

Sheltered Housing Support Service SATISFACTION SURVEY






Your views on the Sheltered Housing Support Service are really important to us to ensure we can continually improve services. It has been nearly a year since we made changes to the service and we are keen to find out how the changes to the service have affected you.






SCHEME (optional).....
 NAME (optional).....
 ADDRESS (optional).....

Please tick yes or no.

	YES	NO	COMMENTS
I attended a 'meet and greet' meeting and was introduced to the team in my cluster.			
I know who my regular Sheltered Housing Officer (SHO) is.			
I have pulled my cord/ pressed my pendant in an emergency in the last twelve months.			
I have had a response to a call through my alarm within one minute.			

Please tick how you feel about the sheltered housing support service using a scale from strongly agree to strongly disagree.

					
I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service.					
I know when the Sheltered Housing Officer is at my scheme.					
The Sheltered Housing Officer is helpful.					
The Sheltered Housing Officer is professional in their appearance.					
The Sheltered Housing Officer is professional in their attitude.					

					
I am confident that I can get help from the Sheltered Housing Team when I need it.					
I am aware of the regular Tenants meetings.					
I choose to attend Tenants meetings.					
Tenants meetings are useful and informative.					
I feel safe in my home.					
I feel I have an opportunity to join in communal events.					
I am happy with the Sheltered Housing Service.					

Do you feel that your experience in dealing with Sheltered Housing was different in any way because of who you are, or are perceived to be? (e.g. because of anything that makes you an individual)?

If you would like to make any comments about the current service or changes you might like to see in the future please use the following space.

THANK YOU FOR COMPLETING THE SURVEY.

Please return in reply envelope by post or hand to Sheltered Housing Officer. You do not need a stamp.

