



Sheltered Housing Annual Survey Results 2022 - 2023



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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Overview

The annual Sheltered Housing Survey was carried out at 9 of ACHA's 11 sheltered complexes during the latter part of 2022. Surveys were distributed to tenants at Annual General Meetings by the Sheltered Housing Manager. Unfortunately, due to a combination of lack of time and staff shortages, Annual General Meetings were not held at Elder Crescent, Islay or MacDougall Crescent, Mull and therefore surveys were not distributed to those complexes. Annual General Meetings will be held at all Complexes later in 2023 and thus all complexes will participate in the next survey.

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. There are 197 sheltered housing properties in total of which 5 were void or empty at the time of the survey. The Elder Crescent and MacDougall Place properties total 14 properties. Therefore, Surveys were issued to 178 properties and 99 tenant surveys were returned, one less than in 2021. The percentage figures shown in the results are therefore percentages of the 99 surveys which were returned.

Methodology

As indicated above surveys are normally distributed at the Annual General Meeting (AGM) held at each complex. The Community Support Assistants at each Complex will also deliver survey to properties and provide extra copies of surveys when required.

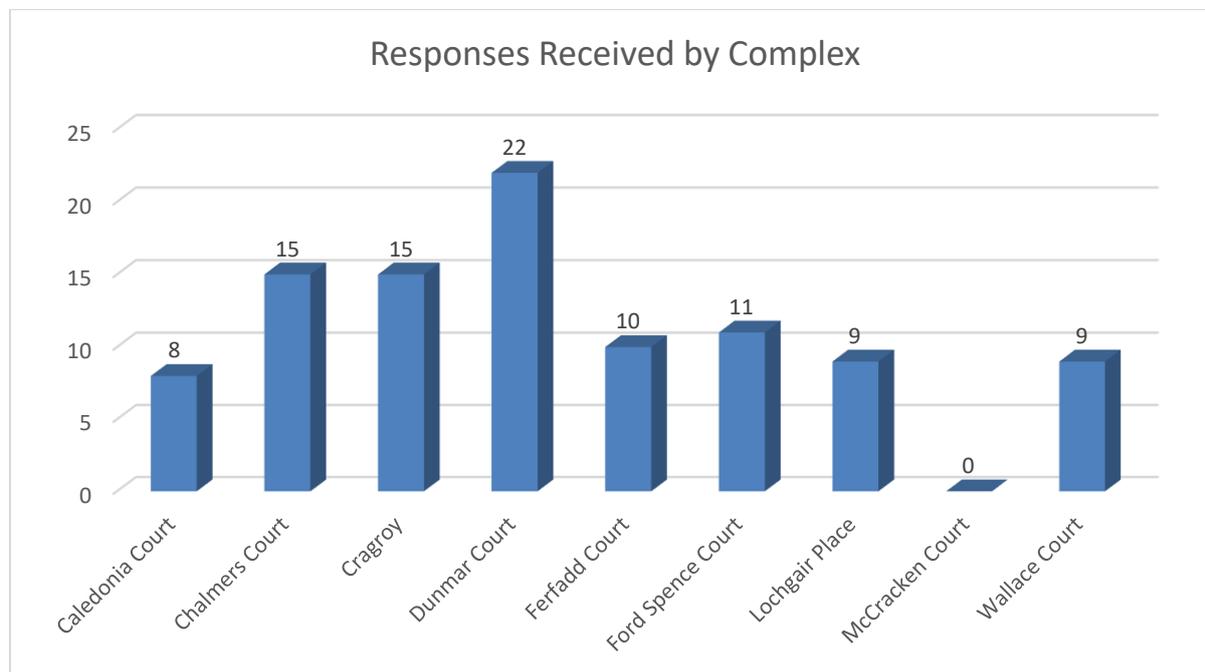
We look at each response individually and any response rating a service less than 'excellent' or 'very good' is followed up by our Sheltered Housing Manager.

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.

| Complex | | |
|------------------------------|------------------|---------------|
| Caledonia Court | 17 flats | 0 void |
| Chalmers Court | 19 flats | 0 void |
| Cragroy | 26 flats | 1 void |
| Dunmar Court | 31 flats | 1 void |
| Elder Crescent (no survey) | 10 flats | 0 void |
| Ferfadd Court | 33 flats | 3 void |
| Ford Spence Court | 20 flats | 0 void |
| Lochgair Place | 13 flats | 0 void |
| MacDougall Place (no survey) | 4 flats | 0 void |
| McCracken Court | 7 flats | 0 void |
| Wallace Court | 17 flats | 0 void |
| Total | 197 flats | 5 void |
| Less Not issued | 14 | |
| Total issued | 183 flats | 5 void |

Number of Responses Received Analysed by Complex



Some 99 surveys were returned this year. 100 surveys were returned during the 2021 survey

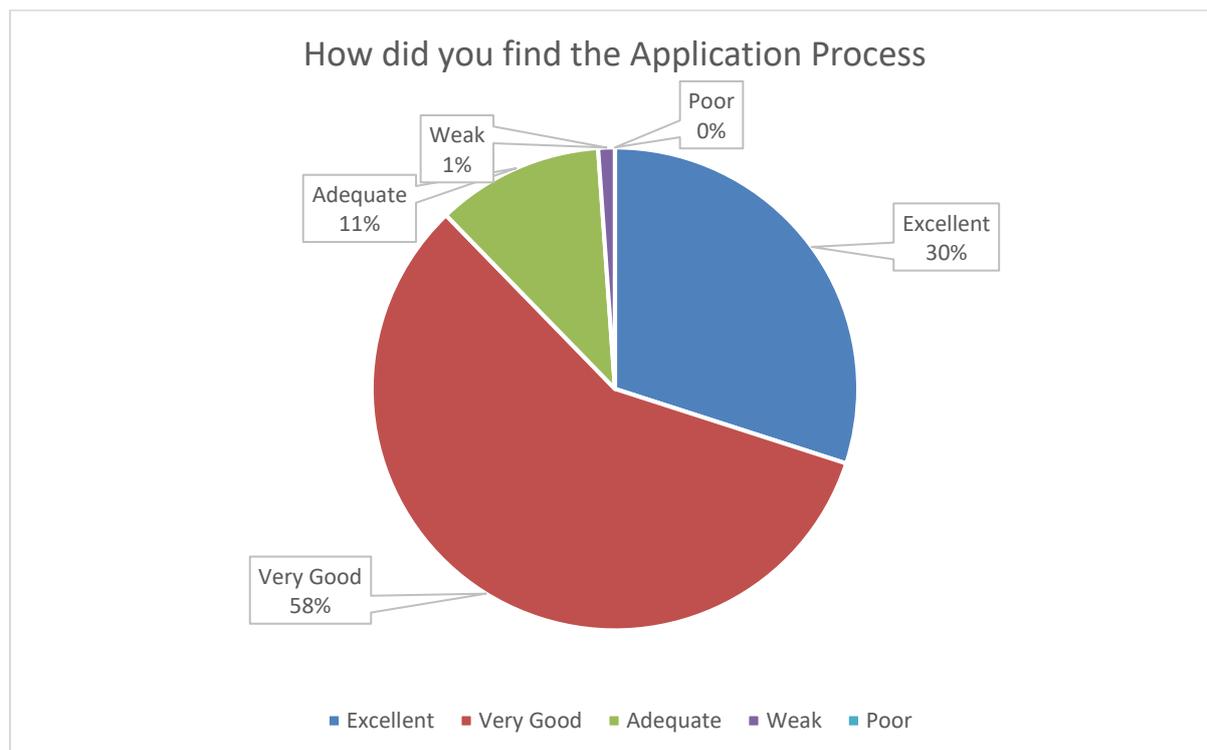
| Complex | Responses Received | Percentage |
|--------------------|---------------------------|-------------------|
| Caledonia Court | 8 from 17 | 47 % |
| Chalmers Court | 15 from 19 | 79 % |
| Cragroy | 15 from 25 | 60 % |
| Dunmar Court | 22 from 30 | 73 % |
| Ferfadd Court | 10 from 30 | 33 % |
| Ford Spence Court | 11 from 20 | 55 % |
| Lochgair Place | 9 from 13 | 69 % |
| McCracken Court | 0 from 7 | 0 % |
| Wallace Court | 9 from 17 | 53 % |
| Grand Total | 99 from 178 | 56 % |

Part 1

Sheltered Housing Service User Questionnaire

Question 1.1

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



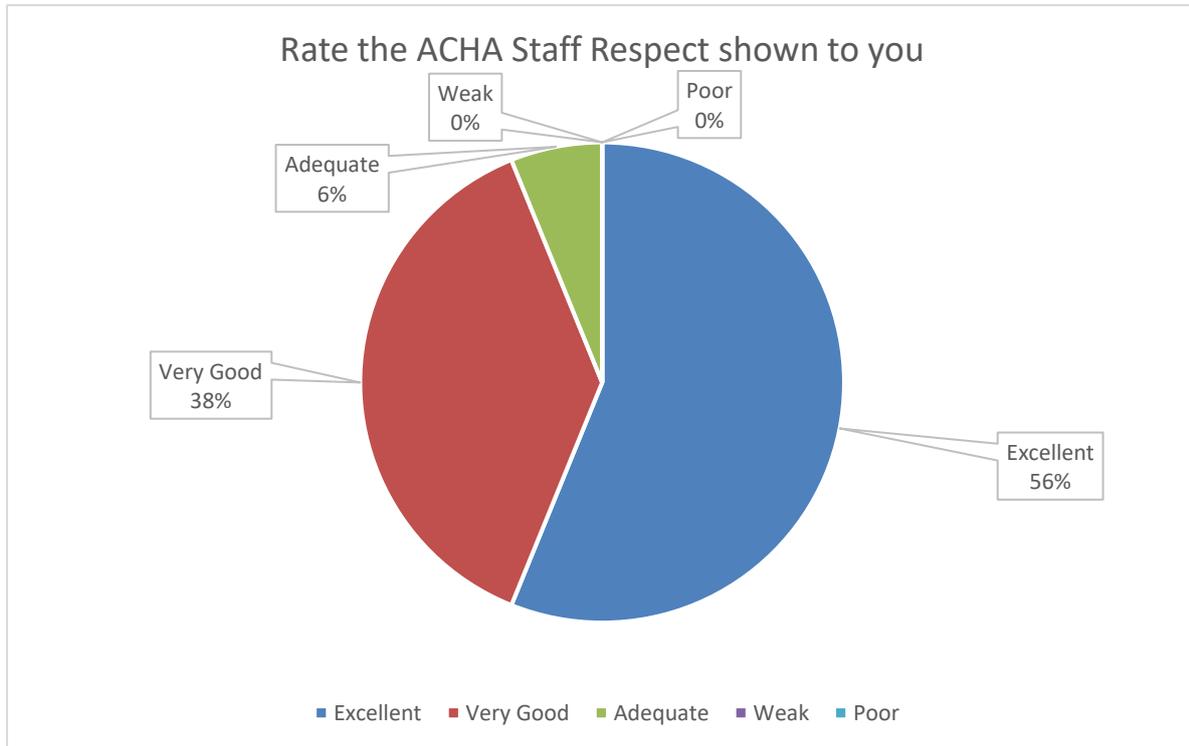
| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 27 | 30% |
| Very good | 52 | 58% |
| Adequate | 10 | 11% |
| Weak | 1 | 1% |
| Poor | 0 | 0% |
| No response | 9 | |
| Grand Total | 99 | |

88% of those who responded rated the respect given as Excellent or Very Good. An increase of 9% from 2021.

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?

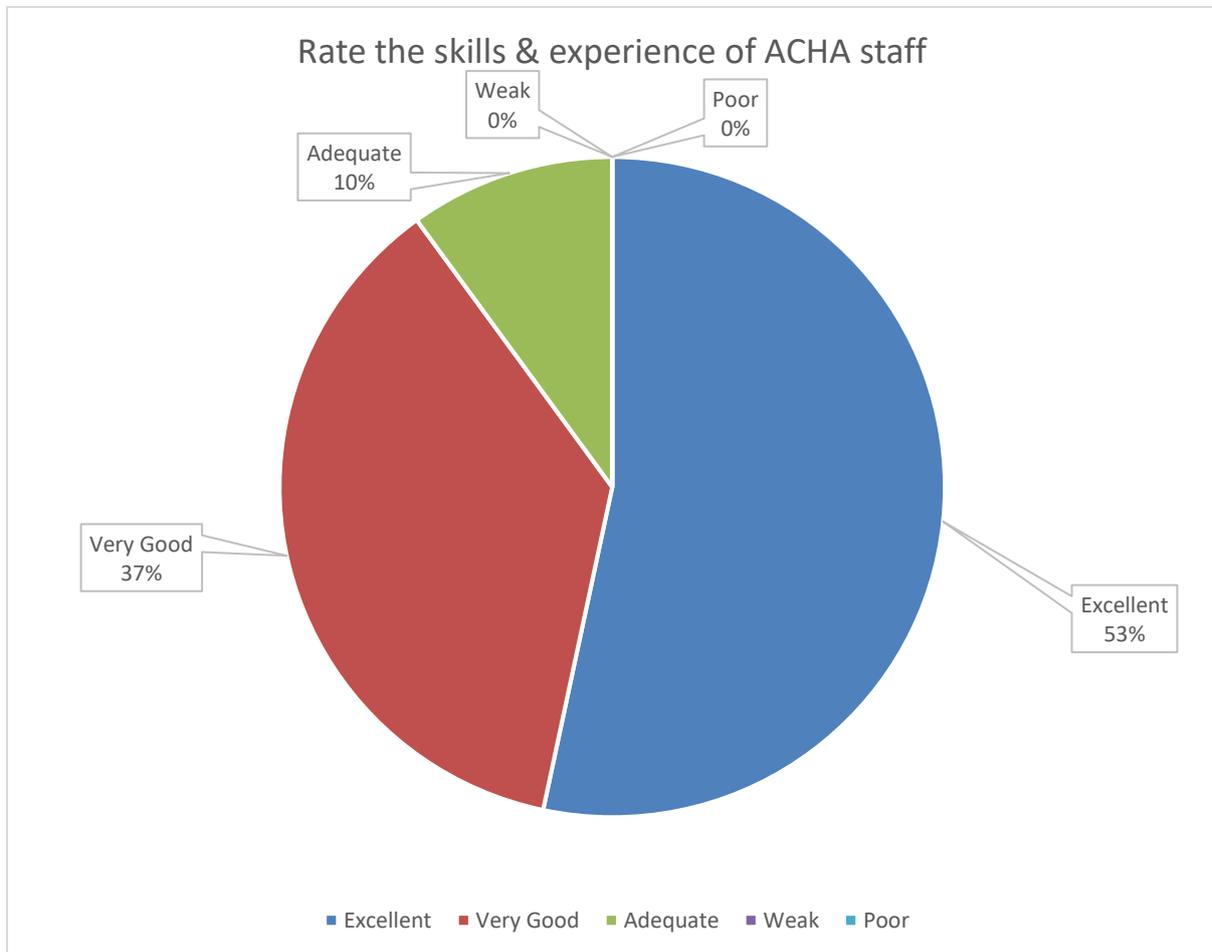


| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 55 | 56% |
| Very good | 37 | 38% |
| Adequate | 6 | 6% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| Not answered | 1 | |
| Grand Total | 99 | |

94% of those who responded have rated the respect from staff as Excellent or Very Good, compared to the 2021 figure of 93%.

