



Sheltered Housing Annual Survey Results 2024



Overview

The annual sheltered housing survey was carried out at each of ACHA's 8 sheltered complexes. The aim is to gather feedback on key areas of our service, identify areas for improvement and gauge overall engagement with our sheltered housing tenants.

Results and Comments

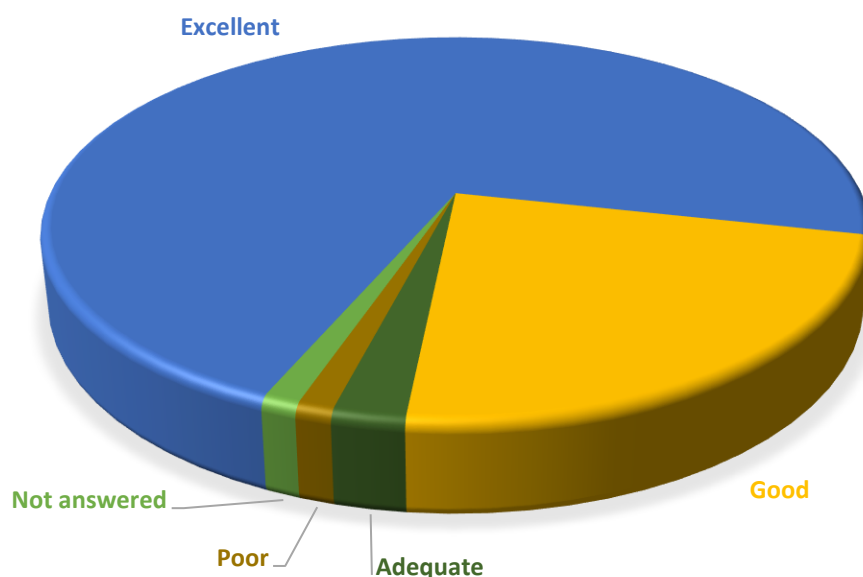
The survey results provide valuable insights into tenant's experiences, preferences and concerns, offering a foundation for future improvements and strategic planning. There were 180 survey's issued to tenants and 82 completed forms have been returned.

Complex	Responses Received	Percentage
Caledonia Court	10 out of 14	71%
Chalmers Court	11 out of 24	46%
Cragroy	9 out of 23	39%
Dunmar Court	15 out of 33	45%
Ferfadd Court	8 out of 33	24%
Ford Spence Court	11 out of 23	48%
Lochgair Place	10 out of 13	77%
Wallace Court	8 out of 17	47%
TOTAL	82 out of 180	46%

The results are detailed below in chart form along with tenant's comments.

Sheltered Housing Service User Questionnaire

1. How do you rate the respect you are given by ACHA staff?

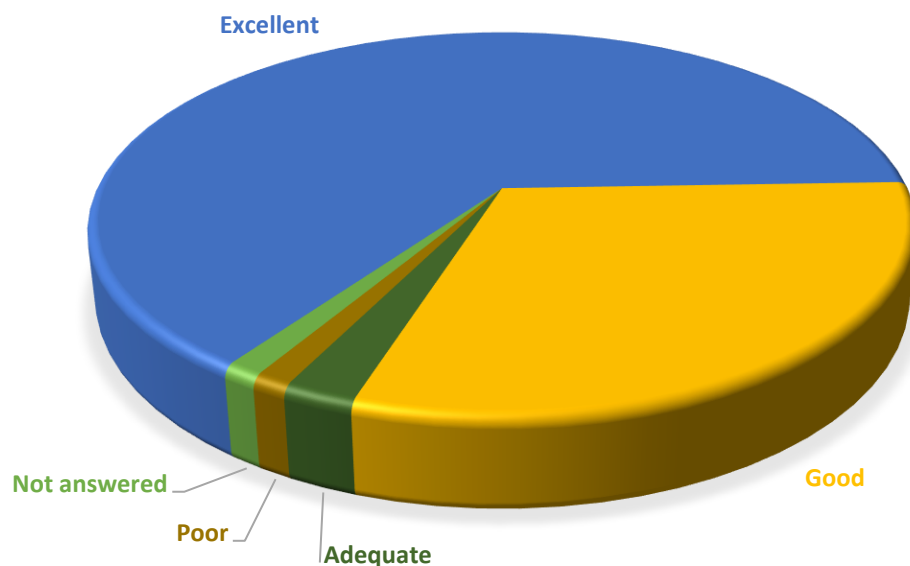


	Number of Responses	Percentage
Excellent	59	72%
Good	19	24%
Adequate	2	2%
Not Good	0	0%
Poor	1	1%
Not answered	1	1%
	82	

