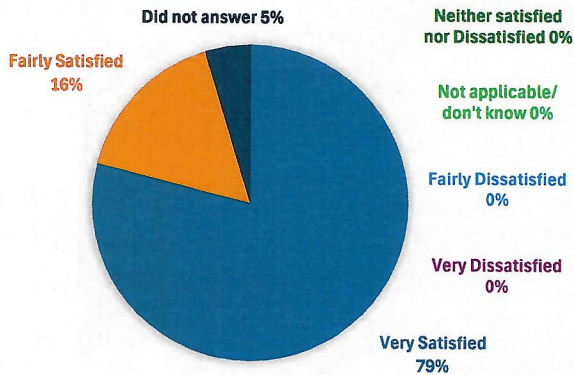


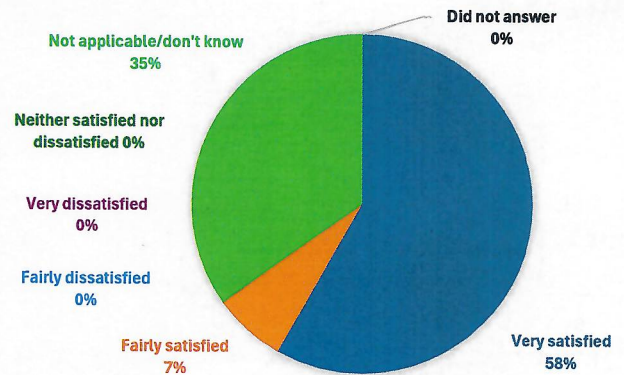
# RESIDENT SATISFACTION SURVEY

We are always looking for ways to improve and enhance our service, and your feedback is an essential and valuable aid. Here are some results from the 2026 survey (based on 30.496% return):

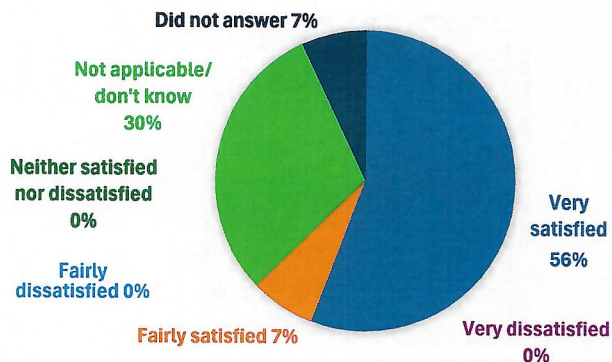
How satisfied or dissatisfied are you with the service provided?



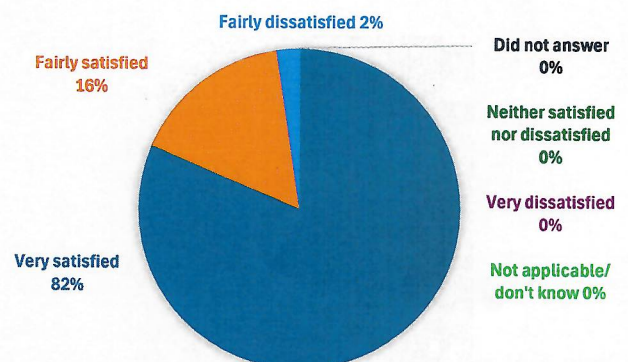
How satisfied or dissatisfied are you with the overall repairs service over the past 12 months?



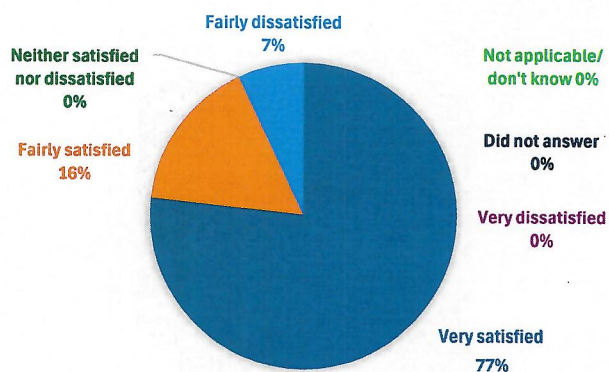
How satisfied or dissatisfied are you with the time taken to complete your most recent repair?



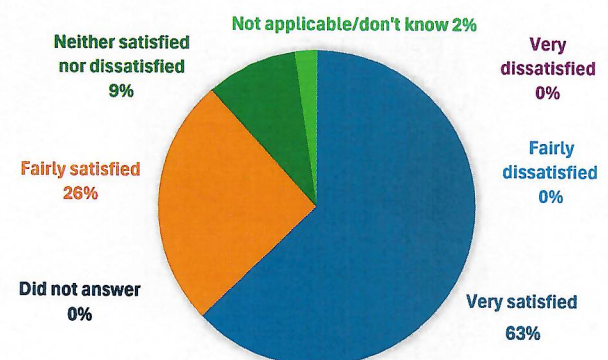
How satisfied or dissatisfied are you that Exeter homes trust provides a home that is well maintained?