Question 1.3

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

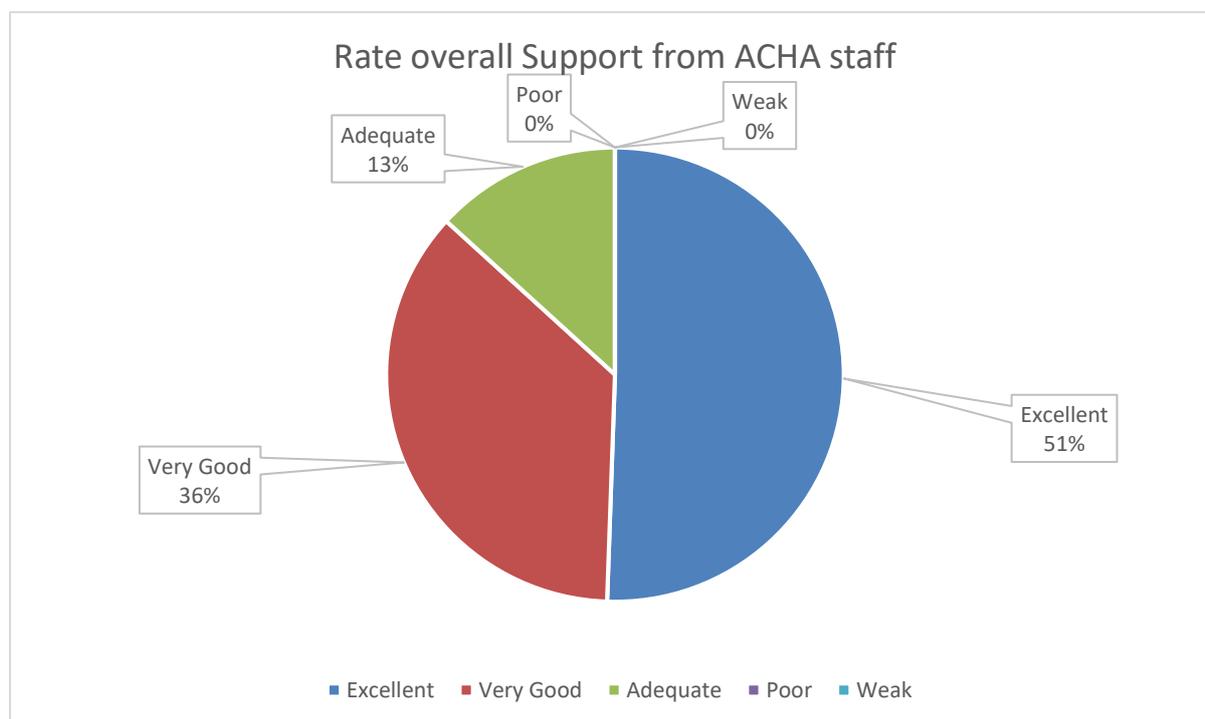


| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 48 | 53% |
| Very good | 33 | 37% |
| Adequate | 9 | 10% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| Not answered | 9 | |
| Grand Total | 99 | |

Some 90% of those who responded have rated the skills and experience of staff as Excellent or Very Good. The 2021 figure was 87%.

Question 1.4

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



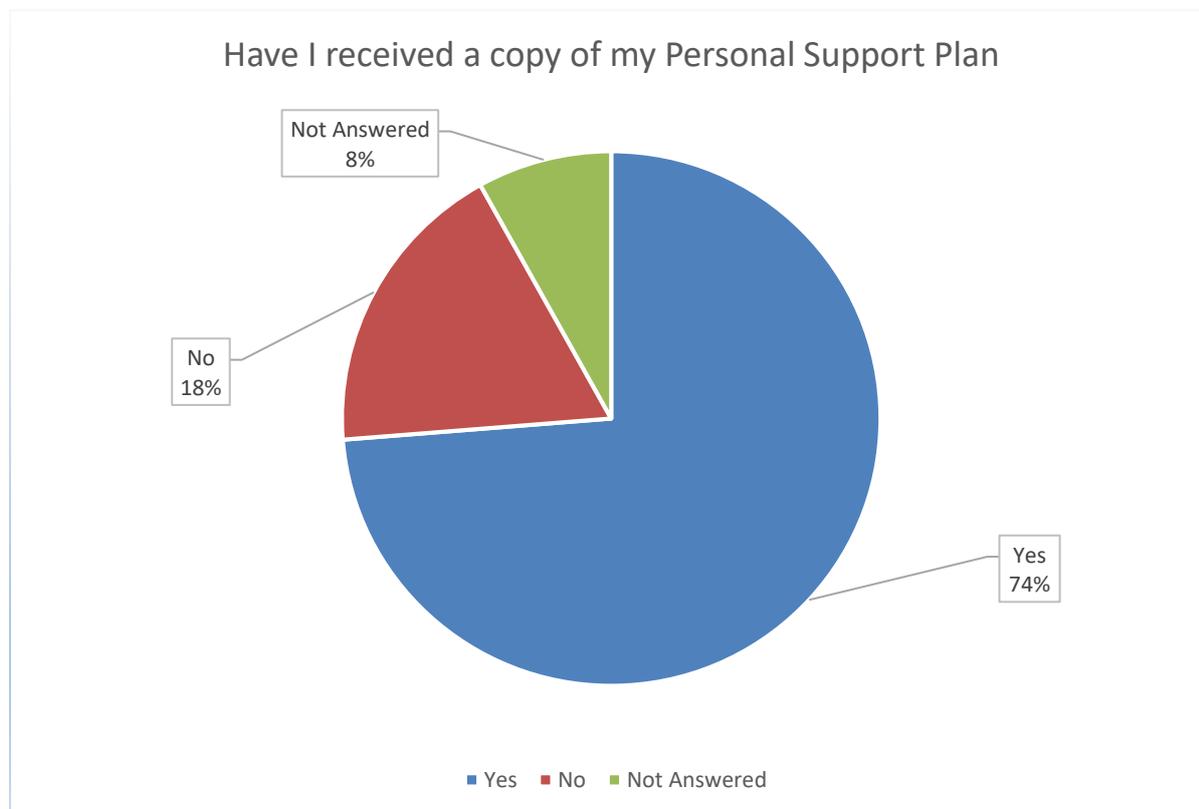
| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 46 | 51% |
| Very good | 33 | 36% |
| Adequate | 12 | 13% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| Not answered | 8 | |
| Grand Total | 99 | |

87% of responses rated the support they receive as Excellent or Very Good. The equivalent figure in 2021 was 91%

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 | 73 | 74% |
| No | 18 | 18% |
| Not answered | 8 | 8% |
| Grand Total | 99 | |

This year there has been a drop in “Yes” responses from 78% in 2021 to 74% in this survey and an increase in “No” responses from 10 to 18.

Not answered responses have been included in this case as a number of tenants indicated they could not recall the answer.

Personal Support Plans are tailored to the individual needs of the tenants. These plans are prepared by the Sheltered Housing Community Support Assistants in discussion with the tenant. They are reviewed six monthly and also audited annually by the Sheltered Housing Manager who is therefore comfortable that all tenants have a Personal Support Plan. Not all tenants recognise the terminology however. During the Pandemic face to face meetings were often not possible and hard copies of Plans were not issued which contributed to a reduction in those receiving a copies. In addition, the Care Inspectorate no longer require Plans to be issued on paper provided

they are stored electronically. As a combination of those factors an increasing number of tenants do not request or receive a paper copy.

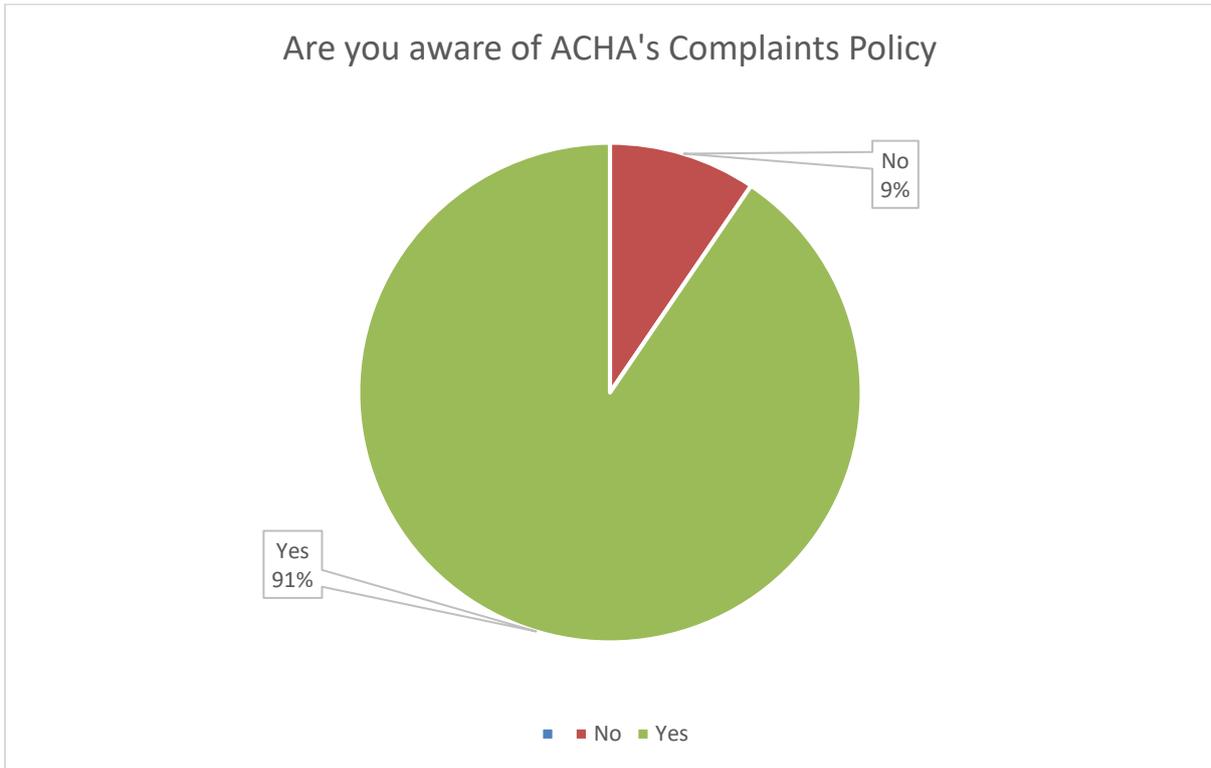
This question will be reframed for the next survey to record more accurately whether the Plan is available to the tenant either on paper or electronically.

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 2022, only 2 complaints were received relating to sheltered housing.

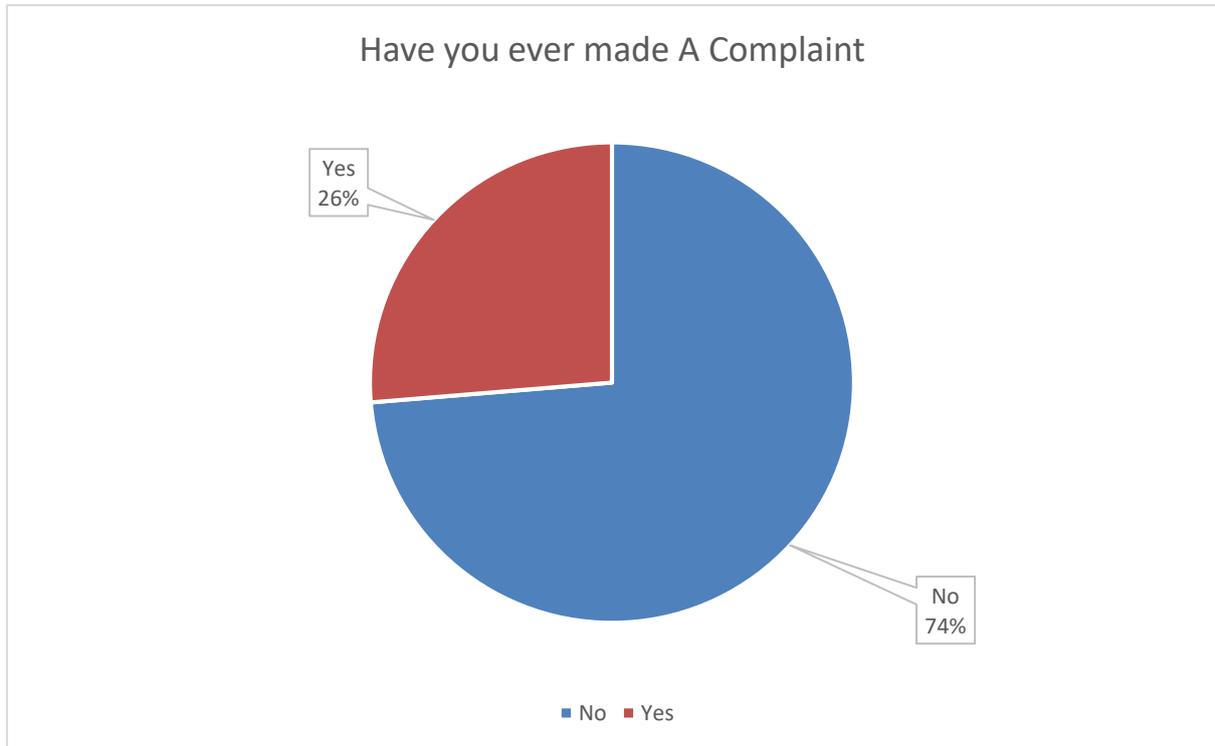
Question 1.8

Are you aware of ACHA’s complaints policy?



| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Yes | 86 | 91% |
| No | 9 | 9% |
| Not answered | 4 | |
| Grand Total | 99 | |

Some 91% answered yes this year compared to 82% in 2021.

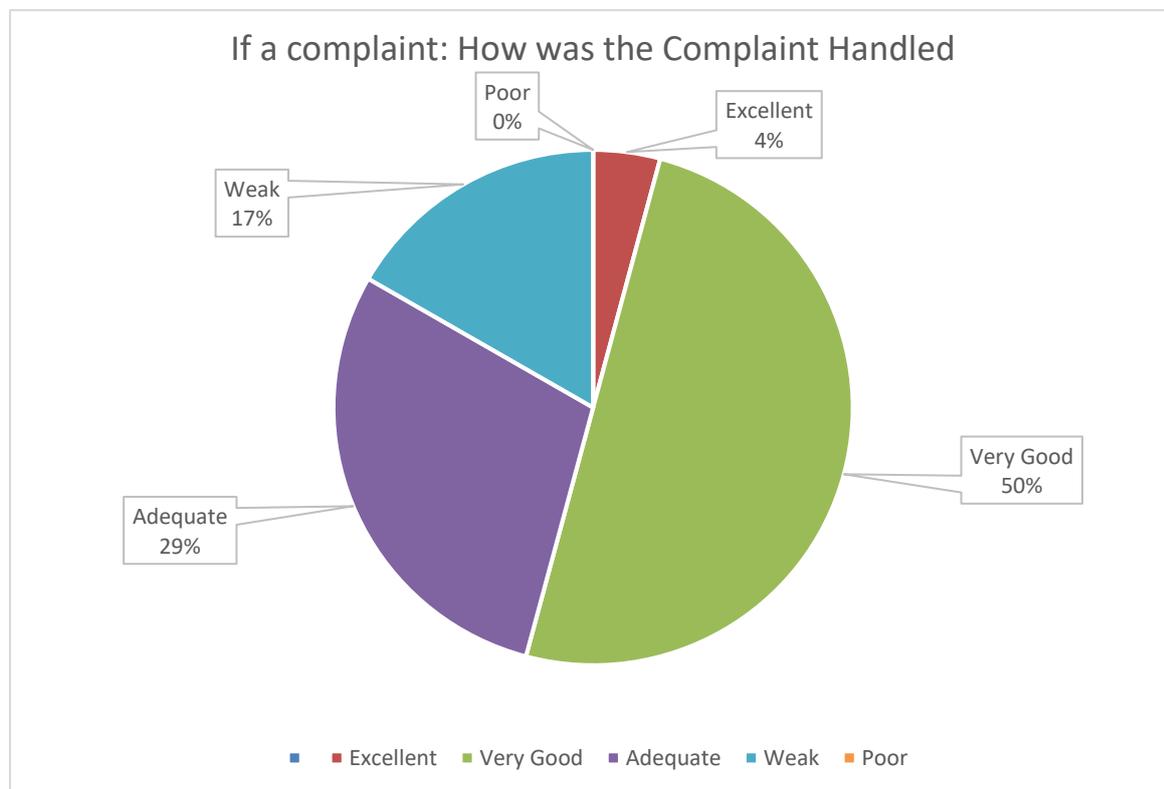
Question 1.9**Have you ever made a complaint?**

| | Number of Responses | Percentage |
|--------------------|----------------------------|-------------------|
| Yes | 25 | 26% |
| No | 70 | 74% |
| Not answered | 4 | |
| Grand Total | 99 | |

Some 26% advised they had made a complaint at some time compared to 27% in 2021. Those complaints can of course relate to any aspect of ACHA's services not just Sheltered Housing.

Question 1.10

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



| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 1 | 4% |
| Very good | 12 | 50% |
| Adequate | 7 | 29% |
| Weak | 4 | 17% |
| Poor | 0 | 0% |
| Grand Total | 24 | |

The total of those who indicated making a complaint in Question 1.9 is 25 and there were 24 responses to this question relating to how well the complaint was handled.

Good complaints handling and resolution is vital to ACHA. Satisfaction levels with how complaints have been resolved had been growing steadily over recent years but last year, saw a significant reduction in those who considered the way their complaint was handled to be excellent or very good from 75% to 48%. This year shows a partial recovery to 54% of tenants who complained felt their complaint was handled in an excellent or very good manner.

A total of 75 tenants had no complaint or chose not to comment.