Comments

On site staff provide excellent service
They are always there if you need support (warden)
Respect is mutual. The staff at Tarbert are experienced, helpful, and go the extra mile when the situation arises. ACHA is lucky to have them.
Always unfailingly polite & respectful
Can't do enough
Office & maintenance staff especially
Always very friendly, and helpful.

2. How do you rate the support you receive from ACHA staff?

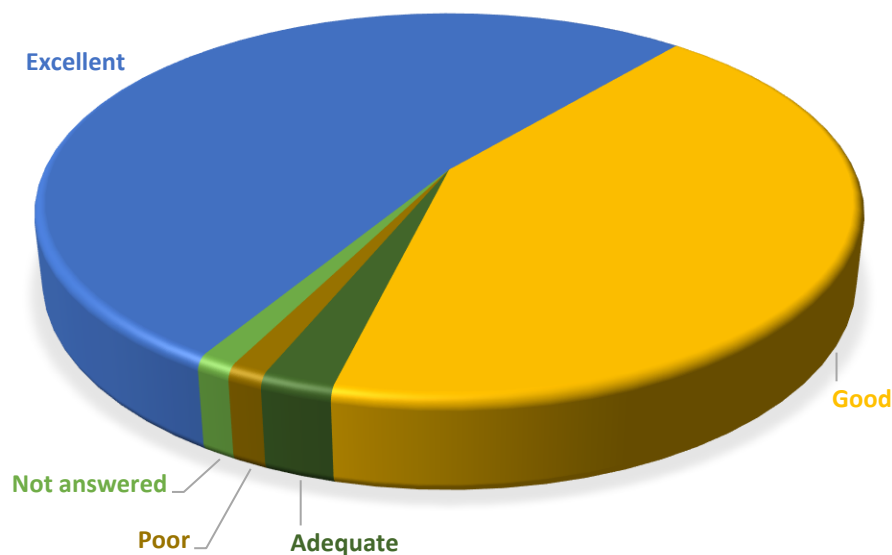


	Number of Responses	Percentage
Excellent	53	65%
Good	25	31%
Adequate	2	2%
Not Good	0	0%
Poor	1	1%
Not answered	1	1%
	82	

Comments

With total respect (warden), haven't had contact with office staff
**** and **** have skills they bring to the residents from both training and maturity. Despite times changing rapidly they know how to deliver the service.
Very good. Our warden is most hard-working and helpful.
Our warden staff ****, **** and **** are excellent.
can't do enough
Wardens are always helpful & supportive
Whenever I've required it

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



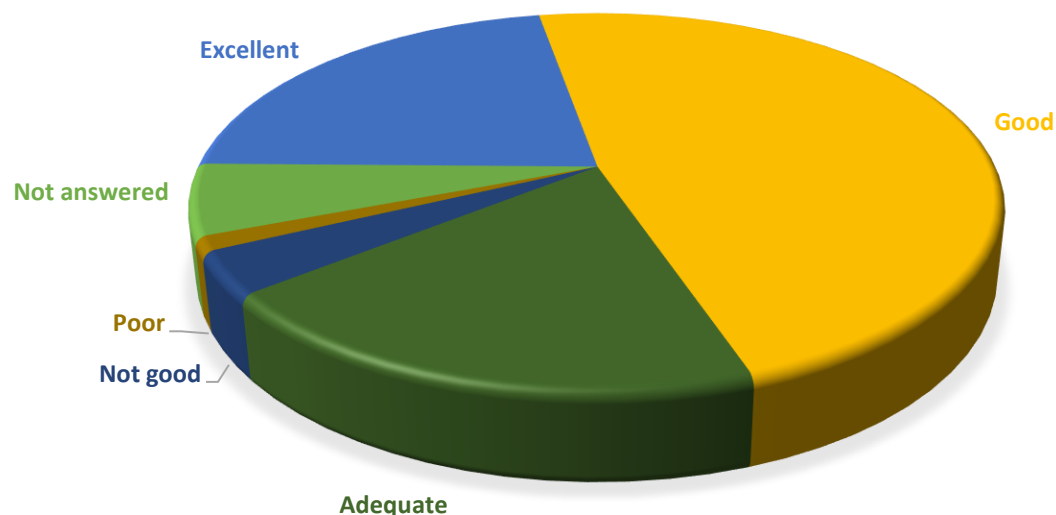
	Number of Responses	Percentage
Excellent	43	52%
Good	35	44%
Adequate	2	2%
Not Good	0	0%
Poor	1	1%
Not answered	1	1%
	82	

