

Sheltered Housing Forum: You Said, We Did (June to October 2025)

Brittany House

You said: You wanted Brittany House to remain designated as Sheltered Housing and raised concerns about its mixed tenure use for temporary accommodation and decant placements.

We did: We confirmed that Brittany House will continue to operate as Sheltered Housing. Existing temporary accommodation occupants will be moved on as their tenancies come to an end.

Chapel Street

You said: You asked for resident-led estate walkabouts to be reinstated.

We did: We agreed the reinstatement of estate walkabouts with resident participation and arrangements were put in place to restart them.

You said: The door entry system had been out of service for 14 weeks.

We did: The door entry system was repaired.

You said: You wanted cleaning information to be more visible.

We did: A cleaning schedule was drafted and arranged to be displayed in sheltered housing schemes.

You said: You were concerned about the lack of visibility and responsiveness from the First Response Team (FRO).

We did: The FRO Team Manager attended the October forum to listen to concerns and discuss service improvements directly with residents.

Bramley House

You said: Scheme meetings were not being held regularly.

We did: Arrangements were made for meetings to be held quarterly.

You said: You wanted greater input into meeting agendas.

We did: Residents were invited to contribute agenda items for future meetings.

You said: Communication about issues and outcomes needed to improve.

We did: We committed to improving communication, consistency and transparency across sheltered housing schemes.

John Adams Court

You said: Regular meetings were not taking place.

We did: The issue was addressed with the Later Living Officer and regular meetings were reinstated.

You said: There was an ants nest in the communal toilet.

We did: The infestation was treated.

You said: Carpets required deep cleaning and moss/weed growth needed attention.

We did: These issues were referred to the Cleaning Manager for action.

You said: You wanted greater clarity about cleaning responsibilities and service charges.

We did: A commitment was made to provide clarification on cleaning duties and a breakdown of service charges.

You said: You were concerned that new front doors might not meet fire safety standards.

We did: The doors were inspected and confirmed as fire safety compliant.

Buckfast House

You said: There was confusion about the difference between independent living responsibilities and officer support.

We did: The role of the Later Living Officer was clarified, and guidance was produced for residents, with information made available across schemes.

You said: You wanted greater visibility from the First Response Team.

We did: The FRO Team Manager attended the forum to engage directly with residents and answer questions.