

Summary of Sheltered Housing Consultation

November- December 2024

New proposals consulted to SHDC tenants:

- 1. To Disconnect Communal TV Aerials and gift aerials to tenants*
- 2. To upgrade current alarm equipment*
- 3. To revise Service Charges, making them more transparent*
- 4. To refurbish the Community Centres*
- 5. To facilitate more activities in the Community Centres*
- 6. To include broadband in the Community Centres*
- 7. To provide Digital Noticeboards*
- 8. To provide a Handyperson/Caretaker service*
- 9. To increase cleaning in the Community Centres (as per increase in activities)*
- 10. To introduce a response service for the alarm equipment*
- 11. To introduce Independent Living Officers*
- 12. To implement a higher voids standard, with options of choice.*

Summary of Consultation:

No. of SHDC properties written to	1025	100%
No. of SHDC Sheltered sites visited	11	78.6%
Face-to-face attendees	81	7.9%
No. of Focus Group members	50	4.9%
No. of survey responses	151	14.7%
No. of telephone calls requested	5	3.3%
No. tenants who understood new proposals	149	98.7%
No. of 'other' items raised at Consultations	45	
No. of 'other' items already actioned	36	80%