Comments

Having experienced unexpected mental and physical problems since becoming an ACHA tenant I am reassured and comforted by knowing my daily visit does provide the level of care I need.

Some good, some adequate

4. How would you rate the Communal Facilities (if provided) and the overall environment of the complex?

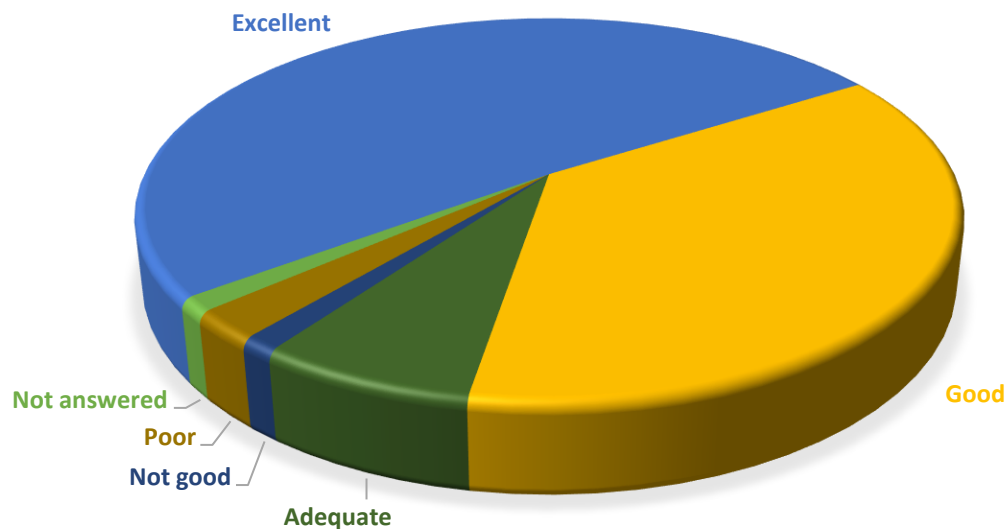


	Number of Responses	Percentage
Excellent	18	22%
Good	38	48%
Adequate	16	19%
Not Good	3	4%
Poor	1	1%
Not answered	5	6%
	82	

Comments

Communal facilities are good. External poor
Lochgair Place has no communal facilities but we can use a room in the Free Church across the road.
Not available. More could be done if a community space was available.
It's looked after beautifully.
Laundry
Environment good. Lounge is rather small. Washing machines are ****.
The communal areas are very well looked after and we feel free to use as often as needed.
Clean, spacious
Always room for improvement
We were promised new seating in the lounge some time ago but it hasn't materialised yet.