Some of those complaints may still relate to the pandemic and the time it has taken to recover to pre pandemic levels of service but nevertheless ACHA recognises the complaints process needs to be further analysed and improved to increase tenant satisfaction

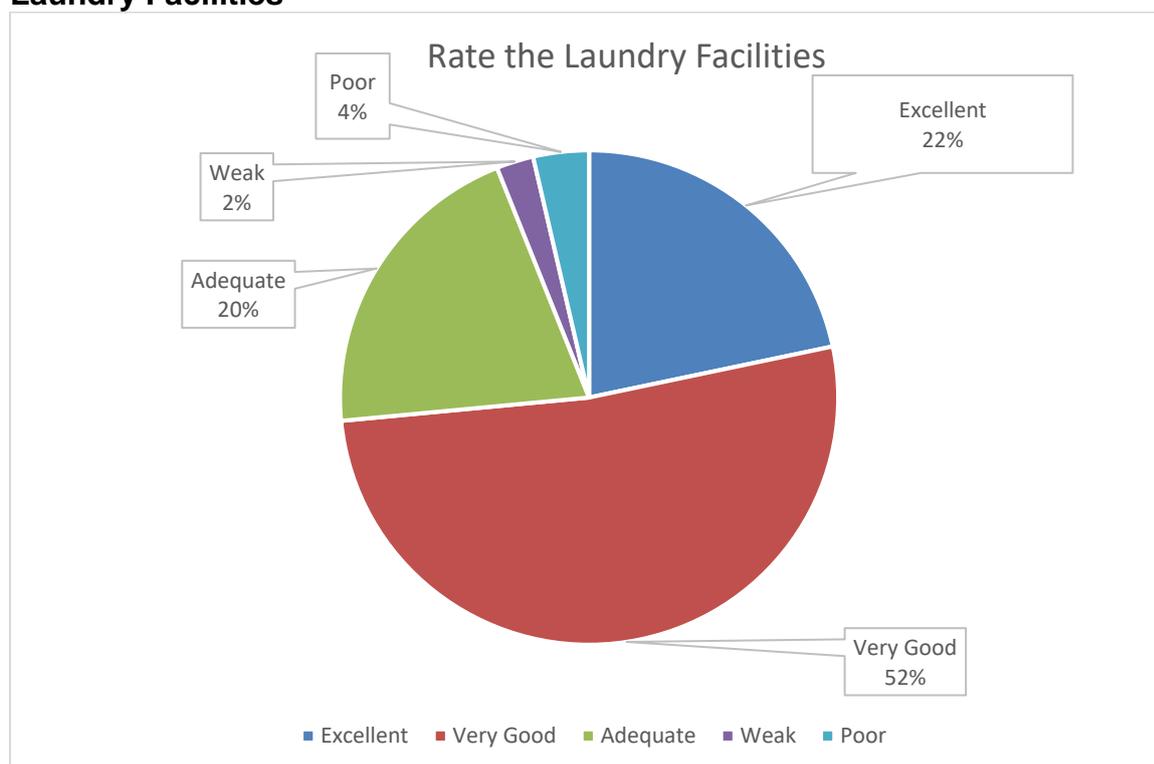
1.11 Comments on the way ACHA handles complaints can be found in Appendix 4.

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

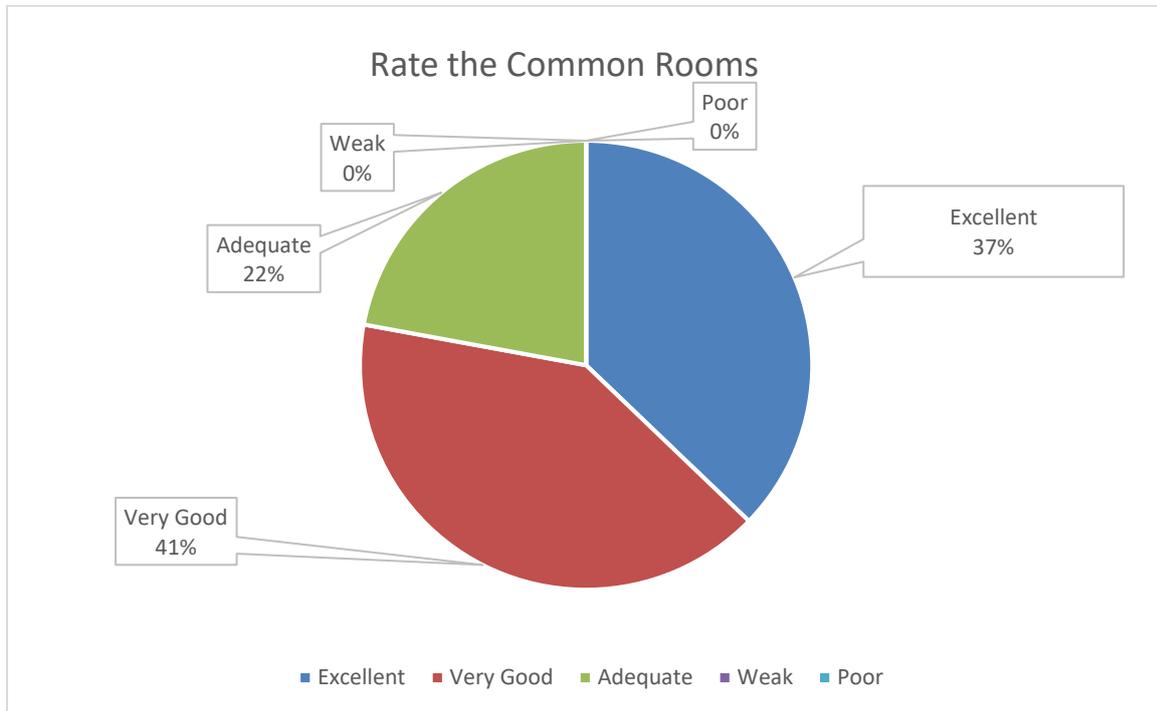


| | Number of Responses | Percentage |
|-------------------------------|---------------------|------------|
| Excellent | 18 | 22% |
| Very good | 43 | 52% |
| Adequate | 17 | 20% |
| Weak | 2 | 2% |
| Poor | 3 | 4% |
| Not applicable or No Response | 16 | |
| Grand Total | 99 | |

Those who responded who were happy overall with the laundry facilities remained unchanged this year at 74%. Those who were unhappy with the facilities remained similar.

Question 1.13

Common Areas, including residents' lounges.

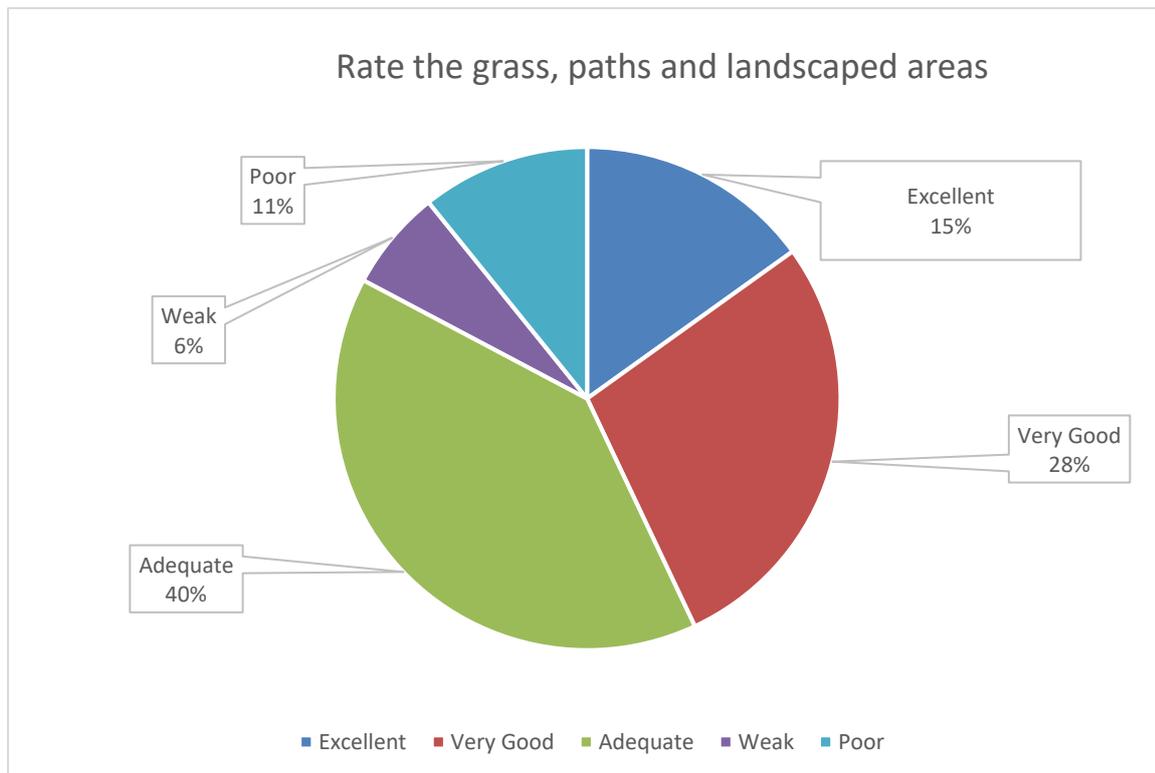


| | Number of Responses | Percentage |
|-------------------------------|----------------------------|-------------------|
| Excellent | 32 | 37% |
| Very good | 35 | 41% |
| Adequate | 19 | 22% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| Not Applicable or No Response | 13 | |
| Grand Total | 99 | |

Those happy with the common area facilities continues to increase from 66% in 2019 and 75% in 2021 to 78% this year.

Question 1.14

Grass, Paths and Landscaped Areas.

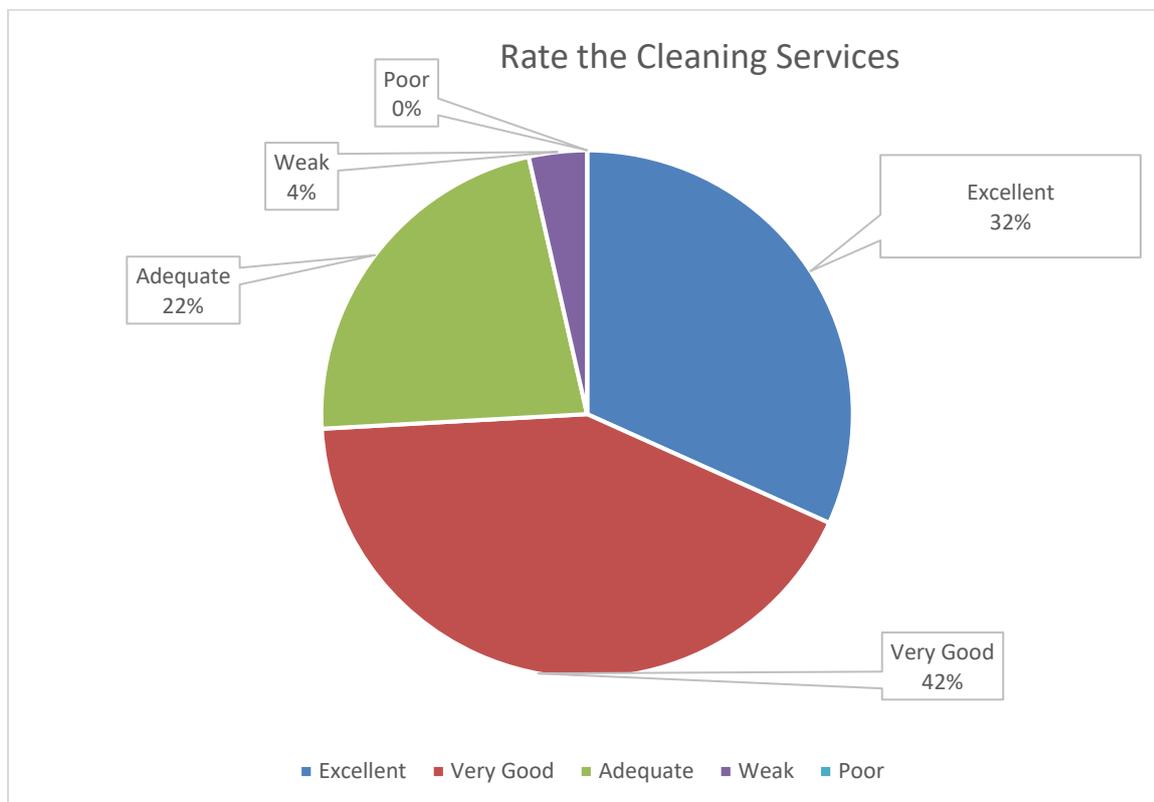


| | Number of Responses | Percentage |
|-------------------------------|---------------------|------------|
| Excellent | 14 | 15% |
| Very good | 26 | 28% |
| Adequate | 37 | 40% |
| Weak | 6 | 6% |
| Poor | 10 | 11% |
| Not applicable or No response | 6 | |
| Grand Total | 99 | |

Those responding who were happy overall with these facilities fell from 57% in 2021 to 43% this year. Those specifically unhappy with the facilities slightly decreased to 17% meaning there was an increase in those describing the service as only adequate. Recovery from the pandemic and increased workloads on staff may have contributed to those results.

Those who made no response amounted to 6.

Question 1.15 Cleaning Services



| | Number of Responses | Percentage |
|---------------------|----------------------------|-------------------|
| Excellent | 27 | 32% |
| Very good | 36 | 42% |
| Adequate | 19 | 22% |
| Weak | 3 | 4% |
| Poor | 0 | 0% |
| Not answered or N/A | 14 | |
| Grand Total | 99 | |

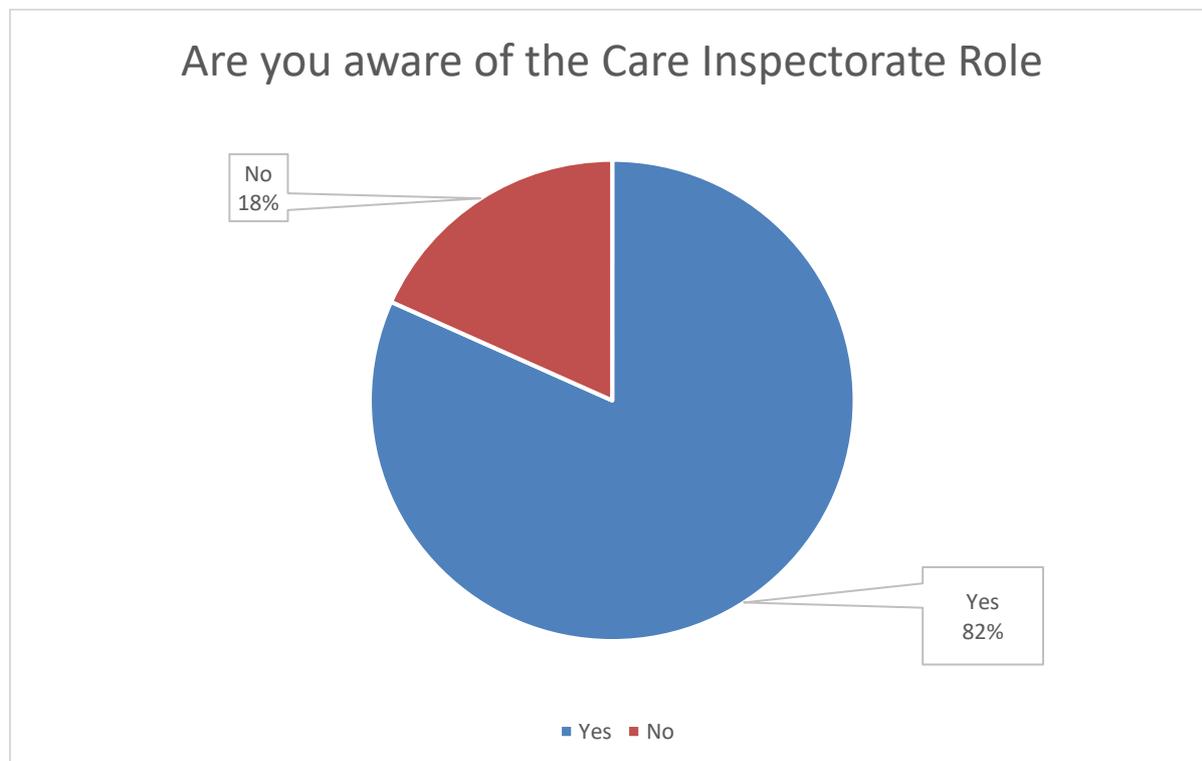
Overall satisfaction or those happy with cleaning services increased from 71% in 2021 to 74%.

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.

