

Your views

Trinity Apartments Quality Audit Questionnaire – January/February 2025



About the survey

In January/February 2025, many of you took part in an important survey.

The survey was conducted by Richard Vienas, Operational Manager.
It focused on how you feel about living at Trinity Apartments.

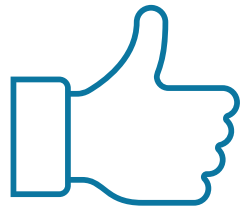
Your feedback will provide a view of the issues residents are most concerned about,
informing SCHA about future strategic and operational planning.

This report contains key survey results, regarding residents' opinions about
the landlord service they receive from SCHA.

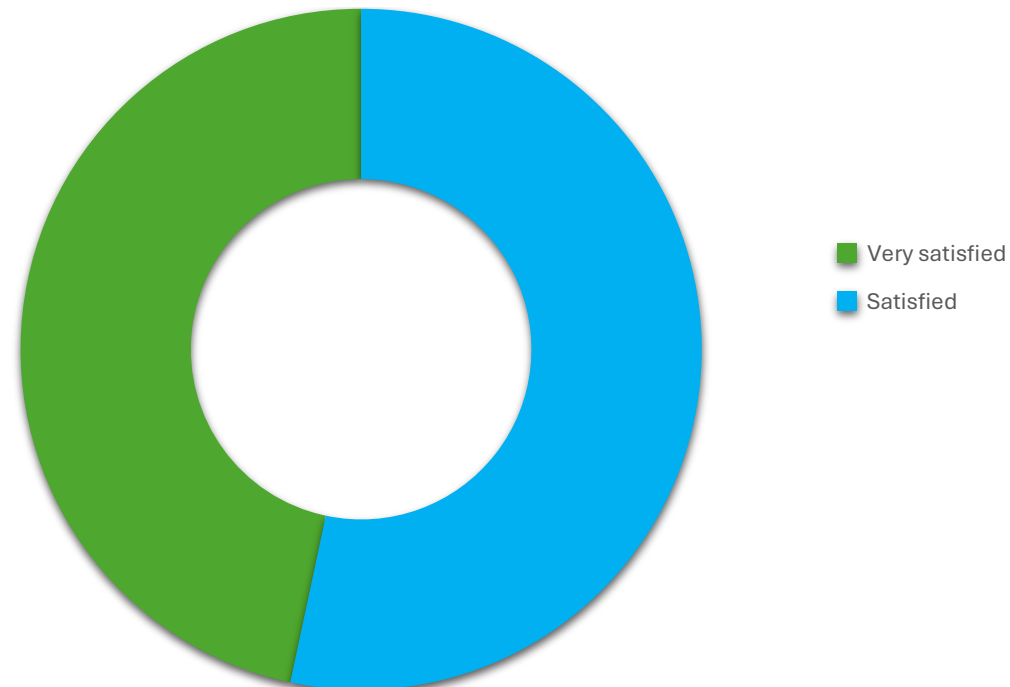
A big thank you to all those who took part!

16 flats
took part
out of 51

Overall Service



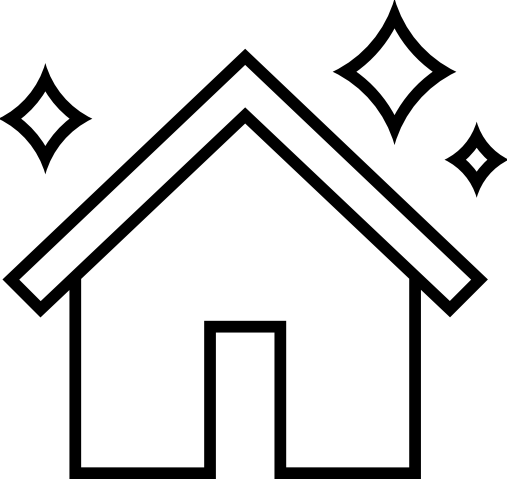
10/10 residents are satisfied with the overall quality of service provided by SCHA (**100%**)