5. How do you rate your feeling of safety and security at your complex?

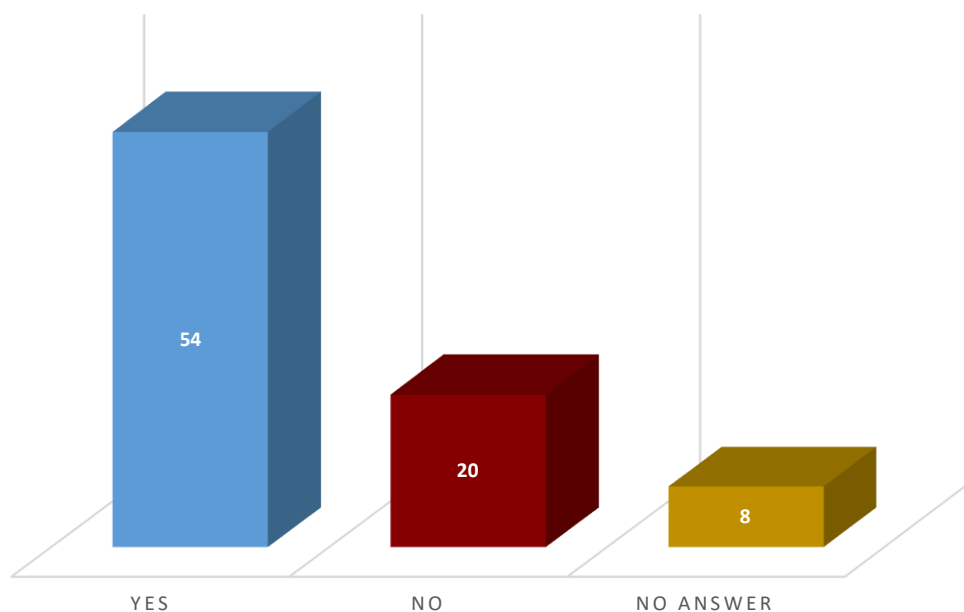


	Number of Responses	Percentage
Excellent	42	52%
Good	30	37%
Adequate	6	7%
Not Good	1	1%
Poor	2	2%
Not answered	1	1%
	82	

Comments

No staff at weekends.
Very peaceful here.
I never fear any interference to my home or to my wellbeing which isn't expected or cannot be dealt with by the staff when appropriate.
Very, very safe.
Less when the doors are not working.
Some security issues need attention for me to give it an "excellent".

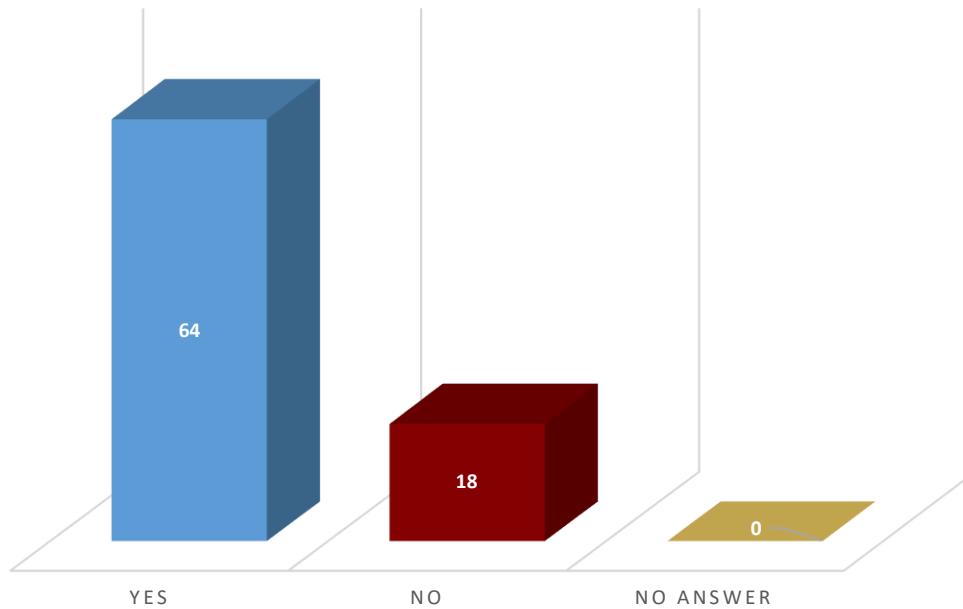
6. Have you been offered a copy of your personal support plan?



