



Tenant Feedback Questionnaire

Q1 How long have you lived in your EDDC sheltered property?

- Less than one year*
- One to five years*.....
- Five to ten years*.....
- Over ten years*

Q2 Do you currently receive calls from your Scheme Manager or Mobile Support Officer (MSO)?

- Yes*.....
- No*

Q3 If no, why have you chosen not to receive support from your MSO or Scheme Manager? Please tick all that apply

- I am independent and do not need calling on*.....
- I am out all day*
- I don't like staff calling on me during the day*.....
- My support needs are low and can be managed by family and friends*.....
- I have no support needs*
- Other (please indicate)*

Q4 If yes, how often do you have visits?

- Once a week*.....
- Twice a week*.....
- Three times a week*
- Four times a week*
- Five times a week*.....
- Other (please indicate)*

Q5 If your theme were selected for full de-commissioning over the next five years would this concern you?

- Not at all*.....
- A little*.....
- Very much*.....

Q6 If de-commissioning the scheme would concern you, please indicate your concerns from the list below. (Please tick as many as applicable).

- Loss of safety and security on the scheme*.....
- Concern about younger people living on scheme*.
- Concern about children living on the scheme*.....
- Concern about increase noise*
- Concern about increase of visitors*
- Don't wish to live amongst younger people*
- Concern about continuation of services*.....
- Don't understand what de-commissioning means*
- Other (please indicate below)*

(6)a

Q7 If your scheme were selected for decommissioning and you currently receive support/visits from a Scheme Manager or MSO do you think you would need increased visits?
 Yes.....
 No
 Not applicable

Q11 Thinking about the enclosed leaflet titled, 'Shaping Sheltered housing for the future, Our approach to de-commissioning'. Do you understand the de-commissioning process..?
 A lot better since reading the leaflet
 A little better since reading the leaflet
 Not really understand what de-commissioning is ...

Q8 If you indicated yes, please tell us why you feel you would need more visits.

Q12 How do you feel further information about the de-commissioning of sheltered housing in East Devon could be best presented? (Please tick as many as you feel are appropriate).

Letters.....
 Meetings (local community centres with council staff, am, pm and evenings)
 Home visits from staff/tenant representatives.....
 Telephone calls.....
 Leaflets/newsletters
 Coffee mornings
 Other (please indicate)

Q9 Are you aware of anyone living on your sheltered scheme who are not receiving support?
 Yes.....
 No

Q10 If yes, does it...
 not affect me
 affects me a little
 makes me very concerned

Q13 Name and address

If you are concerned at all about de-commissioning on your scheme and require further information, please speak to your Scheme Manager or Mobile Support Officer or write to:

**Jill Johnson - Business Unit Manager, East Devon District Council,
 East Devon District Council
 Knowle
 Sidmouth
 Devon EX10 8HL**