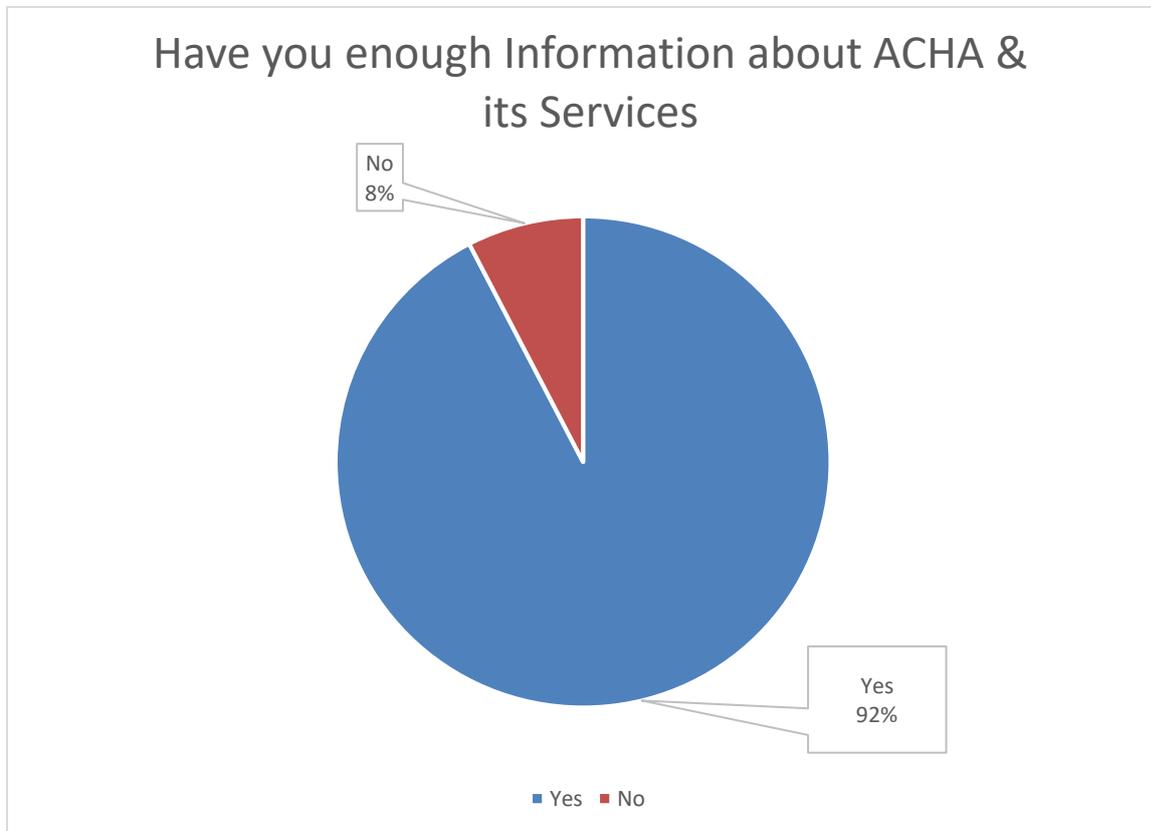


| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Yes | 76 | 82% |
| No | 17 | 18% |
| No response | 6 | |
| Grand Total | 99 | |

Awareness of the role of the Care Inspectorate has recovered this year due, in part, to a Presentation prepared by one of our Community Support Assistants based in Cowal and delivered by the Sheltered Housing Manager at a number of Complex Annual General Meetings. Those who responded “Yes” increased from 67% in 2021/22 to 82% this year.

Question 1.18

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



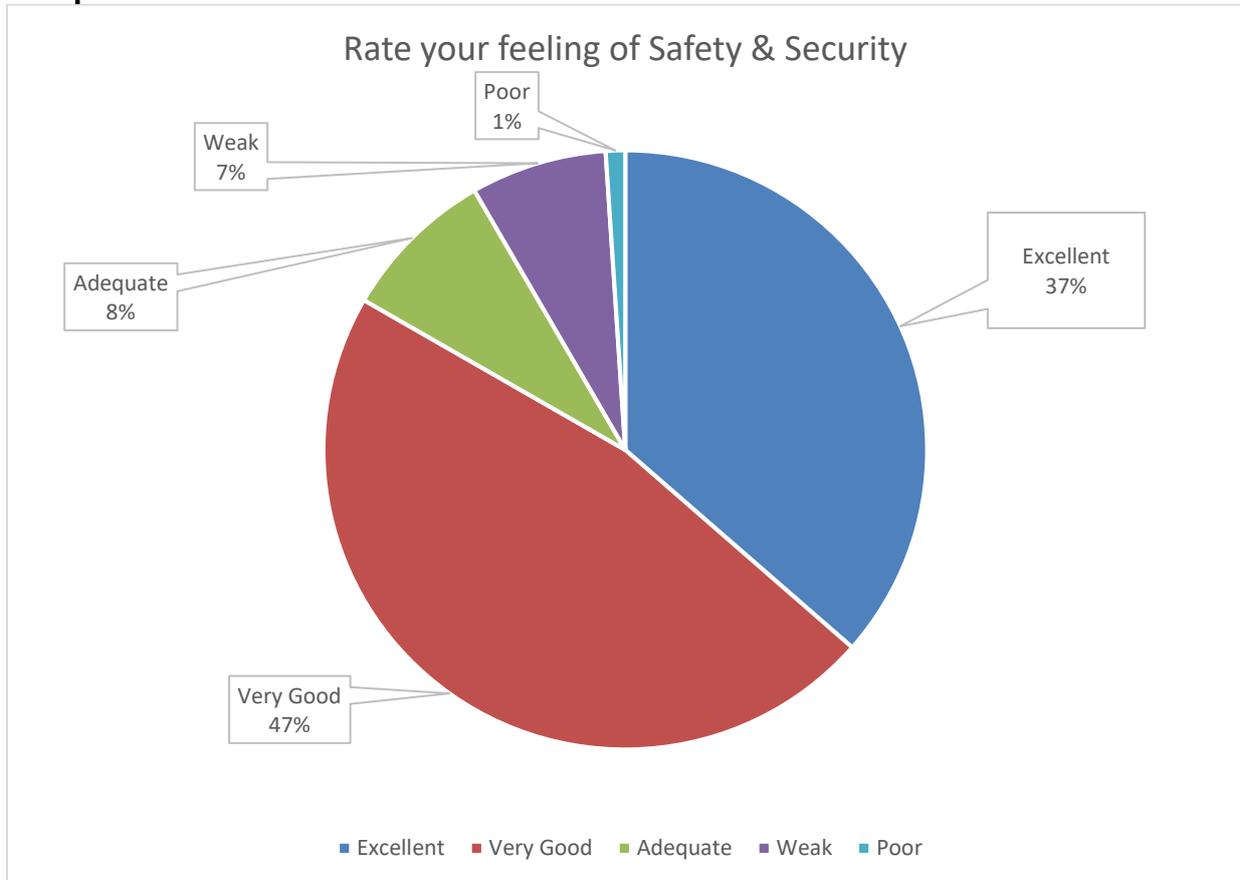
| | Number of Responses | Percentage |
|--------------------|----------------------------|-------------------|
| Yes | 85 | 92% |
| No | 7 | 8% |
| Not answered | 7 | |
| Grand Total | 99 | |

Those responding “Yes” rose back to above pre-pandemic levels at 92%. In 2021 this had fallen to 77%.

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?



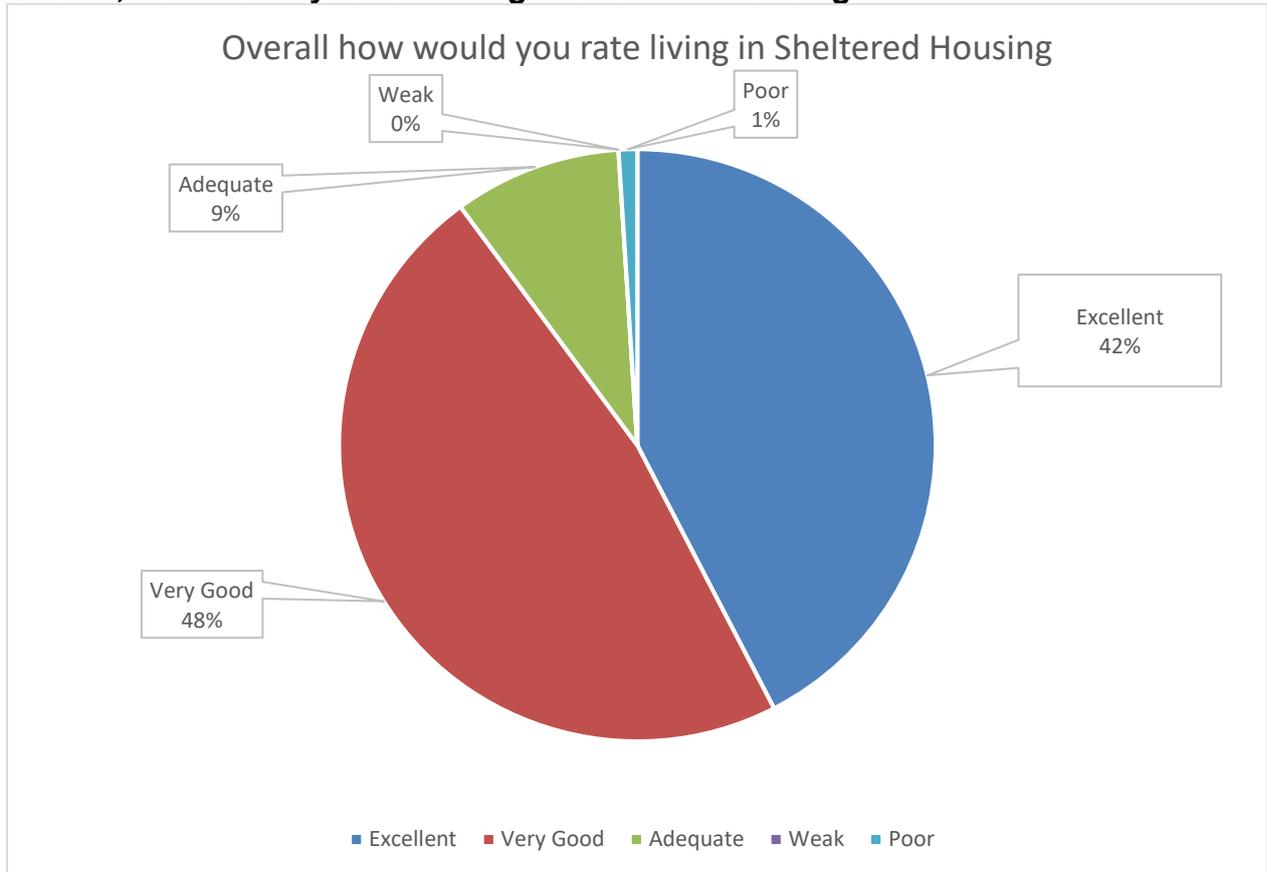
| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 35 | 37% |
| Very good | 45 | 47% |
| Adequate | 8 | 8% |
| Weak | 7 | 7% |
| Poor | 1 | 1% |
| No Response | 4 | |
| Grand Total | 99 | |

Overall satisfaction with security levels has improved from 78% in 2021/22 to a level of 84% this year. Whilst there remain specific security concerns at a few complexes, ACHA are continuing to make significant progress in resolving these. ACHA will continue working to improve security precautions and processes at all of our complexes and are confident tenant satisfaction with security levels should continue to rise.

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

Question 1.22

Overall, how would you rate living in sheltered housing?



| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 42 | 42% |
| Very good | 47 | 47% |
| Adequate | 9 | 9% |
| Weak | 0 | 0% |
| Poor | 1 | 1% |
| No Response | | |
| Grand Total | 99 | |

Overall satisfaction levels from living in Sheltered Housing rose significantly from 69% in 2018 to 93% in 2019 before falling to 81% in 2021. Much of that reduction was likely due to the Pandemic and therefore the reduced staffing in Complexes. This year satisfaction levels (i.e. those with ratings of excellent or very good) recovered to 89%. ACHA will continue working hard to further increase satisfaction levels.

Question 1.23

This final question of Part 1 of the survey sought further information from tenants, whether positive or negative, which they considered pertinent including suggestions to improve the Sheltered Housing service.

The responses can be found at Appendix 8.

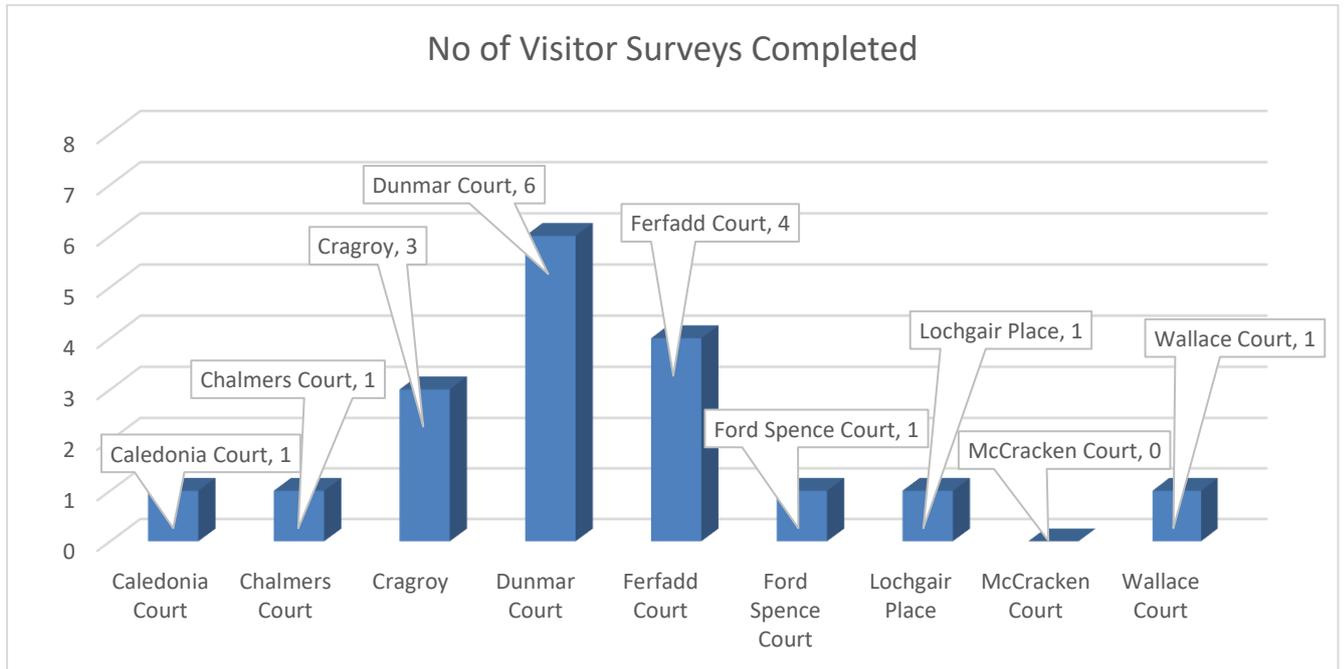
Part 2**Views of Family Members, Friends, Key Holders, Support Providers.**

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. This additional survey is issued to each sheltered housing resident, meaning a distribution to 178 properties this year.

Containing 13 questions and one request for additional comments, a total of 18 surveys were returned which is a substantial decrease from 34 from 12 in 2021/22.

Individual comments made by those stake holders can be found at Appendix 9.

