

The Heriotts, Droitwich

Customer Feedback Form



March 2026

We are reviewing the long-term future of The Heriotts. No decisions have been made. Your feedback will help us understand your views before any options for the future are considered.

Please return this form by **5pm on Monday 4 May 2026**. The different ways you can provide feedback is included in the Customer Briefing.

About You

Name:

Address:

Telephone number:

Email address:

If you are completing this form on behalf of a resident, please provide your name, relationship and contact details:

Name:

Relationship to resident:

Telephone number:

Email address:

Living at The Heriotts

How long have you lived at The Heriotts?

- Less than 1 year
- 1–5 years
- 6–10 years
- More than 10 years



What do you value most about living at The Heriotts?

(For example: location, community, buildings character, independence, support, facilities.)

How well do you feel your current home meets your needs, particularly in terms of space and layout?

If applicable, what are your views on the communal areas and facilities available, and how accessible do you find them?



Do you have any current concerns about the buildings or facilities?

Investment and Future Works

As outlined in the briefing note, significant investment would be needed over the coming years to maintain the buildings and meet future standards.

How do you feel about major works being carried out if they are needed?

- I would support this
- I would have concerns
- I am unsure
- Other (please explain)

Please tell us more about your answer:



What impact would major works and disruption have on you personally?

How important is it to you that The Heriotts retains its historic character as a listed building?

- Very important
- Quite important
- Not very important
- Not important
- Unsure

Looking Ahead

When thinking about the long-term future of The Heriotts, what matters most to you?



Do you have any suggestions or ideas we should consider as part of this review?

Is there anything that would particularly worry you about possible future changes?

Support and Communication

Do you need any support to take part in this review?

(For example: large print, translation, help completing forms, involvement of a family member or advocate.)



Final Comments

Please use this space to share anything else you would like us to know.

What happens next?

All feedback will be recorded and carefully considered as part of the review. Once the review period has ended, we will arrange a Residents' Meeting to share the outcome and explain any next steps.

Thank you for taking the time to share your views.

