



HOUSING QUESTIONNAIRE

Summary information sheet

SCHEME / DEVELOPMENT

Name
Address
Post town
Post county
Postcode

Tenures available:

Year built

Year of any major remodelling

LANDLORD / MANAGER

Name

Management office postcode

DEVELOPER (if different)

Name

Office postcode

PROPERTY DETAILS

Total number of properties (excluding staff housing)

Types/sizes	Studios	1bedrm	2 bedrm	3 bedrm	TOTALS
Flats					
Bungalows					
Houses					

☐ There is a lift Number of storeys

SCHEME TYPE(s)

EAC classification	Units	Preferred description
☐ Housing without support		
☐ Housing with support		
☐ Housing with care		
☐ Extra care housing		
☐ Scheme is linked to a care home		
If yes, name:		

STAFF

Site-based housing staff

- ☐ Resident scheme manager
☐ Non-resident scheme manager
☐ part time
☐ normal hours
☐ 24 hours
☐ 7 days

Non site-based housing staff

- ☐ Housing support staff, visting or on call
Details:

Care staff:

- ☐ Site-based care staff
☐ On-site care staff 24/7

SERVICES available

- ☐ Housing support service (SP tasks)
☐ Domestic assistance
☐ Personal care services provided
☐ Personal care services facilitated only

- ☐ Community alarm / careline service
Provider:

- ☐ Meals available on a regular basis
☐ A daily meal is available

Details:

COMMUNAL FACILITIES

- | | |
|---------------------------------------|---|
| ☐ Lounge(s) | ☐ Restaurant (open to public) |
| ☐ Laundry | ☐ Dining room (residents only) |
| ☐ Guest suite | ☐ Hobby room(s) |
| ☐ Garden | ☐ Community /day centre |
| ☐ Conservatory | ☐ Activities room(s) |



Complete this page only and your housing scheme will appear in the National Database and on EAC's websites
Complete relevant sections in the remainder of this questionnaire to gain the EAC Quality of Information Mark

NATIONAL DATABASE OF HOUSING FOR OLDER PEOPLE



HOUSING QUESTIONNAIRE

1. More about the accommodation

Scheme name and postcode

or EAC ref.

PROPERTY DETAILS

No. of properties to suit people with limited mobility?

No. of properties to suit regular wheelchair users?

No. of properties to lifetime homes standards?

- ☐ There is storage for wheelchairs/electric scooters
- ☐ Properties are served by a communal satellite tv aerial
- ☐ Properties are wired for cable tv

The average sizes of properties are:

Studios /bedsits sq. metres

1 bedroom sq. metres

2 bedroom sq. metres

3 bedroom sq. metres

If there are flats:

- ☐ There is a lift(s) If yes, how many?
- ☐ There is a stair lift(s) If yes, how many?
- ☐ They have private balconies
- ☐ They have private patios or gardens

If there are rooms, studios or bedsits:

- ☐ They have a kitchen
- ☐ They have a wc
- ☐ They have a bathroom
- ☐ They provide fully self contained accommodation

LOCATION

Local Authority

Name given to the area by local people

Distances to external facilities:

Bus stop		yards, or		miles
Local shop		yards, or		miles
Post office		yards, or		miles
GP surgery		yards, or		miles
Social/day centre		yards, or		miles
Town /shopping centre		yards, or		miles

LOCATION (cont.)

Most residents find getting to the site:

☐ easy ☐ manageable ☐ difficult

Less mobile people find getting to the site:

☐ easy ☐ manageable ☐ difficult

The location is generally regarded as:

☐ desirable ☐ average ☐ not so desirable

ALARMS, SECURITY and TELECARE

Scheme security features:

Security features for individual properties:

☐ Alarm to call on-site staff

☐ Other telecare services?