Comments

Copy in wCSA file
Not that I am aware of
Not sure?
Had update last week after being resident for 6 months.
But would like one please - note saying **** the warden emailed my son for me
Can't remember. I think I was offered several years ago when I move in or soon after.
No idea, sorry
No, as the machine wasn't working
Don't need one at this time, thank you.

7. Are you aware of ACHA's complaints policy?

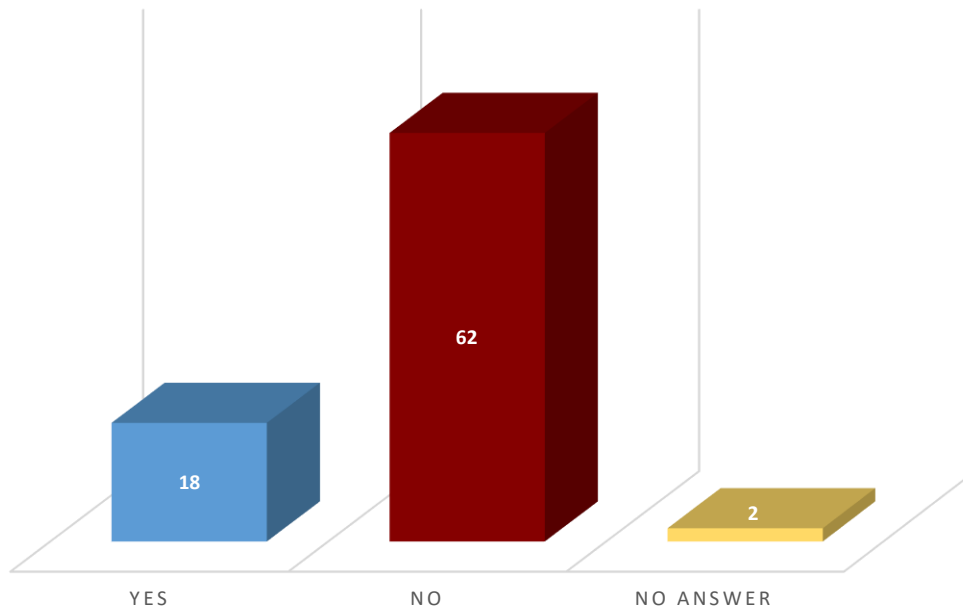


Comments

Son deals with everything

I am aware there is one but not the details. I am however, confident I could find this out with ease if I felt I needed to.

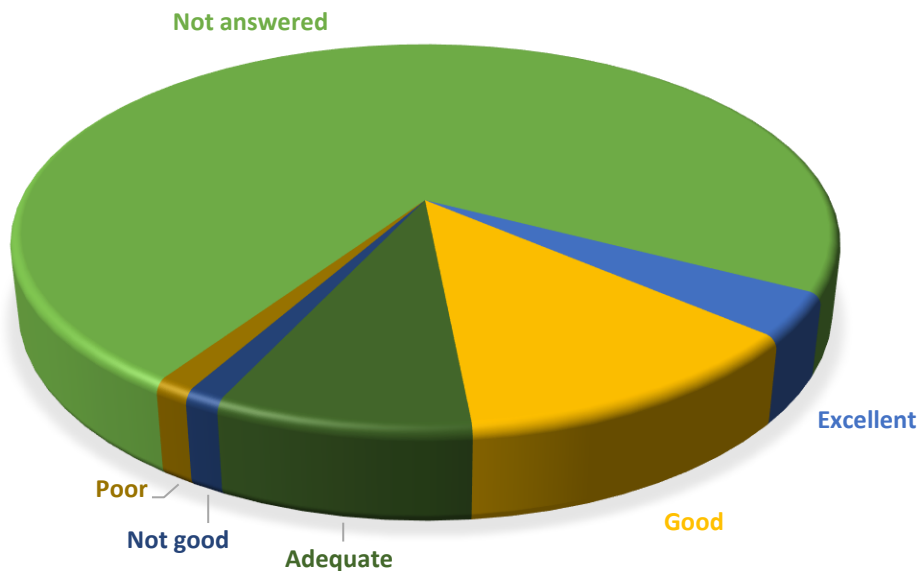
8. Have you ever made a complaint?