Section 1: Satisfaction with the facilities



Almost all residents are very satisfied or satisfied with the overall condition of their accommodation (**94%**)



100% of residents rated the cleanliness of the common areas as very good or good

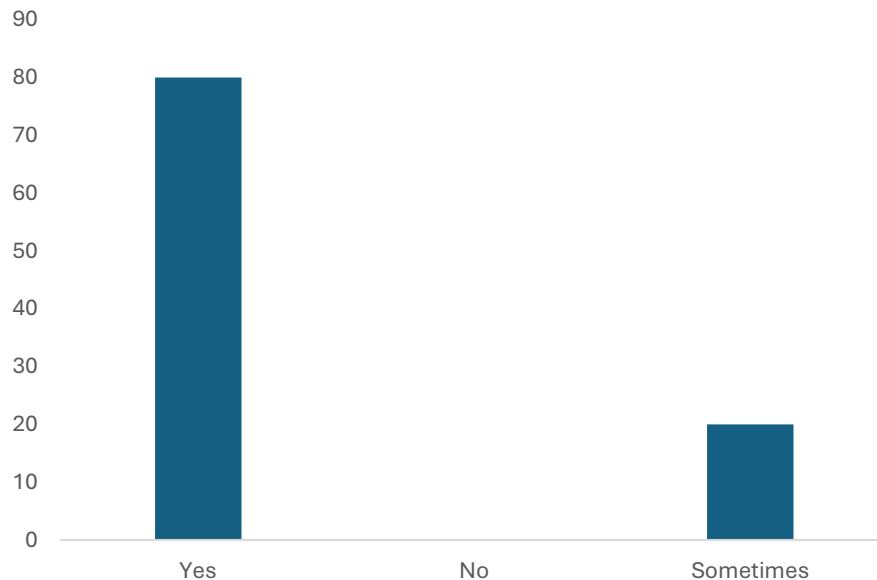


■ Very Good ■ Good

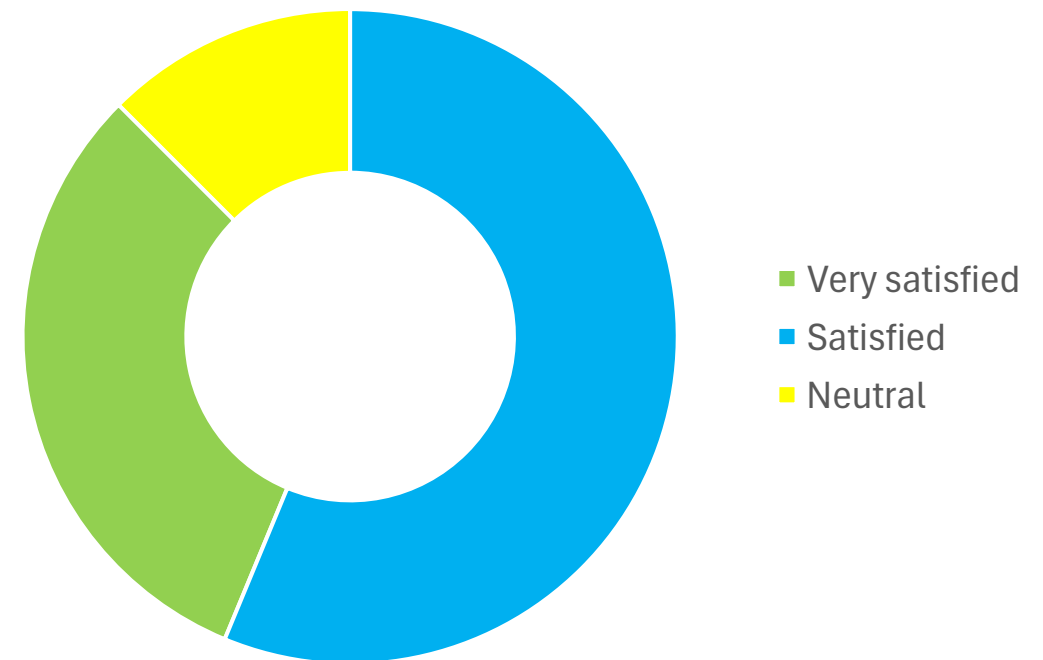
Section 1: Satisfaction with the facilities



