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INDEPENDENT SUPPORTED SHELTERED HOUSING SCHEME SURVEY RESULTS

AUGUST 2016

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The Lodge

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LANDLORD QUESTIONNAIRE

Scheme Address: The Lodge

Landlord: The Guinness Partnership

1 Can you please give a breakdown of the rent/service charges for the units?

*	Weekly rent	£105.10	
*	Heating Charge	£11.36	Differs depending on size of property e.g. double, single
*	Water and Sewerage	£4.48	
*	Service Charge	£16.38	
		£137.32	

2 Can you advise what services are provided within the charges?

- * Gas Central Heating throughout scheme
- * Electricity to communal areas
- * Fresh water supply and waste water removal
- * Retirement living advisor on site
- * Emergency pull cords

3 What is your organisation's policy on response times to repair requests?

- * An emergency repair will be responded to within 24 hours (this requires tenant to be in for 24 hours)
- * Routine appointable within 28 days - mutually convenient appointment made between Guinness and tenant

4 What is classed as an emergency repair?

- * Complete loss of power: electric and lighting
- * Heating, Gas leaks and hot water heating has seasonal restrictions
- * Complete loss of water
- * Flood and major leaks
- * Doors or ground floor windows which aren't secure

- * Toilets where there are only one toilet in the property
- * Lifts / Car Park gates
- * Major incidents and structural damage

5 How often are communal areas redecorated?

- * Every 5-7 years depending on the condition/need

6 How often is the grass cut?

- * Every 2 weeks

7 How often are the windows cleaned?

- * Every 3 months

8 How often are the scheme meetings held?

- * Approximately every 6 weeks

RESIDENT QUESTIONNAIRE – SURVEY RESULTS

Scheme Address: The Lodge
Landlord: The Guinness Partnership
Total Returned: 18

1	Can you please indicate the reason why you moved to this type of accommodation		
	Health Reason	7	38.89%
	Downsizing	3	16.67%
	To move Closer to Family	2	11.11%
	Support Required	1	5.56%
	Other	5	27.78%
2	Is the accommodation you occupy what you expected?		
	Yes	11	61.11%
	No	6	33.33%
3	How Easy is it to contact your landlord?		
	Very Easy	3	16.67%
	Quite Easy	9	50.00%
	Difficult	4	22.22%
	Very Difficult	0	0.00%
	Not contacted	1	5.56%
4	How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?		
	Very Quick	0	0.00%
	Reasonably Quick	4	22.22%
	Acceptable	5	27.78%
	Poor	8	44.44%

5 How would you rate the décor / cleanliness of the building/ communal areas

Excellent	1	5.56%
Good	5	27.78%
Acceptable	5	27.78%
Poor	6	33.33%

6 How would you rate the services (including repairs) provided by your landlord?

Excellent	1	5.56%
Good	5	27.78%
Adequate	3	16.67%
Poor	8	44.44%

7 Would you recommend your Landlord to a friend?

Yes	8	44.44%
No	8	44.44%
Don't Know	1	5.56%

RESIDENT QUESTIONNAIRE – ADDITIONAL COMMENTS

Scheme Address: The Lodge

Landlord: Guinness

2 Is the accommodation you occupy what you expected?

- * Absolutely
- * DIY re-done flat
- * Not as big as previous property
- * Bathrooms are locked due to health
- * Uses wet room
- * Sufficient for needs
- * Would prefer 2 beds
- * Wet room - much better for health reasons
- * Front room a bit small
- * Everything is on one level
- * In a 1 bed - a 2 bed came up but we weren't on bidding system
- * Moved for peace and quiet but Noisy neighbours and slamming doors
- * Wanted the vacant 2 bed but had to go back on the list
- * Told wet room but only shower
- * No wood batons to attach curtain rails
- * Better than expected. Has one of the larger flats
- * Better than expected due to previous tenant. New Kitchen
- * Would prefer bath rather than shower
- * Doesn't like using communal bathroom
- * Better than expected re quality of accommodation and people
- * Shower room too small
- * Shower cubical small

- * Bathroom is small much like a prison cell

3 How easy is it to contact your landlord?

- * Office
- * Pull Cord
- * But takes time
- * They palm you off and never get back to you
- * You say what you want but they never get back to you
- * To contact call centre but from then on not very efficient
- * Sister deals with things and finds it relatively easy
- * Require friends to make phone calls. Would like full time hours in downstairs office
- * Communication by e-mail very easy
- * Never contacted
- * Bedrooms on the small side as is the shower room. Being disabled doesn't help

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

- * Not too bad
- * Reported Water Leak. No knowledge of Stop-Cock so cautious. Took 3 hours
- * House manager does not know where mains Stop-Cock is located
- * No Complaints
- * Heating breaks down takes time to fix
- * Buy lamps - do own maintenance!!
- * Very easy to contact - very slow to respond
- * Months to repair broken item in flat
- * Reluctant to do anything
- * Such a long waiting time
- * When we have a query, we ring and they say they will call back but never do
- * Very poor it seems to me they palm you off but never hear from them
- * Very Poor, no keys available for flat bar initial 1 key for 2 people. Had to wait for another set to be given
- * 3 weeks before job done
- * Urgent issue not fixed for 5-6 days

- * 6-7 weeks to repair lighting fault
- * They either forget it or it takes weeks

5 How would you rate the décor / cleanliness of the building/ communal areas

- * New Carpets
- * Could be better - Cleaner
- * Communal lounge recently decorated
- * Decorating good but carpets are "appalling" need cleaning or replacing
- * Residents sorted out bin for cigarette ends
- * Communal area is excellent - all corridors nicely decorated but carpets stained with blood and other things
- * Painting is fine carpets are disgusting - Could have done more
- * 69 flats and only 3 bathrooms open
- * Now they have painted not too bad but could do with the carpets being done, when someone has a fall they will deal with it. But no when we call they do it when they are ready
- * Mainly good from what we have seen so far.
- * Improved since redecoration
- * Dog ends outside not acceptable. Newly decorated areas damaged due to wheelchairs.
- * Steel corners would improve the look.
- * Ok except for carpets
- * Cleaning good
- * Carpet 3rd floor. West Poor. All carpets filthy - Bathrooms locked
- * Carpets not cleaned for over 30 years filthy and disgusting. Bathrooms locked
- * Communal areas have just been decorated 1st time in 15 years. Carpets are 30 years old and are dirty, stained, and threadbare and trip hazards
- * Carpets are as old as the building 25-30 years old. Porton Down research would be in their element with parts of it. Disgusting

6 How would you rate the services (including repairs) provided by your landlord?

- * No real issues
- * Good Response
- * Just adequate moving too poor

- * Least time waited was 4-6 weeks
- * Workman came with wrong tools and had to wait a further 4 weeks for repair
- * 6 week repair time
- * Very bad
- * Very Poor. Too long a wait 1/100 score. Very noisy pump in shower. Reported but not dealt with
- * No plug in bathroom sink and won't provide
- * Good. Toilet by 68 and 69 been running for 2 years and has been reported several times but nothing done. I'm left fed up
- * Repairs take too long
- * Have to wait weeks or even months for lots to be done and are then done you can do the job yourself.
- * Repairs take too long to be sorted.
- * Guinness health and safety ignore issues. Trip Hazards ignored for over 2 years.

7 **Would you recommend your Landlord to a friend?**

- * ASB is a significant issue
- * Shouldn't have to suffer abuse from Residents
- * Complaints result in minimal action
- * Very quiet@ weekends
- * Can be isolating
- * Only if necessary
- * Not at all
- * Don't do anything for me so I could not recommend to anybody
- * Useless they do not care for elderly people. Just pay your rent and forget about everything else.
- * Residents are not vetted to come here, it used to be over 60 now anyone can come here
- * Residents are made to feel unwanted and useless. Some things are only done if it suits Guinness.

Any Further Comments

- * Free Laundry included in rent
- * Commodes in bathroom
- * 69 flats and only 3 bathrooms open. They clean them everyday but then they are locked.
- * Carpets a disgrace and bathrooms are locked.