Comments

Only to the warden about a resident feeding the birds & bats and they do their best to keep an eye on the situation.
My front door bell. It was dealt with, however, it is intermittent
We discuss things at meetings
Well, one was made on my behalf without my knowledge.
Living room windows and frame

9. If yes, how would you rate the way it was handled?



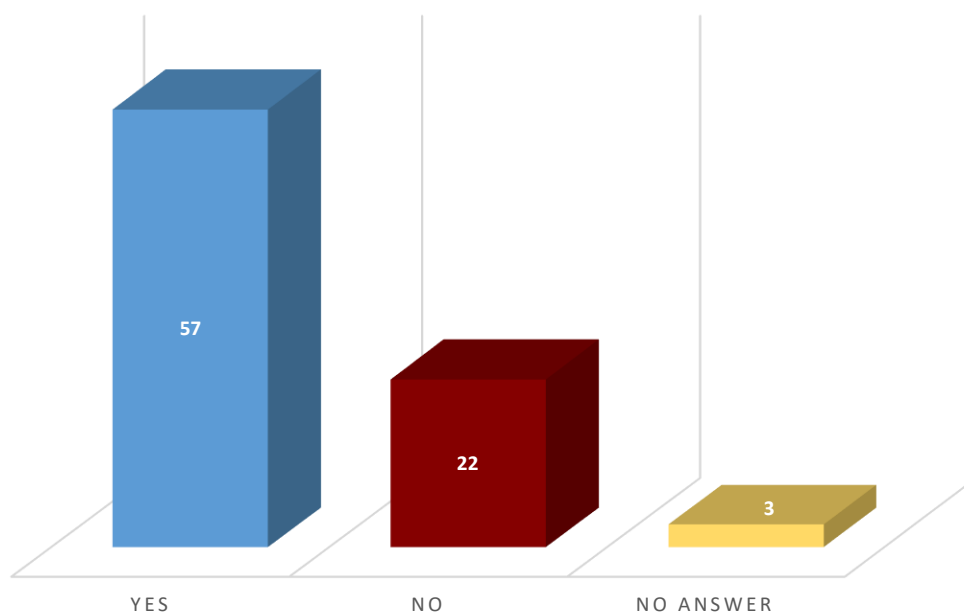
Comments

New tenant - no complaints so far

Bins, Heating & Roof Leaks, Gutters - Notes attached stating - BINS: Reported constantly. They used to be power washed on a regular basis, nothing done. A layer of decaying food now at the bottom of the bins that stinks. HEATING & ROOF LEAKS: This situation has been going on for over 5 years & still not resolved. At least we are a step forward from the boys bringing in buckets to catch the water leaks in the corridors. We can't use the conservatory, (after all the money spent on it) because it's freezing as the heater doesn't work. GUTTERS: Constantly overflowing and constantly reported. Nothing done. This explains why I gave it a POOR.

