and the wardens are always ready to help and very supportive to everyone
The staff are very good and very helpful
Perhaps a little more information about the actual times a warden will actually be in attendance (on a daily basis)

(Name of Warden or wCSA) is an excellent warden, very supportive and with a generous spirit
(Name of Warden or wCSA) is an excellent warden, very supportive and with a generous spirit
Staff are helpful but kept very busy with shorter working hours - 9 am to 12:30
I do not understand Question 1.3
(Name of Warden or wCSA) is an excellent Warden. Always pleasant and helpful
Respect given is very good indeed. Our Warden (Name of Warden or wCSA) is very competent and caring in every way
They are very caring
Very good and helpful

**Appendix 3****1.7 Is there anything else that you would like included in your personal support plan?**

No
Not applicable
No
No
I'm happy
No
No
No
No
Don't think so
No

## Appendix 4

### 1.11 Is there anything you would like to mention about the way ACHA handles complaints?

I have not to date made a formal complaint but I would like to think if I do, any complaint made would be answered quickly for a resolution and that I would be treated with dignity and respect during the complaint time.
No
When I asked for change of house to ground floor when only one house was available 4 years ago, after many phonecalls to office I was told it was being considered. Warden phoned ACHA one hour later and was told it had been allocated but after complaint I was offered the house 6 weeks later
Tradesman was excellent but sending a plumber to fix an electrical fault is bizarre
Have complained that my windows do not close properly and have not been dealt with
No
They handle your concerns well
No
No
N/A
Handling of Complaints: Some were very good and some were adequate. Explanation: Indoor complaints are handled very well but outdoors are not
It is being dealt with at the moment
No
Inadequate repairs. Have answered poor to complaining but have not been kept informed about progress of the complaint. The Warden has chased it up on a number of times but the complaint about my door is not resolved
None

## Appendix 5

### 1.16 Is there any other information or are there any other services that you would like ACHA to provide?

Paths need to be brushed regularly as birds dislodge the moss on the roof tiles and toss it down onto the paths
Lounge is a bit on the small side. Outside gutters need cleaned
The Common Room is small and not well resourced as there is no kitchen, TV or DVD for any functions held. As already stated the Common Room is small and not very environmentally friendly for meetings etc. The grass is cut OK but the paths need more weedkiller put down to take away weeds etc.
Lighting in hallways comes on too late in afternoon in winter stays on to midday in morning. I can't see my lock to insert my key at 5pm. Timer needs resetting.
Trees very untidy and overgrown at side of houses
Cleaner excellent but whole complex is shabby
All areas are kept clean and tidy
Laundry: Would like door to be left open on Sunday morning. Have always to look for assistance as unable to open same.
The lounge has not a television that works so people cannot sit together and watch TV together
No
The facilities are kept very clean and tidy but when (name of warden or wCSA withheld) is on holiday there is no cleaning done.
The areas are all very well looked after and clean
No
No
Could the bushes be cut back and tidied up at the back (next to quarry road)
No

Our common room furniture is a bit out of date
Windows - need replaced and Heaters - need replaced. A lot needs updated and outdoors is neglected
No
No
Would like some flower beds
Would like some flower beds
We have no communal facilities
Conditions varied over past 10 years improvements appreciated
At the back of my property it is not lit well, very dark at night, could do with brighter lights. My front door is in very bad condition letting in water and slugs come in. It has been reported a number of times over the last year and a half. I do not feel safe with the door in this condition.
No laundry no common room no cleaning services. As you can see, there are no communal facilities and the environment is uncared for.
Leaves not cleared away from outside my property
They look after everyone very well

**Appendix 6**

**Is there any other information or are there any other services you would like ACHA to provide?**

Free Laundry - what are we paying a service charge for? Equality in the service charge as the majority of tenants are subsidising a priveleged few.

No

## Appendix 7

### 1.21 Comments on feeling of safety or security

Very Good: I would have ticked excellent but recently building has not been secure on several occasions as external fire doors have been left open for extended periods of time (culprit or culprits unknown. This has been reported and Housing Manager is dealing with the matter
I feel very safe at Wallace Court although there have been one or two instances where fire doors have been left open into the building. I feel safe secure and love my house
Zero. Our front door has been lying open day and night for the last 3 weeks
Keep getting people knocking my door early morning and late at night
None
I am blessed that our Care Assistants touch base every day
Have found side doors open with a stone on several occasions at midnight. Main security door causes a lot of problems through not closing properly from time to time and this worries me
I feel the Complex is as safe as it can be.
I am very satisfied
Feel quite safe in Lochgair Place
Inadequate security, people cutting along both paths, sometimes come into my garden
You feel very safe

