

## Sheltered Housing Consultation - Questionnaire

### Section A. Demand for Sheltered Housing

There are a number of sheltered housing schemes which are becoming harder to let, resulting in properties being left empty and a loss of rent.

To reverse this trend, we propose to let some sheltered properties to applicants who are 45 years and above, but in a sensitive manner.

A1. Do you agree with this proposed approach? (Please tick one box)

Yes – I agree		No – I do not agree		I neither agree or disagree	
---------------	--	---------------------	--	-----------------------------	--

A2. What do you see as the **advantages** of letting sheltered property to applicants who are 45 years and over?

A3. What do you see as the **disadvantages** of letting sheltered property to applicants who are 45 years and over?

A4. What else do you think the Council could do to make sure that empty properties in sheltered schemes are let as quickly as possible?

--

A5. Are there any other options that the council should consider to address the challenge of empty properties?

--

## Section B. Sheltered Housing Officers

The sheltered housing schemes are currently managed by Sheltered Housing Officers, with one officer per scheme.

B1. How often do you speak to your Sheltered Housing Officer: (Please tick one box)

Daily	About once a week	About once a month	Rarely	Never

B2. Why did you choose to move into your sheltered housing scheme? (Please tick all boxes that apply)

Location to family or social network	Closeness to amenities e.g. shops, doctors	Sense of security and community feeling	Wanted to downsize	The facilities provided at the complex

Other Reason – Please Explain:

The Council proposes to improve the sheltered housing service by creating mobile teams of Sheltered Housing Officers who will be given new responsibilities for managing your scheme.

This will include managing the processes for empty properties, repairs and building maintenance, and for contracts such as cleaning. The sheltered Housing Officers do not currently do any of these things.

Working in teams, a Sheltered Housing Officer will visit each scheme on a daily basis, undertaking floor inspections and carrying out all statutory responsibilities such as fire, health & safety checks.

Morning calls and calling in on tenants who have asked for additional support will still be provided, but the Sheltered Housing Officer's time will not be spent at just one scheme throughout the day.

The Council believes that team working will create a more flexible service, allowing sheltered housing officers to offer tenants a wider range of services.

B3. Do you agree with this proposal? (Please tick one box)

Yes – I agree		No – I do not agree		I neither agree or disagree	
---------------	--	---------------------	--	-----------------------------	--

B4. What services do you currently use? (Please tick all boxes that apply)

Morning Call	I have a Support Plan	Monthly resident meetings	Social activities –e.g. Bingo, Lunches	None

B5. Do you believe the proposed change to the Sheltered Housing Officer's role will affect the services you currently receive?

No	
Yes	Please give details of how you think the service will be affected:

B6. Are there services currently not offered to you, that you would like to see the Sheltered Housing Officer provide?

No	
Yes	Please give details:

B7. If the Council were able to deliver the extra services you have described, would you be prepared to pay an additional weekly charge to meet the service costs: (Please tick one box)

I would be prepared to pay £1 to £2 extra per week	I would be prepared to pay £3 to £5 extra per week	I would be prepared to pay £6 to £10 extra per week	I would not be prepared to pay an additional charge for the service

### Section C. Service Charges

There is a cost associated with providing a Sheltered Housing Officer to deliver services to a scheme. The Council can recover this cost weekly through service charges; this charge is in addition to rent.

Currently, sheltered housing tenants do not pay for this service.

It is proposed that tenants living in sheltered schemes should pay a service charge for the services provided by the Sheltered Housing Officer.

C1. Do you agree with this proposal? (Please tick one of the boxes)

Yes – I agree		No – I do not agree		I neither agree or disagree	
---------------	--	---------------------	--	-----------------------------	--

If you disagree, please say why:

There are three levels of service being considered – described under the 3 options below.

The estimated service charge which would apply to each option is shown.

- Option 1

Sheltered Housing Officers would be responsible for the day to day management of the scheme and support tenants to live independently. This will provide the same level of service currently offered.

This service would operate Monday to Friday with an estimated service charge of £11.50 per week.

- Option 2

Sheltered Housing Officers work as teams, with responsibility for schemes as well as additional duties for the management of tenancies and contractor services. The management of sheltered housing through a team of Sheltered Housing Officers allows us to offer a more consistent service across the borough

This service would operate Monday to Friday with an estimated service charge of £9 per week.

- Option 3

This option reduces the number of Sheltered Housing Officers available to work at each scheme. There would be a reduced Sheltered Housing Officer presence at schemes throughout the week, and very limited scope to offer enhancements to the service.

This service would operate Monday to Friday with an estimated service charge of £5 per week.

C2. Please choose from the three options above, the one which you most agree with:

(Please tick one box)

Option 1	Option 2	Option 3

C3. Is there anything else that you would like to tell us about sheltered housing?

--

#### Section D. Contact Information

If you would like to give us your details – please fill in the section below:

You do not have to provide this information to take part in the consultation but it will help us to contact you if we need more clarification.

Name:	
Address:	
Telephone:	
Email:	
Age:	

Thank you for taking part in this consultation.