



East Devon District Council

TSM LCRA Tracker Q3 2025/26 Report

Prepared by: Acuity Research & Practice



Introduction

Three councils in Devon, Exeter City Council, Mid Devon District Council, and East Devon District Council have joined together to form the Devon Consortium, and this has commissioned Acuity to carry out regular satisfaction surveys of the tenants of the three Councils during 2024/25, and now into 2025/26.

This report is based on the findings from the East Devon DC (EDDC) survey, with separate reports for Exeter CC and Mid Devon DC. The aim for East Devon is to complete 522 surveys for the year using a mixture of online surveys and telephone interviews on a 20%/80% split. The target is to complete a minimum of 131 per quarter to achieve the desired number at year-end. This report is, therefore, labelled as Q3 25/26.

The fieldwork began on 20 November 2025 for the online survey, and this was followed by the telephone interviews starting on 2 December, with the survey eventually closing on 10 December. At the close of the survey, 135 completed surveys were received, plus a further two incomplete surveys, which are required to be included by the Regulator. The split of 20%/80% was also achieved, with 27 completed online and 110 by telephone interview. This report also includes comparisons with the previous quarterly surveys.

The survey is confidential, and the results are sent back to EDDC anonymised unless tenants give their permission to be identified. 73% of tenants did give permission to share their responses with their details attached, and 90% of these tenants are happy for EDDC to contact them to discuss any information they provided.

This survey aims to provide data on tenants' satisfaction, which will allow EDDC to:

- Provide information on tenants' perceptions of current services
- Compare against the surveys undertaken in 2024/25
- Inform decisions regarding future service development
- Report to the Regulator annually, as required.

For the overall results, Acuity and the Regulator of Social Housing require that landlords with over 2,500 but under 10,000 properties achieve a sampling error of at least $\pm 4\%$ at the 95% confidence level. For EDDC, 137 responses were received for the overall satisfaction question, and this response is high enough to conclude that the findings are accurate to within $\pm 8.1\%$ for the quarter and $\pm 4.0\%$ annually; therefore, meeting the required margin of error.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. Base numbers are shown against the charts as n=...

Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement


Complaints

Wellbeing

Trends

Summary

63% Overall Satisfaction



Satisfaction with the overall service provided by EDDC rose by 5 percentage points (p.p) in Q3 to 63%.

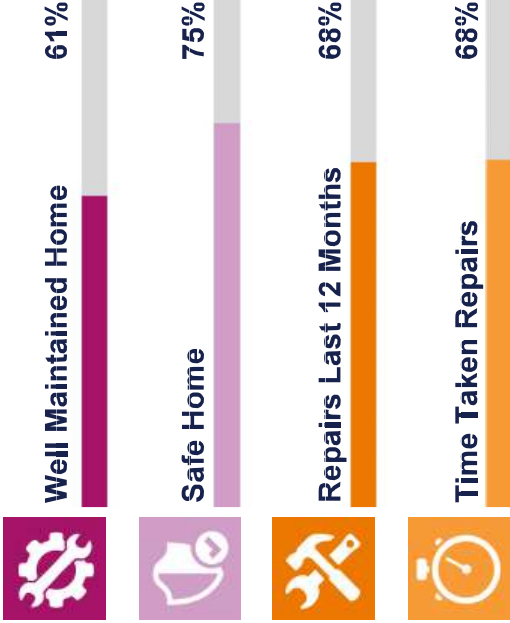
Seven out of 12 measures have a satisfaction score of more than 60% with the highest for safety of the home (75%), followed by treating tenants fairly and with respect (71%), repairs over the last 12 months and the time taken to complete them (both 68%), keeping tenants informed (65%), overall satisfaction (63%) and maintenance of the home (61%).

At the other end of the scale, there are three measures under 50%: approach to ASB and the way EDDC listens to tenants and acts upon their views (both 49%) and complaints handling (only 36%).

