

## Let's ask...Sarah Woodlane

### 1. Overall Experience

How has your experience of living in this housing been so far?

Can you describe your first impression of the housing and community?

What do you like most about living here?

- ✓ My experience with iSupportedHousing has been much better in comparison to past providers. The community is well put together and very supportive. What I like the most whilst living here is the full support that is offered to me.

### 2. Quality of Housing

How would you rate the quality of your housing out of 10, (e.g., cleanliness, maintenance, comfort)?

- ✓ An 8, but much better than the previous provider. Maintenance issues are dealt with quickly.

Have you encountered any issues with your home, and if so, how were they addressed?

- ✓ I have not encountered any problems.

### 3. Support and Services

What kind of support or services have you received from iSupportedHousing?

- ✓ Mental health support and how to deal with it.

How have the staff impacted your experience living here?

- ✓ A lot of support for emotional well-being

Can you share an example of how the support you received made a difference in your life?

- ✓ The team notices all my health conditions and makes me feel comfortable with expressing what they are.

### 4. Personal Impact

How has living here impacted your daily life or well-being?

- ✓ Support is delivered in a way I haven't had before. I feel heard and listened to all the time and on top of that accepted for who I am.

Can you share any specific ways in which iSupportedHousing has helped you or your family?

- ✓ My support worker is helping me move into my own place near my family.

## 5. Challenges and Solutions

What challenges did you face before moving to iSupportedHousing, and how have they been addressed?

- ✓ I have previously been bullied before with no support, however, now whenever there is a problem it is dealt with straight away.

Were there any aspects of the housing process or your living experience that could be improved?

- ✓ No everything is good.

## 6. Future Recommendations

Would you recommend iSupportedHousing to others, and if so, why?

- ✓ Yes, because mental and physical needs are met with, and the appropriate support is always given.

## 7. Personal Story

Can you share a personal story or experience that highlights the positive impact of living here?

- ✓ Replacing my freezer and taking notice of all my needs.

How has your life changed since moving into this housing?

- ✓ Having met my partner Sam, unfortunately he has now passed away.

## 8. Gratitude and Appreciation

Is there anything specific you would like to thank iSupportedHousing for?

- ✓ The staff are a great help and have always been there for me, whatever the purpose.