

Findings of Tonbridge House Tenant Consultation Survey Proposed change of use of Tonbridge House retirement housing scheme

1. Executive summary

This report presents the findings from the consultation with the existing tenants at Tonbridge House retirement housing scheme on the proposal to change the use of Tonbridge House to provide general needs temporary accommodation.

The aim of the consultation was to inform the tenants about the proposed options, obtain their views on what they considered the impact of each option would be, and to determine the level of support, if any, for each of the proposals.

The tenants were asked to consider the following three options:

Option 1: Keep Tonbridge House and other retirement housing block as retirement housing (in other words do nothing)

Option 2: (preferred option): Change the use of Tonbridge House retirement housing scheme to general needs housing classification.

Option 3: Change the use of a different retirement housing block to general needs housing classification.

1.2 Consultation approach

Two briefing sessions were held on 2 October 2013. Following the meetings, questionnaires were sent by post, to all existing occupants at Tonbridge House irrespective of whether they had attended the meetings. Tenants who needed further assistance to complete the questionnaire were helped by the resident involvement team. The consultation ran from Wednesday 2 October until Friday 2 November 2013.

1.3 Response rate

The questionnaire was only sent to existing tenants living at Tonbridge House. At the time of the consultation, there were 37 households in occupation (and one void property). Of these, 22 completed and returned the questionnaire which equates to a response rate of 58%.

1.4 The respondents

Respondents were given the option of completing an equalities monitoring information form, and not all respondents provided information about gender, age, ethnicity or disability.

Of those who did provide equalities information, 27% were female and 73% male.

(14%) of the respondents were aged 55-64, (41%) were 65-74, (41%) were 75-84. (4%) of those who responded were over the age of 85.

37% of those who responded said that their ethnicity was black. One third 44% said that their ethnicity was white, 13% said that their ethnicity was Asian whilst 6% described themselves as other.

67% of respondents indicated that their activities were limited a lot due to health problems or disability

1.5 Summary findings

Option 1:

The tenants were asked if there was any reason why Tonbridge House or any other scheme was not suitable for conversion to general needs housing. 20 out of 22 respondents put forward their views.

Virtually all the comments were in support of keeping Tonbridge House and other retirement housing as is (unchanged). Only one respondent said that they didn't mind.

The main reasons put forward opposing the change of use relate to concerns about the potential/perceived increase in various forms of anti-social behaviour particularly noise, the perceived impact on health and wellbeing, personal safety of existing residents and hazards due to the type of window in the block.

Concern was also expressed about how the existing facilities and services (ie laundry, communal room, car park, and garage) would be used and that it will become more difficult for older residents to access these.

There was concern that the accommodation is unsuitable as the block comprises of only one bedroom flats.

Option 2:

The majority of respondents (76%) 'fully disagree' with the proposal to change the use of Tonbridge House to general needs temporary accommodation.

The dominating view of respondents was that sharing the block with children with families would have a negative impact on them - 79% being of this opinion.

If Tonbridge House was to change to general needs temporary accommodation, 90% of the respondents said that they would prefer to stay and the other 10% said that they would prefer to move to alternative accommodation.

Option 3:

60% of respondents said that they didn't know which of the other retirement housing blocks should have its classification changed from retirement housing to general needs temporary accommodation.

26% said that none of the retirement blocks should have their use changed.

1.6 Actual responses

All actual responses are provided at appendix 5A.

2. CONSULTATION OUTLINE

2.1 Report structure

This report presents the findings from consultation with tenants at Tonbridge House Retirement Housing Scheme undertaken by Croydon Council with the existing tenants about the proposal to change the use of the block to general needs temporary accommodation for homeless families with children. The consultation report is structured as follows:

EXECUTIVE SUMMARY	Overview of consultation.
CONSULTATION OUTLINE	Outlines how the consultation was organised: <ul style="list-style-type: none">- Gives the key consultation options- Consultation method- Response rate- Other consultation considerations- Breakdown of respondents by age, ethnicity and disability- Themes identified from qualitative responses- Profile of the respondents
VIEWS OF RESPONDENTS	Details of the key findings and themes emerging from all consultation questions. Appendix 5A: Actual responses

Figures have been rounded to the nearest whole number for greater clarity.

Quotes from respondents are shown in italics and are direct quotes/extracts from people who filled in the survey. Obvious spelling errors have been corrected but phrasing is presented as is.

All actual responses are provided at appendix 5A of this document.

2.2 Consultation options

The main aim of the consultation was to get the existing tenants to consider the following three options and to give their views on the level of impact of each one:

Option 1: Keep Tonbridge House and other retirement housing block as retirement housing (in other words do nothing)

Option 2: (preferred option): Change the use of Tonbridge House retirement housing scheme to general needs housing classification.

Option 3: Change the use of a different retirement housing block to general needs housing classification.