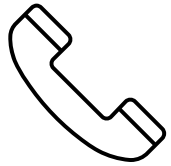
10/10 residents said that communal facilities (e.g. lounges, gardens) meet their needs (**100%**)



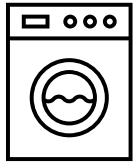
87% of residents are satisfied with the maintenance services provided



Section 2: Quality of Housing & Support Services



Almost three quarters of residents receive a daily wellbeing call (**69%**)



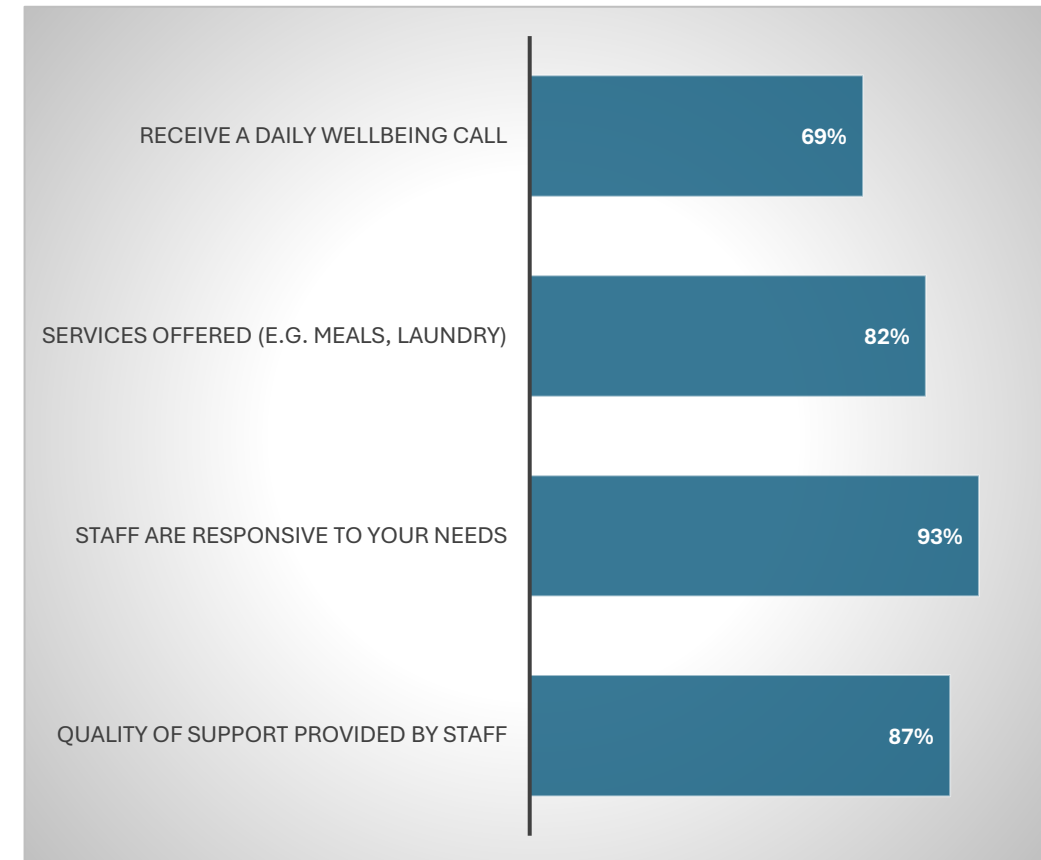
Four-fifths of residents are satisfied with the services offered (e.g. meals, laundry) (**82%**)



9/10 residents feel that the staff are always or often responsive to their needs (**93%**)



Most residents rate the quality of support or assistance by the staff as excellent or good (**87%**)



Section 3: Social Activities and Community Engagement



- 6/10 residents frequently or sometimes participate in social activities organised by the service (**63%**)
- The majority of residents said the social activities offered meet their interests and needs either all the time or sometimes (**69%**)
- Two thirds of residents rated the sense of community among residents as very strong or strong (**67%**)
- All residents feel included and welcomed in the community (**100%**)



