

# Jacob Wright's Cottages

## Key Findings: 2025 Resident Survey



**1/2** Satisfied with the overall service provided by Durham Aged Mineworkers' Homes Association



**1/2** Satisfied that they are provided with a well maintained home



**1/1** Satisfied with the handling of anti-social behaviour



**1/2** Satisfied that DAMHA keeps them informed



**2/2** Satisfied that DAMHA provides a home that is safe



**2/2** Satisfied with the repairs service over the last 12 months



**1/1** Agree that they are treated fairly and with respect



**1/1** Satisfied that their communal areas are kept clean and well maintained



**2/2** Satisfied with the time taken to complete their last repair



No residents made a complaint to DAMHA in the last 12 months



**1/1** Satisfied that DAMHA makes a positive contribution to their neighbourhood



**1/1** Satisfied that their views are listened to and acted upon

A big thank you to everyone who took part!

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