

# The Hunter Memorial Homes Trust

## Key Findings: 2025 Resident Survey



**7/7** Satisfied with the overall service provided by Durham Aged Mineworkers' Homes Association



**7/7** Satisfied that they are provided with a well maintained home



**3/4** Satisfied with the handling of anti-social behaviour



**5/6** Satisfied that DAMHA keeps them informed



**7/7** Satisfied that DAMHA provides a home that is safe



**5/5** Satisfied with the repairs service over the last 12 months



**7/7** Agree that they are treated fairly and with respect



**0/1** Satisfied that their communal areas are kept clean and well maintained



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



**2/2** Satisfied with how complaints are handled



**2/3** Satisfied that DAMHA makes a positive contribution to their neighbourhood



**6/7** Satisfied that their views are listened to and acted upon

A big thank you to everyone who took part!

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