Section 4: Safety and Security

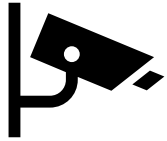
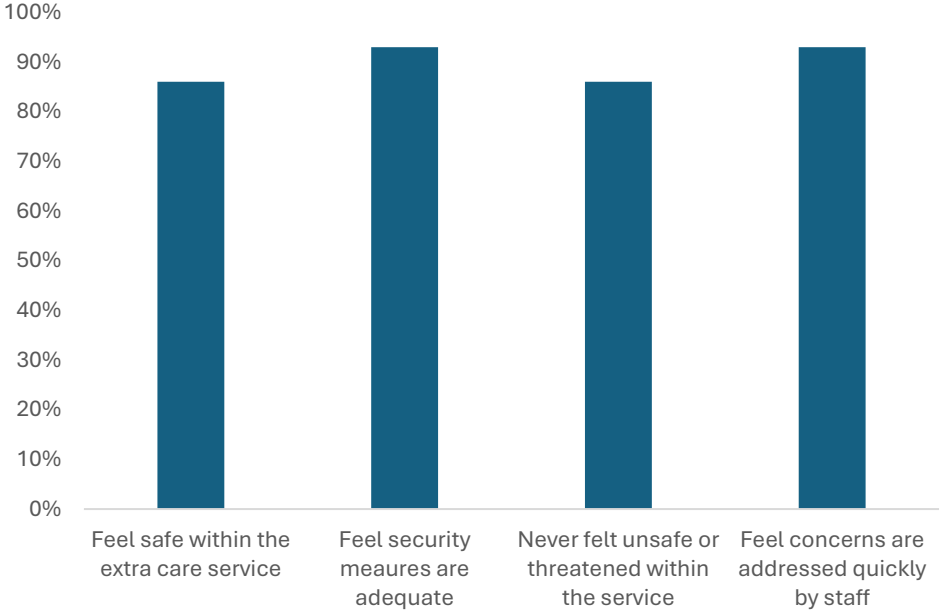
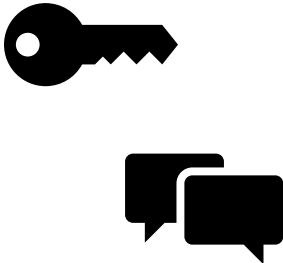


Over four-fifths of residents feel safe within the extra care service (**86%**)

Most residents have never felt unsafe or threatened within the service (**86%**)

9/10 residents feel the security measures in place are adequate (**93%**)

The majority of residents feel that concerns are addressed quickly by staff (**93%**)



Section 5: Fire Safety

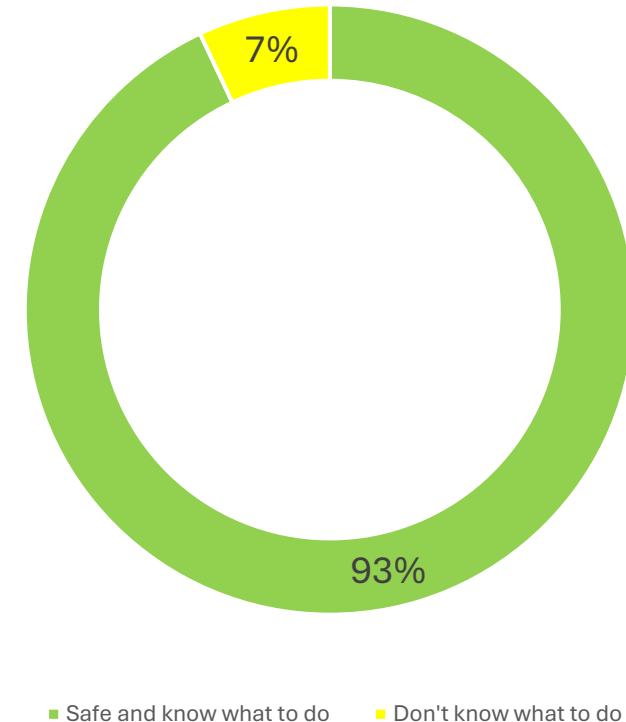


The majority of residents feel safe and happy with the fire safety arrangements in place (**93%**)

