

EVENWOOD COURT CONSULTATION

During the door to door consultation, 21 residents were happy to speak with us and give us feedback on the scheme. 9 of the properties are void and the rest were no accesses.

The residents were asked 3 key questions during our discussion; **What do you like about the scheme? What don't you like about the scheme?** And finally **What improvements could be made to the scheme?** The majority of the residents at Evenwood Court answered all 3 questions and put forward some suggestions.

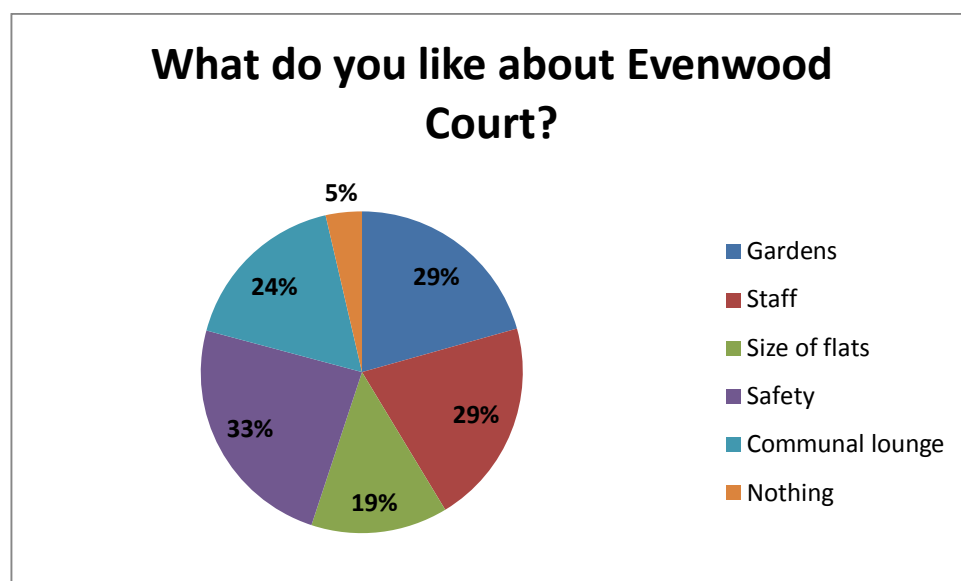
“What do you like about the scheme?”

The most common answer we found when asking this question was that the residents of Evenwood Court feel safe. They said safety played a big part in them choosing a sheltered scheme. They liked that there is a Warden on site the majority of the time and they don't have any nuisance callers or anti-social behaviour issues outside the scheme.

Another comment made was that there was an option to use the communal lounge if you wanted to, if not you also had the privacy of your own flat.

The gardens are also a big part of what the residents like about the scheme. Some residents enjoy gardening themselves and take pride in the appearance of Evenwood Court.

29% of residents we spoke to commented on how happy they were with Nick Farley, the warden at Evenwood Court and how helpful he is.



*Out of the 21 residents asked

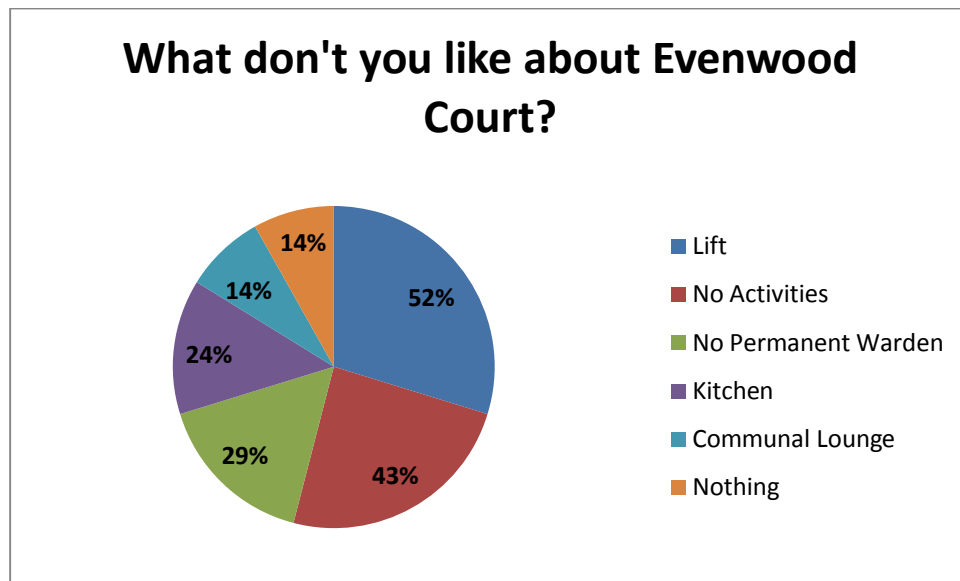
“What don't you like about the scheme?”