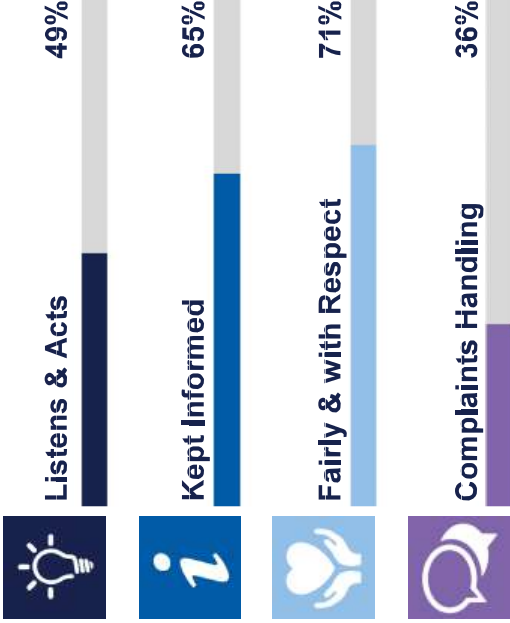
The following pages show the results from the key measures, how these have changed over time and also include an analysis of the open question responses.

TSM Key Metrics

Keeping Properties in Good Repair

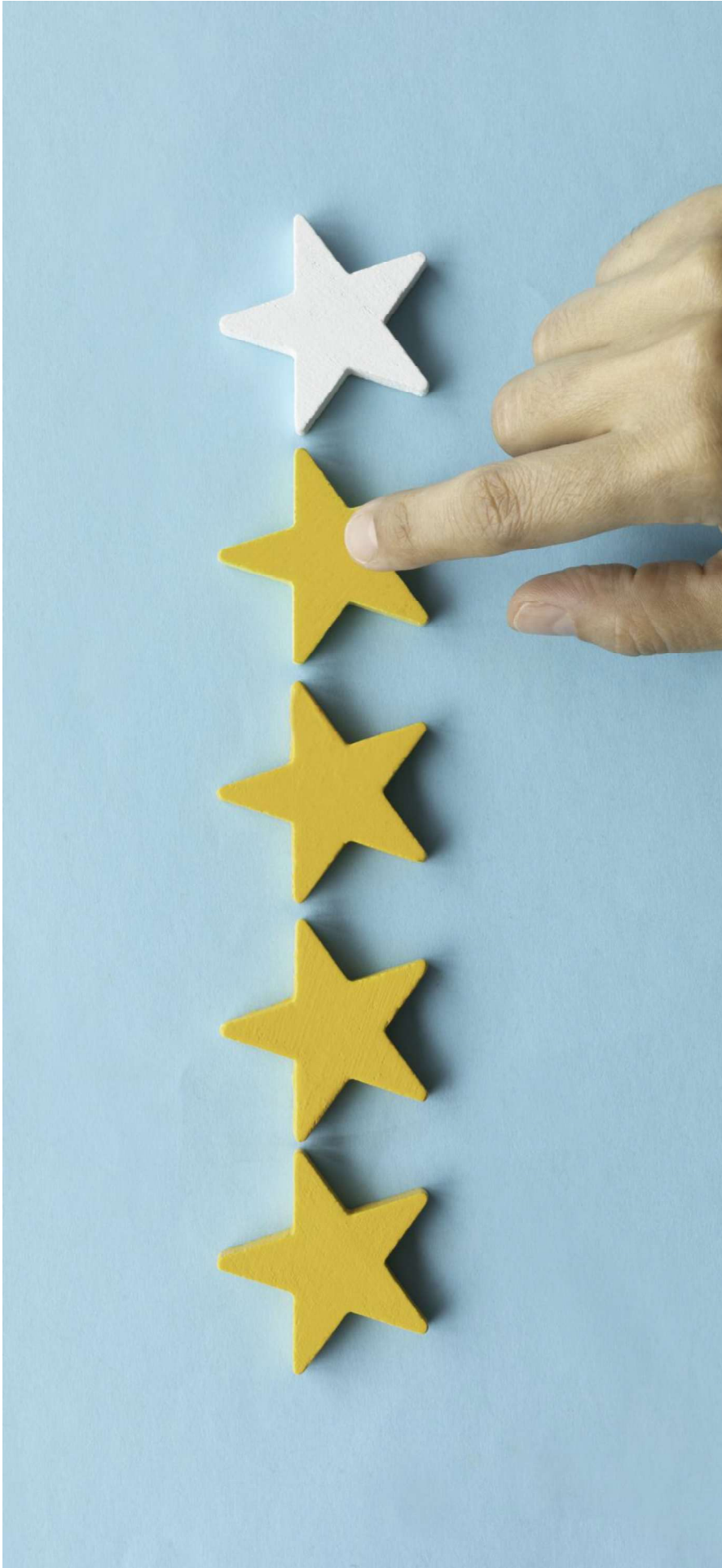


Respectful & Helpful Engagement