2.3 Consultation method

2.3.1 Letters were sent to all the existing tenants at Tonbridge House inviting them and their families and/or carers to attend one of two briefing sessions. Both meetings took place on 2 October 2013 and were facilitated by the DASHH Resident Involvement Team.

2.3.2 The full consultation pack was sent by post to all tenants living at Tonbridge House. The benefit of this approach was that all households received the documents irrespective of whether or not they had attended the meeting. The three documents are provided at Appendix 9 and 10 of the Cabinet report. .

2.3.3 In recognition of the potential needs of the client group being consulted and to maximise the number of questionnaires returned, officers from the resident involvement team visited Tonbridge House in late October 2013. Three visits were made to the block on different days and times. 'We called' slips were left where there was no response to encourage people to get in touch if they needed help or further guidance on how to complete the questionnaire.

2.4 Response rate

2.4.1 As shown on the table 1 below, 22 out of a possible 37 households returned the questionnaire; this equates to a response rate of 58%.

Table 1

	Number
Questionnaires returned	22
Questionnaires not returned	15
Voids	1
TOTAL	38

2.5 Profile of the respondents

Respondents were given the option of completing the equalities, monitoring form. Where respondents did complete the form, they did not always answer the entire questionnaire and therefore, there are variations in the number of responses received for each characteristic. However, tables below provide a breakdown of the results.

2.5.1 Gender

100% respondents provided information about their gender and table 2 below shows that there are higher proportions of men than women but no two person households.

Table 2

Gender	Response %	Number of responses
Male	73%	16
Female	27%	6
Male & Female (2 person household)	0%	0
TOTAL RESPONSES		22 out of 22

2.5.2 Age

100% of tenants who returned the questionnaire, provided information about their age. Table 2 shows that those between the ages of 65 - 84 are by far, the majority with a small number over the age of 84. None of those who responded were under the age of 55.

Table 3

Age	Response %	Number of responses
Under 55	0%	0
55-65	14%	3
65 - 74	41%	9
75 - 84	41%	9
84+	4%	1
TOTAL RESPONSES		22 out of 22

2.5.3 Age profile of tenants who did not respond to the questionnaire.

The table below provides the age profile of the tenants who return the questionnaire. The table shows that the majority of those who responded are between the age of 65 -74 years. However, there was a good spread of responses by age group so it is likely that views have been adequately represented.

Age	All tenants as at Sept 2013	Respondents %	Number of tenants
Under 55	3% (1)	0%	0
55-65	16% (6)	14%	3
65 - 74	35% (13)	41%	9
75 - 84	41% (15)	41%	9

84+	5% (2)	4%	1
TOTAL RESPONSES			22

2.5.4 Disability

With regard to disability, respondents were asked, “Are your day to day activities limited because of health problems or disability that has lasted or is expected to last at least 12 months. Do you consider yourself to have a disability?”

The table 4 below, of the 22 households that responded to this question, 67% indicated that their activities were limited a lot due to health problems or disability. Generally, respondents cited multiple health problems rather than a single illness.

Table 4

Disability	Response %	Number of responses
No	28%	6
Limited a lot	67%	14
Do not wish to say	5%	1
TOTAL RESPONSES		21 out of 22

2.5.6 Ethnicity

17 households provided information about their ethnicity. Of these, there is generally quite an even distribution of people who describe themselves as Asian, Black, White and the variants within these groups.

Table 5

Ethnicity	Response %	Number of responses
Asian or Asian British	17%	3
Black, African, Caribbean, Black British	39%	7
Mixed/Multiple ethnic groups	0%	0
Other	5%	1
White	39%	7
TOTAL RESPONSES		18 out of 22

2.5.7 Religion

14 households provided information about their religious beliefs. Over half of respondents (57%) described themselves as being of the

Christian faith. (7%) respondents at Tonbridge House indicated that they are of the Hindu faith.

Religion	Response %	Number of responses
Christian	57%	8
Hindu	7%	1
Sikh	0%	0
Muslim	0%	0
Other	0%	0
No faith/religion	36%	5
Do not wish to say	0%	0
TOTAL RESPONSES		14 out of 22

Table 6

2.6 Other consultation considerations

- 2.6.1 Not all households answered all of the questions contained in the questionnaire. Therefore, there are variations in the number of total respondents stated for each question.
- 2.6.2 The questionnaire regarding the proposal to change the use of Tonbridge House is such that it generated both quantitative and qualitative responses. Therefore, where relevant, the quantitative element of each is presented first. The questions where quantitative data can be extracted are questions 2; 3; 4 and 5.
- 2.6.3 A small number of people experienced some confusion over how to fill in the option impact questions. Where necessary, questionnaires were assessed and adjusted to ensure that all respondents' views were analysed correctly on a consistent basis. Where adjustments have been made, details are provided in **appendix 5B**.
- 2.6.4 All qualitative responses were reviewed on an individual basis and themed. The themes identified are defined and listed below.
- 2.6.5 Each respondent's qualitative answer could have multiple themes recorded against it.
- 2.6.6 The narrative regarding the qualitative responses focuses on the themes which generated 3 or more comments.