- * Guest room nice and clean
- * No Toilet - bathroom next door (but locked) should be open for guests
- * Bathrooms are locked because the "equipment not maintained" states the manager.
- * No one welcomes you or shows you around you are left to fend for yourselves.
- * No animals allowed
- * Could estates provide some plants in the summer for the garden, there are some keen gardeners there are some keen gardeners who would like to improve the entrance.
- * No fulltime Manager and no one to check on regular basis you are alright
- * People who have a flat here and live somewhere else.
- * Why is there so much space for offices
- * Have been here for a length of time and been using the bathroom with no problems, then one day without notice to us residents bathrooms closed. Would love a bath but living here no way. I hate the shower and having a medical problem having a bath helps with the pain.
- * What does all our rent money get spent on because it is not on The Lodge. Have to go up 5 floors to get a hot bath. This is the one by the guest room. Inside that bathroom the radiator does not work. No toilet roll holder. Broken waste bin and finally no bath plug as it was stolen. All this was reported weeks ago and as usual nothing has been done.
- * Lighting on the West Side is poor with at the last count 18 lights were not working - Health and Safety!
- * The only bathroom with the right equipment in is closed and locked. Others would be able to assist me but one of the excuses is that the equipment has not been serviced and is not safe. So why not either service it or undo 8 screws and remove it thus being able to open the bathroom. I feel as though I am being discriminated against. Even a prisoner in this country has access to a bath. If they, the prisoners, could not get one I imagine they would sue the authorities. How does that leave us, The Great Unwashed

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Herriott House

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LANDLORD QUESTIONNAIRE

Scheme Address: Herriott House, Padnell Avenue

Landlord: The Guinness Partnership

1 Can you please give a breakdown of the rent/service charges for the units?

* Weekly rent	£89.85
* Heating Charge	£10.73
* Water and Sewerage	
* Service Charge	£16.28

Charges will differ depending on size of accommodation

2 Can you advise what services are provided within the charges?

- * Gas Central Heating throughout scheme
- * Electricity to communal areas
- * Retirement Living Advisor on site
- * Emergency Pull Cords

3 What is your organisation's policy on response times to repair requests?

- * An emergency repair will be responded to within 24hrs (this will require tenant to be in for 24hrs)
- * Routine appointable within 28 days - mutually convenient appointment made between Guinness and resident

4 What is classed as an emergency repair?

- * Complete loss of power: electric and lighting
- * Heating, gas leaks and hot water heating has seasonal restrictions
- * Complete loss of water
- * Flood and major leaks
- * Doors or ground floor windows which aren't secure
- * Toilets where there is only one toilet in the property

- * Lifts/car park gates
- * Major incidents and structural damage

5 How often are communal areas redecorated?

- * Every 5-7 years depending on condition / need

6 How often is the grass cut?

- * Every 2 weeks

7 How often are the windows cleaned?

- * Every 3 months

8 How often are the scheme meetings held?

- * Approximately every 6 weeks

RESIDENT QUESTIONNAIRE – SURVEY RESULTS

Scheme Address: Herriott House

Landlord: The Guinness Partnership

Total Returned: 13

1 Can you please indicate the reason why you moved to this type of accommodation

Health Reason	9	69.23%
Downsizing	0	0.00%
To move Closer to Family	1	7.69%
Support Required	0	0.00%
Other	3	23.08%

2 Is the accommodation you occupy what you expected?

Yes	9	69.23%
No	4	30.77%

3 How Easy is it to contact your landlord?

Very Easy	4	30.77%
Quite Easy	5	38.46%
Difficult	1	7.69%
Very Difficult	3	23.08%
Not contacted	0	0.00%

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

Very Quick	1	7.69%
Reasonably Quick	5	38.46%
Acceptable	1	7.69%
Poor	6	46.15%

5	How would you rate the décor / cleanliness of the building/ communal areas		
	Excellent	3	23.08%
	Good	4	30.77%
	Acceptable	1	7.69%
	Poor	5	38.46%
6	How would you rate the services (including repairs) provided by your landlord?		
	Excellent	1	7.69%
	Good	1	7.69%
	Adequate	4	30.77%
	Poor	7	53.85%
7	Would you recommend your Landlord to a friend?		
	Yes	6	46.15%
	No	6	46.15%
	Don't Know	1	7.69%

RESIDENT QUESTIONNAIRE – ADDITIONAL COMMENTS

Scheme Address: Herriott House

Landlord: The Guinness Partnership

2 Is the accommodation you occupy what you expected?

* It has changed hands twice and each time it has got worse

3 How Easy is it to contact your landlord?

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

* Not able to answer - new tenants

5 How would you rate the décor / cleanliness of the building/ communal areas

6 How would you rate the services (including repairs) provided by your landlord?

* Not able to answer - new tenants

* Jobs still outstanding that needed attention prior to moving in

7 Would you recommend your Landlord to a friend?

* Not Reliable

* The place has gone downhill since I moved in

Any Further Comments

* The only thing missing is get together time.

* I have been waiting for quite a few months for extensive works and no-one has got back to mw

* Long wait for repairs to take place

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Fairmead Court

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LANDLORD QUESTIONNAIRE

Scheme Address: Fairmead Court

Landlord: The Guinness Partnership

1 Can you please give a breakdown of the rent/service charges for the units?

* Weekly rent	£108.86
* Heating Charge	£11.07
* Water and Sewerage	£3.22
* Service Charge	£16.28

Charges will differ depending on size of accommodation

2 Can you advise what services are provided within the charges?

- * Gas Central heating throughout scheme
- * Electricity to Communal areas
- * Fresh water supply and waste water removal
- * Retirement living advisor on site
- * Emergency pull cords

3 What is your organisation's policy on response times to repair requests?

- * An emergency repair will be responded to within 24hrs (this requires tenant to be in for 24 hours)
- * Routine appointable within 28 days - mutually convenient appointment made between Guinness and resident

4 What is classed as an emergency repair?

- * Complete loss of power: electric and lighting
- * Heating, gas leaks and hot water heating has seasonal restrictions
- * Complete loss of water
- * Flood and major leaks
- * Doors or ground floor windows which aren't secure

- * Toilets where there is only one toilet in the property
- * Lifts/car park gates
- * Major incidents and structural damage

5 How often are communal areas redecorated?

- * Every 5-7 years depending on condition / need

6 How often is the grass cut?

- * Every 2 weeks

7 How often are the windows cleaned?

- * Every 3 months

8 How often are the scheme meetings held?

- * Approximately every 6-8 weeks

RESIDENT QUESTIONNAIRE – SURVEY RESULTS

Scheme Address: Fairmead Court
Landlord: The Guinness Partnership
Total Returned: 8

1	Can you please indicate the reason why you moved to this type of accommodation		
	Health Reason	5	62.50%
	Downsizing	1	12.50%
	To move Closer to Family	0	0.00%
	Support Required	0	0.00%
	Other	2	25.00%
2	Is the accommodation you occupy what you expected?		
	Yes	8	100.00%
	No	0	0.00%
3	How Easy is it to contact your landlord?		
	Very Easy	3	37.50%
	Quite Easy	1	12.50%
	Difficult	0	0.00%
	Very Difficult	4	50.00%
	Not contacted	0	0.00%
4	How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?		
	Very Quick	0	0.00%
	Reasonably Quick	0	0.00%
	Acceptable	0	0.00%
	Poor	8	100.00%

5	How would you rate the décor / cleanliness of the building/ communal areas		
	Excellent	0	0.00%
	Good	0	0.00%
	Acceptable	5	62.50%
	Poor	3	37.50%
6	How would you rate the services (including repairs) provided by your landlord?		
	Excellent	0	0.00%
	Good	0	0.00%
	Adequate	0	0.00%
	Poor	8	100.00%
7	Would you recommend your Landlord to a friend?		
	Yes	2	25.00%
	No	6	75.00%
	Don't Know	0	0.00%

RESIDENT QUESTIONNAIRE – ADDITIONAL COMMENTS

Scheme Address: Fairmead Court

Landlord: The Guinness Partnership

2 Is the accommodation you occupy what you expected?

- * It did originally now however standards have slipped.
- * At the time yes

3 How Easy is it to contact your landlord?

- * Don't always respond
- * Easy enough to leave messages. Return calls do not happen
- * Varies - depending as reception do not always pass on
- * Very hard to get response once call received by reception
- * Once spoken to beyond reception is difficult
- * Reception ok but never get back or forwarded

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

- * Call out in emergency very good recently but 3 weeks later fault not sorted
- * Gone down hill recently. Very hard to get reaction
- * Constant phone calls with false promises
- * Heating on 365 days per year. 94 degrees in the bathroom.

5 How would you rate the décor / cleanliness of the building/ communal areas

- * Acceptable - Dated
- * Not too bad. Needs refreshing such as carpets in communal lounge
- * Cleanliness ok cleaner very good
- * Going downhill since Guinness
- * Very poor, Little upkeep

- * Fairly poor needs updating. Launderette breaks down regular and takes weeks to repair

6 How would you rate the services (including repairs) provided by your landlord?

- * Poor - only work to order can not carry out extras
- * Poor - had bucket in lounge to catch water for some months
- * Extremities of services from good to poor
- * Poor (Mainly the time factor)
- * Very poor slow to react. If they go slower they will be done for loitering

7 Would you recommend your Landlord to a friend?

- * Reluctantly as landlords in this sector limited
- * Very Poor landlord
- * Absolutely not - couldn't be worse

Any Further Comments

- * Heating needs updating and rarely working efficiently
- * Full rate being paid for sheltered accommodation but the services not provided
- * The whole place is deteriorating rapidly. Grounds, Communal areas, Residents with mental health issues are just left for other residents to deal with, causing much distress, and no repairs no maintenance.
- * People give security number of car park to friends - swipe card system would be more secure.
- * Housing officers change to frequently. Seem to resent any association with tenants. Last panel meeting 02/02/2016 supposed to be 3 months.
- * Car park passes abused by tenants handing out numbers

Furlonge House

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LANDLORD QUESTIONNAIRE

Scheme Address: Furlonge House

Landlord: The Guinness Partnership

1 Can you please give a breakdown of the rent/service charges for the units?

* Weekly rent	£87.56
* Heating Charge	£10.75
* Water and Sewerage	
* Service Charge	£13.27

