

William Russell Bequest Key Findings: 2025 Resident Survey



4/4 Satisfied with the overall service provided by Durham Aged Mineworkers' Homes Association



4/4 Satisfied that they are provided with a well maintained home



No residents responded to the question about DAMHA's approach to handling ASB



4/4 Satisfied that DAMHA keeps them informed



4/4 Satisfied that DAMHA provides a home that is safe



3/3 Satisfied with the repairs service over the last 12 months



4/4 Agree that they are treated fairly and with respect



2/2 Satisfied that their communal areas are kept clean and well maintained



3/3 Satisfied with the time taken to complete their last repair



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



3/4 Satisfied that DAMHA makes a positive contribution to their neighbourhood



4/4 Satisfied that their views are listened to and acted upon

A big thank you to everyone who took part!

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