2.7 Themes identified from qualitative responses

Listed below are the 11 key themes identified from the analysis of the qualitative comments and these are used throughout the report.

- i. **Facilities and services**
Laundry, car park, garage and potential damage to these facilities
- ii. **Anti-social behaviour**
Antisocial behaviour, noise nuisance and unknown visitors
- iii. **Personal health**
Perceived effect on the respondents health, potential effect on existing illnesses
- iv. **Personal safety**
Fear and anxiety, concerns about intimidation and personal safety
- v. **Hazards**
Children running around, being knocked over by children
- vi. **The building**
Properties having one bedroom, over crowding
- vii. **Life style differences**
Incompatibility of mixing younger and older people in block
- viii. **Illegal activity**
Drugs on premises, drug use, theft
- ix. **Maintenance**
Maintenance of building, cleaning and tidiness of the block
- x. **General upheaval**
Moving away from Tonbridge House to alternative accommodation, loss of support network, cost of moving.
- xi. **Local facilities**
Proximity to local shops, proximity to transport, near to buses and bus stops, GP surgery

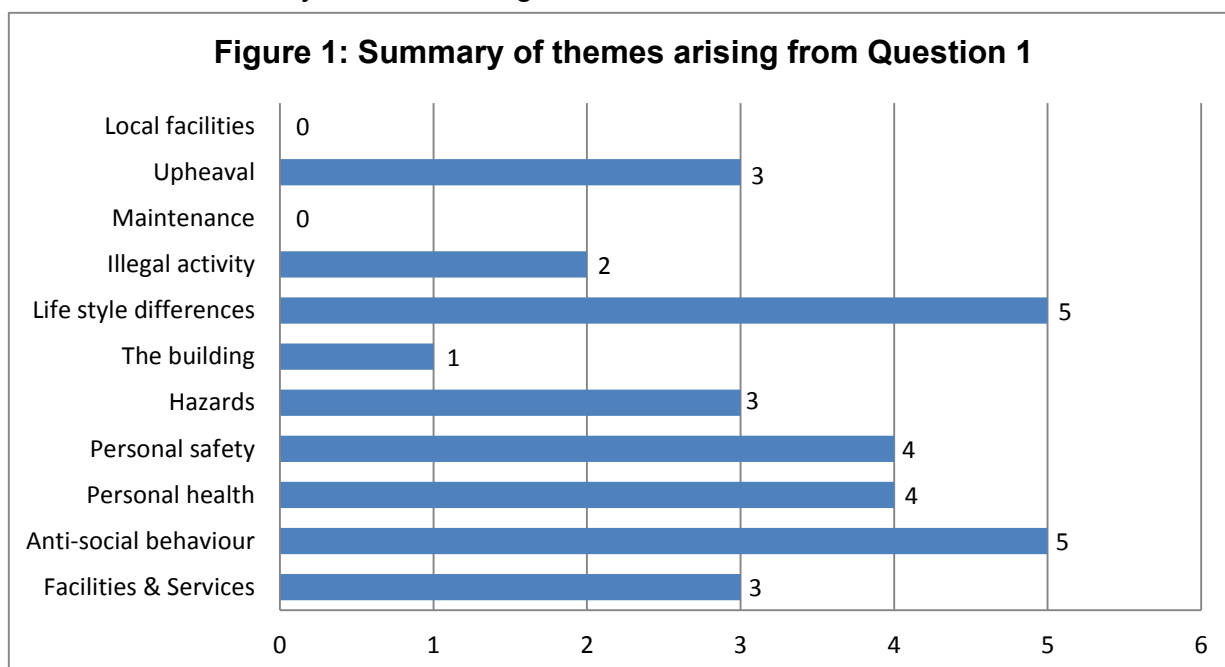
3. THE VIEWS OF RESPONDENTS

3.1 **Question 1:** With reference to Option 1, can you think of any reasons that make Tonbridge House or any other retirement housing block, NOT suitable for general needs temporary accommodation?

3.1.2 Question 1: findings

19 respondents answered question 1 above. The reasons given by respondents for why they think Tonbridge House is NOT suitable for general needs temporary accommodation have been grouped as into themes as set out and defined in section 3. *Figure 1* below provides a summary of the number of comments made in relation to each theme.

3.1.3 Question 1: key themes arising



As shown in *figure 1* above, seven themes generated three or more comments in response to question 1 and these are listed below:

Facilities and services (3 comments)

The responses suggest that issues around being able to access the laundry facilities is a concerns of existing tenants at Tonbridge House as well as misuse of the car park and garage by families making it more difficult for older residents to access them.

