

January 2017

Please contact:  
Fiona Ferguson 01382 903545  
Fiona.ferguson@abertayha.co.uk

Dear

### **Proposed Change to Retirement Housing Outcome of our Sheltered Survey**

You will recall that we sent you a questionnaire to complete in October 2016 asking you for your thoughts on our proposal to change to Retirement Housing.

All the responses have been gathered and collated and I would like to thank all of you who took the time to complete it. There was a very high return rate with just over 65% of tenants responding to the questionnaire. This has been broken down as follows:

<b>Sheltered Scheme</b>	<b>No. of units in Scheme</b>	<b>No. of responses returned</b>	<b>% of returns</b>
<b>Dryburgh Gardens</b>	69	55	80%
<b>Rosebank</b>	27	20	74%
<b>Patons Lane</b>	30	20	67%
<b>Fintry Mains</b>	43	28	65%
<b>Gordon Street</b>	27	17	63%
<b>Caldrum Street</b>	43	26	60%
<b>Dura Street</b>	39	16	41%
<b>Totals</b>	<b>278</b>	<b>182</b>	<b>Average 65%</b>

Tenants were asked whether they understood why we were proposing to change to retirement housing and remove the support element of the Scheme Managers duties. The overwhelming majority of 89% (160) responded that they did understand our reason for wishing to change.

When asked if they were in agreement to the proposal to change to Retirement Housing, 80% (140) said that they were.

Tenants were then asked if they wished to opt out of receiving the Community Alarm Service from April 17, and the following responses were received:

	Yes	No
Do you wish to opt out?	58% (105)	42% (75)

For those tenants who chose not to opt out, we have passed all the information to Dundee City Council's Social Care Section. A needs assessment is to be carried out on all those who wish to continue with the Community Alarm Service with the help of our Scheme Managers, along with those who requested additional support from an external agency.

We are in the process of identifying those who did not respond to the survey to find out which option they wish to choose. This is so that we can forward the information to Dundee City Council to give them a more accurate record of the level of needs assessments required.

Tenants were asked their opinion on what they felt where the best opening times in their own complex. The following responses were received:

8am – 1pm	41	24.5%
8.30am – 1.30pm	63	37%
9am – 2pm	62	36.5%
Other suggested time	3	2%
Skipped the question	15	-
Total	182	

Both 8.30am start and 9am start were very close in popularity with the current opening hours of 8.30am being the most popular of the choices.

In light of 80% of tenants agreeing to the change, Abertay's Management Committee has approved the move to Retirement Housing from April 2017. We are to continue with the existing opening hour of 8.30am as this was marginally the most popular time.

We will continue to keep you informed of the process for changing the service but in the meantime, if you have any concerns or queries, please do not hesitate to speak to your Scheme Manager or contact Fiona Ferguson on Tel No. 01382 903545.

Yours sincerely



Veronica Gray  
Operations Manager