How satisfied or dissatisfied are you that Exeter Homes Trust provides a home that is safe?

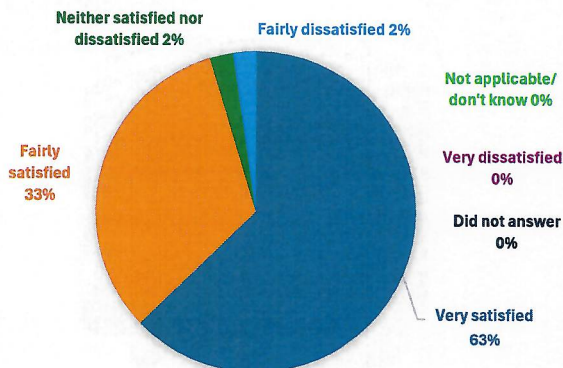


How satisfied or dissatisfied are you that Exeter Homes Trust listens to your views and acts upon them?

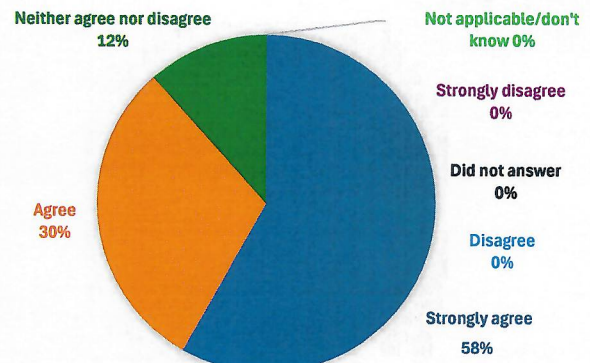


As a Resident of Exeter Homes Trust, if you encounter an emergency situation or what you perceive to be an unlawful incident in or around your home or Almshouse estate, please phone 999 in the first instance.  
Exeter Homes Trust does not provide support or extra care services.

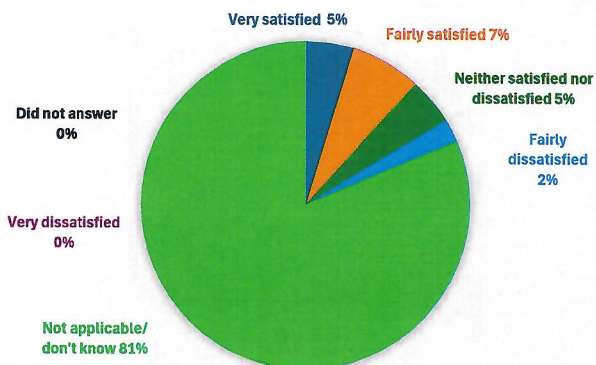
**How satisfied or dissatisfied are you that Exeter Homes Trust keeps you informed about things that matter to you?**



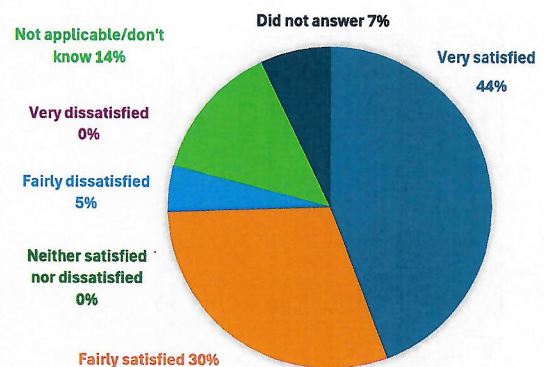
**To what extent do you agree or disagree with the following: Exeter Homes Trust treats me fairly and with respect?**



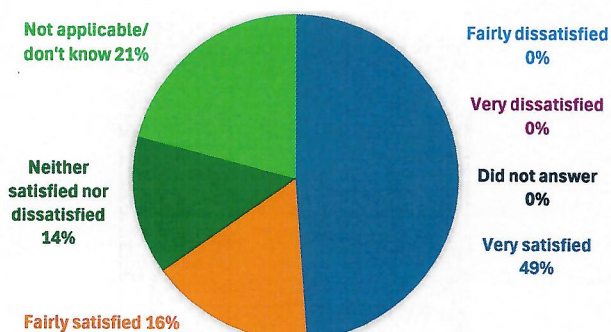
**How satisfied or dissatisfied are you with Exeter Homes Trust's approach to complaints handling?**



**How satisfied or dissatisfied are you that Exeter Homes Trust keep the communal areas clean and well maintained?**



**How satisfied or dissatisfied are you that Exeter homes trust makes a positive contribution to your neighbourhood?**



**How satisfied or dissatisfied are you with Exeter Homes Trust's approach to handling anti-social behaviour?**