Anti-social behaviour (5 comments)

One of the main concerns expressed relates to antisocial behaviour particularly the belief that there will be an increase in noise levels in the block

thus undermining the quiet enjoyment of their home. A number of people also expressed concern about increased numbers of people that are unknown to existing residents visiting the block and the increased risk of theft vandalism and drug abuse.

Personal health (4 comments)

Respondents expressed concern about the potential impact that any change of use could have on their health particularly those who already have some degree of pre-existing ill health or are frail due to age.

Personal safety (4 comments)

Many respondents expressed concern about older people mixing with younger people in that they feel that their safety would be compromised and they would feel intimidated if children and younger people were also living at Tonbridge House.

Hazards (3 comments)

Respondents expressed concerns about the building not being suitable for children.

Life style differences (5 comments)

One of the main concern expressed was about the Incompatibility of mixing younger and older people in block.

General Upheaval (3 comments)

Many respondents expressed concerns about moving away from Tonbridge House to alternative accommodation due to pre-existing ill health or to age.

3.2 **Question 2:** Please indicate to what extent you agree that Tonbridge House should be changed from retirement housing to general needs temporary accommodation? *Please tell us why you feel this way?*

3.2.1 Question 2: findings

21 of the 22 households that returned the questionnaire answered question 2 above. Table 2 below, shows that 76% of respondents at Tonbridge House fully disagree that use of the block should be changed to general needs housing. 19% of those who responded partially agree and 5% neither agree nor disagree.

Table 2	Response %	Number of responses
Fully agree	0%	0
Partially agree	19%	4
Neither agree nor disagree	5%	1
Partially disagree	0%	0
Fully disagree	76%	16
TOTAL		21 out of 22

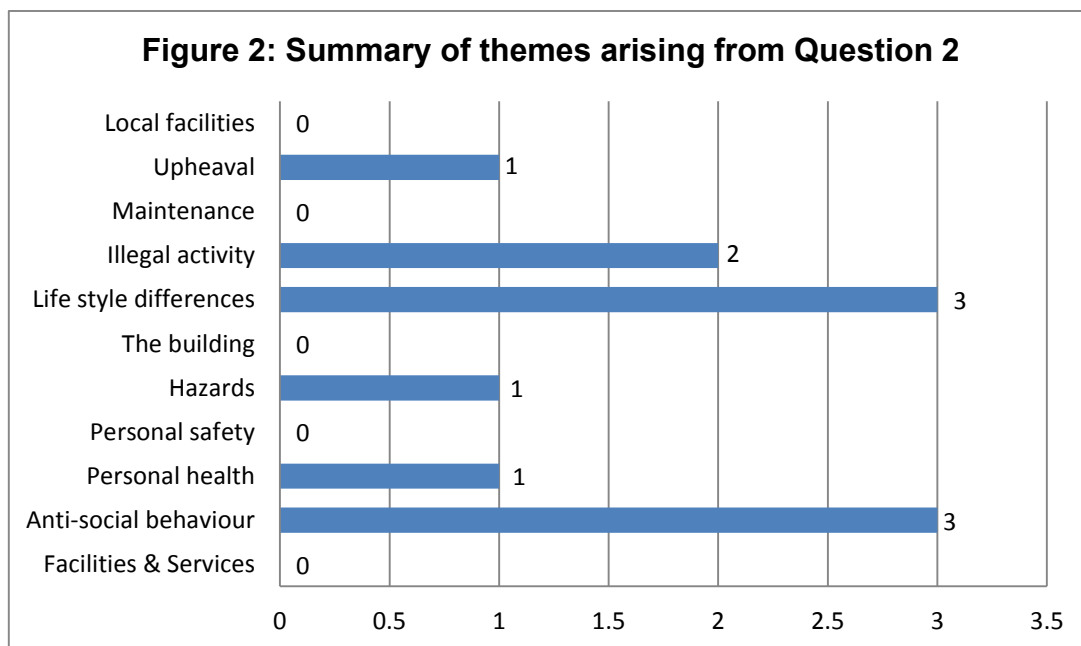
RESPONDENTS		
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3.2.2 Question 2: key themes arising

When asked in relation to question 2, to tell us why they felt that way, 2 respondents said that their reasons were the same as they had already stated for question 1. Eight households did not provide any additional explanatory comments. This duplication of responses reflected is in the summary of the themes arising as shown in the *figure 2* below.

That is, the themes which generated the most comments' (ie. more than 3) are similar as those listed for question 1 albeit with some variation in the total number of comments per theme, the pattern is very similar.

- Anti-social behaviour (3 comments)
- Personal health (1 comments)
- Hazards (1 comments)
- Life style differences (3 comments)
- General Upheaval (1 comments)



3.3

Question 3: What impact do you think it may have on you if families with children moved into the block while you were still living there?
Please tell us why you feel this way?

