

# The EAC Resident Consultation Service

ELDERLY  
ACCOMMODATION  
COUNSEL



[www.housingcare.org](http://www.housingcare.org)

## Residents' views matter!

The opinions and observations of residents are essential to help maintain the highest standards in all sheltered and retirement housing schemes.

### The EAC Resident Consultation Service

(RCS) is an interactive, stimulating and entertaining way to engage all residents, for as little as £35.



The main feature of the RCS is EAC's popular **Card Game** which invites residents to discuss a topic before agreeing a score, while allowing individual responses as well.

The information provided by residents is analysed by EAC and presented in a confidential **RCS Provider Report**, which shows what the residents think about all aspects of living in their retirement housing scheme - everything from the availability of social events to the views from their windows!



## Award winning

All schemes which participate in the RCS will also be entered for the EAC National Housing for Older People Awards 2013.

## Star ratings!

These will celebrate the best features of your schemes. Where residents identify particularly good aspects of a housing scheme, we will highlight those on our [HousingCare.org](http://HousingCare.org) website. 17,000 people a day visit the site, making it the UK's leading service helping people to find the most appropriate housing solution for later life.

sponsored by



EAC is a national charity offering advice and information about accommodation, care and support for older people

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Advice Line: 020 7820 1343 Fax: 020 7820 3970 Email: [enquiries@eac.org.uk](mailto:enquiries@eac.org.uk)

Charity No. 292552 Company No. 1955490 VAT Reg No. 386 3167 27

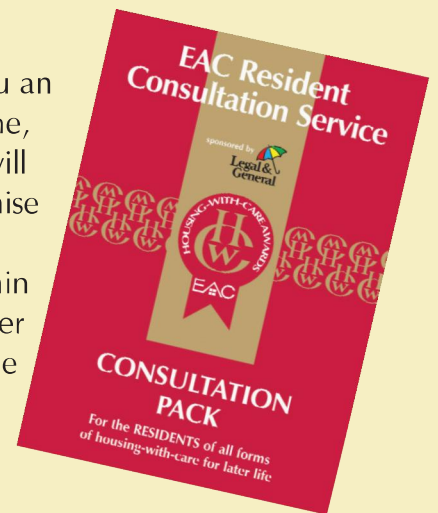
## *Tried & Tested*

Over the last three years some 9,000 residents of retirement housing have played the Card Game and the information gathered has proved invaluable to understanding what works. By reducing the cost of the RCS, we aim to give all residents of housing for later life the chance to make their views matter.



## *How does it work?*

After you place your order we will send you an RCS pack tailored to the size of your scheme, with full instructions. Where possible, we will rely on the manager to help residents organise the game. After the game is completed the score sheets are posted back to us and within 15 days we will email you your RCS Provider Report (pdf). We will also enter your scheme for the National Housing for Older People Awards 2013.



## *How much will it cost?*

Thanks to generous sponsorship by Legal & General, we are now able to offer the RCS at a new low price, depending on the size of your scheme.

Total number of properties	Under 30	30 to 44	45 to 59	60 to 99	+100
Price excluding VAT	£35	£50	£65	£90	£105

**Note:** For an additional £5+VAT we will send you a bound copy of your RCS report.

## *What do you do next?*

Just email us at [housingawards@eac.org.uk](mailto:housingawards@eac.org.uk) or phone us on 020 7820 3755. You can also order our promotional poster which can be used to generate interest in the RCS in your schemes.

with special thanks to   
**Legal &  
General**