

BRISTOL & ANCHOR ALMSHOUSE CHARITY
RESIDENT SURVEY 2025
FEEDBACK & ANALYSIS



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CLERK TO THE TRUSTEES
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Welcome to our 2025 Residents Survey Feedback and Analysis document. The information gathered is analysed by Staff and Trustees, to help us improve our Almshouse offering and to ensure that the Charity is relevant as a housing provider in Bristol, both now and into the future.

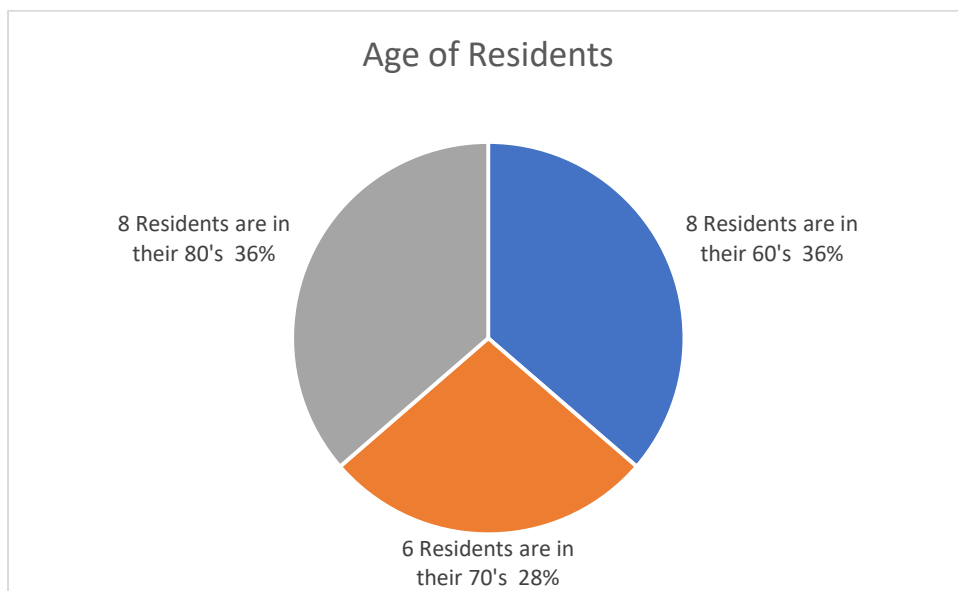
We are looking to hold follow-up sessions with Residents to discuss some of the comments and concerns raised, and all Residents will be sent a letter summarising the discussions and actions.

Thank you to everyone who has contributed to the 2025 survey.

Profile of the Trust's Residents at the time of the survey

Response from Residents

	Number	Percentage
Responded	15	68%
Not Responded	7	22%
Total	22	100%



Housing Services

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Bristol & Anchor Almshouse Charity?

2	Number	Percentage
Satisfied	14	94%
Fairly Satisfied	1	6%
Dissatisfied	0	0
Total	15	100%

Flats are a good size and well fitted. There are gardens on the property and the park nearby. Bus routes near to get to central Bristol

Lovely flat in great condition. Tenure for life. Really helpful Staff

Great Place to live
feel supported

Long term security,
very reasonable rent.

100% of respondents would recommend
Bristol & Anchor Almshouses to a friend

Keeping properties in good repair

1. Has the Charity carried out a repair to your home in the last 12 months? If yes, how satisfied or dissatisfied have you been with the overall repair service from your landlord over the last 12 months?

	Number	Percentage
Satisfied	12	80%
Fairly Satisfied	3	20%
Dissatisfied	0	0
Total	15	100%

2. Has the Charity carried out a repair to your home in the last 12 months? If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

	Number	Percentage
Satisfied	10	67%
Fairly Satisfied	5	33%
Dissatisfied	0	0
Total	15	100%

Slight concern with external window frames

0

3. How satisfied or dissatisfied are you that Bristol & Anchor Charity provides a home - that is well-maintained?

	Number	Percentage
Satisfied	11	73%
Fairly Satisfied	4	27%
Dissatisfied	0	0
Total	15	100%

There is always room for improvement in maintenance but our location is wonderful and makes me very happy

4. How satisfied or dissatisfied are you that your maintenance charge and service charge provide value for money?

	Number	Percentage
Satisfied	10	67%
Fairly Satisfied	5	33%
Dissatisfied	0	0
Total	15	100%

5. How satisfied or dissatisfied are you with your location as a place to live?

	Number	Percentage
Satisfied	14	94%
*Fairly Satisfied	1	6%
Dissatisfied	0	0
Total	15	100%

Homes are surrounded by beautifully well maintained gardens. Excellent park across the road. Location within easy reach of shops and bus service.