## Appendix 8

### 1.23 Are there any topics or issues you would like discussed at future Annual General Meetings?

Perhaps someone from local Health Food Store could come and give a talk about benefits of vitamins etc. (especially those the elderly would benefit from).
Some good topics could be: Visit from OT's about equipment aids available to improve quality of life. Visits from RNIB and RNID (would be welcome)
Not at the moment
No
Sorry I did not attend Annual Meeting as I was attending a funeral
The total upgrading of Cragroy
No
N/A
Heating, renovate kitchen space to accommodate a fridge freezer
Heating system
No
Introduction to the Board of Management or a representative, why they are on the Board and an introduction as to their background
Possibly welfare rights
Not at the moment as recently moved in
No

I have been unable to attend because of commitments. We need more notice of meetings and a variety of afternoons
More open discussions on things that need to be done and why they cannot be carried out. We pay for services and I feel this is our right.
Although not an issue with the complex I think the safety of the road through the village could be discussed
With the exception of the "dog issue". No
No
No
No
Cannot think of anything else at present but this year's talk by a police officer was excellent
No
No
Topics at AGM e.g. Fire Safety and Security are helpful (Response to emergency call system can be delayed - have had to wait for up to 3-5 hours on 1 or 2 occasions usually helpful and prompt response
Benefits
None

## Appendix 9

**1.24 Please add any further information you feel is pertinent e.g. any positive or negative things you would like to draw our attention to? Can you think of anything that would help to improve the service?**

<p>We have recently had new heating and lighting installed in our sheltered housing complex and had been looking forward to having motion sensor or time delay lighting in corridors (had been asking for this for several years) but this did not happen - such a waste of electricity and puts our bills up.</p>
<p>I love my house and I know my wife and I are fortunate to have a house in a lovely area. I think communicating more with Tenants in person if any changes are made and just treating tenants in sheltered housing with dignity and respect. Although we are older we feel sometimes we are not listened to although we still have lots of things we can offer with advice etc. to the Association</p>
<p>No</p>
<p>Doors need painting - especially dustbin store doors</p>
<p>If you intend to rewire more of your Sheltered Housing may I suggest you employ industrial cleaners. I for one am still lifting cement from my carpets.</p>
<p>Seeing and discussing with Management staff and repair inspectors on a more regular basis</p>
<p>The maintenance of the building and surrounding area e.g. grass growing out of gutters, gulls nesting on roof, bats</p>
<p>Cost of heating house with old heaters</p>
<p>Heating system is not efficient to run</p>
<p>Very satisfied with service</p>
<p>Drain grate at top of steps does not fit flush and is a tripping hazard. It was put in because a huge puddle built up there. It is next to the place where I park my car and I fear falling over it. Grass cutting poor - edges never done, grass never picked up, all over chips and slabs and I could slip when the grass is wet. Heating system outdated and inefficient, sometimes comes on and sometimes doesn't, needs to be replaced</p>
<p>Not off hand</p>
<p>Family are delighted with the help, support and advice given</p>

No
None
No
<p>I am really happy. (Except - why are our new radiators computerised - for elderly residents??).</p> <p>My family members are all out of town or abroad - sorry</p>
<p>MORE INFORMATION: For example we were promised new windows in March/April of this year and every time we asked about when they were being repaired we were given the answer (don't know). Then we find out in October there is no money for windows. Rather than saying "I don't know", tell us the truth at the start or explain the reasons to us properly and I know everyone would be much more acceptable and understanding on the situation and it would save all the unpleasant discussions later.</p>
I am very happy living in Lochgair Place
I'm not here long enough yet to have had visitors
No
No
Forms can be lengthy, repetitive and somewhat confusing
Can you get someone to attend to my door.
No

**Appendix 10****Comments from Family Members, Friends, Key Holders, Support Providers under Part 2**

<p>This facility is a shabby, poorly maintained *****hole, I am appalled at the state it is kept in and feel you should be ashamed of yourselves treating elderly people like this. The support staff, tradesmen and cleaners you employ are good folk obviously trying to cope with an arrogant, supine and penny pinching management culture. Hang your heads!!</p>
<p>A 24 hour warden is a necessity</p>
<p>Rating overall is Great</p>
<p>Very happy with provision</p>
<p>(Name of Warden or wCSA withheld) and (Name of Warden or wCSA withheld) have been very welcoming and helped my Gran settle in very well at Caledonia Court</p>