

### Tenant comments by theme

Themes identified from qualitative responses

- 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**  
Building not suitable for 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 Gillett Road 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

**Theme: Facilities and Services:**

**Laundry, car park, garage and potential damage to these facilities**

*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."*

*"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."*

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

*"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."*

*"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 many 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?"*

**Theme: anti-social behaviour**

**Antisocial behaviour, noise nuisance and unknown visitors**

*"Anti-social behaviour by some of the younger generation"*

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

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

*"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."*

*“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.”*

*“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.”*

*“NOISE”*

*“As long as they don't make noise”*

*“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.”*

*“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.”*

*“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 many 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?”*

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

### **Theme: Personal health**

#### **Perceived effect on the respondents health, potential effect on existing illnesses**

*“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.”*

*“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!!!!”*

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

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

**Theme: Personal safety**

**Fear and anxiety, concerns about intimidation and personal safety**

“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.”

“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.”

“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 many 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?”

“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.”

“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.”

**Theme: Hazards**

**Children running around, being knocked over by children**

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

*"I don't agree in any change because of the windows"*

*"It's not suitable for children"*

*"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."*

*"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."*

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

*"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. "*

### **The building**

#### **Properties having one bedroom, over crowding**

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

*"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."*

### **Theme: Life style differences**

#### **Incompatibility of mixing younger and older people in block**

*"It's for older people don't think that children and young couples will fit in this place."*

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

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

*"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."*

*"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."*

*“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”*

*“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. I have children and grandchildren I realise that a lot of problems can arise living in the same building with the younger generation.”*

*“People of old age lives in 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.”*

*“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.”*

*“Don’t want disturbances. Sorry.”*

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

### **Theme: illegal activity**

#### **Drugs on premises, drug use, theft**

*“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 many 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?”*

*“You are not doing this to help the older people living in Tonbridge House. Before you came to 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!!!”*

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

**Theme: Maintenance**

**Maintenance of building, cleaning and tidiness of the block**

*"Children knocking on my door and bothering me. Mess made by families, noise. I recently had a stroke and I am worried."*

**Theme: General upheaval**

**Moving away from Gillett Road to alternative accommodation, loss of support network, cost of moving.**

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

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

*"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."*

*"Can't afford to move can't be far from my children."*

*"I love it here would miss my friends."*

*"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."*

*"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."*

*"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!!!"*

*"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 want to stay where I am living "*

*"I am happy to live at Tonbridge house among other people who I know"*

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

**Theme: Local facilities**

**Proximity to local shops, proximity to transport, near to buses and bus stops, GP surgery**

*"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!!!!"*