Responsible Neighbourhood Management

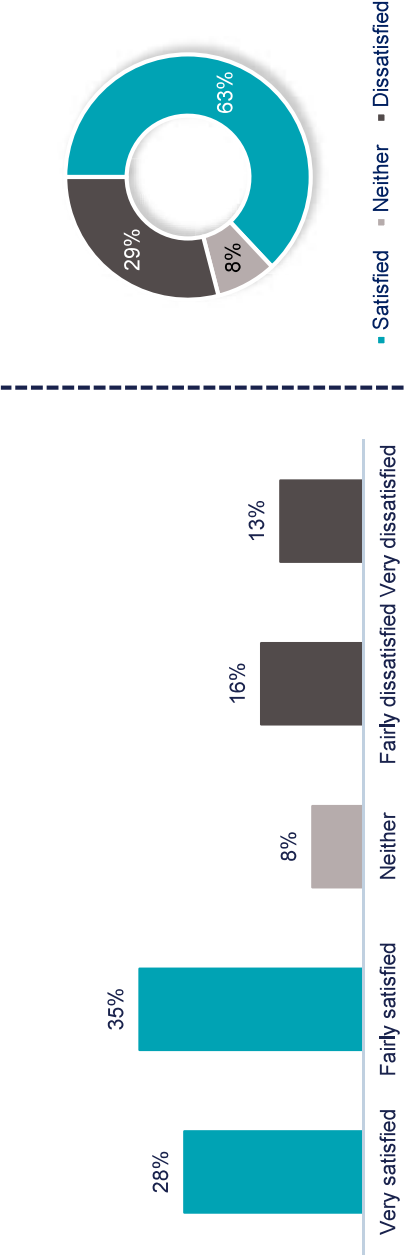




Overall Satisfaction



Overall Satisfaction



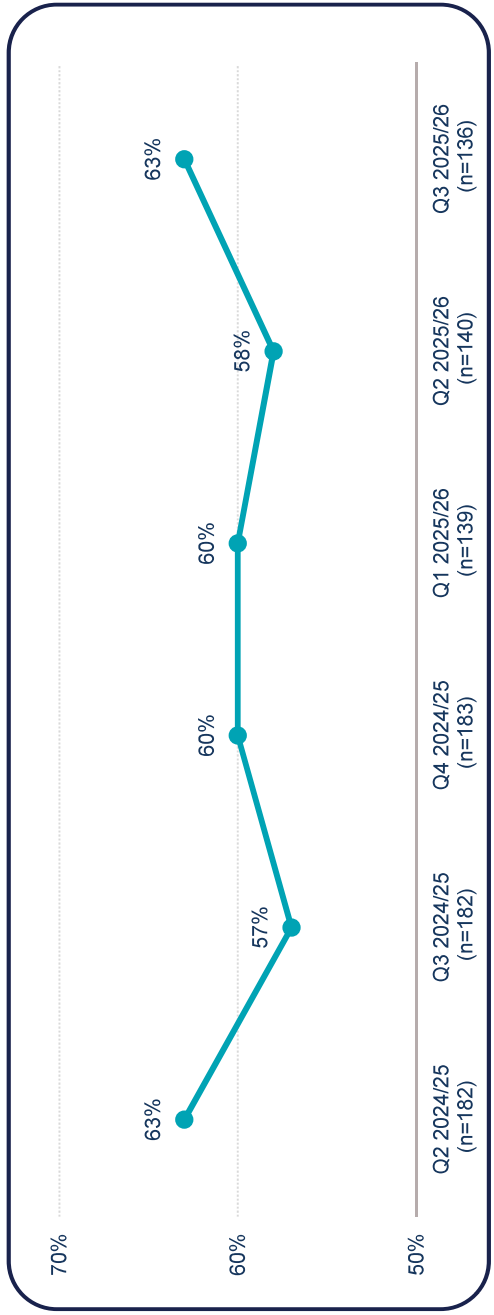
Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by East Devon District Council?" This is the key metric in any tenant perception survey.

