

## Appendix 4

### Sheltered Survey - Comments

- 1) We never know when the SHO is here. 2) We have to make our own communal activities. 3) People cannot find us in (scheme name removed)
- We need a few ground rules so some members won't forget to consider other members in (scheme name removed).
- A lack of confidentiality is an issue here tenants personal details are discussed to other tenants by the SHO and are made common knowledge.
- Although the warden is good her restricted hours are not good.
- At present we are happy with the service provided. We can't see any need of change but it depends on what the future holds for us regarding health issues.
- Because the SHO is here for 4 hours a day (Mon - Fri) I fail to understand why his visits to Tenants are limited to one per week.
- Completely unhappy with this service since the changeover.
- Complex Needs Updating
- Could the wardens if possible give a knock to check they are ok?
- Current service - unsatisfactory, current system - not working, SHO - no longer able to commit to proper attendance, alarm - not good, support - not confident of getting
- Currently happy with the service provided.
- During the past year I feel dissatisfied about the amount of care I have been allocated. I feel it should have been discussed prior to assessment with my family.
- For the past 16 years I have been complaining about the parking at (scheme name removed). Despite a clear worded sign indicating that parking is for residents only it is still being used.
- I am living on the top floor and unable to get a window cleaner to reach this height. I have repeatedly asked at meetings for the council to arrange something.
- I am not happy with the bronze, silver and gold scheme - I'm on silver. As due to my medical conditions only seeing our SHO face to face once a weekend talk to me on Careline voice box once a week. I no longer feel safe regards to being checked on.
- I am really concerned about the security at our scheme, the outside boundaries should be more secure, I often see people with hoddies at the rear of the bungalow inside the fence.
- I am told by emergency services to contact either my son or daughter.
- I am very confident their presence gives good support to many people in this complex.
- I am very happy with all the service.
- I am very happy with the SHO in my complex I live in. She is very helpful when I need help and advice.
- I am writing on behalf of my father. I am his daughter and I am pleased with his Sheltered Housing Support - he can not attend meetings but I am informed about them on his behalf.
- I have been here for two years and only in the last 2 weeks bingo has started. I don't play bingo. More needs to be done for everyone living here.
- I do feel sometimes that we are not allowed to live our lives with so many rules.
- I do not wish to participate in questionnaire as this is no longer Sheltered
- I have asked about a bracket to be put on my bedroom window as I like the window open a little bit but there is no bracket so therefore it opened right out and anybody can get in.
- I have had to press the call the alarm service many times because of an unwanted

visitor to my door. I get so frightened. Electric gates would make my well being so much better.

- I like having warden and if I need help I will get it.
- I personally am pleased with the services as they are and the security that living in sheltered accommodation offers and the support offered if required as circumstances change. So the infrastructure of sheltered accommodation is good. Although some more immobile and even less immobile tenants may feel and experience the loss of daily contact with the sheltered housing officer. I am very happy with the service as an individual.
- I think everyone who is ill for more than 3 days should have a visit from a warden to make sure they are alright.
- I think the hall that they are doing up should be for everyone and not one or two that think they are special that haven't lived here long enough they invite all out siders and the residents are not asked. The outsiders know more than the residents.
- I think the service charge (Management) service charge (support) is a lot of money compared to the amount of benefit some tenants get from it.
- I think the Sheltered Housing Officer should be here for longer than a few hours.
- I think there should be a warden on call 24 / 7 like the council have for emergency repairs. A floater of some sort.
- I was very disappointed our warden was not replaced only a part time one which is not working for us. Everybody needs a call every morning. It should not be based on gold, silver etc.
- I would constantly like to see the service vastly improve.
- I would like the day trips out in the nicer weather but it would involve a special vehicle for my push chair and some one to push me.
- I would like to know when the warden is on duty.
- I would like to say how delighted I am with my Sheltered Housing Officer. She is always helpful and there if I and when needed. She is excellent at her job.
- I would like to see a tidy place to park our car. I had my name down for a garage but I gave up waiting.
- I would like to see cameras put up on the centre. Also I think all residents should have key for laundry gate.
- I would like to see more activities organised such as exercises to music.
- I would like to see security cameras on each quad, as we still have problems with youths and youngsters hanging around. It's very intimidating as they have always got hoods on.
- I would like to see the warden call more often or buzz through to ask if everything is ok. I know that I am bronze but it is most reassuring to hear from someone everyday if only for a minute or two.
- I would prefer my warden to stay on one shift whatever that is and to be the same person not change as this is confusing me and I don't know who's knocking my door.
- It is a good service as there is someone on the other end when required. I do feel safe here but if people are upstairs they keep knocking the door to let them in and it is annoying.
- It is difficult to lift the bin lids in order to dispose of household rubbish. I am 89 years old.
- It would be better if wooden fence was taken down and iron one put up and keys for the gate and to be put around the back of flat.
- It would be nice to keep to the same warden.
- It would be nice to see Joanne or Ben in a meeting every six months.

