

Mais House Residents Survey
Summary of responses

Total number of responses: 37

Residents' comments are unedited except where necessary to preserve anonymity.

1.	Is it important to you to live in sheltered housing rather than a general housing estate? (* two respondents did not answer this question)	Yes	No	
		28	7	
2.	If you answered yes to question 1, what is important to you?			
	The monitoring alarm system	20		
	Support from a scheme manager	25		
	Daily checks	16		
	Secure building access	27		
	Something else (see comments below)	4		
	<i>'I am satisfied with the size of the flat I live in now. Anything bigger may be more than I can afford.'</i>			
	<i>'The above questions are very important to me.'</i>			
	<i>'Before I lived in Mais House I had to climb two flights of stairs in Mais House there are no stairs I have to use because with the lift it makes all parts easily reached.'</i>			
	<i>'Keep the scheme manager.'</i>			
3.	What is important to you in the area you live in?			
	Friends within the building or in the area	16		
	Family living nearby	22		
	Good transport	31		
	Easy access to GP and health services	29		
	Local amenities for instance shops restaurants, cinema, library	28		
	Something else (see comments below)	7		
		<i>'Stability. I would like to continue life at Mais House.'</i>		
		<i>'I have been very happy here since I moved into my flat and when I have an emergency the scheme manager and Link line have always come to my rescue.'</i>		
		<i>'Keep our scheme manager.'</i>		
		<i>'It is often very difficult to get an appointment at Wells Park GP. For the amenities mentioned above a bus is required.'</i>		
		<i>'Local football team that I support'</i>		
		<i>'Safe, quiet area.'</i>		
	<i>'Off road parking.'</i>			
4.	What kind of support do you consider you need to help you remain living independently?			
	No support	9		
	Scheme manager as currently provided	27		
	More support than you currently have at Mais house – if so what do you think you need? (See comments below)	4		
		<i>'Under discussion at present.'</i>		
		<i>'Filling in important forms that need to be sent.'</i>		
	<i>'I need the scheme manager to help and advise me on the mundane things in</i>			

	<i>life. As life goes on this can be valuable help’.</i>
	<i>‘CCTV camera outside my flat.’</i>
5.	<i>Any other information you would like to tell us?</i>
	<i>‘I am horrified at the thought of re-locating at this stage of my life. Mais House has provided the only stable address at which I have lived since (retirement) this has now rapidly disappeared.’</i>
	<i>‘I would like to stay here because we are all friends we are a close family. We help each other and support each other. We find the manager very helpful. She always supports us if we need help and helps us fill in forms and explains letters.’</i>
	<i>‘A new flat in Otto close would be very welcome, failing that I’m quite content with my accommodation size being as it is, however the windows and heating system do need sorting plus there seems to be quite a problem with various bugs, insects and clothes moths making an appearance from nooks and crannies here and there. Having a carpet doesn’t help. I wish I had put in an alternative floor covering at the start as I am very quiet and respectful of those below me anyway.’</i>
	<i>‘I don’t want to leave Mais House or my flat.’</i>
	<i>‘I had to take out a bank loan which I paid off over 18 months. Then I had to ask for a second loan which I am again paying over 18 months at £63 per month. I need these loans to enable me to cover my living expenses. I am not spending wildly but my pension income is not great. I worry that I may not be able to pay my rent if the new flats are more expensive. I look forward to having an individual meeting.’</i>
	<i>‘I do not want to leave Mais house. My flat and accommodation suits me. I am disabled and all the amenities I need are here at Mais House and in my flat.’</i>
	<i>‘I would like a one bedroom sheltered housing property please.’</i>
	<i>‘Keep the scheme manager.’</i>
	<i>‘Keep the scheme manager.’</i>
	<i>‘I would be very happy to move to the Almshouses in Brixton eventually. Not yet, it would be too much upheaval.’</i>
	<i>‘Would like to stay on the estate. Would consider other areas depending what is on offer.’</i>
	<i>‘I would rather stay in my home in Mais House but the uncertainty of what is going to happen when it will happen, for how long the disruption is like living on a precipice. During the first meeting Jacquie Campbell asked if we had any ideas of where we would like to move to. A flat in Lammas Green could solve my problem. Thank you.’</i>
	<i>‘The only thing I need is a living room it gets a bit cramped when all the grand kids come to visit me.’</i>
	<i>‘Emergency pendant only.’</i>