Satisfaction has been around the 60% mark for the last year, and Q3 is no exception with a rise of 5p.p to 63%, back at its highest recorded score last seen in Q2 2024/2025.

There are 29% of tenants dissatisfied with the service, and despite the rise in satisfaction, this has remained the same since last quarter.

Acuity's client briefing data suggests that overall satisfaction is continuing to improve within the sector, up by a median of 5 percentage points (p.p) from Q1 to 78% satisfied, the highest position in three years.

This suggests that EDDC still has a way to go to match the sector average.



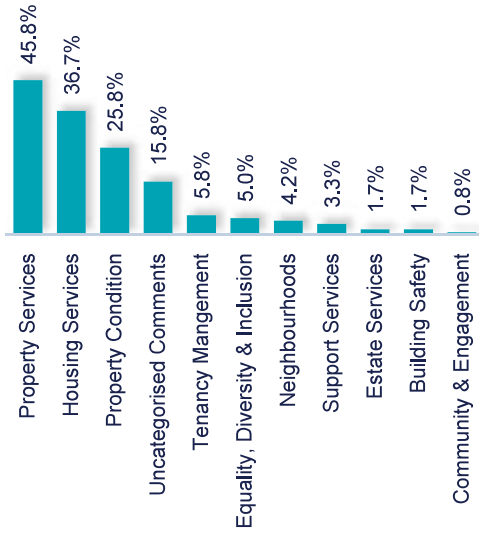
Overall Satisfaction



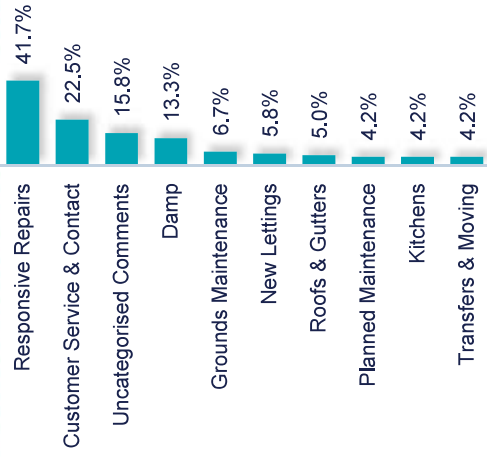
Please describe your specific experiences that have shaped your view of East Devon District Council's service.

