

Gloucester City Homes

Sheltered Housing

June-06

From an initial issue of 367 surveys, the following scores out of 10 have been achieved from 165 replies (44.96% return)

Questions	Average Score
1. How helpful were the staff of Gloucester City Homes when you moved into your new home?	8.42
2. How important is it to you to remain independent in your own home with your own front door key?	9.82
3. How helpful is the Sheltered Housing Service at accessing support agencies on your behalf?	8.68
4. How valuable do you find the lifelink alarm service?	9.38
5. How highly do you rate the communal facilities offered, e.g. laundry room, lounge?	8.91
6. How easy is it to access the communal facilities offered?	8.96
7. How highly would you rate the out of hours emergency "On-Call" team?	8.79
8. How happy are you with the layout and external surroundings of the scheme?	8.04
9. How do you rate the service provided by the Scheme Manager?	9.24
10. Overall, how satisfied are you with the Sheltered Housing Service?	9.12
OVERALL AVERAGE	8.94