3.3.1 Question 3: Findings

21 households that returned the questionnaire answered question 3 as shown in table 3 below,

When we asked respondents what impact they thought children with families moving into the block would have on them whilst they were still living there, 81% of the households that answered the question said it would have a negative impact them and Only 19% of respondents said that it would have no impact.

Table 3.	Response %	Number of responses
Positive impact	0%	0
No impact	19%	4
Negative impact	81%	17
TOTAL RESPONDANTS		21 out of 22

3.3.2 Question 3: key themes arising

A diagrammatical summary of all the themes which emerged is provided in figure 3 below.

The themes which generated 3 or more comments are:

Anti-social behaviour (7 comments)

Within this theme, increasing noise and disturbance by far, the biggest concern expressed by respondents and the expectation is that there will be a dramatic increase.

Life style differences (5 comments)

The one of the main concern expressed was about the Incompatibility of mixing younger and older people in block.

Respondents indicated that they thought that families with children moving into Tonbridge House whilst they were still living there would have a negative impact mainly due to issues relating to anti-social behaviour and life style differences.

3.4

Question 4: Based on the information you have, if option 2 (preferred option) were selected, would you prefer to remain in your current property at Tonbridge House or move to alternative accommodation?

3.4.1 Question 4: findings

21 out of 22 respondents answered question 4 as shown in the table below. 90% of those who responded said that they would prefer to remain at Tonbridge House if option 2 was selected and the use of the block was changed to general needs temporary accommodation for families with children with a small number of respondents (5) taking the opportunity to reiterate that they do not want to move to alternative accommodation.

10% of households that responded to this question said that their preference would be to move to alternative accommodation.

Table 4	Response %	Number of responses
Remain at Tonbridge House	90%	19
Move to alternative accommodation	10%	2
TOTAL RESPONDENTS		21 out of 22

3.5

Question 5: What impact do you think moving to alternative accommodation would have on you? *Please tell us why you feel this way.*

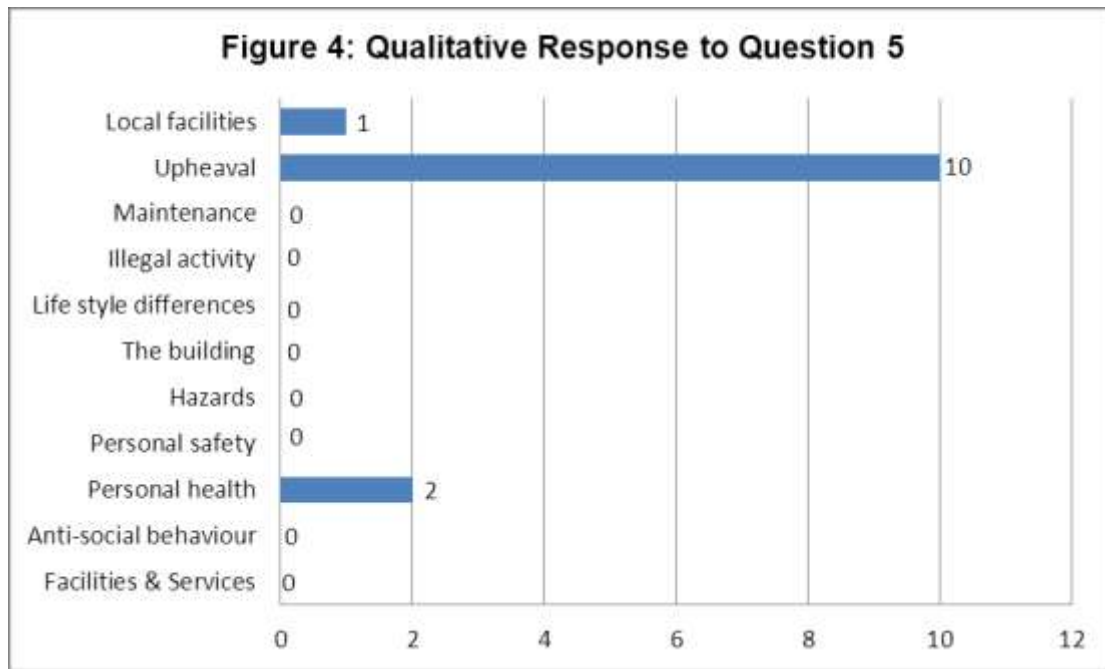
3.5.1 Question 5: Findings

18 Respondents answered question 5 above. 67% said that they felt that moving away from Tonbridge House to other accommodation would have a negative impact on them. As shown in the table below, only 33% of respondents said that they thought it would have a positive impact.

	Response %	Number of responses
Positive impact	11%	2
No impact	0%	0
Negative impact	89%	17
TOTAL RESPONDENTS		19 out of 22

3.5.2 Question 5: key themes emerging

Using the themes set out in section 3, the table below shows the themes that emerged from the qualitative response to question 5.



As shown in the chart above, three themes emerged when asked, '*Please tell us why you feel this way*'. 67% (12) of respondents said that moving to other accommodation would have a negative impact. All 14 respondents provided additional information to explain why they felt that the impact would be negative for them.