Base Size: 120

Categories



Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	40	44.9%	-1.88
Resolution	20	22.5%	-0.55
Quality of Work / Service	17	19.1%	-1.29
Satisfaction	15	16.9%	+2.80
Subcategory, no attribute (yet)	14	15.7%	+0.50
Communication / Transparency	9	10.1%	-1.89
Effort	5	5.6%	0.00
Listening / Acting	5	5.6%	-1.00
Appointments / Convenience	4	4.5%	-1.75
Empathy	2	2.2%	-5.00
Staff Conduct	2	2.2%	+5.00
Accessibility	1	1.1%	+5.00
Accountability	1	1.1%	-5.00
Safety	1	1.1%	+5.00
No Comments	1	1.1%	-5.00
Consistency			-
Fairness			-
Trust			-
Worker Conduct			-



■ Positive ■ Neutral ■ Negative

Many tenants express frustration over slow response times and unresolved maintenance issues, particularly concerning damp, mould, and heating problems. Some individuals report longstanding issues taking years to address, while others have received prompt assistance for urgent repairs. Communication appears to be a significant pain point, with numerous tenants highlighting poor updates and uncoordinated responses from the housing team. Positive comments include appreciation for responsive housing officers and effective interventions when problems arise. Nevertheless, there are notable complaints about ineffective repairs, with some tenants feeling their concerns are dismissed or inadequately addressed.

Overall, while there are pockets of satisfaction, particularly around approachable staff and some repair successes, the overarching sentiment points to a need for improved communication, faster resolution of complex issues, and better maintenance standards to enhance tenant satisfaction.

For further information about Acuity's Resident Sentiment Index, please see appendix



Well Maintained, Safety & Communal Areas



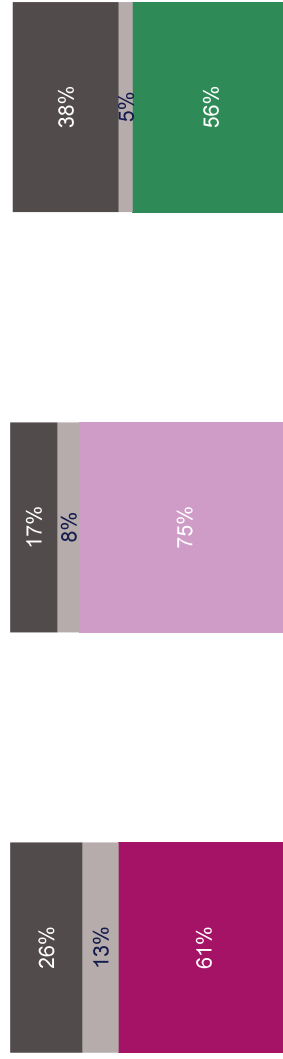
Well Maintained, Safety & Communal Areas

Satisfaction with the maintenance of the home has stayed at the same level in Q3 as it has for the previous quarter, maintaining 61% satisfaction since Q1 2025/26. However there are 26% dissatisfied, a 4p.p fall since Q2.

Commonly, more are satisfied with the safety of the home, and that is true here with 75% satisfied, following an 12p.p increase since last quarter, making this the highest score this measure has received since these surveys began.

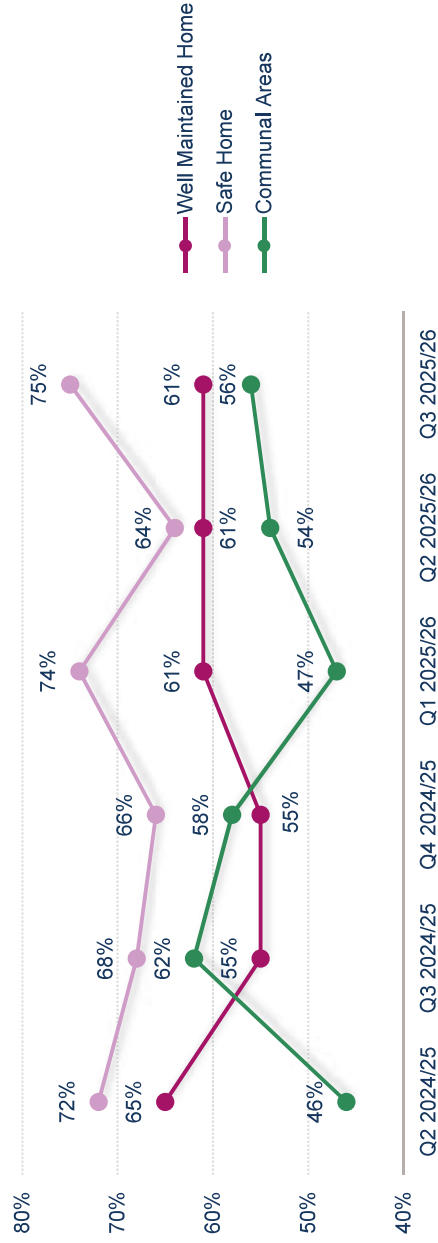
Almost half of tenants stated that they live in a building with communal areas that EDDC is responsible for maintaining (44%). Just over half of these tenants are satisfied that EDDC keeps their communal areas clean and well maintained (56%), with 38% dissatisfied. However, satisfaction has increased by 2p.p since the previous survey.