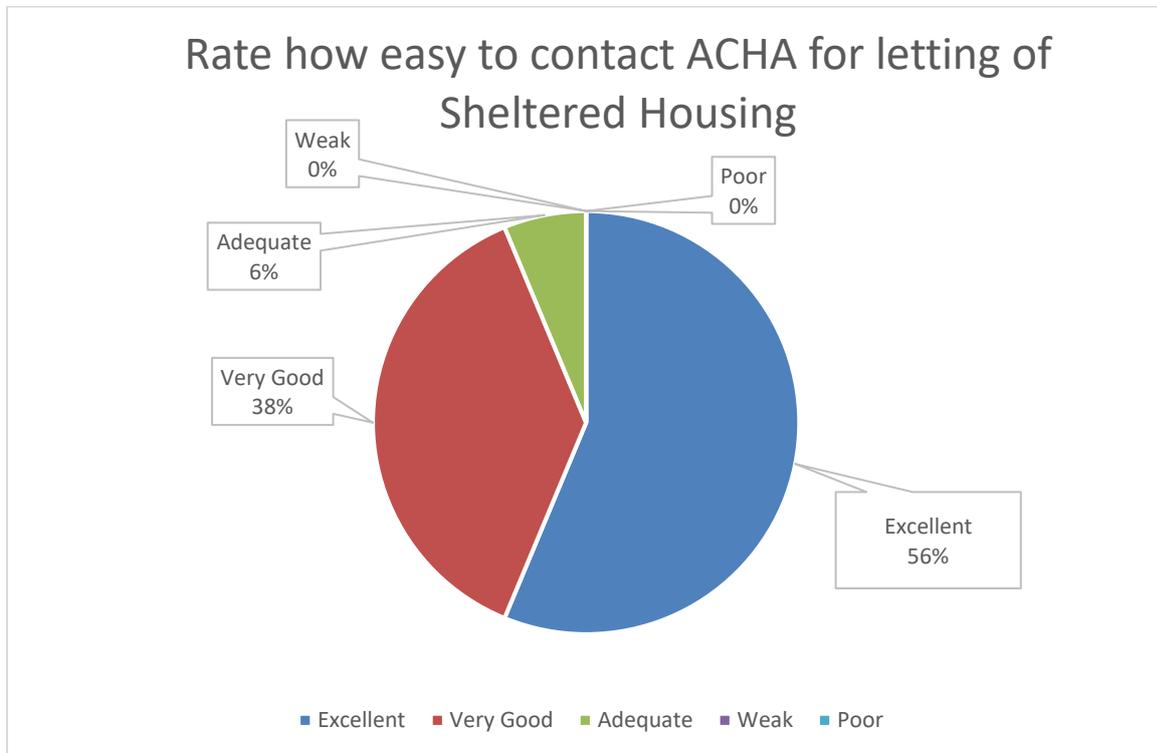
Responses received by complex



| Complex | Responses |
|--------------------|-----------|
| Caledonia Court | 1 |
| Chalmers Court | 1 |
| Cragroy | 3 |
| Dunmar Court | 6 |
| Ferfadd Court | 4 |
| Ford Spence Court | 1 |
| Lochgair Place | 1 |
| McCracken Court | 0 |
| Wallace Court | 1 |
| Grand Total | 18 |

Question 1

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

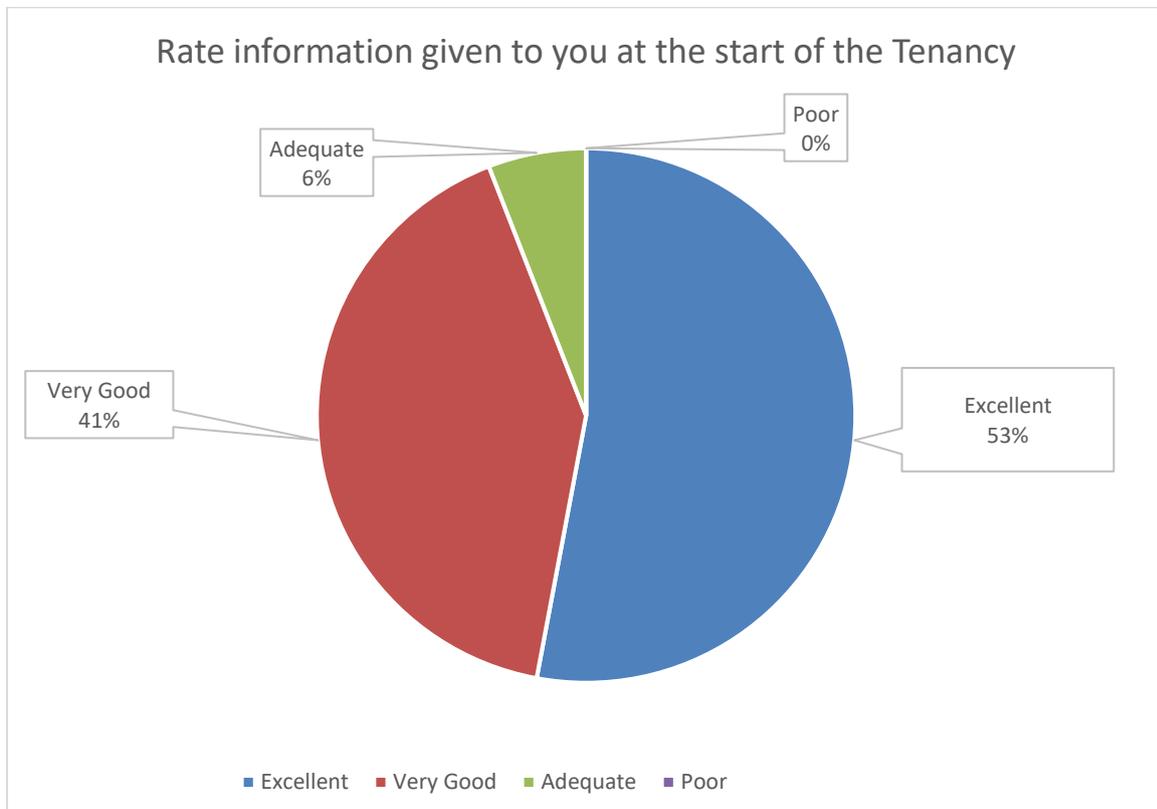


| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 9 | 56% |
| Very good | 6 | 38% |
| Adequate | 1 | 6% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| No Response | 2 | |
| Grand Total | 18 | |

Excellent and Very Good satisfaction levels have decreased slightly from 97% to 94% although this outcome is based on a smaller sample of friends and/or family.

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?

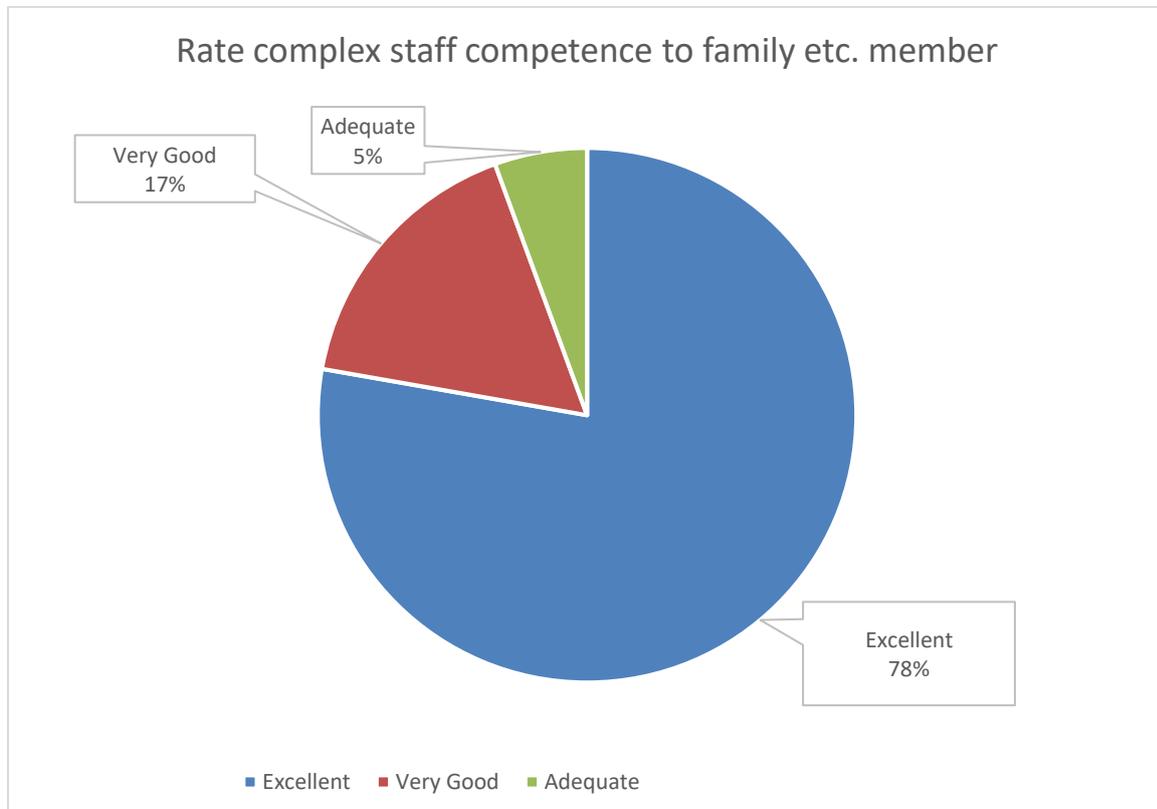


| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 9 | 53% |
| Very good | 7 | 41% |
| Adequate | 1 | 6% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| No Response | 1 | |
| Grand Total | 18 | |

Satisfaction levels have increased marginally to 94% from 93% in 2021

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?

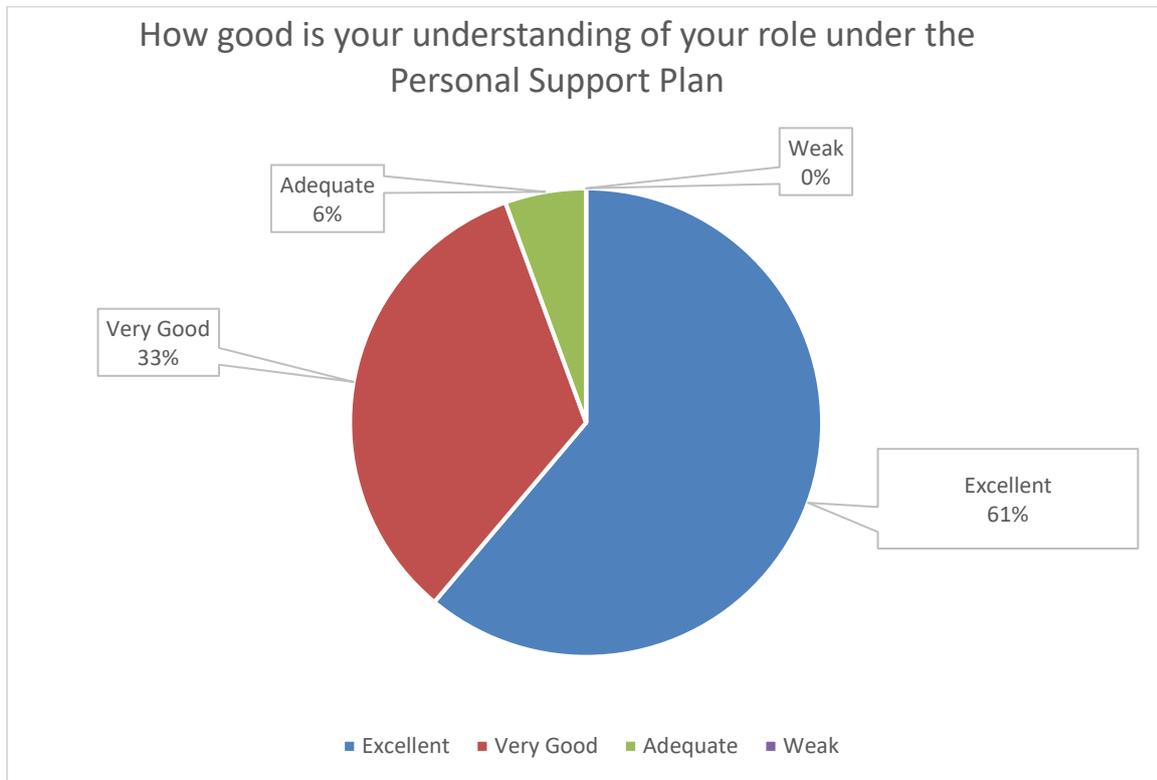


| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 14 | 78% |
| Very good | 3 | 17% |
| Adequate | 1 | 5% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| No Response | 0 | |
| Grand Total | 18 | |

A very small decrease in satisfaction levels from 97% in 2021 to 95%.

Question 4

Your family member may have named you as one of the principal contacts on their personal support plan. How good is your understanding of this role?

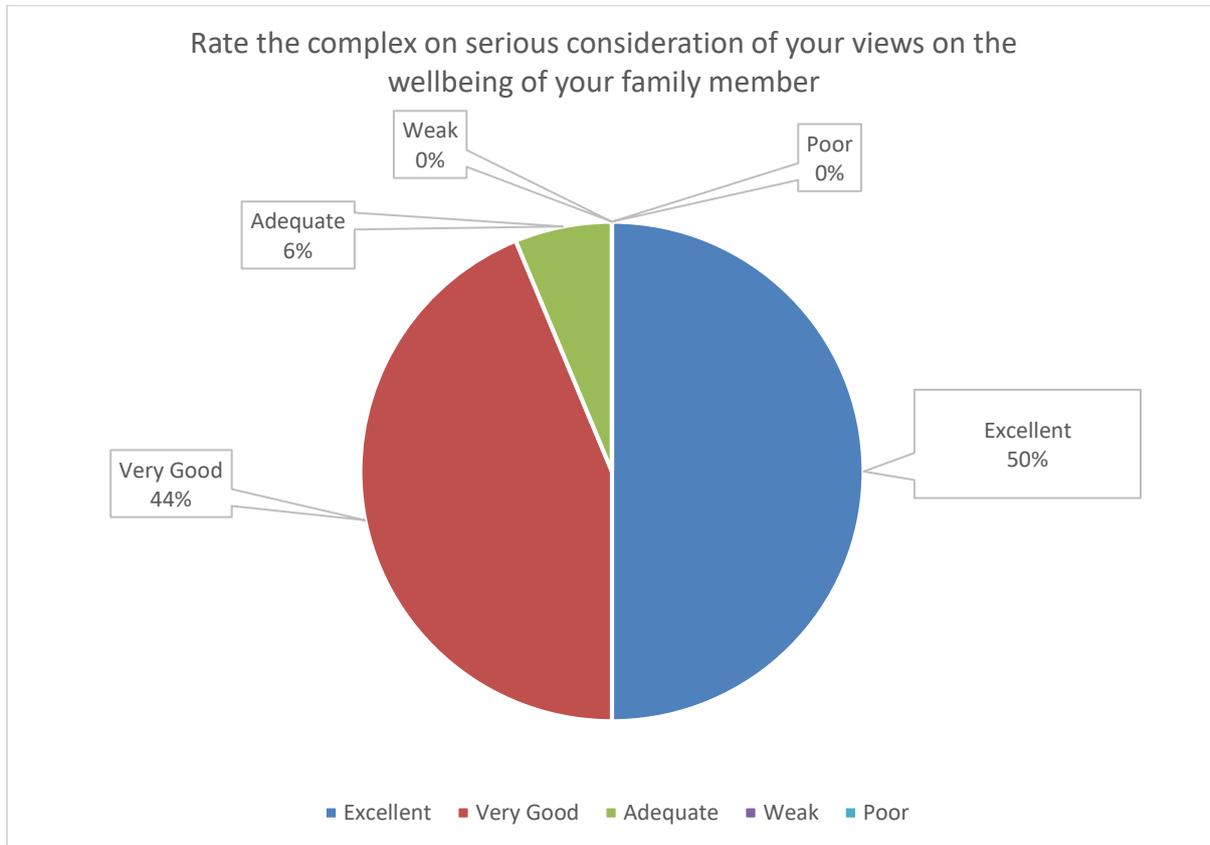


| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 11 | 61% |
| Very good | 6 | 33% |
| Adequate | 1 | 6% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| No Response | 0 | |
| Grand Total | 18 | |

Those rating this aspect Excellent or Very Good increased substantially from 78% in 2021 to 94%.

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.

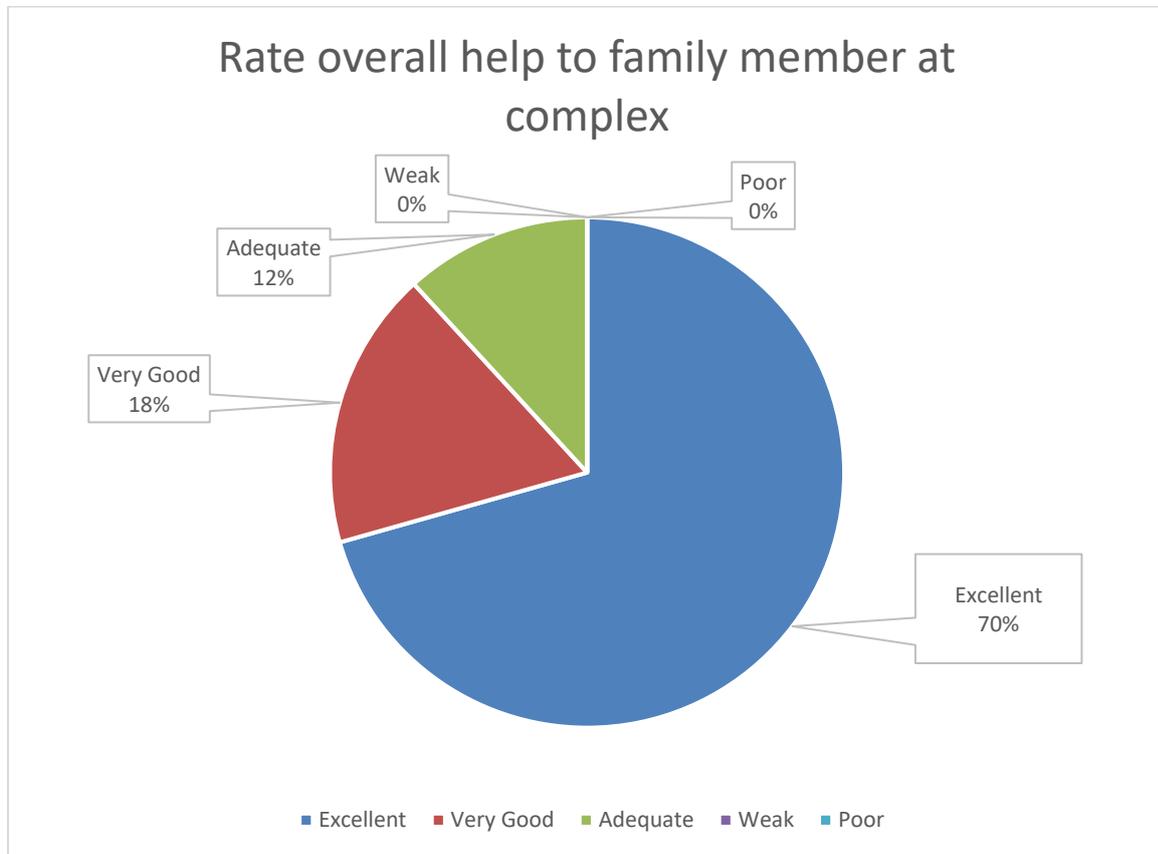


| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 8 | 50% |
| Very good | 7 | 44% |
| Adequate | 1 | 6% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| No Response | 2 | |
| Grand Total | 18 | |

An increase in those selecting Excellent or Very Good at 94% compared to 87% in 2021.