Most residents said they know what to do in the event of a fire (**93%**)

Almost all residents said they have received adequate information on fire safety procedures (**93%**)

Note: We are pleased that overall, 93% of our residents feel safe and know what to do in the event of a fire. We have already spoken to the 7% of residents who said they either felt unsafe or did not know what to do. We are confident that all residents have now received adequate information on our procedures.



Residents' additional comments



Some residents provided additional comments, including those noted below:

I love living here

Meals could be better

The staff are really friendly and care about the residents here

Hafiza and Steph are so helpful and supportive. Kitchen and cleaning staff are great. They all add to making this a lovely environment to live in

I appreciate the meals and the work of the kitchen staff

I am very happy. Love my flat and all the staff.

Despite not having care support, all care staff are lovely towards us

Security - current arrangements make it too easy for strangers to gain access, especially evenings & overnight as not staffed

Visit of Trinity Apartments: Key Findings

by Richard Vienas, Operational Manager,
on 17th February 2025



Summary:

The recent quality audit visit to Trinity Apartments was conducted to assess resident satisfaction and address any concerns regarding the facilities and services provided. The visit was productive, with positive feedback received from the residents.

Key Findings:

Two residents expressed interest in meeting and shared their positive experiences living at Trinity Apartments. They indicated overall satisfaction with the living conditions and amenities provided.

A resident raised a query regarding the security of the front doors. The concern was addressed by confirming our established processes and engagement with a specialist contractor. This ensures that the automated doors are functional and comply with current legislation, thereby maintaining a secure environment for all residents.

Residents commended the cleanliness of the communal areas. The feedback suggests that the maintenance and cleaning services are meeting the expected standards, contributing to a pleasant living environment.

The meals offered were praised for providing good value for money. This indicates that the catering services are effectively meeting the residents' expectations in terms of quality and affordability.

Conclusion:

- The quality audit visit highlighted the positive aspects of living at Trinity Apartments, with residents expressing satisfaction with the cleanliness, meal services, and overall living experience. The security concern raised was promptly addressed, reinforcing the commitment to maintaining a safe and secure environment. Continued engagement with residents and proactive management of facilities will ensure sustained satisfaction and quality of life at Trinity Apartments. However, we are concerned with the low uptake in the resident questionnaire, and management will review our processes to encourage and promote wider participation in future exercises.

Review of Health and Safety records for Trinity Apartments: Key Findings

by Louise Wilson, Business Support Officer
March 2025



The purpose of this desktop exercise was to review a selection of health and safety records to support compliance with our health and safety duties as a registered social landlord. A monthly health and safety quality audit is conducted with a random selection of records reviewed.

Key findings:

1. Records are kept and up to date.
2. Action required is noted and followed up, with records noting actions completed.

Conclusion:

It is evident from the records reviewed that Trinity Apartments health and safety records are compliant with our legal duties. Records were produced on request. To achieve best practice, it was agreed that some records and action plans will include more detail in future for clarification. Queries raised with the Scheme Manager are quickly addressed with satisfactory outcomes.

Follow-Up Actions:

Records and action plans to include additional detail for clarity. Records will continue to be monitored regularly.

Next steps



- We will make improvements, based on residents' feedback, including enhancing resident participation and engagement
- We will share relevant feedback with our partners who provide care, catering and cleaning services at Trinity Apartments
- We will invite residents to explore findings in residents' meeting to look at how we are doing, and what further improvements can be made
- Residents are always welcome to discuss issues with Hafiza or Steph
- We are delighted that residents enjoy the inclusive and community spirit at Trinity Apartments. To enhance this, we will look to improve the social activities we offer, to support residents' social inclusion
- We want our residents to be proud to call Trinity Apartments their home and enjoy good standards of living within the shared areas and grounds
- We will monitor the service on a regular basis and your views, as always, are very important