- It would make me and others down here feel safe if you take that wooden fence down and put iron fencing up with keys for the gate.
- Laundry Service is good.
- Meetings cancelled at the last min, re arranged and no one turns up, as we were available for initial meeting. Notice of meeting put up in the hall, yet less than 50% of residents use the hall. Hall locked at all times even when warden is in, we no longer socialise like we used to. It was always open from 9.00am and we could pop in and have a chat. It doesn't happen now so we are all getting more isolated.
- More activities for semi disabled people on site.
- More repairs done outside.
- My mother finds it difficult to mix with the other residents. The warden is excellent with my mother, he does all he can to help her where he can.
- No assistance required
- People who are immobile could do with a warden calling daily.
- Quite content with the service
- Really could do with more bins for rubbish.
- Replies and follow ups from previous meetings, appear to be taking a long time for any result. Some still outstanding from the first meeting at our scheme.
- Small hedge out at bottom of garden on grass.
- Stop changing wardens who are settled in. We don't like constant change, we like continuity.
- Stop non residents parking here.
- Table and chairs available to all residents and not locked up. All residents should be aware what goes on in dayroom and not used for the favourite few. Washing rota must be used only by tenant whose name was shown and not attended by other tenant's only warden.
- The changes I would like to happen are as follows improving the path way leading to my flat as I have fallen twice in the past year; the warden has ensured me this problem is going to be addressed in the near future.
- The children that hang around are intimidating
- The meetings here are a complete waste of time, promises, promises not a thing is done that's why people don't attend the meetings because they get fed up. Rubbish!
- The new service is not as good as when we had a warden. This has been a great place to be these last 15 years but now with all new regulations it is no longer the same. The room we were promised for a hairdresser is still empty. Six months ago the officer on duty told us it was imminent. It's still an empty room.
- The people who have stood in for the SHO have been very helpful and friendly and always cheerful.
- The services are fine.
- The two ladies that I met to assess me were very nice. Thank you.
- The warden can not call on me because she has too many other places to service. You need more wardens.
- The warden is lovely but they are not here as much. I feel quite lonely for much of the time. There have been no opportunities for trips and no regular bus service close by. I worry that I will become more isolated as my walking becomes more difficult.
- The whole structure needs a very good shake up. These places were built to accommodate the elderly. To give people confidence. I am sorry to say you might as well close the whole system down because that is what it is coming to.
- To see who is coming in on telecom. This scheme is only for women and not for men.

- Very happy with current service and I feel 100% secure in my flat because of the support I receive.
- Very happy with the current service. Help available when needed.
- Warden no longer comes to check on resident on a daily basis (this was done by previous warden) No weekend contact with warden / control centre. Residents without families could be left vulnerable over weekend (has happened recently when resident died)
- We are very happy with our sheltered housing officer, he is always happy in his job and his attitude is great but we think sometimes he has to go to other complexes perhaps its two hours here and so for what we think it is so unfair on him and us.
- We have been tenants since 2006 and in the last year the service as for as we are concerned has gone downhill and we are expected to pay more for it. The gold, silver and bronze categories should be scrapped.
- We have been promised a room for hair and nails and it is still empty.
- We have meetings but when we raise concerns nothing gets done.
- We would prefer to have a regular warden.
- When are we going to see some improvements in the bungalow?
- When the vote was taken to stay with the council we were promised retention of the warden service, instead we have got this SHO system (even worse on a revolving system). The TV licences are even messed up.
- Where I am seems the minority decide over the majority even with total opposition e.g. doors etc.
- Why is there no warden control on the property? The elderly should be seen twice a day to see if nothing has happened to them.
- Would be a good idea to put notice on office door to say when sheltered housing officer is in scheme. Would be a good idea if she could do mornings sometimes as this is the busiest time.
- Would like help to get the outside window cleaned
- Would like to see a lift installed.
- Would like to see more activities going on here, more things to do like having help to go out and about.
- Would like to see the warden everyday.
- Yes as stated I would like to go back to one warden. We were without cover for some time.
- You can't make it any better unless the warden is living on site.