Question 6

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

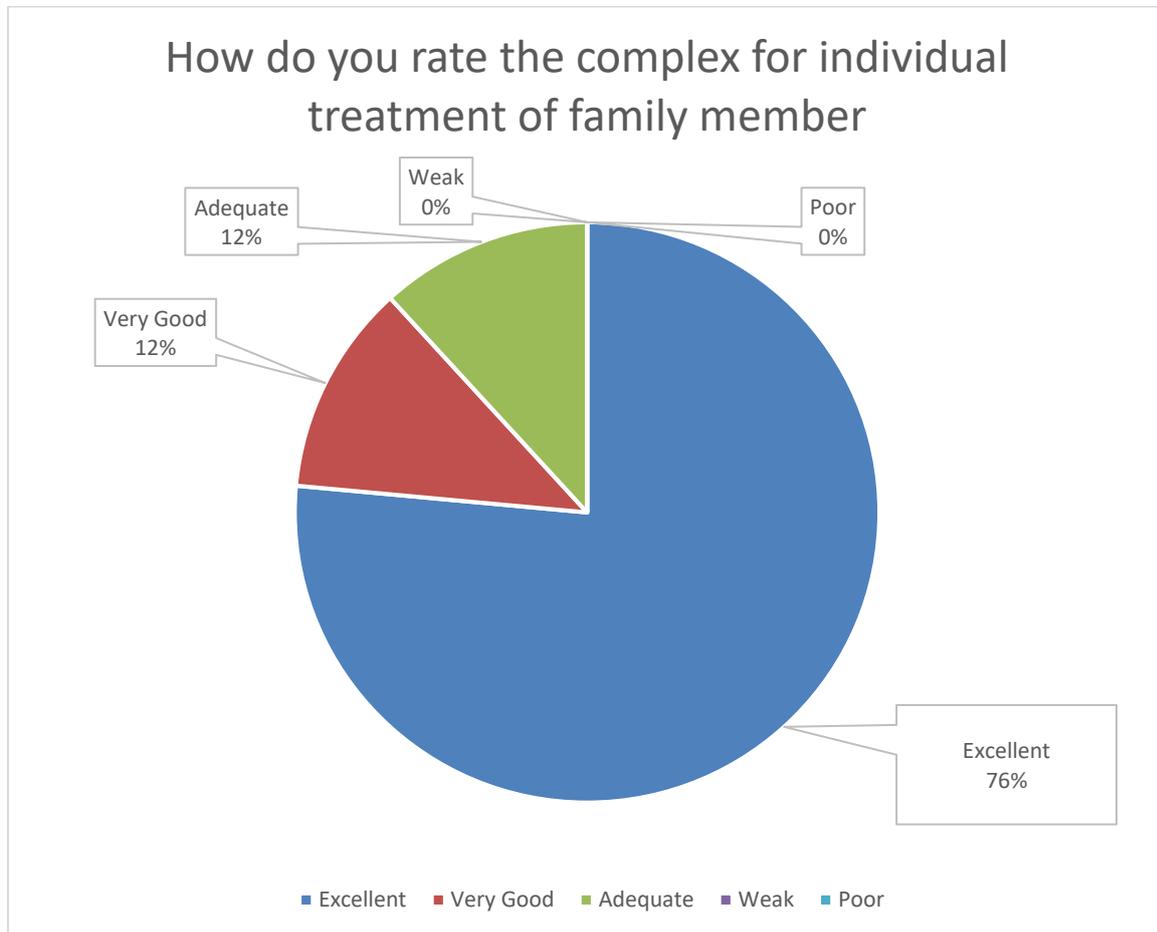


| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 12 | 70% |
| Very good | 3 | 18% |
| Adequate | 2 | 12% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| Not answered | 1 | |
| Grand Total | 18 | |

Satisfaction levels have slightly increased to 88% from 87% in 2021.

Question 7

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

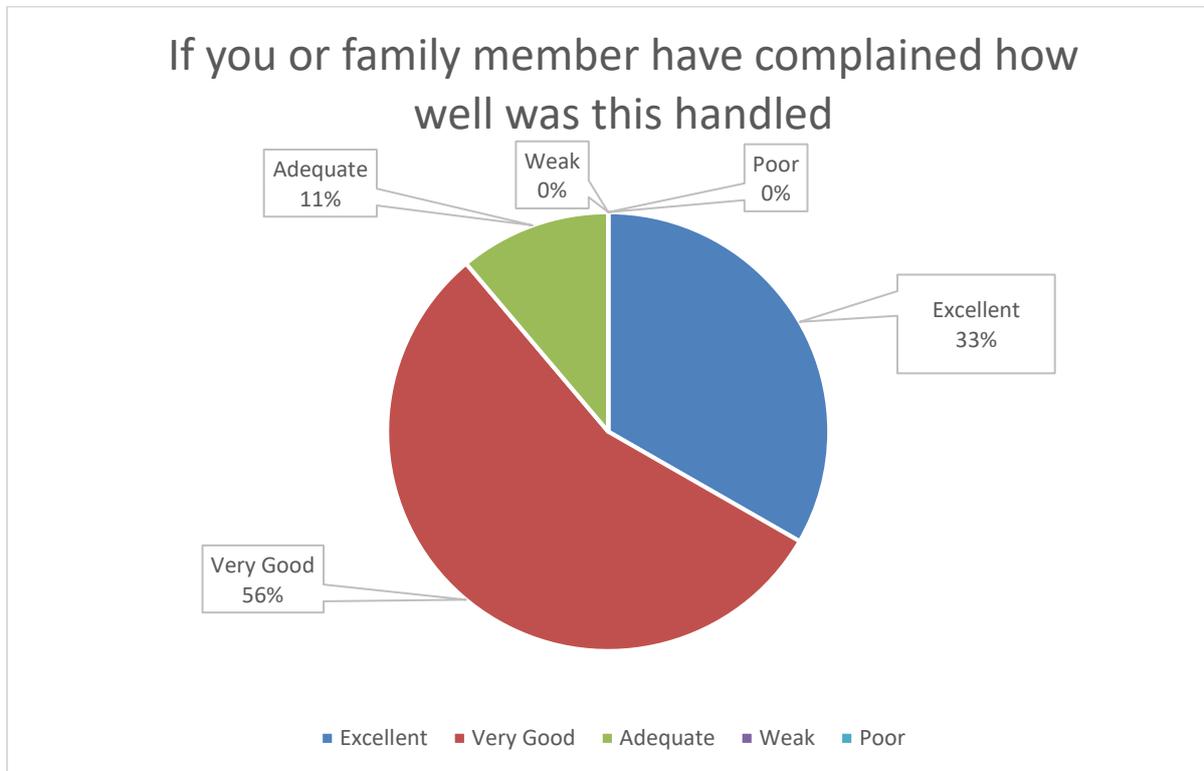


| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 13 | 76% |
| Very good | 2 | 12% |
| Adequate | 2 | 12% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| No Response | 1 | |
| Grand Total | 18 | |

Satisfaction levels rose from 84% in 2021 to 88%.

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?



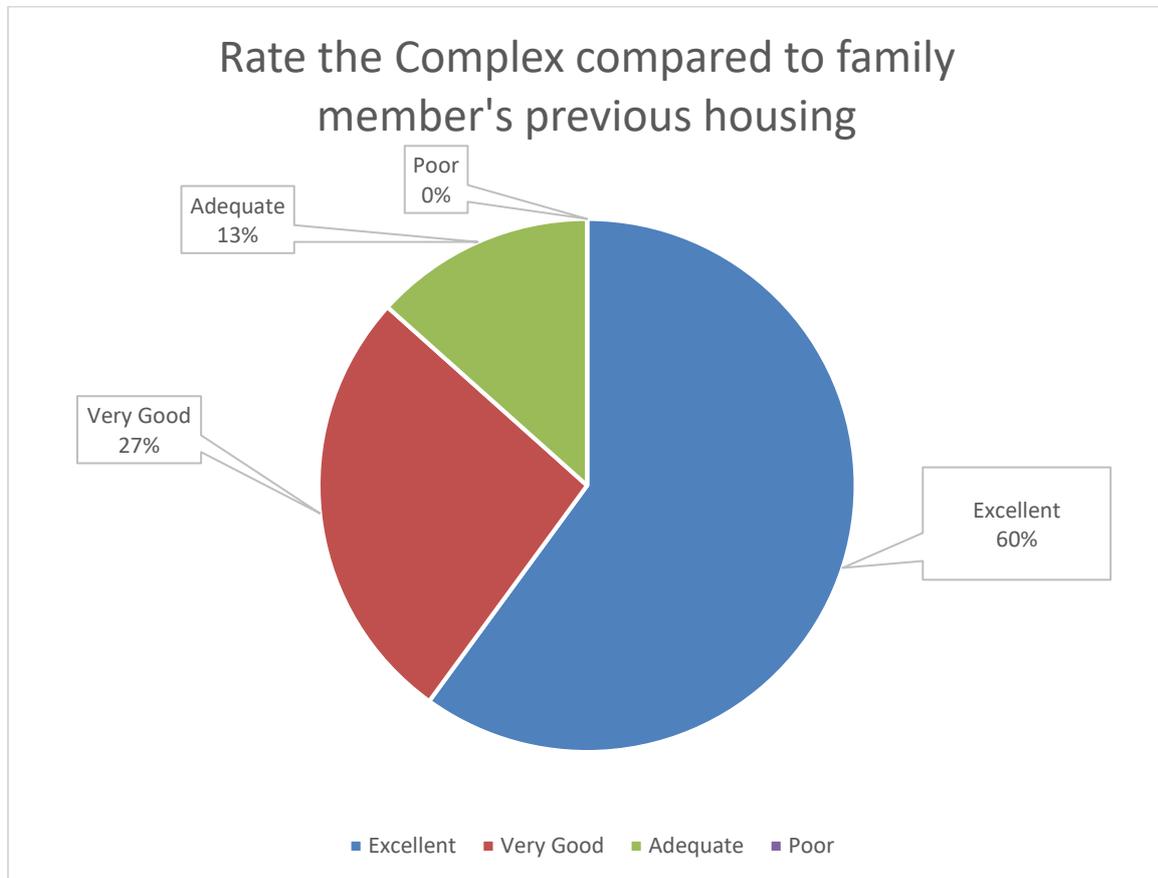
| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 3 | 33% |
| Very Good | 5 | 56% |
| Adequate | 1 | 11% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| No Response | 9 | |
| Grand Total | 18 | |

Note that 9 out of 18 of the survey responses either did not respond to this question or had made no complaint. Overall satisfaction levels have also increased significantly

Overall satisfaction levels have increased significantly from 25% in 2019 to 67% in 2021 and now to 89% in this survey. In addition, the lack of any weak or poor responses indicates an increasing level of satisfaction. ACHA will continue to work to improve the complaints procedure.

Question 9

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

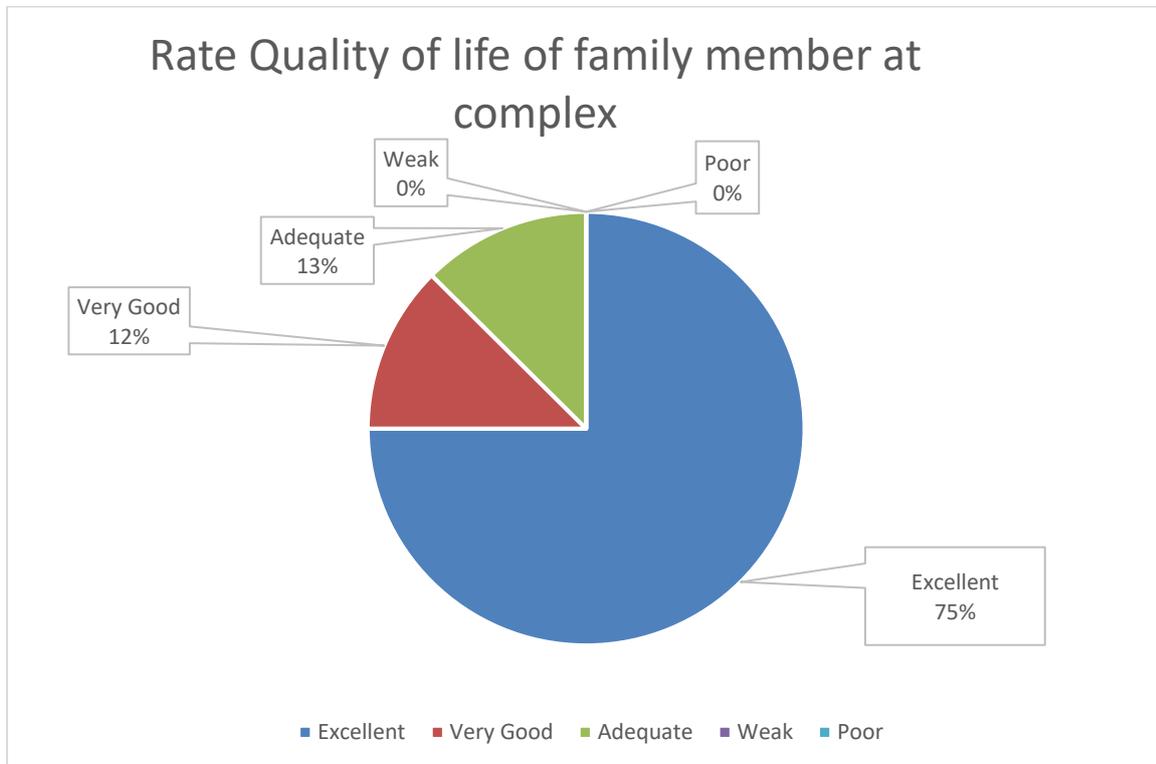


| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 9 | 60% |
| Very good | 4 | 27% |
| Adequate | 2 | 13% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| No Response | 3 | |
| Grand Total | 18 | |

The satisfaction figure has decreased slightly from 93% in 2021 to 87%

Question 10

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

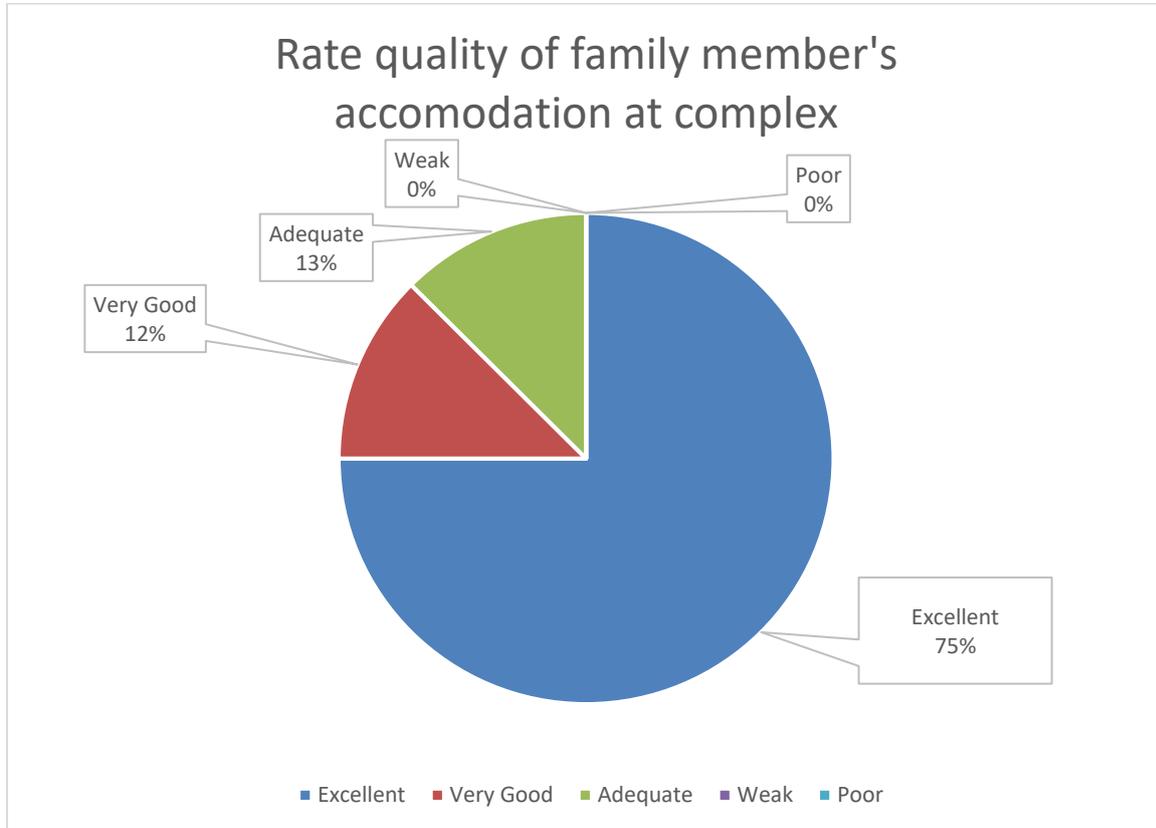


| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 6 | 75% |
| Very good | 1 | 12% |
| Adequate | 1 | 13% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| Not answered | 10 | |
| Grand Total | 18 | |

This headline satisfaction figure has increased a little from 83% in 2021 to 87% in this survey.