Only three themes emerged and these were the general upheaval, local facilities and personal health.

General upheaval (10 comments)

Within this theme, that Tonbridge House had been home for some people for many years was a consideration as well as the process and costs associated with moving. The biggest concern within this theme was the thought of moving away from an established community that they are familiar with as well as loss of proximity to family and friends

Local facilities (1 comment)

The comments from respondents show that being close to their GP surgery and health centre are important to them. There is anxiety about potentially having to change doctor, in some cases, after many years.

Being close to local shops and public transport is important and there are concerns that this would not be the case if they were to move elsewhere.

Personal health (2 comments)

Many people felt that moving would be very stressful for them and concerns about the financial implications of moving was evident within the responses.

3.6 Question 6: Findings

38 households responded to the question below regarding their views on which other block/s could be changed to general needs.

Q6. With respect to Option 3 which other retirement housing block do you consider should have its classification changed from retirement housing to general needs temporary accommodation for homeless families with children and if so why?		
	Response %	Number of responses
Don't know	7%	1
No comment	13%	2
None	80%	12
Answered question	68%	15
TOTAL RESPONDENTS		15 of 22

The table shows that 7% of respondents said that they did not know whilst 80% said none of the retirement blocks should have their classification changed and 13% chose not to comment.

All other actual responses to question 6 can be found in **appendix 5A**.

3.7 Question 7:

Question 7: Do you have any other comments on the preferred option (Option 2) ie. Change use to general needs accommodation?

3.7.1 Question 7: findings

11 out of 22 households provided comments in response to question 7.

In general, the comments served to reiterate the views already expressed in previous questions against the proposal to change the use of Tonbridge House to general needs housing.

The actual comments made in relation to question 7 are provided in **appendix 5A**.

3.8 Other consultation considerations

Some people experienced some confusion over how to fill in the option impact questions. To ensure we reflected people's views accurately, a rigorous adjustment process was undertaken as part of the analysis phase. Details of this are given in Appendix 5B.

Appendix 5A

This appendix provides analysis of the qualitative data provided by respondents as explanations for their choice of response. The questions are detailed below:

Question 1: With reference to Option 1, can you think of any reasons that make Tonbridge House or any other retirement housing block, NOT suitable for general needs temporary accommodation?

Actual qualitative responses to Question 1

“There are and always have been retired people living in this block with health problems. I feel this is unfair to these older people as many of them, like myself have lived here for many years and do not want to start moving at their time of life. Having families with children moving in would make them feel at RISK and fearful of this situation, which would have an impact on the deterioration of their health. I totally oppose this option, as the older people in this 'Block' were originally placed here to feel safe and secure”.

“Anti-social behaviour by some of the younger generation”

“It’s for older people don’t think that children and young couples will fit in this place.”

“You are not doing this to help the older people living in Tonbridge House. Before you came talk to us, you already had your meeting with your team. Also you did not tell us the truth that you want to make room for the migrants coming over from Romania /Bulgaria there is our own people in this counting crying out for somewhere to live. You are showing preferences for the migrants. Why don’t you put them in housing associations and other places. We been living at Tonbridge House for many years and we have a nice block, no trouble no problem, nice and clean. Maybe one two of us, about 55- 90 we like staying here. We can’t take any stress or worry. We are old people. We work all our life. We can’t have children running up and down in the lift. we have migrants here already from Europe and you already see what they are doing to our town - drugs, alcohol, thief’s - begging!!!”

“Peace and quietness- law abiding tenants - safe car parking - security WE WILL LOSE ALL OF THESE!!”

“You cannot mix elderly infirm people with young families. It adds stress to the elderly and unsuitable environment for children”

“There is no reason why I should have to move/leave Tonbridge House. It was built for the elderly and it should remain so.”

"I think the block is not suitable for children with the windows"

"Most, if not all, accommodation in Tonbridge House is one bedroom, most suitable for retired singles or couples, and NOT suitable for family dwelling."

"It should remain an old people retirement home not mixed young people with old people. I disagree I wanted peace and quiet it should not be used to house homeless family with children."

"Then it might be too noisy, don't like too loud and noisy. Hope it can be controlled."

"Older people should be left alone. I am happy here and I do not want children in the block."

"Do not want to move out due to ill health. (see letter attached) don't want it to change"

"It's not suitable for children"

"No security for elderly tenants. The totally wrong environment in which to raise children. We have intercom entry and FOB keys. Can you imagine how may FOBS you issue are going to fall into the wrong hands! Your families are not going to be given use of our laundry room that will cause confrontation between them and the elderly tenants. To quote the health condition of just 3 of our present tenants, we have a 69 year old who is blind, diabetic and has Parkinson's disease. An 86 year old lady with brittle bone disease and an 83 year old with severe heart problems. Their battery operated mobility vehicles have to be recharged on the landings. How long before they get stolen?"