No Complaints I love it here

Because it is near
bus routes

I like it here I am near
the park and get my
shopping down the
road I am happy here

Maintaining building safety

1. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Bristol & Anchor Charity provide a home that is safe?

	Number	Percentage
Satisfied	11	74%
Fairly Satisfied	3	20%
Dissatisfied	1	6%
Total	15	100%

2. How safe do you feel in your home?

	Number	Percentage
Satisfied	9	60%
Fairly Satisfied	5	34%
Dissatisfied	1	6%
Total	15	100%

Gates &
Cameras make
me feel safe.

Since break-
in not so
safe-

I do not feel safe since 3 break-
ins at the Beehive Centre

Since break-ins I feel more
vulnerable

It is reassuring to have CCTV
and I do keep my door locked
at all times.

Respectful and helpful engagement

1. How satisfied or dissatisfied are you that the Charity listens to your views and acts upon them?

	Number	Percentage
Satisfied	8	54%
Fairly Satisfied	6	40%
Dissatisfied	1	6%
Total	15	100%

2. How satisfied or dissatisfied are you that the Charity keeps you informed about things that matter to you?

	Number	Percentage
Satisfied	8	54%
Fairly Satisfied	6	40
Dissatisfied	1	6%
Total	15	100%

3. To what extent do you agree or disagree with the following? "Bristol & Anchor Charity treats me fairly and with respect."

- Agree 14
- Disagree 1

Absolutely, I always feel I am listened to and feel totally supported if I have personal issues that I need to discuss with staff. I know there is complete confidentiality

4. Due to the nature of independent living, if you have required additional support do you feel that you have been signposted to the relevant organisations?

- Agree 10
- Disagree 1
- NA 4

5. Do you agree or disagree that you feel living in your Almshouse with the Charity this will allow you to live independently for longer?

- Agree 14
- Disagree 1

6. Do you find the Staff approachable and helpful?

- Yes 15 **100%**
- No 0

Yes, very knowledgeable helpful

7. Are the Staff knowledgeable and able to deal with your enquiries?

- Yes - Most of the Time 15 **100%**
- No – Hardly Ever 0

If there are issues that the staff have little knowledge, they will signpost me to the relevant information

All staff without exception are brilliant!!

Effective handling of complaints

1. Have you made a complaint to your landlord in the last 12 months? If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

	Number	Percentage
Satisfied	6	40%
Fairly Satisfied	3	20%
Dissatisfied	0	0%
NA	6	40%
Total	15	100%

2. How satisfied or dissatisfied are you that the Charity handles confidential situations appropriately

	Number	Percentage
Satisfied	10	66%
Fairly Satisfied	2	14%
Dissatisfied	0	0%
NA	3	20%
Total	15	100%



Confidential situations
have always been 100%
met – extremely satisfied



Communication has improved.
It makes a huge difference to
be listened to – thank you all!

Responsible neighbourhood management

1. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining? If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

	Number	Percentage
Satisfied	12	80%
Fairly Satisfied	2	14%
Dissatisfied	1	6%
Total	15	100%

2. How satisfied or dissatisfied are you with your laundry facilities?

	Number	Percentage
Satisfied	9	60%
Fairly Satisfied	4	16%
Dissatisfied	2	14%
Total	15	100%

3. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

	Number	Percentage
Satisfied	11	84%
Fairly Satisfied	4	16%
Dissatisfied	0	0%
Total	15	100%

The care facilities here are outstanding. The Charity provides well for the cost, no-one wants to pay more but the reality is rising costs for everyone so with this in mind lets be grateful for what is provided.

Thank you

I consider myself extremely fortunate to have found a home here; it really did change my life.

Thank you!

Overall I am very happy

I think as long as we are warm with a roof over our head, food in the cupboard we should be glad



I am very happy and appreciate to be living here

I am grateful of access to staff to be able to discuss anything I need

Strong sense of community

At the residents meetings I think having a member of staff present is better as they get a sense of residents feelings

Living here has given me a feeling of belonging to something special and that will last without the anxiety of eviction as with my previous flat