Question 11

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

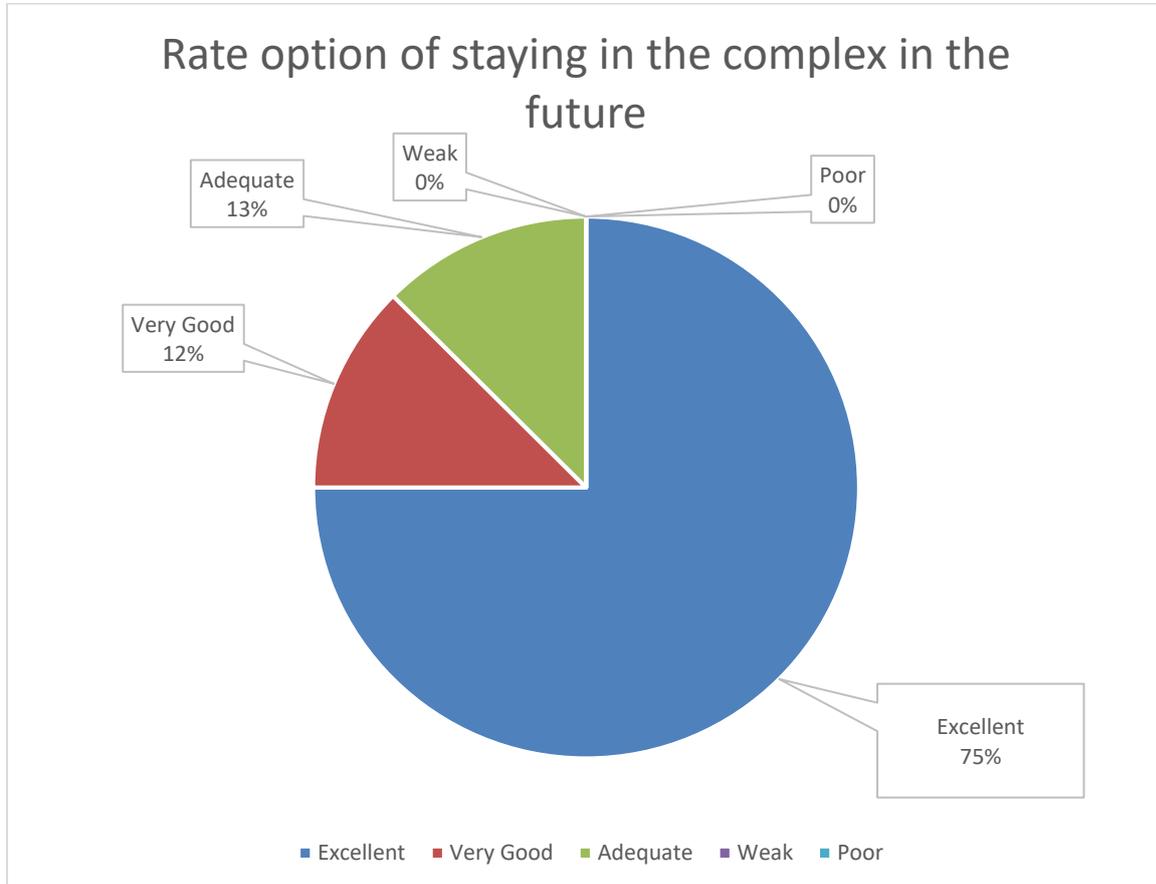


| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 6 | 75% |
| Very good | 1 | 12% |
| Adequate | 1 | 7% |
| Weak | 0 | 3% |
| Poor | 0 | 7% |
| No Response | 10 | |
| Grand Total | 18 | |

The results this year show a small increase in satisfaction levels from 83% in 2021 to 87% in this survey

Question 12

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

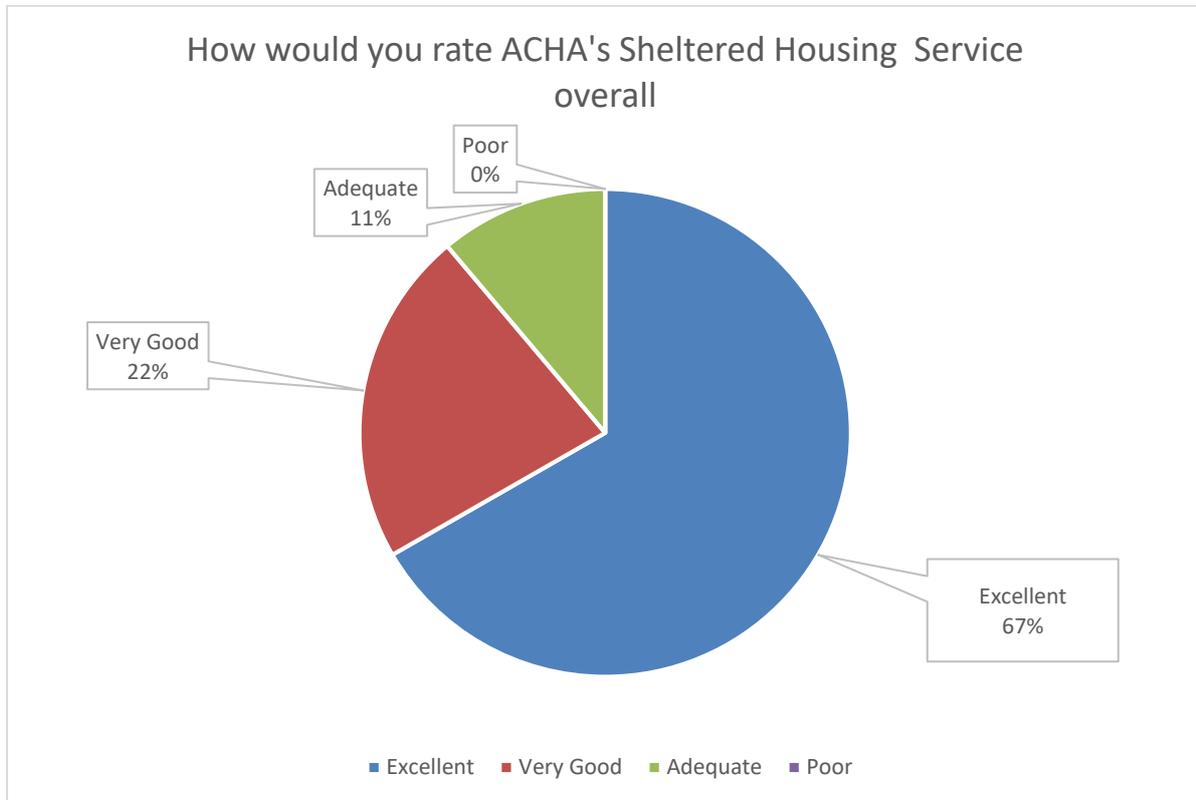


| | Number of Responses | Percentage |
|--------------------|---------------------|------------|
| Excellent | 6 | 75% |
| Very good | 1 | 12% |
| Adequate | 1 | 13% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| Not answered | 10 | |
| Grand Total | 18 | |

This year's ratings of Excellent or Very Good at 87% compare favourably with the equivalent ratings in 2021 at 78%. Again there are no weak or poor ratings.

Question 13

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



| | Number of Responses | Percentage |
|--------------------|----------------------------|-------------------|
| Excellent | 6 | 67% |
| Very good | 2 | 22% |
| Adequate | 1 | 11% |
| Weak | 0 | 0% |
| Poor | 0 | 0% |
| Not answered | 9 | |
| Grand Total | 18 | |

Satisfaction levels in this category have risen this year from 83% in 2021 to 89% in this survey. Once again the lack of any poor or weak responses is encouraging.

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 from participants and are listed at Appendix 11.

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 Sheltered Housing Manager and wCSA's respond directly to these. This approach underlines how important customer care and satisfaction is to ACHA.

Appendix 1

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

| |
|---|
| After application was filled in the person forgot to tell me if you are in an ACHA house going to one you don't get 4 weeks to move in they phoned me to let me know that which was not good at all |
| Family applied on my behalf, I was in hospital |
| Required assistance from your staff (no family). Online is not straightforward for all. Nowadays all companies forget not everyone can use or has a computer. |
| So long ago, this question is no longer relevant |
| Can't remember |
| When I first saw the flat, I was told there was extra storage elsewhere, but this flat does not, which caused me problems, and it was some time before I was allotted part of a loft cellar. I needed someone to move a few furniture items, but it was only after a "settling in" visit, a month later that I was helped to find someone who could assist me |
| Too many questions to cover. Too many various circumstances of applicants |
| My daughter applied for me I am not able to access the internet |
| Our application was handled so well 9 years ago. The person we dealt with then was xxxxx and she was excellent in this process. Also the staff(xxxxx in particular) were great, (office staff at Wallace court). |
| When my wife and I applied for housing in 20210, I was in a tied housing situation at Strachur and due to a serious medical condition had to give up my work and so my house as well. I was treated by ACHA staff at the time very well and had enough points for my present house. |
| Staff very helpful and efficient |
| I am still applying to move to Helensburgh but I needed assistance to complete the form due to being registered blind. |
| Had been on the "housing list" for 15 years but was easy to eventually phone and be put on list for Sheltered Housing |
| We never applied for Sheltered Housing. Was offered a flat and took it. |
| Negativity about Ford Spence Court complex in Oban office out of town infrequent bus service!! (one every hour) |
| Helpful |
| I did not apply for Sheltered Housing. In 1979 I was employed as Warden of Sheltered Housing at Lochgair Place and my house came with the job which I did until 2009 and I was able to keep my house. |

No

No

Waited a long time for it

Everyone was very helpful when we filled in application

Done by family

No problem

It was impaired by Covid restrictions but considering I was coming from Dorset and I was able to move to Scotland very quickly I was very satisfied.

Appendix 2

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

| |
|---|
| Very helpful and friendly |
| They go out of their way to help me which I am grateful for |
| They are considerate and friendly |
| Very caring and helpful during my recovery from major surgery |
| The 3 ladies are brilliant. Very accommodating to everyone. I have a good rapport with all three. |
| At long last we now have staff with a background of health and social welfare experience. they are delightful |
| Fond of both |
| ACHA staff are excellent in every way |
| Very good and caring - couldn't be nicer to me |
| They go out of their way to make sure I am okay. This gives my daughter peace of mind if she has to go away. |
| All staff friendly and helpful |
| Excellent staff in office in complex particularly. We have had a problem in the complex with one neighbour and delay (long) in dealing with this has been really disappointing indeed. |
| Hardworking, efficient, kind. 10/10 |
| The staff have had an extremely trying time over the past year and must have felt despondent about some of the stressful situations they have had to deal with due to anti-social behaviour of one tenant. |
| Due to Lockdown and Covid the staff and tenants have been unable to do the job expected as part of the service before the pandemic and so tenants were left with little help and support for many years during this time and this affected the mental and physical wellbeing of tenants and staff |
| They all go above and beyond to be helpful |
| Very good. |
| The staff go above and beyond their jobs to do parties etc |
| Highly rated by tenants |
| They are always so polite and approachable. The complex is always kept very clean and tidy. |
| xxxxx goes over and above in her job she's excellent. |
| No, very happy with the staff in Dunmar Court |
| Very helpful always pleasant. Both xxxxx and xxxxx. Good at organising events especially xxxxx. |
| CSA in building for 3 and a half hours per day and does not have the time to provide support to all residents every day - mostly reacting to requests and problems |
| Very good, deal with problems quickly always friendly and pleasant |
| Helpful |
| Yes we only get 2 and a half hours with a warden which is not good for what we pay for especially when a resident fell and lay for 4 hours before being found |
| Helpful |
| Warden is patronising and gossips about other people in the complex she has been known to lie to us too. |
| No |

| |
|--|
| I would like to say xxxxx goes above and beyond to look after everyone in Chalmers Court |
| No |
| No |
| xxxxx is a fantastic warden who goes out of her way to meet our needs. |
| xxxxx is a fantastic warden who goes out of her way to meet our needs |
| No |
| Just like family |
| The warden is very helpful. Nothing is too much bother. |
| Our warden is very helpful and takes her time to listen to you |
| No |
| They are all very helpful and pleasant |
| There was management deficiency leaving the building unstaffed. |

Appendix 3

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

| |
|--|
| I will need to look over it again |
| Saying above comment I don't need a copy as its only personal contact details no medical. |
| Don't know |
| Don't want one |
| A CSA went through our Support Plan with my wife and myself and updated it, but we were not given copies which was disappointing. I feel I passed on all the relevant information I want ACHA to know about but would be grateful for a copy if possible as it has been some time now. |
| Now require the assistance of Home Carers |
| Yes - done so with xxxxx today |
| Left in office |
| I have lost mine - please update - by post please, OK |
| Correct spelling throughout would have been a bonus. |
| In file |
| Requested copy to be left in file. |
| Can't remember |
| I do not need a personal support plan |

Appendix 4

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

| |
|---|
| No |
| It was handled very slowly (heating problems for 3 years after new installations). The hall heater has never worked and still doesn't. Not bothered about it. My lounge had one inadequate heater blasted heat all night nothing through day. Only got satisfaction after writing to CEO and giving ultimatums. |
| The Head Office is very slow to respond. |
| My shower was not working and was told I needed a replacement one as it kept stopping and coming on cold. This went on for months and xxxxx and xxxxx kept phoning plumber. |
| They need to employ a smart lawyer. A tenant's behaviour is both bizarre and dangerous. Dozens of complaints were received until ACHA took us seriously. |
| Lack of communication from Head Office although improvement recently via xxxxx. |
| No |
| We have complained to CSAs, Housing Manager etc about our garden fence. Parts of the fence have fallen down, some posts are loose and would come down in a storm, this was reported about 8 months ago and despite enquiries would be made into it no action has been taken. |
| Oh they listen but don't get back to you. |
| Reading the Landlord Reports the present system seems to work well and most complainants are satisfied |
| Slowly! Parking issue at 2019 AGM not one step forward, grass cutting tidy up |
| They could think about the complaint and NOT take into account if it was also referring to a member of ACHA. Not a good idea or result. |
| No |
| Having no personal experience, only what I learned on the ACHA Board it seemed fit for purpose. |