Still on-going

10. Are you aware of the role of the Care Inspectorate?



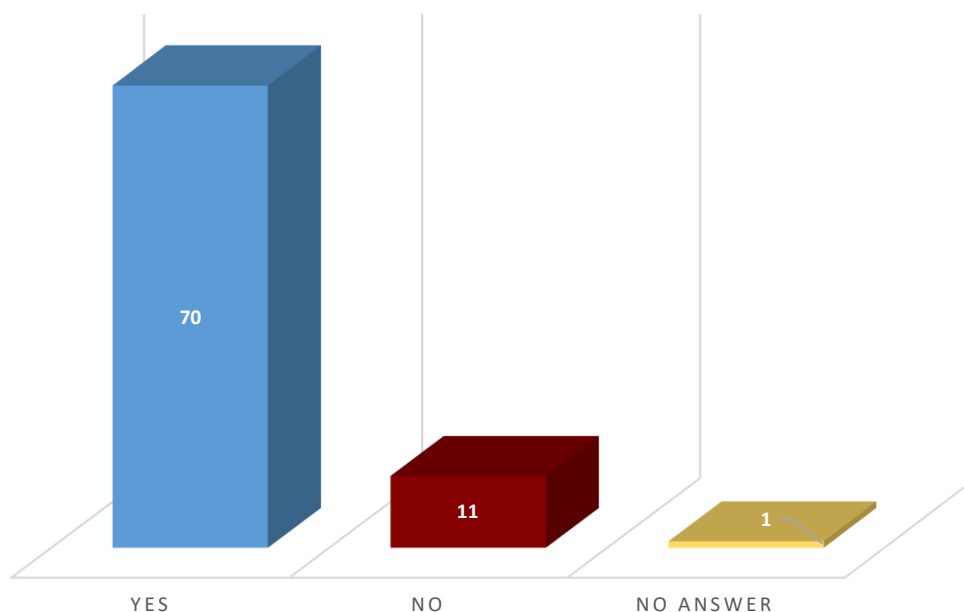
Comments

Is this a warden?

I have heard of it and assume it's to ensure a standard across sheltered housing - but I don't know for sure.

Thankfully, I don't require any help at this time.

11. Do you feel you are provided with enough information about ACHA and the services that we provide?



Comments

Not sure it's always accurate
May have been given to family
I am pleased with the service at ACHA.
Mostly communication about paperwork to register solar panels is confusing.
I sometimes ask the manager about procedures on systems but mostly just look subjects up on the internet.
Should have an up-to-date register of services provided and how to contact them.
More feedback from meetings - action points
Not really - apart from providing housing.
We have found out most of the things by ourselves.

12. Do you have any suggestions that could help improve the services that we provide?

Comments

I would appreciate the provision of an external fan in bathroom & kitchen. Having to leave window open while showering loses so much heat
Listen to tenants
No suggestions. I am quite happy with it all.
More maintenance of the complexes, grounds and houses at Chalmers Court, Inveraray, and to keep in place our excellent warden
Newcomers might appreciate information about availability of electrical /TV/furnishing/etc. supplies and installation.
Yes - Please can the bin at the rear of 18 be looked at as they have fallen (lids) on my arm and caused bruising. Could the exterior wall be extended to give more room to bin store??
I have raised concerns regarding trees and drying area which is totally inadequate. There is no point in moving the new drying area to the concrete as it will still be over shadowed by the massive trees.
Improvement in the gardening services would be good. They only do the very minimum.
40th Anniversary plaque still has not been put up outside.
I think the wardens do as much as possible to help people living here.
No. The service the managers have provided expands when the situation demands so is flexible and dependable. I am very appreciative of the knowledge and willingness to help as it allows me to feel confident in my home both now and in the future. Their service is crucial to my wellbeing.
Please give everyone the possibility of completing survey's online. Some are, some aren't.
Son deals with any problems.
The walls of the corridors need painting. They are dirty and the plaster around my front door is needing repaired.
Please paint the Complex
They could paint the complex. Badly needing done.
Life at Wallace Court is very positive and I feel very well supported & cared for.
New machines (like the ones at Cragroy) – laundry services
Better organised notice boards
I know Dunmar Court is run very well with being relatively new to sheltered housing I recommend this unit to everyone who asks. The only thing missing is the use of the common room for community activities. I realise there was a problem but hopefully it can be resolved.
Depends on requirements - Keep good staff, excellent!
We could do with up to date heaters in flat. If they cost more to run after all we pay the electric.
More information when company's, mainly water board intend to visit. I don't intend to let them in my flat unless they have an appointment. They seem to be turning up any old time that we are not informed about.
Overall services are good but can always be improved on its communication. I have an issue with when we ask questions for things to be done, if for whatever

reason it can't be done, they say so and explain why, then we all know the situation.
MORE PARKING SPACES.

I think communications could be improved between ACHA, contractors and tenants. I also feel we are not given enough feedback regarding items that are raised at tenant's general meetings.

More car parking space at Ford Spence Court.

Feedback.

In case of lift breaking down on a Friday afternoon again, an evacuation chair to help less mobile people get to and from their flats more easily.

Compensation due - legionella (having appointment lawyer). There has been water issues, flushed appliances in my flat and others. The noise has been disruptive for months against my privacy. My mental health is pushed to the limit. (Move me asap)