Ignore questions in grey panels if not relevant to your scheme

☐ Wired for telecare

☐ Telecare installed

☐ Sensors (detectors) and monitors

☐ Personal sensors

☐ Property-based sensors

☐ Smart home

☐ CCTV

☐ Others

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HOUSING QUESTIONNAIRE

2. More about the facilities

Ignore questions in grey panels if not relevant to your scheme

ADDITIONAL COMMUNAL FACILITIES

☐ More than one lounge

Number of lounges:

☐ Cafe

☐ Bar / pub

☐ Gym

☐ Arts / crafts centre

☐ Library

☐ Shop

☐ Treatment room

☐ Pay phone

☐ WCs

☐ Hairdressing room

☐ Jacuzzi

☐ Pool

Other communal facilities:

Ignore questions in grey panels if not relevant to your scheme

CARE SERVICE FACILITIES

☐ Dementia unit

No. of dementia properties:

☐ Respite accommodation

No. of respite properties:

☐ Intermediate care suite, or similar

☐ Assisted bathroom

No. of assisted bathrooms:

STAFF FACILITIES

☐ Manager's office

☐ Care staff office

☐ Staff overnight room with en-suite

☐ Staff rest room with kitchenette

☐ Staff locker and changing room

☐ Main catering kitchen

DESIGN FEATURES

☐ All facilities are accessible by wheelchair users

☐ All facilities are designed for sensory impairment

There are features to help people with:

☐ Visual impairment

☐ Hearing impairment

☐ Memory problems

☐ Dementia

PARKING

No. of parking spaces for residents

No. of parking spaces for visitors

No. of parking spaces for staff

Total parking spaces

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HOUSING QUESTIONNAIRE

3. More about the services

Ignore questions in grey panels if not relevant to your scheme

MEALS

If regular meals are available:

- ☐ There is generally a choice of menu
- ☐ Residents are consulted on menus
- ☐ All meals are prepared on site
- ☐ Vegetarians are specifically catered for
- ☐ Special diets can usually be catered for

If meals are served in a restaurant / dining room:

- ☐ Restaurant is open to the public
- ☐ Breakfast is always available
- ☐ Lunch is always available
- ☐ Dinner / evening meal is always available
- ☐ **Meals can be delivered to residents' own homes**
- ☐ Breakfast can be provided
- ☐ Lunch can be provided
- ☐ Dinner / evening meal can be provided

SERVICES TO THE WIDER COMMUNITY

Services provided to the community at the scheme:

☐ None

Services delivered to the community from the scheme:

☐ None

Services delivered to other schemes:

☐ None

SERVICE PROVIDERS

Housing support:

Office postcode:

Care services:

Office postcode:

Ignore questions in grey panels if not relevant to your scheme

CARE SERVICES

If care services are provided on site:

- ☐ Intermediate care
- ☐ Respite care
- ☐ Dementia care
- ☐ Mental frailty
- ☐ Learning disabilities
- ☐ Physical disabilities
- ☐ Behaviour problems
- ☐ Nursing care
- ☐ Terminal illness

Care staff and responding to emergencies:

Please describe how care staff are deployed during the daytime:

Please describe how nighttime cover is provided:

NON-CARE SERVICES

We can provide or arrange:

- | | |
|--|---|
| ☐ Hairdressing | ☐ Light domestic cleaning |
| ☐ Chiropody | ☐ Shopping |
| ☐ Physiotherapy | ☐ Housework |
| | ☐ Personal laundry service |

Others:

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HOUSING QUESTIONNAIRE

4. More about the service users / residents

Ignore questions in grey panels if not relevant to your scheme

ELIGIBILITY

Applicants / purchasers must:

- ☐ Be self funders
- ☐ Be on state benefits
- ☐ Have local connections
- ☐ Have a housing needs assessment
- ☐ Have a community care assessment
- ☐ Have a risk assessment
- ☐ Have a health assessment
- ☐ Have a minimum housing support need
Minimum hours per week:
- ☐ Have a minimum personal care need
Minimum hours per week:
- ☐ Have less than a maximum personal care need
Maximum hours per week:

For couples, both partners must:

- ☐ Have a minimum housing support need
- ☐ Have a minimum personal care need

We accept people with:

- ☐ Visual impairment
- ☐ Deafness
- ☐ Memory problems - moderate
- ☐ Memory problems - severe
- ☐ Mild dementia
- ☐ Dementia
- ☐ Mobility problems - frame
- ☐ Mobility problems - wheelchair
- ☐ Mobility problems - bedfast
- ☐ Wandering problems - inside home
- ☐ Wandering problems - outside home
- ☐ Urinary incontinence
- ☐ Faecal incontinence
- ☐ Challenging behaviour - disruptive
- ☐ Challenging behaviour - violent

Our scheme is best suited to:

- ☐ People who need minimal help
- ☐ People who need moderate help
- ☐ People who need a high level of help

OVERALL PROFILE

- ☐ We cater for people with no or low level care needs
- ☐ We are aiming for a mixed population
- ☐ Our admission criteria are similar to residential care
- ☐ Residents will not need to move except to hospital

Other:

Lower age limit for new residents:

VISITING THE SCHEME

- ☐ Prospective residents can arrange to visit the scheme

If so, how should they do this?

APPLYING or PURCHASING

How should prospective residents apply to rent a property in this scheme, or find out about properties available to purchase?



HOUSING QUESTIONNAIRE

5. More about ethos, culture and lifestyles

COMMUNITY INTERACTION

- ☐ The scheme is located within an existing active community
- ☐ The scheme is within easy reach of an existing active community
- ☐ The scheme relies on itself for community / neighbourhood interaction

MEETING ETHNIC AND CULTURAL NEEDS

- ☐ The scheme is intended for or specially suited to a specific religious, ethnic, professional or other group

Details:

- ☐ The scheme is restricted to a specific group

Details:

- ☐ Staff can speak languages other than English

Details:

No. of residents who prefer another language:

Details:

- ☐ We can meet cultural dietary preferences

- ☐ We facilitate spiritual and religious observance

Details:

ACTIVITIES

- ☐ There are regular social activities

Details:

Organised by:

The scheme also provides:

- ☐ A regular activities programme

Activities are:

☐ Daily ☐ Weekly ☐ Monthly

- ☐ Entertainment

- ☐ Outings

- ☐ Facilities for residents to garden or assist in it

- ☐ Own minibus

- ☐ Other transport for residents

Details:

LIFESTYLES and miscellaneous

- ☐ New residents are allowed to bring their cat

- ☐ New residents are allowed to bring their dog

- ☐ Pets can be replaced

Details:

- ☐ Smoking is not allowed in individual homes

- ☐ There is a Residents' Association

Residents are involved in running the scheme through:

Compared to our other schemes, this one is:

☐ popular ☐ not so popular
☐ average ☐ slow to let/sell



HOUSING QUESTIONNAIRE

6. Service promise, costs and other materials

STATEMENT OF PURPOSE

Please state the ethos and purpose of your scheme as you would describe it to a potential customer. (Use a separate sheet or submit electronically if you prefer)

ASSESSMENT OF SERVICE

If you regularly measure outcomes to help assess the quality of your service and the well-being of your residents, please describe how you do this.
(Use a separate sheet or submit electronically if you prefer)

ADDITIONAL DESCRIPTIVE TEXT

Please use this space or a separate sheet or email to highlight any qualities or features of the scheme which you have not been able to describe in this questionnaire.

COSTS

Average new let rents excluding all charges:

Studio		per	
1 bed			
2 bed			

Sale/resale prices start from around:

Studio	
1 bed	
2 bed	
3 bed	

SERVICE CHARGES

Service and support charges total about

per

SERVICE COSTS IN HOUSING-WITH-CARE

We want to understand how residents pay for the services that are available in this scheme. We realise that the picture can be very complex, and that different providers offer different packages.

Please would you let us have copies of whatever materials (schedules, brochures, etc) you have that detail the charges for individual services or service packages.

Form completed by

Name:

Email:

Phone:

Office postcode:

AUDIOVISUALS

We would welcome any of the following materials in electronic format for display on our websites:

- Photos
- Brochure
- Plans / drawings
- Reviews articles
- Care service inspection report
- Scheme manager photo
- Video / videoclips