"Most of residents who live in sheltered accommodation are people of an advanced age who enjoy the peace and quietness of these housing blocks. We feel that disturbing this set up can damage the health of most of the residents."

"Birds of a feather flock together, why mix young children with retired and mainly weak residents? There should be honour and respect and dignity coming from our elected councillors and their staff."

"These buildings are not suitable for young children or people. Stoves are all electric which would be disaster waiting to happen. (be warned) there are no play areas for children except the corridors and turning the lifts into train doors no go - bad foresight."

"The Elderly who live in these flats would not be able to adapt to younger people as their neighbours). They need a lot of peace and quiet as most of us have some form illness and younger people like to enjoy their way of life which could be loud music, rowdy visitors, at all hours not forgetting drink and"

drugs and vandalism which could lead to our car parks and garages being misused. I myself have needs and feel a lot safer knowing Careline is here to help”.

Question 2: Please indicate to what extent you agree that Tonbridge House should be changed from retirement housing to general needs temporary accommodation? *Please tell us why you feel this way?*

Actual qualitative responses to Question 2

2 respondents said that their reason were the same as they had stated in question 1.

"It's for older people I don't think that young children /couples will fit in the place"

"We will like Tonbridge House, to remain the same, we do not like it to be like bed and breakfast as you know what goes on there! We do not like it to change because we do not know what they have in mind. They tell you one thing and do the opposite. So I don't trust them, they seem that they want to wash their hand of the old people living in Tonbridge."

"I am happy as I am, I was pushed out of my last address, through NO fault of mine. I spent a lot of time and money and I will not go through all this again."

"I don't agree in any range, for the reasons stated before"

"I am happy here than anywhere else as of my ill health"

"It is the most ludicrous policy the council has proposed. I have been a tenant here for 14 years in that time 21 tenancies have become vacated. 3 because tenants moved, 18 passed away, that is the average vacancy of 1.5 a year. How on earth will that provide the answer to your problem in the short term? You say you have spent £5 million on B & B expense. You could have built a tower block for that amount and housed all in decent homes. You can't keep using lack of money as an excuse when this council wastes so much in the misuse of funds. It's NOT a lack of funds, it's a lack of COMMONSENSE!"

"We feel that this change would increase the noise level. Problems with vandalism, loud music, drug abuse, disturbances and graffiti concerns."

"Most residents including me chose to live in Tonbridge House because of what it gives us a serene quiet and decent retirement house now out of the blue you have decided to shamefully put an end to this May God bless us all"

"People of old age lives are this building who enjoys the peace and serenity away from the hustle & bustle that (one parent families) bring with them. Most of them are dysfunctional bad idea, only trouble will come."

“The reason has been listed in Q1 above and should not be changed at all”

“Because of the windows”

“I like peace and quiet place as it is”

“I gave a grandson that I have caring responsibilities for (after school and occasional weekends) I understand the need for families to have accommodation. I am a neighbourhood voice and therefore a point of contact for any tenants and issues.”

“Old people life will be no good with homeless family with children, it will be noisy, loud music it will be no quiet in this flat.”

Appendix 5A

Actual qualitative responses to Question 3

Question 3: What impact do you think it may have on you if families with children moved into the block while you were still living there?
Please tell us why you feel this way?

A lot of problems because we are older people, it would be disadvantage for the younger couples especially for babies. Walls not thick babies will be crying.

Young and old don't gel "the reason you want us to move"

It will make the tenants more worried about their security and it will raise the issue of anti-social behaviour.

It was not built for young families and children hence why I believe money is involved and would be better spent elsewhere unless you were spending on improving Tonbridge House for the elderly.

Noise, disruption and possible danger, if young teenagers reside in the building also, elderly people appreciate the security and peacefulness of the building

Noisy young children have no respect for old people

Don't want disturbances. Sorry.

Children knocking on my door and bothering me. Mess made by families. Noise. I recently had a stroke and I am worried. I want to stay where I am living

It will greatly decrease our security and it will cause more noise pollution for those close to the family flats. There will be confrontations over the use of the laundry rooms because these families will totally ignore your rules. Or will you stand guard 24/7. There is also the infringement of the Human rights of the elderly and infirm people who live in retirement homes.

See Q2

For the reasons already give in Option 2

The silence of the Tonbridge House would be gone Children would be allowed to go on runs, knocking on doors as a pastime you have no right to a life at all oh judgement thou has gone to... Amen

The culture you want to bring together will end in disaster. Different nationalities all disillusioned and angry. It's a recipe for disaster.

As listed in Q1. As I have children and grandchildren I realise that a lot of problems can arise living in the same building with the younger generation.

Appendix 5A

Question 4: Based on the information you have, if option 2 (preferred option) were selected, would you prefer to remain in your current property at Tonbridge House or move to alternative accommodation?