Charges will differ depending on size of accommodation

2 Can you advise what services are provided within the charges?

- * Electricity to communal areas
- * Retirement Living Advisor on site
- * Emergency Pull Cords
- * Communal repairs and cleaning
- * Grounds maintenance in the garden

3 What is your organisation's policy on response times to repair requests?

- * An emergency repair will be responded to within 24hrs (this will require tenant to be in for 24hrs)
- * Routine appointable within 28 days - mutually convenient appointment made between Guinness and resident

4 What is classed as an emergency repair?

- * Complete loss of power: electric and lighting
- * Heating, gas leaks and hot water heating has seasonal restrictions
- * Complete loss of water
- * Flood and major leaks
- * Doors or ground floor windows which aren't secure

- * Toilets where there is only one toilet in the property
- * Lifts/car park gates
- * Major incidents and structural damage

5 How often are communal areas redecorated?

- * Every 5-7 years depending on condition / need

6 How often is the grass cut?

- * Every 2 weeks

7 How often are the windows cleaned?

- * Every 3 months

8 How often are the scheme meetings held?

- * Every 2 months

RESIDENT QUESTIONNAIRES – SURVEY RESULTS

Scheme Address: Furlonge House
Landlord: The Guinness Partnership
Total Returned: 9

1	Can you please indicate the reason why you moved to this type of accommodation		
	Health Reason	5	55.56%
	Downsizing	2	22.22%
	To move Closer to Family	2	22.22%
	Support Required	3	33.33%
	Other	2	22.22%
2	Is the accommodation you occupy what you expected?		
	Yes	7	77.78%
	No	2	22.22%
3	How Easy is it to contact your landlord?		
	Very Easy	3	33.33%
	Quite Easy	5	55.56%
	Difficult	1	11.11%
	Very Difficult	0	0.00%
	Not contacted	0	0.00%
4	How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?		
	Very Quick	0	0.00%
	Reasonably Quick	4	44.44%
	Acceptable	2	22.22%
	Poor	3	33.33%

5	How would you rate the décor / cleanliness of the building/ communal areas		
	Excellent	0	0.00%
	Good	2	22.22%
	Acceptable	3	33.33%
	Poor	5	55.56%

6	How would you rate the services (including repairs) provided by your landlord?		
	Excellent	0	0.00%
	Good	2	22.22%
	Adequate	4	44.44%
	Poor	3	33.33%

7	Would you recommend your Landlord to a friend?		
	Yes	7	77.78%
	No	2	22.22%
	Don't Know	0	0.00%

RESIDENT QUESTIONNAIRE – ADDITIONAL COMMENTS

Scheme Address: Furlonge House

Landlord: The Guinness Partnership

2 Is the accommodation you occupy what you expected?

- * 2 bed easy access
- * Because it was a warden scheme but over the years that has gone.
- * very suitable for 1 person
- * 2 Large bedrooms excellent flat
- * This building was covered with office every day - now it is once a week

3 How Easy is it to contact your landlord?

- * Very easy but they take weeks after being chased

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

- * Can take up to 4 days to respond (Heating breakdown in winter)

5 How would you rate the décor / cleanliness of the building/ communal areas

- * Interior good - outside poor
- * Cleanliness is good but building itself is getting poor
- * Could do with new carpets
- * New carpets were promised years ago - they are filthy
- * Good except carpets in corridors (Trip Hazard) and rusty balconies
- * Top half not cleaned for many years.

6 How would you rate the services (including repairs) provided by your landlord?

- * You can wait months for non-urgent defects to be done.
- * 48 hour wait for boiler repairs

7 Would you recommend your Landlord to a friend?

- * Rent has increased year on year and we now get a lot less for our money

Any Further Comments

- * Poor parking - Too many flats have 2 cars
- * 35 flats woeful parking facilities
- * Problem with fire doors throughout the building
- * Guinness deem nothing as urgent
- * Lived here many years - extremely satisfied
- * Access buttons at external doors not working - assessed by Guinness as "non urgent"
- * Poor parking - Noisy building at all times of the day and night
- * Manager only here 3 x ½ days per week outside of these times - nobody
- * Guinness have stopped doing trips for residents. Why?

Enderleigh House

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LANDLORD QUESTIONNAIRE

Scheme Address: Enderleigh House

Landlord: The Guinness Partnership

1 Can you please give a breakdown of the rent/service charges for the units?

* Weekly rent	£91.07
* Heating Charge	
* Water and Sewerage	
* Service Charge	£11.40

Charges will differ depending on size of accommodation

2 Can you advise what services are provided within the charges?

- * Electricity to communal areas
- * Retirement Living Advisor on site
- * Emergency Pull Cords

3 What is your organisation's policy on response times to repair requests?

- * An emergency repair will be responded to within 24hrs (this will require tenant to be in for 24hrs)
- * Routine appointable within 28 days - mutually convenient appointment made between Guinness and resident

4 What is classed as an emergency repair?

- * Complete loss of power: electric and lighting
- * Heating, gas leaks and hot water heating has seasonal restrictions
- * Complete loss of water
- * Flood and major leaks
- * Doors or ground floor windows which aren't secure
- * Toilets where there is only one toilet in the property
- * Lifts/car park gates

* Major incidents and structural damage

5 How often are communal areas redecorated?

* Every 5-7 years depending on condition / need

6 How often is the grass cut?

* Every 2 weeks

7 How often are the windows cleaned?

* Every 3 months

8 How often are the scheme meetings held?

* Meetings are held when required/requested

RESIDENT QUESTIONNAIRE – SURVEY RESULTS

Scheme Address: Enderleigh House

Landlord: The Guinness Partnership

Total Returned: 8

1 Can you please indicate the reason why you moved to this type of accommodation

Health Reason	7	87.50%
Downsizing	0	0.00%
To move Closer to Family	1	12.50%
Support Required	1	12.50%
Other	2	25.00%

2 Is the accommodation you occupy what you expected?

Yes	8	100.00%
No	0	0.00%

3 How Easy is it to contact your landlord?

Very Easy	1	12.50%
Quite Easy	5	62.50%
Difficult	2	25.00%
Very Difficult	0	0.00%
Not contacted	0	0.00%

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

Very Quick	0	0.00%
Reasonably Quick	2	25.00%
Acceptable	3	37.50%
Poor	3	37.50%

5	How would you rate the décor / cleanliness of the building/ communal areas		
	Excellent	0	0.00%
	Good	1	12.50%
	Acceptable	6	75.00%
	Poor	1	12.50%
6	How would you rate the services (including repairs) provided by your landlord?		
	Excellent	0	0.00%
	Good	4	50.00%
	Adequate	2	25.00%
	Poor	1	12.50%
7	Would you recommend your Landlord to a friend?		
	Yes	6	75.00%
	No	1	12.50%
	Don't Know	0	0.00%

RESIDENT QUESTIONNAIRE – ADDITIONAL COMMENTS

Scheme Address: Enderleigh House

Landlord: Guinness

2 Is the accommodation you occupy what you expected?

* Very spacious and bright

3 How Easy is it to contact your landlord?

*

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

* Still waiting enquiry made several months ago

5 How would you rate the décor / cleanliness of the building/ communal areas

* Could be cleaned more often

* Fair but often neglected

6 How would you rate the services (including repairs) provided by your landlord?

7 Would you recommend your Landlord to a friend?

Any Further Comments

* Front door altered and not satisfied

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Eileen Beard House

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LANDLORD QUESTIONNAIRE

Scheme Address: Eileen Beard House, Bartons Road,

Landlord: The Guinness Partnership

1 Can you please give a breakdown of the rent/service charges for the units?

*	Weekly rent	£83.56
*	Heating Charge	£10.77
*	Water and Sewerage	
*	Service Charge	£16.28

Charges will differ depending on size of accommodation

2 Can you advise what services are provided within the charges?

- * Gas Central Heating throughout scheme
- * Electricity to communal areas
- * Retirement Living Advisor on site
- * Emergency Pull Cords

3 What is your organisation's policy on response times to repair requests?

- * An emergency repair will be responded to within 24hrs (this will require tenant to be in for 24hrs)
- * Routine appointable within 28 days - mutually convenient appointment made between Guinness and resident

4 What is classed as an emergency repair?

- * Complete loss of power: electric and lighting
- * Heating, gas leaks and hot water heating has seasonal restrictions
- * Complete loss of water
- * Flood and major leaks

- * Doors or ground floor windows which aren't secure
- * Toilets where there is only one toilet in the property
- * Lifts/car park gates
- * Major incidents and structural damage

5 How often are communal areas redecorated?

- * Every 5-7 years depending on condition / need

6 How often is the grass cut?

- * Every 2 weeks

7 How often are the windows cleaned?

- * Every 3 months

8 How often are the scheme meetings held?

- * Approximately every 6 weeks

RESIDENT QUESTIONNAIRE – SURVEY RESULTS

Scheme Address: Eileen Beard
Landlord: The Guinness Partnership
Total Returned: 15

