

<p style="text-align: center;"><b>Tiverton Almshouse Trust Resident Survey in November 2022</b></p>	<p style="text-align: center;"><b>Satisfied John Greenway Close</b></p>	<p style="text-align: center;"><b>Satisfied Greenway Gardens</b></p>
<p><b>1. Overall Satisfaction:</b> Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Trust?</p>	100%	100%
<p><b>2. Repairs to your Home:</b> Has the Trust carried out a repair to your home in the last 12 months? If yes, how satisfied or dissatisfied are you with the overall repairs service from the Trust?</p>	100%	100%
<p><b>3. How long it takes to carry out a repair that you have reported:</b> Has the Trust carried out a repair in your home over the last 12 months? If yes, how satisfied or dissatisfied are you with the time it has taken to complete your most recent repair after you reported it?</p>	100%	100%
<p><b>4. A well maintained home:</b> How satisfied or dissatisfied are you that the Trust provides a home that is well maintained?</p>	100%	98%
<p><b>5. A safe home</b> Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the Trust provides a home that is safe?</p>	100%	100%
<p><b>6. Listening to residents</b> How satisfied or dissatisfied are you that the Trust listens to your views and acts upon them?</p>	90%	100%
<p><b>7. Keeping residents informed</b> How satisfied or dissatisfied are you that the Trust keeps you informed about things that matter to you?</p>	94%	100%
<p><b>8. How complaints are handled</b> Have you made a complaint to the Trust in the last 12 months? If yes, how satisfied or dissatisfied are you with the Trust's approach to complaints handling? If dissatisfied please explain why in the comments box.</p>	100%	100%
<p><b>9. Communal Areas</b> Do you live in a building with communal areas, either inside or outside that the Trust is responsible for maintaining? If yes, how satisfied or dissatisfied are you that the Trust keeps these communal areas clean and well maintained?</p>	97%	100%
<p><b>10. Your Local Area</b> How satisfied or dissatisfied are you that the Trust makes a positive contribution to your neighbourhood? <i>(This means thinking about the Trust and things they could do to make your neighbourhood a better place.)</i></p>	100%	100%