Additional comments made in response to Question 4

No explanatory information was requested as part of question 4. However some respondents chose to provide comments and these are listed below.

“I am happy to live at Tonbridge house among other people who I know”

“Can’t afford to move. Can’t be far from my children”.

“Neither I prefer it NOT to happen in the first place and you stated you don’t have other Housing.”

“I have enjoyed the friendship with the residents of Tonbridge House for the last 4 years and hope to continue this.”

“Sheltered should remain”

Appendix 5A

Question 5: What impact do you think moving to alternative accommodation would have on you?

Actual qualitative responses to Question 5

“Unless I know where I am moving too! 1) I can move to a ground floor ordinary 1 Bedroomed flat which is not sheltered so that if I get money I can buy it. 2) I would like to see sea side flats.”

“Hopefully they won’t change the block that I would move to with likewise people. I would get better on with.”

“Happy and secure where I am. Total cost of spent here is £5,000 when I moved in. on carpets, wardrobes, painting /decorating”

“At my age I have no desire to uproot myself and why should I? It would cause much disruption and inconvenient”

“I am old and so are the residences at various degree.”

“If you move me near to my children and give me a place like this one.”

“NOISE”

“Don’t know about future.”

“I love it here would miss my friends.”

“When you are old with health problems you lack mobility. You need close proximity to public transport, a post office, your regular bank, your local health centre and a library. I have all of that here. Anyway you have already stated that none of us will be moved, so why ask this question? we are human beings, not Cattle!!!!”

“I like it here. My daughter lives nearby. I have contacts with careline and Neighbourhood wardens.”

“Since moving to Tonbridge house I have enjoy frequent visits of friends and family who live nearby, namely daughter and grandchildren and my best man who I have known for the past fifty years.”

“As residents I really think we have many choice in this at all”

“I am comfortable here. All my savings have gone into this place. Now you want me to give it all up NO NO NO !!!”

“I would NOT wish to move at all from my present flat!!!”

Appendix 5A

Question 6: With respect to Option 3 which other retirement housing block do you consider should have its classification changed from retirement housing to general needs

Comments made in response to Question 6

"No comment (mental health problems)"

"It should remain Retirement Housing not general needs /temporary accommodation for homeless families with children"

"I leave the decision to the council"

"No Retirement Home should be misused in this way. What a dream world are you living in to actually believe that these homes would be a correct environment for children to be raised in or for that matter a correct environment for the elderly tenants"

"For what it's worth, I don't think that these buildings were designed to house one parent families and this decision was not well thought out"

"Leave us well enough alone. Is a bad idea to do this at the expense of old sick and vulnerable people. Give us a break we deserve it!!!!"

Question 7: Do you have any other comments on the preferred option (Option 2) ie. Change use to general needs accommodation?

Actual qualitative responses to Question 7

“As before see answers to Q2 - the laundry facilities the women with children have to use it more often. Would cause a lot of problems with them taking over this facility”.

“No”

“It is you preferred option it is not mine”.

“These flats are not suitable for families with children and the stability and safety of older residents could be comprised”.

“I do not want the worry and stress of other families here.”

“As long as they don't make noise”

“Popularity - when you changed from sheltered Housing to retirement Homes, made redundant the SHO's who lived on site, lowered the age limit to 55 and housed alcoholics, drug addicts and mentally disturbed people in our blocks. You were once again mending something that was not broken. Nobody wanted to come here where they had to deal with drunken behaviour and use lifts that had been urinated in. Nevertheless, no flat remained empty for long. ALARM CORDS - blame invicta not the tenants they refused to give a time for their calls. You cannot remain in your flat all day waiting for a call that may not come.”

“See previous answers”

“Please refer to Q6 - thank you”

“Tonbridge should not be changed under any circumstances. Please leave things as it is. It's not suitable for children running all over the place. Should remain for the elderly and disabled.”

Adjustments made to option impact responses to ensure that people views are reflected correctly

Issues:

1. Some people was unclear as to how to answer the following impact questions:

Q3. What impact do you think it may have on you if families with children moved into the block while you were still living there?
Please tell us why you feel this way

Q5. What impact do you think moving to alternative accommodation would have on you? Please tell us why you feel this way

Question 3: analysis and adjustments performed:

Where a respondent had said “positive impact” but had qualified this with “positive” in the comments field, we adjusted their response to “negative impact” 5 responses were amended on this basis.

3 responses were amended from “positive impact” to “negative impact” on this basis.

2 respondents did not tick the impact boxes but there comments were consistent with a negative impact and were recorded as negative.

Question 5: analysis and adjustments performed:

Where a respondent had said “positive impact” but had qualified this with “positive” in the comments field, we adjusted their response to “negative impact”. 5 responses were amended on this basis.

4 responses were amended from “positive impact” to “negative impact”

1 respondent did not tick the impact boxes but there comments were consistent with a negative impact and were recorded as negative.