## Scheme/Development

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
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<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Post town</th>
<th>Post county</th>
<th>Postcode</th>
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<tbody>
<tr>
<td></td>
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</tbody>
</table>

Tenures available: 

Year built: 

Year of any major remodelling: 

## Landlord/Manager

<table>
<thead>
<tr>
<th>Name</th>
<th>Management office postcode</th>
</tr>
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<tbody>
<tr>
<td></td>
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</table>

## Developer (if different)

<table>
<thead>
<tr>
<th>Name</th>
<th>Office postcode</th>
</tr>
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<tbody>
<tr>
<td></td>
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</tbody>
</table>

## Property Details

Total number of properties (excluding staff housing): 

<table>
<thead>
<tr>
<th>Types/sizes</th>
<th>Studios</th>
<th>1bedrm</th>
<th>2bedrm</th>
<th>3bedrm</th>
<th>TOTALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flats</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bungalows</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Houses</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

There is a lift: 

Number of storeys: 

## Scheme Type(s)

<table>
<thead>
<tr>
<th>EAC classification</th>
<th>Units</th>
<th>Preferred description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing without support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing with support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing with care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extra care housing</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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, visiting or on call
- Details: 

## Services available

- Housing support service (SP tasks)
- Domestic assistance
- Personal care services provided
- Personal care services facilitated only
- Community alarm / careline service
- 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.
1. More about the accommodation

**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

Please post or fax this form to: EAC, 3rd floor, 89 Albert Embankment, London SE1 7TP
Tel: 020 7820 3755 Fax: 020 7820 3970 Email: alex.billeter@eac.org.uk
**NATIONAL DATABASE OF HOUSING FOR OLDER PEOPLE**

**HOUSING QUESTIONNAIRE**

2. More about the facilities

### 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: 

### 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

### 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

### 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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## 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

## 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:

## SERVICES TO THE WIDER COMMUNITY

Services provided to the community at the scheme:

Services delivered to the community from the scheme:

Services delivered to other schemes:

None

## NON-CARE SERVICES

We can provide or arrange:
- Hairdressing
- Chiropody
- Light domestic cleaning
- Physiotherapy
- Shopping
- Housework
- Personal laundry service

Others:

## SERVICE PROVIDERS

<table>
<thead>
<tr>
<th>Housing support</th>
<th>Office postcode</th>
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<table>
<thead>
<tr>
<th>Care services</th>
<th>Office postcode</th>
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4. More about the service users / residents

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?

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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
- The scheme is restricted to a specific group
- Staff can speak languages other than English

ACTIVITIES

- There are regular social activities
  Details:

Organised by:

The scheme also provides:

- A regular activities programme
- Entertainment
- Outings
- Facilities for residents to garden or assist in it
- Own minibus
- Other transport for residents

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
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)

**COSTS**

Average new let rents excluding all charges:

<table>
<thead>
<tr>
<th>Type</th>
<th>Average Rent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Studio</td>
<td></td>
</tr>
<tr>
<td>1 bed</td>
<td></td>
</tr>
<tr>
<td>2 bed</td>
<td></td>
</tr>
</tbody>
</table>

Sale/resale prices start from around:

<table>
<thead>
<tr>
<th>Type</th>
<th>Sale/Resale Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Studio</td>
<td></td>
</tr>
<tr>
<td>1 bed</td>
<td></td>
</tr>
<tr>
<td>2 bed</td>
<td></td>
</tr>
<tr>
<td>3 bed</td>
<td></td>
</tr>
</tbody>
</table>

**SERVICE CHARGES**

Service and support charges total about

<table>
<thead>
<tr>
<th>Type</th>
<th>Charges</th>
</tr>
</thead>
</table>

**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.

**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.

**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

Form completed by

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Office postcode: 

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