1	Can you please indicate the reason why you moved to this type of accommodation		
	Health Reason	7	46.67%
	Downsizing	2	13.33%
	To move Closer to Family	4	26.67%
	Support Required	4	26.67%
	Other	3	20.00%
2	Is the accommodation you occupy what you expected?		
	Yes	11	73.33%
	No	2	13.33%
3	How Easy is it to contact your landlord?		
	Very Easy	2	13.33%
	Quite Easy	6	40.00%
	Difficult	0	0.00%
	Very Difficult	5	33.33%
	Not contacted	0	0.00%
4	How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?		
	Very Quick	0	0.00%
	Reasonably Quick	2	13.33%
	Acceptable	2	13.33%
	Poor	9	60.00%

5	How would you rate the décor / cleanliness of the building/ communal areas		
	Excellent	1	6.67%
	Good	2	13.33%
	Acceptable	4	26.67%
	Poor	6	40.00%

6	How would you rate the services (including repairs) provided by your landlord?		
	Excellent	0	0.00%
	Good	2	13.33%
	Adequate	4	26.67%
	Poor	7	46.67%

7	Would you recommend your Landlord to a friend?		
	Yes	3	20.00%
	No	10	66.67%
	Don't Know	0	0.00%

RESIDENT QUESTIONNAIRE – ADDITIONAL COMMENTS

Scheme Address: Eileen Beard House

Landlord: The Guinness Partnership

2 Is the accommodation you occupy what you expected?

- * But has changed over the years
- * Suitable for my needs
- * But changed
- * But it has changed a lot for the worse
- * Large enough for me - Happy with accommodation- Not happy with Service
- * Slightly smaller, happy with it

3 How Easy is it to contact your landlord?

- * Very Poor
- * Could do a lot better
- * Very easy to contact Guinness, Nobody here permanently during the day
- * Phone up easy

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

- * 28 days
- * Not very Quick
- * Very Poor
- * 28 days minimum
- * 28 days at least
- * 28 days to reply
- * Care I came here for has gone, have to rely on neighbours
- * Target is 28 days need to mislead to get work done

5 How would you rate the décor / cleanliness of the building/ communal areas

- * Extremely Poor
- * Needs decorating due to water leak above my flat
- * Long wait
- * Extremely Poor
- * Not very good decorating wise, dirty carpet, cleanliness
- * Very Poor - Carpets Very Dirty and need a good clean
- * Clean, needs redecorating, carpets dirty

6 How would you rate the services (including repairs) provided by your landlord?

- * Nothing done yet on major repair
- * Damage caused by water leak
- * Overflow leak for a year and not resolved, water problem for long time – on and off
- * Very Poor
- * wait too long 28 days
- * Polite workman - Back garden not well maintained

7 Would you recommend your Landlord to a friend?

- * Lack of contact with residents daily - to see if we are ok
- * Charged too much
- * Since Guinness taken over deteriorated
- * If complaints we have made are seen to

Any Further Comments

- * Security Doors never close
- * Hallways badly stained
- * Parking for 35 flats not acceptable
- * Security at night (Laundry window, back door, window above lift housing space). Residents have to go round at night
- * Used to be buzzed everyday to ensure OK does not happen now
- * Not knocked everyday used to happen

- * One person from Guinness here a few hours a day
- * Early morning calls stopped
- * Have to pay for pull cord if not on Housing Benefit
- * Not enough parking spaces-need residents only parking area
- * Non residents using car park
- * Need to be able to access disabled parking spaces
- * Moved in knowing there would be a warden and therefore our families knew we would be safe contract has been broken by Guinness.
- * Not enough room for disabled parking - public use spaces.
- * Older residents can not maintain garden - council cut the lawn but we cant do borders.
- * 2 washing machines for 35 flats
- * Leaking balcony door causes leaks
- * Residents would like morning calls re-established to check on them and pull cords put back - you can only have a pull cord if you are on benefits or else you have to pay
- * only 8 parking spaces for 35 flats - HBC owns the land at the front could be better used for parking
- * Building not re-decorated for over 10 years. Carpets are filthy and threadbare
- * Residents would like manager on site for more hours a week - 10 hours is not enough
- * Garden team only go in once a year to trim bushes and trees, but haven't appeared this year. The garden will not be able to be managed by residents for too much longer
- * Windows not being cleaned as they are supposed to.
- * Residents charged approx. £11-18 per month for service charges. What for?
- * dustbins not emptied enough for amount of properties - recycling bin not big enough -bin and gate have both been broken by bin men

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Elsie Fudge House

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LANDLORD QUESTIONNAIRE

Scheme Address: Elsie Fudge House

Landlord: Portsmouth City Council

1 Can you please give a breakdown of the rent/service charges for the units?

	No bedroom	1 bedroom	2 bedroom	3 bedroom
* Weekly rent	£75.26	£84.12	£92.44	£102.41
* Heating Charge	n/a	n/a	n/a	n/a
* Water and Sewerage	n/a	n/a	n/a	n/a
* Service Charge	£13.58	£13.58	£13.58	£13.58

£29.04 sheltered housing service charge

£11.00 supporting people charge

(These charges are for the payment of the sheltered housing service, including the staff costs.)

2 Can you advise what services are provided within the charges?

- * Anti-social behaviour team
- * Residents participation
- * Money advice team
- * Estate Services Officers
- * Outside Office Hours service
- * Electricity for lighting
- * Grounds maintenance
- * Cleaning and bulk refuse

3 What is your organisation's policy on response times to repair requests?

Portsmouth City Council does not specify response categories or time periods for any repair demands within its policy.

Residents are asked for a date and timed appointment that it would be convenient for them to have the repair undertaken; the repairs contractor then aims to meet the resident's preferred appointment as agreed to undertake the right repair at the right time.

If there is a delay in a repair for any reason, residents are kept up to date with the progress of the repair, either directly or via the Scheme Manager.

4 What is classed as an emergency repair?

There is no emergency classification for any repairs. The resident determines the timescales and when they would like the repair undertaken. If they consider the repair needs to be undertaken quickly the repairs contractor will endeavour to have resources available to undertake the work within the timescales agreed to ensure the right repair is undertaken at the right time.

Within a sheltered scheme, it is recognised that repairs to door entry systems and lifts do need to be expedited promptly due to the vulnerability of residents. In addition, with regard to the pull cord / pendant alarm system, there is a dedicated service provider who undertakes necessary repairs according to the needs of the resident.

5 How often are communal areas redecorated?

Planned maintenance, including redecoration of communal areas is a demand led service; there are no predetermined planned cycles for decorations.

The Property Service Manager will regularly assess the condition of all assets including external and communal areas; they will also discuss demands with Scheme Managers as appropriate.

The Property Service Manager will prioritise all planned maintenance demands identified and planned maintenance schemes will be undertaken to maintain and improve our properties as appropriate depending on resources that are available.

6 How often is the grass cut?

Grounds maintenance i.e. grass cutting and hedge reduction is not carried out to a schedule or specification. It is carried out as often as it needs to be done to keep the local area clean and tidy. This recognises that grass does not grow to a schedule and the seasons are unpredictable.

Since September 14 our sheltered blocks has been tended an average of 18 times. Frequencies in the summer are naturally greater due to grass cutting while winter work focusses on reduction and ground work. Sheltered scheme staff, cleaners, gardeners and any estate based staff are able to request the service if they believe it is needed, otherwise the Green & Clean management team will allocate tasks as and when they believe the sites need attending based on previous knowledge and prevailing factors such as weather, season and when the site was last visited.

7 How often are the windows cleaned?

As for grass cutting there is no fixed schedule for window cleaning. Low level windows and other glazing to doors and panels are cleaned by the cleaner attending. They will make a decision about what does and doesn't need to be done. This is likely to mean on most occasions glazed areas such as main entrance doors and panels which can be reached without the need for steps/ladders. High-level communal glazing will be carried out by a specialist in-house team called upon by staff. The frequency of specialist window cleaning at any of our sheltered blocks in Leigh Park/Wecock Farm/Crookhorn since September 14 ranges from once to four times.

8 How often are the scheme meetings held?

In general, scheme meetings - i.e. meetings with residents - are held in accordance with resident demand and if there is a specific purpose for a meeting.

It has been found over time that, for example, monthly resident meetings have little value as residents do talk to scheme staff on a very regular basis and so issues raised are dealt with at the time - i.e. as opposed to them being saved up for a meeting.

Scheme Managers and their Support Assistants are available at all times during the working week to help and advise residents.