When asked what they didn't like about Evenwood Court, over half of the residents we spoke to said the lift was a major issue. Residents have strong views and opinions on this matter even those who are not directly affected by the issue i.e. those who live at the opposite end of the building. The main issue presented by the residents was that they were informed that they would be getting a lift installed and then were told this would not be happening. Residents who live on the top floor find it a daily struggle to get up and down the stairs, especially carrying bags of shopping etc. One resident in particular has severe breathing difficulties and has been in and out of hospital during the last few months. He finds it almost impossible to climb up the stairs and his main struggle is taking recycling bags down the stairs to the other side of the building to the bin store.

One resident claimed she felt that if a lift was installed this would improve the issue with void properties on this side of the building.

When speaking to residents in their flats, another issue which came up on more than one occasion was the lack of light in their kitchen. Also, a handful of residents had an issue with the heat detector in their flat. If they don't open their living room windows whilst they are cooking the heat from the oven sets off the detector.

During our conversations, I would ask each resident whether or not they used the communal lounge. The majority of those who did use the lounge regularly, said they were happy with the overall appearance and layout of the lounge however they felt that not enough activities are on offer for them e.g. bingo, quizzes etc. They felt that this would give the scheme more of a community feel and would encourage those who didn't visit the communal lounge to do so.



*Out of the 21 residents asked

“What improvements could we make to the scheme?”

When asked what would improve the scheme, the residents made suggestions in which they feel would benefit everybody at Evenwood Court.

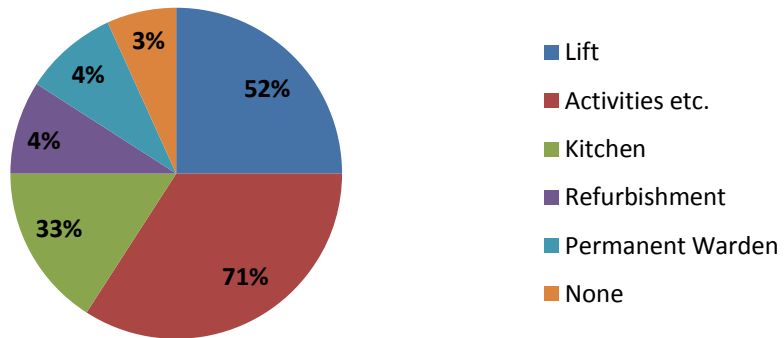
52% of the 21 residents we asked said that they felt installing a lift to the other side of the building would improve the scheme. They also mentioned the void properties could be down to the fact that when viewing a property, elderly people may be put off that there is no lift access to the first floor.

A majority of the residents suggested that group activities, events, trips etc. would improve the scheme and give Evenwood Court more of a community feel which is present in various other sheltered housing schemes.

Most of the residents are happy with the size and layout of their flats however, they do feel that the kitchen could be improved. I informed the residents of Evenwood Court that they are on the programme for new kitchens on the Kitchen replacement programme 2016-2017. The main issue they had with their kitchen is the lack of light coming through. They said having additional natural lighting would benefit their flat immensely. Another issue which residents feel would improve their kitchen would be to have extractor fans installed. This would prevent heat detectors going off unnecessarily.

One resident also made a suggestion of having an entrance to the kitchen from the communal lounge; they said this would make it easier for them when they have visitors etc.

What improvements could be made to Evenwood Court?



*Out of the 21 residents asked