

Hartlepool's War Memorial & Crosby Homes

Key Findings: 2025 Resident Survey



9/9 Satisfied with the overall service provided by Durham Aged Mineworkers' Homes Association



9/9 Satisfied that they are provided with a well maintained home



2/2 Satisfied with the handling of anti-social behaviour



9/9 Satisfied that DAMHA keeps them informed



9/9 Satisfied that DAMHA provides a home that is safe



6/6 Satisfied with the repairs service over the last 12 months



8/9 Agree that they are treated fairly and with respect



7/7 Satisfied that their communal areas are kept clean and well maintained



5/6 Satisfied with the time taken to complete their last repair



1/1 Satisfied with how complaints are handled



9/9 Satisfied that DAMHA makes a positive contribution to their neighbourhood



9/9 Satisfied that their views are listened to and acted upon

A big thank you to everyone who took part!

9 residents responded to the survey, which took place in January 2025.