46 Flats

5 Empty - 1 flat for 2 years

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RESIDENT QUESTIONNAIRE SURVEY RESULTS

Scheme Address: Elsie Fudge House

Landlord: Portsmouth City Council

Total Returned 7

1 Can you please indicate the reason why you moved to this type of accommodation

Health Reason	3	42.86%
Downsizing	1	14.29%
To move Closer to Family	0	0.00%
Support Required	2	28.57%
Other	1	14.29%

2 Is the accommodation you occupy what you expected?

Yes	6	85.71%
No	1	14.29%

3 How Easy is it to contact your landlord?

Very Easy	7	100.00%
Quite Easy	0	0.00%
Difficult	0	0.00%
Very Difficult	0	0.00%
Not contacted	0	0.00%

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

Very Quick	7	100.00%
Reasonably Quick	0	0.00%
Acceptable	0	0.00%
Poor	0	0.00%

5 How would you rate the décor / cleanliness of the building/ communal areas

Excellent	6	85.71%
Good	1	14.29%
Acceptable	0	0.00%
Poor	0	0.00%

6 How would you rate the services (including repairs) provided by your landlord?

Excellent	6	85.71%
Good	1	14.29%
Adequate	0	0.00%
Poor	0	0.00%

7 Would you recommend your Landlord to a friend?

Yes	6	85.71%
No	0	0.00%
Don't Know	1	14.29%

RESIDENT QUESTIONNAIRE – ADDITIONAL COMMENTS

Scheme Address: Elsie Fudge House

Landlord: Portsmouth City Council

2 Is the accommodation you occupy what you expected?

- * Although shower access is too small
- * Perfect
- * My bedsit is perfect. Don't like proposed shower adjustments want it to stay the same.
- * Accommodation is very good, although the shower is very narrow and difficult to get in and out
- * Accessing the shower is difficult - some floors have more extensive (wet room) bathroom facilities
- * Its lovely

3 How easy is it for you to contact your landlord?

- * Excellent - House Manager
- * House Manager Mon - Fri 8.30 -1700
- * Manager lives on site during working hours - always approachable - First contact
- * The House Manager looks after us

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

- * Very Responsive
- * Usually within a few hours
- * Through House Manager - if repair required a mutually beneficial time is arranged
- * House Manager has direct contact with PCC Housing department

5 How would you rate the décor / cleanliness of the building/ communal areas

- * Excellent - Some areas are a little bit tired
- * Excellent - no complaints at all

6 How would you rate the services (including repairs) provided by your landlord?

- * Very quick to sort out repairs
- * Very prompt
- * Minor repairs are actioned usually within the hour - 2 hours. Larger repairs (that require access to my property) are arranged for a convenient time.
- * All repairs are actioned promptly
- * Most repairs are actioned very quickly

7 Would you recommend your Landlord to a friend?

- * Excellent
- * Nice place to live

Any Further Comments

- * Excellent House Manager
- * There are proposals to change the layout in some flats 'I like my bedsit and don't want a separate bedroom

Connors Keep

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LANDLORD QUESTIONNAIRE

Scheme Address: Connors Keep

Landlord: Portsmouth City Council

1 Can you please give a breakdown of the rent/service charges for the units?

	No bedroom	1 bedroom	2 bedroom	3 bedroom
* Weekly rent	£75.26	£84.12	£92.44	£102.41
* Heating Charge	n/a	n/a	n/a	n/a
* Water and Sewerage	n/a	n/a	n/a	n/a
* Service Charge	£13.58	£13.58	£13.58	£13.58

£29.04 sheltered housing service charge

£11.00 supporting people charge

(These charges are for the payment of the sheltered housing service, including the staff costs.)

2 Can you advise what services are provided within the charges?

- * Anti-social behaviour team
- * Residents participation
- * Money advice team
- * Estate Services Officers
- * Outside Office Hours service
- * Electricity for lighting
- * Grounds maintenance
- * Cleaning and bulk refuse

3 What is your organisation's policy on response times to repair requests?

Portsmouth City Council does not specify response categories or time periods for any repair demands within its policy. Residents are asked for a date and timed appointment that it would be convenient for them to have the repair undertaken; the repairs contractor then aims to meet the resident's preferred appointment as agreed to undertake the right repair at the right time.

If there is a delay in a repair for any reason, residents are kept up to date with the progress of the repair, either directly or via the Scheme Manager.

4 What is classed as an emergency repair?

There is no emergency classification for any repairs. The resident determines the timescales and when they would like the repair undertaken. If they consider the repair needs to be undertaken quickly the repairs contractor will endeavour to have resources available to undertake the work within the timescales agreed to ensure the right repair is undertaken at the right time.

Within a sheltered scheme, it is recognised that repairs to door entry systems and lifts do need to be expedited promptly due to the vulnerability of residents. In addition, with regard to the pull cord / pendant alarm system, there is a dedicated service provider who undertakes necessary repairs according to the needs of the resident.

5 How often are communal areas redecorated?

Planned maintenance, including redecoration of communal areas is a demand led service; there are no predetermined planned cycles for decorations.

The Property Service Manager will regularly assess the condition of all assets including external and communal areas; they will also discuss demands with Scheme Managers as appropriate.

The Property Service Manager will prioritise all planned maintenance demands identified and planned maintenance schemes will be undertaken to maintain and improve our properties as appropriate depending on resources that are available.

In addition to the above, three of the schemes - Connors Keep, Tweed Court and St Clares Court have been subject to major refurbishment work and this has involved improving resident accommodation in terms of making flats more spacious and providing much improved living facilities, including accessible showers.

Improvements have also been made to communal areas and as part of all three projects, new mobility scooter storage has, or is, being built.

All three schemes have run for a year; Tweed Court being completed in July 2015 and Connors keep and St Clares Court being completed this summer. All three have run to schedule and the focus has been on meeting the needs of residents and supporting them fully in their moves within each scheme.

6 How often is the grass cut?

Grounds maintenance i.e. grass cutting and hedge reduction is not carried out to a schedule or specification. It is carried out as often as it needs to be done to keep the local area clean and tidy. This recognises that grass does not grow to a schedule and the seasons are unpredictable.

Since September 14 our sheltered blocks has been tended an average of 18 times. Frequencies in the summer are naturally greater due to grass cutting while winter work focusses on reduction and ground work. Sheltered scheme staff, cleaners, gardeners and any estate based staff are able to request the service if they believe it is needed, otherwise the Green & Clean management team will allocate tasks as and when they believe the sites need attending based on previous knowledge and prevailing factors such as weather, season and when the site was last visited.

7 How often are the windows cleaned?

As for grass cutting there is no fixed schedule for window cleaning. Low level windows and other glazing to doors and panels are cleaned by the cleaner attending. They will make a decision about what does and doesn't need to be done. This is likely to mean on most occasions glazed areas such as main entrance doors and panels which can be reached without the need for steps/ladders. High-level communal glazing will be carried out by a specialist in-house team called upon by staff. The frequency of specialist window cleaning at any of our sheltered blocks in Leigh Park/Wecock Farm/Crookhorn since September 14 ranges from once to four times.

8 How often are the scheme meetings held?

In general, scheme meetings - i.e. meetings with residents - are held in accordance with resident demand and if there is a specific purpose for a meeting.

It has been found over time that, for example, monthly resident meetings have little value as residents do talk to scheme staff on a very regular basis and so issues raised are dealt with at the time - i.e. as opposed to them being saved up for a meeting.

Scheme Managers and their Support Assistants are available at all times during the working week to help and advise residents.

RESIDENT QUESTIONNAIRES – SURVEY RESULTS

Scheme Address: Connors Keep
Landlord: Portsmouth City Council
Total Returned 12

1 Can you please indicate the reason why you moved to this type of accommodation

Health Reason	5	41.67%
Downsizing	0	0.00%
To move Closer to Family	5	41.67%
Support Required	1	8.33%
Other	2	16.67%

2 Is the accommodation you occupy what you expected?

Yes	11	91.67%
No	1	8.33%

3 How easy is it to contact your landlord?

Very Easy	5	41.67%
Quite Easy	3	25.00%
Difficult	0	0.00%
Very Difficult	0	0.00%
Not contacted	3	25.00%

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

Very Quick	3	25.00%
Reasonably Quick	6	50.00%
Acceptable	2	16.67%

Poor	0	0.00%
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5 How would you rate the décor / cleanliness of the building/ communal areas

Excellent	5	41.67%
Good	4	33.33%
Acceptable	3	25.00%
Poor	0	0.00%

6 How would you rate the services (including repairs) provided by your landlord?

Excellent	1	8.33%
Good	8	66.67%
Adequate	2	16.67%
Poor	3	25.00%

7 Would you recommend your Landlord to a friend?

Yes	12	100.00%
No	0	0.00%
Don't Know	0	0.00%

RESIDENT QUESTIONNAIRES – ADDITIONAL COMMENTS

Scheme Address: Connors Keep

Landlord: PCC

2 Is the accommodation you occupy what you expected?

- * Better than expected
- * Not initially but following refurbishment Very Happy
- * Flat not the same as I was told
- *

3 How easy is it to contact your landlord?

- * Go through Manager
- * Unknown but would go through manager

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

- * No reason so far
- * N/A

5 How would you rate the décor / cleanliness of the building/ communal areas

- * Before Refurbishment - Satisfactory. After Refurbishment - Very Good

6 How would you rate the services (including repairs) provided by your landlord?

- * One of the occasion services contacted they were slow to respond to urgent issue - severe health hazard and not treated as an emergency
- * Always "Pretty Good" - repairs always carried out quickly. Manager very good on reacting to problems.
- * If done by Com-Serve - Poor - If done by Mountjoy - Good

7 Would you recommend your Landlord to a friend?

- * All ready Have - Very Happy here

Any Further Comments

- * ComServ provide a very poor service.
- * None! Happy with everything here
- * Shortage of staff some days is a concern but appreciate they do their best
- * Would like Wi-Fi fitted
- * We have been informed that later in the year we are going to lose our lift and that a stair lift will be installed. I am not sure I will be able to use this. The staff have offered to help but I don't think they will be available all the time.
- * Car parking very poor!
- * Removal of large household items such as old fridges Free - Now costs £25 per item.
- * How about solar panels - expensive to install but would pay for power to landing lights, laundry and lift!
- * Very happy here, delighted with accommodation

Wakefield Court

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LANDLORD QUESTIONNAIRE

Scheme Address: Wakefield Court

Landlord: Portsmouth City Council

1 Can you please give a breakdown of the rent/service charges for the units?

	No bedroom	1 bedroom	2 bedroom	3 bedroom
* Weekly rent	£75.26	£84.12	£92.44	£102.41
* Heating Charge	n/a	n/a	n/a	n/a
* Water and Sewerage	n/a	n/a	n/a	n/a
* Service Charge	£13.58	£13.58	£13.58	£13.58

£29.04 sheltered housing service charge

£11.00 supporting people charge

(These charges are for the payment of the sheltered housing service, including the staff costs.)