Appendix 5

1.16 Have you any comments about the communal facilities and overall environment of your complex?

| |
|---|
| Think the gardeners could do a better job. e.g. Taking up the grass after cutting. Edging of the borders. |
| Would like cleaner to sweep out? Door also Bin place |
| None |
| Brambles and weeds from lane needing drastically cut down and kept down. Personally would be ashamed to ask visitors to come and sit in the garden at the front with the terrible bushes there with weeds and brambles coming out of them. |
| I have an awful job getting into the laundry, the door is so heavy. |
| Could do with glass disposal |
| External doors need painting and repaired in some cases. Grounds need better kept. Trees and bushes were cut back eventually but some sections need hacked back a lot more. The bin house for blocks 17-20 and 21-24 needs to be extended as way too small for number of bins or accessing them all. Outside lights come on during daylight in afternoons around 5.30pm and off at 9.30am all summer. Spraying of weeds around the complex not done enough. Guest rooms urgently need baths removed and showers provided with a shower seat to accommodate the various needs of any visitor. PS I reported the outside lights 7 times throughout summer. Still not fixed. |
| ACHA management should lower their collective heads in shame as the complex exterior has been so neglected it is a slum. |
| Entrance doors remain a problem never had any real satisfaction |
| We would like a game of Bingo plus music some time |
| On entering site work needs to be done on the right all the way to where the fence has been blown down in gales in January. Ground vegetation cleared and trees pruned. Path cleaned more often on front and bushes cut more often |
| I would hope that some activities are resumed - or started - in the near future. It seems a shame to have a large and attractive communal lounge so little used, and it would surely be good for tenants to get to know each other better. Perhaps a priority could be the lunch club? |
| Glad that rubbish and trolleys left in the foyer and at the front door has been addressed - thanks |
| I understand that Argyll & Bute Council are responsible for environment / grounds but ACHA might bring pressure to bear |
| Would like Bingo, lunch once a week which used to be and maybe keep fit classes. |
| Not happy we now have to pay for laundry. As stated, having to pay for use of laundry when this was originally included in my rent seems unfair when rent has gone up. I do not think people with electric scooters should be allowed to charge them in communal areas as this puts up my communal electric fees. |
| A light bulb was found in a drier. The washing machine and driers are often put on with nothing in. I know which person is doing this. This person is mentally ill and in the Sheltered housing she is causing distress. I prefer to dry my clothes in my flat. It's usually freezing also as she opens every window and switches all lights on. Someone is going to get hurt. What is the point of having a laundry when we cannot use it safely. |
| After 9 years Wallace Court has been an excellent apartment and community until the tenant in Number X arrived. No further comment. |
| One member of residents causes chaos and upset, anxiety. Wardens care for us and are compassionate. |
| Tumble Drier on its last legs |

| |
|--|
| I have been waiting since 31 January 2022 for repairs to my garden fence. The lounge is really too small to accommodate all tenants at social functions and kitchen area is really cramped. Another washer and drier would be beneficial in laundry room. I appreciate the fact that tenants in the main building have made the corridors attractive by installing some lovely plants and pictures. |
| The laundry facilities are needing updated as so often the washers and tumble driers are out-of-order. We have been informed that we will be getting coin operating machines in the future. I feel we do not need these domestic machines at an exorbitant cost as we are a small complex (17 houses) with mostly single people who do not have a lot of washing to do. I know that ACHA would have to pay an enormous amount of money (quoted) around £20,000 to install these machines and tenants would have to pay back the servicing and installation by paying for using the washers and tumble driers. This is working out so expensive for tenants who are already struggling to pay rent and service charges. In my view ACHA would be better after giving tenant a choice to have 2 washers 2 tumble driers like the ones we currently have as they have serviced us well for 20 years and do a very good job for any condition. |
| They could do with a spinner as some people like to hand wash delicate items. |
| Grass cutting very poor |
| There is a good environment in Dunmar Court |
| Yes. Poor grass cutting and the windows are very poor. |
| Grass and paths are in disgusting position. Window cleaning of corridors once again disgusting and windows in corridors don't lock down. Windows in flat also need replacing. |
| No |
| Windows are old and draughty. Have to pay for private window cleaning also. Complex is needing updating and a deep clean and painted. |
| Grass cutting very poor, looks unsightly and is full of moss it is difficult for elderly people to walk safely on. Building looks a bit uncared for - inside and out. |
| Only that the fire doors are difficult to open as they close inwards towards accommodation not easy with a walker |
| Car parking, bin cleanliness and grass cutting have always been a "bug bearer" for me and I would love to see a big improvement here. |
| More car parking spaces are needed. |
| Poor and often faulty lights in corridors - on all the time. |
| As stated at the AGM some residents, myself included, would like to see more parking spaces made available. There are more and more carers and family members in every day because of the residents that need more help! |
| Triple glazing a great blessing. Having lived in an old single glazed house. |
| They desperately need to sort out lighting and heating as a priority especially the price of heating at present it is disgusting. I know that it is governed by Parliament but they desperately need to help and listen to tenants. |
| I suggest CCT Security cameras would be an improvement |
| No |
| Would like grass to be collected after it has been cut as if it is windy it blows onto pathways making them slippy. |
| No |
| No |
| No |
| Laundry very useful |
| More residential parking spaces (off the road) required. Gutters and valleys need to be cleared more often. |

| |
|----|
| No |
|----|

| |
|-------------------------------|
| No I am completely satisfied. |
|-------------------------------|

| |
|--|
| Could someone clear the spiders from the first floor landing ceiling? The building is old and dated. The lift is very noisy and breaks down. It all needs decorating and new carpets. The entrance area abysmal. |
|--|

Appendix 6

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

| |
|---|
| Yes I'm deaf so need written information |
| More information and some interaction with say Cragroy. Also what services are available? |
| No |
| I feel tenants are not given choices that they have to pay for and that ACHA decide what should take place and what should not happen. Many times we are told maintenance workmen are coming to check things out and although we are informed when they should happen by letter so often people do not show up and no apology by ACHA or tradesmen are given. |
| We keep on hearing about things that are going to happen then we don't hear any more. i.e. New windows. Like to see something happening about what ACHA could do about energy for tenants. |
| No |
| No |
| No |
| Information about services available - through ACHA and other agencies and how to access them (a folder?) - I would be happy to research and collate the information gathered - also include outside activities |
| Windows and doors. |
| Heating, lighting and ceilings on top floor at Ford Spence a disgrace. Don't think you would live with the problems that we have. They would soon be sorted |
| No |
| no |
| No |
| No |
| No. ACHA informs very well |
| No |

Have been made aware.

I look for the information I need online or ask questions. There is no point asking CSA's anything that isn't local.

Appendix 7

1.21 Comments on feeling of safety or security

| |
|---|
| Feel very secure |
| Very good |
| No ticking box as personally my door entry hasn't worked properly since installation (can't hear through the speaker phone). No idea who is at my door. However it appears only me and one other person has this problem so far as I'm aware. |
| The security is very good. No-one can get into the court without knowing the key code for the main door. Plus everyone now has a key safe on their door, no-one can get into the flat without knowing the number of the safe. |
| Very insecure and lack of privacy due to fence being blown down at rear of complex in January. |
| Surprised so many local people know the code to enter, rather than tenants letting them in via the internal phone system. Can the code be changed regularly? When fire alarms are set off by tenants' cooking, if these occur repeatedly in one flat, is the residents health investigated? |
| I feel pretty safe |
| I don't feel safe. xxxxx lives above me. The place stinks of cigarettes and her friends make me feel nervous. There are hundreds of incidents. Her behaviour is bad for our mental health yet the Sheriff says she is living in the right place. |
| I will feel more secure once the troublesome tenant living at number X is dealt with. Presently being dealt with by the court, and hopefully she will be moved to accommodation more suitable to have her odd behaviour controlled. |
| The above point has considerably decreased due to tenant in number X |
| One resident makes people on edge. Security cameras in such a place are ridiculous; one person makes people unhappy and angry, unsafe. I am situated in a different area. I am glad about this. |
| Because of one tenant I feel unsafe. I don't know what will happen next. |
| Unfortunately, I do not have great peace of mind as regards safety and security. This is mainly due to the erratic and unpredictable behaviour of one particular tenant and her choice of "visitors". I am grateful to ACHA for installing CCTV cameras. This has at least deterred the teenage hooligans who were frequenting the premises but there are still things happening that are giving cause for concern. |

| |
|---|
| <p>My wife and I came here to Sheltered Housing because we wanted to feel safe and have a bit of support if required and due to my serious medical condition at that time we felt safe. I no longer feel safe as for the last 4 years we have had an anti-social tenant who because she does not obey any rules and does what she likes has caused so much stress to both staff and tenants at ACHA. I know this tenant's case is still ongoing through the courts and even although ACHA's legal team put up a good case for her eviction she is still here and still causing anxiety and fear for any staff or tenants who get in her way I can only hope that very soon this matter will be resolved and staff and tenants cannot take any more. Some tenants are threatening to move out for their health and well-being. I feel the Sheriff does not fully understand that by continuing the case how this one person has caused so much hardship and heartache to people who only want a quiet life. Maybe the Sheriff or court rep could come to the complex and find out how tenants feel. I know this will not happen however.</p> |
| <p>The Laundry Door has been left unlocked on numerous occasions.</p> |
| <p>I feel very safe and secure.</p> |
| <p>Now that I have changed door lock and added security camera in my home I feel much safer. CCTV in complex would help.</p> |
| <p>None</p> |
| <p>Generally, feel secure however as there have been a few incidents regarding cash going missing gives one thought. Security has been tightened up however as a result feel much safer.</p> |
| <p>I am worried about the number of people who have access to the code to outside doors - apart from the Emergency Services. Especially worried at night. Can a Master Key be accessed? Is this a possibility after recent events?</p> |
| <p>Safety can be a problem, but it is more to do with tenants rather than ACHA. i.e. Tenants tampering with main doors and leaving stones at the doors to keep them open and then forget to remove the stone. This happens on a regular basis and needs to be addressed.</p> |
| <p>No problems</p> |
| <p>Not all doors close properly so they have to be checked if it is for somebody who has all their facts about them could be a big problem.</p> |
| <p>One CCTV camera please!</p> |
| <p>Over the 43 years I have lived here I have always felt safe.</p> |
| <p>No worries</p> |

Fire Doors are left ajar.

Appendix 8

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?

The complex is getting a bit "tired" looking. Could do with being repainted and there are a lot of cracks.

The newly installed security/entry system is unfortunately inferior to its predecessor in two areas. 1) the audio levels are less than adequate and is a challenge for those with hearing difficulties. 2) when the Fire Alarm is activated the entry system also responds subjecting us to levels of alarm which is frankly overkill. It would be appreciated if we (ACHA) could revert to one fire alarm system.

Nothing to do with the service as it's very good. It would be nice to see the inside walls painted and also the outside needs the cracks on the building outside fixed and the exterior building is very tired could do with getting painted clean and fresh

I love it. Great community assistants and lovely neighbours. I'd like the 3 community assistants to be given back direct contact with the Stannah Chair Services as it took over 3 weeks through the repairs system at ACHA offices. Totally not on. The Stannahs and Lift should be repaired within 24 hours.

Could I suggest that when a new tenant moves in, they are asked what hobbies or interests they have? Then it would be possible to connect those with similar pursuits, helping people to get to know each other.

In the carpark, the drainage gutter that goes all the way around, stops me getting to the sun table at the bottom corner when I am in my electric wheelchair. There should be some sort of cover or ramp over it to enable me to get all the way there independently.

Better pedestrian access would be a big improvement. (I have already raised this matter) Lack of ventilation and excessive heat in the main stairwell is unpleasant.

Very happy and content here I like the reassurance of the warden and also the community spirit. I really miss the bingo on Friday evening and also the Wednesday lunch club. I really enjoyed them and don't understand why they can't restart

Again safety and security has been considerably decreased since the arrival of tenant in number X. At the moment I am in a wheelchair and access through doors on first and ground floors very difficult as I cannot presently walk. Shower also too difficult to access.

New laundry equipment. Removal of aforementioned resident. Sheltered Housing is inappropriate for her.

I would like to have ticked very good but present circumstances prevent me from doing so.

I feel that there were just too many days this year (35 days by my reckoning) when there was no CSA on duty. Considering all that was going on as regards the anti-social behaviour of one tenant, this was a very stressful time and it was unfortunate that ACHA did not have the staff to cover. It would be good if additional bank staff could be recruited so that, in the event of staff absences, the complex could be covered by someone on site and not just a phone call or walk through. On a positive note, it has been good to have had more regular meetings with the housing manager.

1) I think we could employ more bank staff to cover for illness and holidays.

2) I think it is good that functions have started for tenants especially those who are more frail and housebound. We hope these functions can be well attended.

3) As already stated please consider another choice for laundry services by allowing tenants a vote on what they would like as that would be the fair thing to do for ACHA and tenants.

An extension to the handrails nearer to where the cars park in the car park area. Back door to be the same as the front door to allow easier access when using wheelchairs as can be very difficult. Windows not easy to operate due to mum's condition and she can't open them herself.

New windows would be a great improvement. Light sensors so the lights are not on 24 hours a day. More energy efficient heating.

I personally think xxxxx does a fantastic job here in Dunmar Court. She puts her heart into all activities and organises everything. Why does she have to go to Benderloch? Why don't you have a warden there? It is unfair in my opinion to have her doing two jobs for the price of one. There are not very many people who would do it.

As before poor condition of windows.

More control / monitoring of corridor heating to keep it affordable. New windows especially as some of the corridor windows don't close properly.

The time it takes to get extra keys is inordinately long.

| |
|--|
| <p>Carpets are dirty need cleaning. Complex is looking grubby could do with coat of paint. Heating in flats is obsolete needs upgrading</p> |
| <p>People getting moved into Sheltered Housing are not independent living and I have had enough in my life to cope with and I worry about my new neighbour's safety and her coming to my door looking for help and I have very poor eyesight. I want to make my life as rich as possible in the years I have left without having to think about other people. All my windows are taped up due to the very bad draughts and nothing that AFHA have done has sorted this.</p> |
| <p>Windows need replaced as soon as possible. There are gaps which results in draughts and the actual glass is no longer double glazed. Cold is felt as soon as curtains are opened. Present heaters are useless against this so have to be turned up higher. Heaters need to be updated.</p> |
| <p>Draughty aging Velux windows.</p> |
| <p>As said before windows are very bad, door to flat needs replaced, draughts are very bad</p> |
| <p>Better heaters and less draughty windows</p> |
| <p>Ageing draughty windows.</p> |
| <p>My overall rating with one or two improvements would be excellent. Communication on a more regular basis with the Housing Manager. When problems and questions arise it's better to sort them out quickly, rather than let them "fester" into a much bigger problem than was first established. Be honest with us up front even if it's not what we want to hear.</p> |
| <p>I do not agree with ACHA's new policy of allowing new residents who cannot look after themselves move into the building. When I moved in 5 years ago it was my understanding you had to be aged 60 or over and be able to look after yourself. I know as we get older we might need more help and feel this would be provided as long as it was feasible. It seems now not to be the case! It is becoming more like a care home than sheltered accommodation. I have nothing against the people who need help when they move in but I feel this is not the best place for them.</p> |
| <p>A warden here a bit longer or to alternate mornings and afternoons with Dunmar. Just read and apply requests by tenants and a regular update as to what is going to happen and when.</p> |
| <p>If there are clearly 2 people at an address, please send 2 questionnaires. I ask you every year, but you never do it. This is actually the 6th time I've mentioned it.</p> |
| <p>Nothing at present</p> |

Grass been cut, not collected, wind blowing it over pathways and if it rains it gets slippery.

Still getting used to the communal part of Sheltered House living. I'm told it will come.

Very positive. Everybody is very welcoming.

I think if the building was renovated and the Common Room on the first floor refurnished and decorated it would be fit for and ideal for people with chronic disabling conditions. People who are very sick and/or elderly but independent and who die here or shortly after leaving find a suitable home with staff and carers looking after them. This is what the building would excel at. The bathrooms are only wheelchair accessible with great skill. The building purpose and objectives need a rethink. Please note I am grateful for a roof over my head but I will have been here 21 months in November and although ACHA is fully aware of my needs as a person with autism spectrum disorder (aspie). All of which I listed in my application I am very frustrated and disappointed that I have no communication/understanding of why I am on the waiting list to move, and am very disappointed that I am only able to accrue 20 points which give me no hope of a suitable home. A discussion with an informed suitable manager would have sufficed. The frustration and mental anguish this causes me led me to feel I could not serve on the ACHA Board and give 100% so I reluctantly resigned. I had hoped I could help improve things for others. I was impressed with ACHA Senior Management.

Appendix 9

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

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| <p>Service is excellent. Care of building can be left to last minute in places (gutters/downpipes etc.) but usually addressed when asked to. Hot water always too hot (dangerously so at times!). Need update on progress of heating changes proposed. Thanks for all services</p> |
| <p>Can't speak highly enough of them. xxxxx and xxxxx are amazing. Sheltered Housing has been essential in helping Dad stay well and not feel isolated</p> |
| <p>I think corridors should be kept clear of furniture, vases of artificial flowers etc. for easy access for wheelchairs in an emergency situation. Perhaps local artists work could be showcased on corridor walls for short periods rather than tired faded paintings? The sitting area in a corner of the carpark is unattractive and not very safely situated. Thought could be given to providing something more suitable.</p> |
| <p>Quality of accommodation - expensive heating. Terrible windows. Insidious atmosphere of bullying, favouritism and cronyism. My relative has never felt so disabled. Residents are actively discouraged to do any organising of activities. Questions over security after large sum of money stolen. Why was so much money on site?</p> |
| <p>Very draughty flats due to inadequate windows.</p> |
| <p>The water damage from workman in the loft has been completely ignored several times. Unacceptable. Front entrance automatic door is never satisfactory and causes many problems.</p> |
| <p>The staff are very helpful and thoughtful unfortunately one of the residents has been very difficult and noisy and causing problems for the residents. I feel this is something that could have been dealt with when it all started rather than allowing it to get to the stage where others are frightened and worried by those she encouraged to be around her.</p> |