2 Can you advise what services are provided within the charges?

- * Anti-social behaviour team
- * Residents participation
- * Money advice team
- * Estate Services Officers
- * Outside Office Hours service
- * Electricity for lighting
- * Grounds maintenance
- * Cleaning and bulk refuse

3 What is your organisation's policy on response times to repair requests?

Portsmouth City Council does not specify response categories or time periods for any repair demands within its policy.

Residents are asked for a date and timed appointment that it would be convenient for them to have the repair undertaken; the repairs contractor then aims to meet the resident's preferred appointment as agreed to undertake the right repair at the right time.

If there is a delay in a repair for any reason, residents are kept up to date with the progress of the repair, either directly or via the Scheme Manager.

4 What is classed as an emergency repair?

There is no emergency classification for any repairs. The resident determines the timescales and when they would like the repair undertaken. If they consider the repair needs to be undertaken quickly the repairs contractor will endeavour to have resources available to undertake the work within the timescales agreed to ensure the right repair is undertaken at the right time.

Within a sheltered scheme, it is recognised that repairs to door entry systems and lifts do need to be expedited promptly due to the vulnerability of residents. In addition, with regard to the pull cord / pendant alarm system, there is a dedicated service provider who undertakes necessary repairs according to the needs of the resident.

5 How often are communal areas redecorated?

Planned maintenance, including redecoration of communal areas is a demand led service; there are no predetermined planned cycles for decorations.

The Property Service Manager will regularly assess the condition of all assets including external and communal areas; they will also discuss demands with Scheme Managers as appropriate.

The Property Service Manager will prioritise all planned maintenance demands identified and planned maintenance schemes will be undertaken to maintain and improve our properties as appropriate depending on resources that are available.

6 How often is the grass cut?

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7 How often are the windows cleaned?

As for grass cutting there is no fixed schedule for window cleaning. Low level windows and other glazing to doors and panels are cleaned by the cleaner attending. They will make a decision about what does and doesn't need to be done. This is likely to mean on most occasions glazed areas such as main entrance doors and panels which can be reached without the need for steps/ladders. High-level communal glazing will be carried out by a specialist in-house team called upon by staff. The frequency of specialist window cleaning at any of our sheltered blocks in Leigh Park/Wecock Farm/Crookhorn since September 14 ranges from once to four times.

8 How often are the scheme meetings held?

In general, scheme meetings - i.e. meetings with residents - are held in accordance with resident demand and if there is a specific purpose for a meeting.

It has been found over time that, for example, monthly resident meetings have little value as residents do talk to scheme staff on a very regular basis and so issues raised are dealt with at the time - i.e. as opposed to them being saved up for a meeting.

Scheme Managers and their Support Assistants are available at all times during the working week to help and advise residents.

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RESIDENT QUESTIONNAIRE – SURVEY RESULTS

Scheme Address: Wakefield Court
Landlord: Portsmouth City Council
Total Returned: 11

1	Can you please indicate the reason why you moved to this type of accommodation		
	Health Reason	4	36.36%
	Downsizing	2	18.18%
	To move Closer to Family	3	27.27%
	Support Required	2	18.18%
	Other	6	54.55%
2	Is the accommodation you occupy what you expected?		
	Yes	10	90.91%
	No	1	9.09%
3	How Easy is it to contact your landlord?		
	Very Easy	2	18.18%
	Quite Easy	6	54.55%
	Difficult	0	0.00%
	Very Difficult	1	9.09%
	Not contacted	2	18.18%
4	How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?		
	Very Quick	2	18.18%
	Reasonably Quick	7	63.64%
	Acceptable	1	9.09%
	Poor	1	9.09%

5	How would you rate the décor / cleanliness of the building/ communal areas		
	Excellent	4	36.36%
	Good	7	63.64%
	Acceptable	0	0.00%
	Poor	0	0.00%
6	How would you rate the services (including repairs) provided by your landlord?		
	Excellent	2	18.18%
	Good	4	36.36%
	Adequate	4	36.36%
	Poor	0	0.00%
7	Would you recommend your Landlord to a friend?		
	Yes	9	81.82%
	No	1	9.09%
	Don't Know	0	0.00%

RESIDENT QUESTIONNAIRE – ADDITIONAL COMMENTS

Scheme Address: Wakefield Court

Landlord: Portsmouth City Council

2 Is the accommodation you occupy what you expected?

- * Flat too small
- * The lounge is too small for normal living, i.e. choice has to be made between a 3 piece suite or a dining table/chairs. Entertaining friends/family can be very difficult.
- * Well planned unit

3 How Easy is it to contact your landlord?

- * Any emails to the main offices are redirected to Leigh Park

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

- * Gutters really overflow all the year round the building - like Niagara Falls outside some premises including mine! We have to beg for grass to be cut at the rear. Hedges are allowed to grow until they unmanageable!

5 How would you rate the décor / cleanliness of the building/ communal areas

- * Repeated requests to the Green/Clean team are met with silly excuses!
- * Inside building very good - Garden??
- * Very good inside but not very helpful with gardenia mowing the grass

6 How would you rate the services (including repairs) provided by your landlord?

- * Excellent if not the same day, next day

7 Would you recommend your Landlord to a friend?

- * They take an enormous amount for service charges and I do not think we receive
- * value for money in some respects

Any Further Comments

- * Paths around Wakefield Court and Elsie Fudge in poor condition and too narrow
- * We are told by management that staff cannot interact with residents – *Portsmouth City Council can confirm that there is no such management instruction. In our sheltered schemes there is interaction between staff and residents on a daily basis and this is key to delivering the support that residents need.*
- * Gardening facilities are not very good
- * More help with gardens. More interaction with the staff.
- * Would prefer a one bedroom flat but was very grateful for my studio flat.
- * Would like the assistants to be able to come to the residents parties and events again.
- * We would like relatives and assistants to be able to bring in homemade cake as they used to and be able to do events like our nails when there is time.
- * Maintenance should be checked
- * The Phoenix club is quite noisy with their music at week-ends as they have all doors and windows open until 11.30 to 11.45

St Clares Court

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LANDLORD QUESTIONNAIRE

Scheme Address: St. Clares Court

Landlord: Portsmouth City Council

1 Can you please give a breakdown of the rent/service charges for the units?

	No bedroom	1 bedroom	2 bedroom	3 bedroom
* Weekly rent	£75.26	£84.12	£92.44	£102.41
* Heating Charge	n/a	n/a	n/a	n/a
* Water and Sewerage	n/a	n/a	n/a	n/a
* Service Charge	£13.58	£13.58	£13.58	£13.58

£29.04 sheltered housing service charge

£11.00 supporting people charge

(These charges are for the payment of the sheltered housing service, including the staff costs.)

2 Can you advise what services are provided within the charges?

- * Anti-social behaviour team
- * Residents participation
- * Money advice team
- * Estate Services Officers
- * Outside Office Hours service
- * Electricity for lighting
- * Grounds maintenance
- * Cleaning and bulk refuse

3 What is your organisation's policy on response times to repair requests?

Portsmouth City Council does not specify response categories or time periods for any repair demands within its policy.

Residents are asked for a date and timed appointment that it would be convenient for them to have the repair undertaken; the repairs contractor then aims to meet the resident's preferred appointment as agreed to undertake the right repair at the right time.

If there is a delay in a repair for any reason, residents are kept up to date with the progress of the repair, either directly or via the Scheme Manager.

4 What is classed as an emergency repair?

There is no emergency classification for any repairs. The resident determines the timescales and when they would like the repair undertaken. If they consider the repair needs to be undertaken quickly the repairs contractor will endeavour to have resources available to undertake the work within the timescales agreed to ensure the right repair is undertaken at the right time.

Within a sheltered scheme, it is recognised that repairs to door entry systems and lifts do need to be expedited promptly due to the vulnerability of residents. In addition, with regard to the pull cord / pendant alarm system, there is a dedicated service provider who undertakes necessary repairs according to the needs of the resident.

5 How often are communal areas redecorated?

Planned maintenance, including redecoration of communal areas is a demand led service; there are no predetermined planned cycles for decorations.

The Property Service Manager will regularly assess the condition of all assets including external and communal areas; they will also discuss demands with Scheme Managers as appropriate.

The Property Service Manager will prioritise all planned maintenance demands identified and planned maintenance schemes will be undertaken to maintain and improve our properties as appropriate depending on resources that are available.

In addition to the above, three of the schemes - Connors Keep, Tweed Court and St Clares Court have been subject to major refurbishment work and this has involved improving resident accommodation in terms of making flats more spacious and providing much improved living facilities, including accessible showers.

Improvements have also been made to communal areas and as part of all three projects, new mobility scooter storage has, or is, being built.

All three schemes have run for a year; Tweed Court being completed in July 2015 and Connors keep and St Clares Court being completed this summer. All three have run to schedule and the focus has been on meeting the needs of residents and supporting them fully in their moves within each scheme.

6 How often is the grass cut?

Grounds maintenance i.e. grass cutting and hedge reduction is not carried out to a schedule or specification. It is carried out as often as it needs to be done to keep the local area clean and tidy. This recognises that grass does not grow to a schedule and the seasons are unpredictable.

Since September 14 our sheltered blocks has been tended an average of 18 times. Frequencies in the summer are naturally greater due to grass cutting while winter work focusses on reduction and ground work. Sheltered scheme staff, cleaners, gardeners and any estate based staff are able to request the service if they believe it is needed, otherwise the Green & Clean management team will allocate tasks as and when they believe the sites need attending based on previous knowledge and prevailing factors such as weather, season and when the site was last visited.

7 How often are the windows cleaned?

As for grass cutting there is no fixed schedule for window cleaning. Low level windows and other glazing to doors and panels are cleaned by the cleaner attending. They will make a decision about what does and doesn't need to be done. This is likely to mean on most occasions glazed areas such as main entrance doors and panels which can be reached without the need for steps/ladders. High-level communal glazing will be carried out by a specialist in-house team called upon by staff. The frequency of specialist window cleaning at any of our sheltered blocks in Leigh Park/Wecock Farm/Crookhorn since September 14 ranges from once to four times.

8 How often are the scheme meetings held?

In general, scheme meetings - i.e. meetings with residents - are held in accordance with resident demand and if there is a specific purpose for a meeting.

It has been found over time that, for example, monthly resident meetings have little value as residents do talk to scheme staff on a very regular basis and so issues raised are dealt with at the time - i.e. as opposed to them being saved up for a meeting.

Scheme Managers and their Support Assistants are available at all times during the working week to help and advise residents.

RESIDENTS QUESTIONNAIRE – SURVEY RESULTS

Scheme Address: St Clares
Landlord: Portsmouth City Council
Total Returned 5

1	Can you please indicate the reason why you moved to this type of accommodation		
	Health Reason	3	60.00%
	Downsizing	0	0.00%
	To move Closer to Family	0	0.00%
	Support Required	0	0.00%
	Other	2	40.00%
2	Is the accommodation you occupy what you expected?		
	Yes	5	100.00%
	No	0	0.00%
3	How Easy is it to contact your landlord?		
	Very Easy	5	100.00%
	Quite Easy	0	0.00%
	Difficult	0	0.00%
	Very Difficult	0	0.00%
	Not contacted	0	0.00%
4	How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?		
	Very Quick	4	80.00%
	Reasonably Quick	1	20.00%
	Acceptable	0	0.00%

Poor	0	0.00%
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5 How would you rate the décor / cleanliness of the building/ communal areas

Excellent	5	100.00%
Good	0	0.00%
Acceptable	0	0.00%
Poor	0	0.00%

6 How would you rate the services (including repairs) provided by your landlord?

Excellent	5	100.00%
Good	0	0.00%
Adequate	0	0.00%
Poor	0	0.00%

7 Would you recommend your Landlord to a friend?

Yes	5	100.00%
No	0	0.00%
Don't Know	0	0.00%

RESIDENT QUESTIONNAIRE – ADDITIONAL COMMENTS

Scheme Address: St Clares

Landlord: Portsmouth City Council

2 Is the accommodation you occupy what you expected?

- * Social atmosphere - Like living in a little village
- * All residents in group were happy with rooms without exception
- * Before refurb rooms were small - now rooms are nice with own shower
- * Refurbished - Very Happy
- * better than expected
- * Good for health and Independence
- * All staff good
- * Other occupants good

3 How Easy is it to contact your landlord?

- * Always available Mon-Fri
- * Staff readily available during the day
- * Residents checked on
- * Staff had good helpful and willing personality
- * Just pull cord - staff attend immediately
- * At weekend we pull cord and it goes through to call centre Southampton
- * Except W/E emergency no contact (Note since incident this was addressed promptly)
- * Doctor window cleaner etc. all readily available

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

- * Does daily round asking for any problems
- * Residents Happy
- * Often same day

* That day or next

5 How would you rate the décor / cleanliness of the building/ communal areas

* Good before, excellent after refurb

* It was spotless and clean rooms and common areas were well maintained

* Very clean, spotlessly clean

6 How would you rate the services (including repairs) provided by your landlord?

* Repairs done same day 9-10 times - No delay in action

* No concerns noted

* All happy

7 Would you recommend your Landlord to a friend?

* Good Support

* very good manager - does more here than other places

* Definitely because of staff - always had good staff

* Definitely

Any Further Comments

* Would not want to move out

* Good atmosphere

* Everyone is happy

* Checked on daily/during day

* Visits by relatives whenever needed

Tweed Court

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LANDLORD QUESTIONNAIRE

Scheme Address: Tweed Court

Landlord: Portsmouth City Council

1 Can you please give a breakdown of the rent/service charges for the units?

	No bedroom	1 bedroom	2 bedroom	3 bedroom
* Weekly rent	£75.26	£84.12	£92.44	£102.41
* Heating Charge	n/a	n/a	n/a	n/a
* Water and Sewerage	n/a	n/a	n/a	n/a
* Service Charge	£13.58	£13.58	£13.58	£13.58

£29.04 sheltered housing service charge

£11.00 supporting people charge

(These charges are for the payment of the sheltered housing service, including the staff costs.)

2 Can you advise what services are provided within the charges?

- * Anti-social behaviour team
- * Residents participation
- * Money advice team
- * Estate Services Officers
- * Outside Office Hours service
- * Electricity for lighting
- * Grounds maintenance
- * Cleaning and bulk refuse

3 What is your organisation's policy on response times to repair requests?

Portsmouth City Council does not specify response categories or time periods for any repair demands within its policy.

Residents are asked for a date and timed appointment that it would be convenient for them to have the repair undertaken; the repairs contractor then aims to meet the resident's preferred appointment as agreed to undertake the right repair at the right time.

If there is a delay in a repair for any reason, residents are kept up to date with the progress of the repair, either directly or via the Scheme Manager.

4 What is classed as an emergency repair?

There is no emergency classification for any repairs. The resident determines the timescales and when they would like the repair undertaken. If they consider the repair needs to be undertaken quickly the repairs contractor will endeavour to have resources available to undertake the work within the timescales agreed to ensure the right repair is undertaken at the right time.

Within a sheltered scheme, it is recognised that repairs to door entry systems and lifts do need to be expedited promptly due to the vulnerability of residents. In addition, with regard to the pull cord / pendant alarm system, there is a dedicated service provider who undertakes necessary repairs according to the needs of the resident.

5 How often are communal areas redecorated?

Planned maintenance, including redecoration of communal areas is a demand led service; there are no predetermined planned cycles for decorations.

The Property Service Manager will regularly assess the condition of all assets including external and communal areas; they will also discuss demands with Scheme Managers as appropriate.

The Property Service Manager will prioritise all planned maintenance demands identified and planned maintenance schemes will be undertaken to maintain and improve our properties as appropriate depending on resources that are available.

In addition to the above, three of the schemes - Connors Keep, Tweed Court and St Clares Court have been subject to major refurbishment work and this has involved improving resident accommodation in terms of making flats more spacious and providing much improved living facilities, including accessible showers.

Improvements have also been made to communal areas and as part of all three projects, new mobility scooter storage has, or is, being built.

All three schemes have run for a year; Tweed Court being completed in July 2015 and Connors keep and St Clares Court being completed this summer. All three have run to schedule and the focus has been on meeting the needs of residents and supporting them fully in their moves within each scheme.

6 How often is the grass cut?

Grounds maintenance i.e. grass cutting and hedge reduction is not carried out to a schedule or specification. It is carried out as often as it needs to be done to keep the local area clean and tidy. This recognises that grass does not grow to a schedule and the seasons are unpredictable.

Since September 14 our sheltered blocks has been tended an average of 18 times. Frequencies in the summer are naturally greater due to grass cutting while winter work focusses on reduction and ground work. Sheltered scheme staff, cleaners, gardeners and any estate based staff are able to request the service if they believe it is needed, otherwise the Green & Clean management team will allocate tasks as and when they believe the sites need attending based on previous knowledge and prevailing factors such as weather, season and when the site was last visited.

7 How often are the windows cleaned?

As for grass cutting there is no fixed schedule for window cleaning. Low level windows and other glazing to doors and panels are cleaned by the cleaner attending. They will make a decision about what does and doesn't need to be done. This is likely to mean on most occasions glazed areas such as main entrance doors and panels which can be reached without the need for steps/ladders. High-level communal glazing will be carried out by a specialist in-house team called upon by staff. The frequency of specialist window cleaning at any of our sheltered blocks in Leigh Park/Wecock Farm/Crookhorn since September 14 ranges from once to four times.

8 How often are the scheme meetings held?

In general, scheme meetings - i.e. meetings with residents - are held in accordance with resident demand and if there is a specific purpose for a meeting.

It has been found over time that, for example, monthly resident meetings have little value as residents do talk to scheme staff on a very regular basis and so issues raised are dealt with at the time - i.e. as opposed to them being saved up for a meeting.

Scheme Managers and their Support Assistants are available at all times during the working week to help and advise residents.

RESIDENT QUESTIONNAIRE – SURVEY RESULTS

Scheme Address: Tweed Court
Landlord: Portsmouth City Council
Total Returned: 17

1 Can you please indicate the reason why you moved to this type of accommodation

Health Reason	8	47.06%
Downsizing	4	23.53%
To move Closer to Family	4	23.53%
Support Required	2	11.76%
Other	2	11.76%

2 Is the accommodation you occupy what you expected?

Yes	16	94.12%
No	1	5.88%

3 How Easy is it to contact your landlord?

Very Easy	9	52.94%
Quite Easy	6	35.29%
Difficult	0	0.00%
Very Difficult	0	0.00%
Not contacted	0	0.00%

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

Very Quick	11	64.71%
Reasonably Quick	4	23.53%
Acceptable	0	0.00%
Poor	0	0.00%

5 How would you rate the décor / cleanliness of the building/ communal areas

Excellent	12	70.59%
Good	5	29.41%
Acceptable	0	0.00%
Poor	0	0.00%

6 How would you rate the services (including repairs) provided by your landlord?

Excellent	9	52.94%
Good	6	35.29%
Adequate	0	0.00%
Poor	0	0.00%

7 Would you recommend your Landlord to a friend?

Yes	17	100.00%
No	0	0.00%
Don't Know	0	0.00%

RESIDENT QUESTIONNAIRE – ADDITIONAL COMMENTS

Scheme Address: Tweed Court

Landlord: Portsmouth City Council

2 Is the accommodation you occupy what you expected?

- * Excellent
- * Didn't know what to expect
- * Freedom of movement no restrictions at all and a good manager who is very supportive
- * My flat spacey - its all excellent
- * It has everything we require and the staff are always there for us.
- * Because it got everything I need. I can get around easy in the kitchen. I just love the place
- * All on one level
- * Better

3 How Easy is it to contact your landlord?

- * Through excellent manager
- * Through manager
- * Through manager

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

- * Not required as yet
- * Not required as yet
- * Straight away

5 How would you rate the décor / cleanliness of the building/ communal areas

*

6 How would you rate the services (including repairs) provided by your landlord?

*

7 Would you recommend your Landlord to a friend?

- * The type of living accommodation freedom and movement
- * Cause I find it very good
- * Very good and friendly atmosphere
- * Couldn't ask for anything better
- * I got no complaints

Any Further Comments

- * Good communication with staff
- * I am quite happy here
- * To have more cover at weekends (For Emergencies)
- * This accommodation is very well run by caring staff during office hours and communicating by systems otherwise.
We are all pleased
- * Couldn't be better
- * No complaints other than the noise at night from motorbikes
- * Very happy to be here
- * We are very happy here
- * The staff are excellent
- * Wish there was staff on at the weekends
- * No Complaints

Lyndhurst House

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LANDLORD QUESTIONNAIRE

Scheme Address: Lyndhurst House

Landlord: Portsmouth City Council

1 Can you please give a breakdown of the rent/service charges for the units?

	No bedroom	1 bedroom	2 bedroom	3 bedroom
* Weekly rent	£75.26	£84.12	£92.44	£102.41
* Heating Charge	n/a	n/a	n/a	n/a
* Water and Sewerage	n/a	n/a	n/a	n/a
* Service Charge	£13.58	£13.58	£13.58	£13.58

£29.04 sheltered housing service charge

£11.00 supporting people charge

(These charges are for the payment of the sheltered housing service, including the staff costs.)

2 Can you advise what services are provided within the charges?

- * Anti-social behaviour team
- * Residents participation
- * Money advice team
- * Estate Services Officers
- * Outside Office Hours service
- * Electricity for lighting
- * Grounds maintenance
- * Cleaning and bulk refuse

3 What is your organisation's policy on response times to repair requests?

Portsmouth City Council does not specify response categories or time periods for any repair demands within its policy. Residents are asked for a date and timed appointment that it would be convenient for them to have the repair undertaken; the repairs contractor then aims to meet the resident's preferred appointment as agreed to undertake the right repair at the right time.

If there is a delay in a repair for any reason, residents are kept up to date with the progress of the repair, either directly or via the Scheme Manager.

4 What is classed as an emergency repair?

There is no emergency classification for any repairs. The resident determines the timescales and when they would like the repair undertaken. If they consider the repair needs to be undertaken quickly the repairs contractor will endeavour to have resources available to undertake the work within the timescales agreed to ensure the right repair is undertaken at the right time.

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5 How often are communal areas redecorated?

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The Property Service Manager will prioritise all planned maintenance demands identified and planned maintenance schemes will be undertaken to maintain and improve our properties as appropriate depending on resources that are available.

6 How often is the grass cut?

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7 How often are the windows cleaned?

As for grass cutting there is no fixed schedule for window cleaning. Low level windows and other glazing to doors and panels are cleaned by the cleaner attending. They will make a decision about what does and doesn't need to be done. This is likely to mean on most occasions glazed areas such as main entrance doors and panels which can be reached without the need for steps/ladders. High-level communal glazing will be carried out by a specialist in-house team called upon by staff. The frequency of specialist window cleaning at any of our sheltered blocks in Leigh Park/Wecock Farm/Crookhorn since September 14 ranges from once to four times.

8 How often are the scheme meetings held?

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It has been found over time that, for example, monthly resident meetings have little value as residents do talk to scheme staff on a very regular basis and so issues raised are dealt with at the time - i.e. as opposed to them being saved up for a meeting.

Scheme Managers and their Support Assistants are available at all times during the working week to help and advise residents.

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RESIDENT QUESTIONNAIRE – SURVEY RESULTS

Scheme Address: Lyndhurst House

Landlord PCC

Total Returned 13

1 Can you please indicate the reason why you moved to this type of accommodation

Health Reason	8	61.54%
Downsizing	1	7.69%
To move Closer to Family	2	15.38%
Support Required	3	23.08%
Other	1	7.69%

2 Is the accommodation you occupy what you expected?

Yes	13	100.00%
No	0	0.00%

3 How Easy is it to contact your landlord?

Very Easy	9	69.23%
Quite Easy	4	30.77%
Difficult	0	0.00%
Very Difficult	0	0.00%
Not contacted	0	0.00%

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

Very Quick	6	46.15%
Reasonably Quick	7	53.85%
Acceptable	0	0.00%
Poor	0	0.00%

5 How would you rate the décor / cleanliness of the building/ communal areas

Excellent	0	0.00%
Good	4	30.77%
Acceptable	5	38.46%
Poor	4	30.77%

6 How would you rate the services (including repairs) provided by your landlord?

Excellent	7	53.85%
Good	5	38.46%
Adequate	1	7.69%
Poor	0	0.00%

7 Would you recommend your Landlord to a friend?

Yes	13	100.00%
No	0	0.00%
Don't Know	0	0.00%

RESIDENT QUESTIONNAIRE – ADDITIONAL COMMENTS

Scheme Address: Lyndhurst House

Landlord: PCC

2 Is the accommodation you occupy what you expected?

- * Needed a shower and a lift
- * We got the support we needed from the staff
- * Yes has all I need
- * Better than expected
- * My flat is exactly what I wanted
- * better than expected

3 How Easy is it to contact your landlord?

- * Ok by phone not able to always get out and about now due to health

4 How quickly does your landlord respond to requests/ queries you may have relating to your accommodation?

- * With the help of support staff here - reasonably quick

5 How would you rate the décor / cleanliness of the building/ communal areas

- * Could be better
- * In Need of refurbishment
- * In Need of refurbishment
- * Not Good - Décor needs a lick of paint
- * Clean but needs decorating
- * Flat excellent -building décor needs decorating

6 How would you rate the services (including repairs) provided by your landlord?

*

7 Would you recommend your Landlord to a friend?

* With the help of staff here

* I am happy here

*

Any Further Comments

* Very Happy safe environment

* Glad of the support - cant get out so much and glad of the company to join in when I can

* Kitchen too small not enough storage space

* I am ok here

* Would like flat redecorated