For communal areas, the median satisfaction across the sector has remained the same at 71%, notably lower compared to individual home maintenance and safety metrics. The average has increased by 4p.p.



Well Maintained Home (n=131) Safe Home (n=133) Communal Areas (n=55)

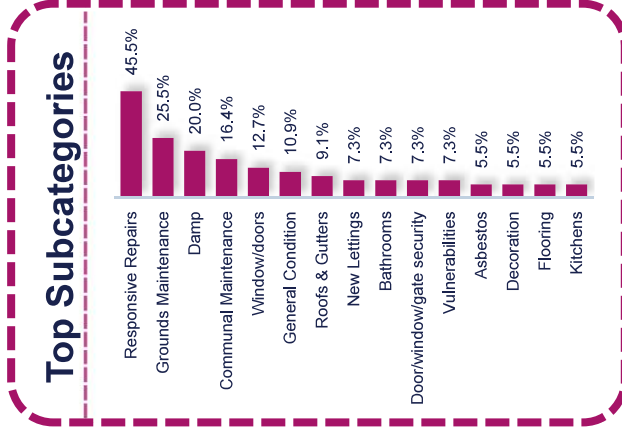
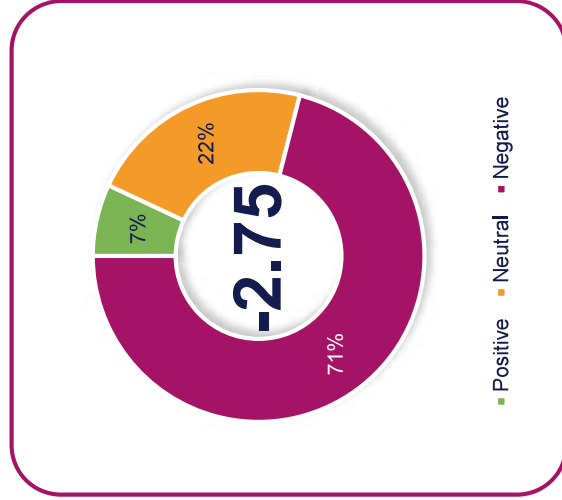
Coloured = Satisfied ● Neither ● Dissatisfied



The Home

If you do not feel that your home (and / or communal areas) are safe and/or well maintained, please can you explain why and suggest what could be improved?

Base Size: 55



Attribute	Count	%	Sentiment Score
Quality of Work / Service	20	36.4%	-3.25
Timeliness / Responsiveness	17	30.9%	-3.18
Subcategory, no attribute (yet)	11	20.0%	-1.82
Resolution	7	12.7%	-3.57
Safety	5	9.1%	-3.20
Communication / Transparency	4	7.3%	-4.50
Listening / Acting	2	3.6%	-2.50
Appointments / Convenience	1	1.8%	-5.00
Effort	1	1.8%	-5.00
Empathy	1	1.8%	-3.00
Staff Conduct	1	1.8%	-3.00
Worker Conduct	1	1.8%	+5.00
No Comments	1	1.8%	-5.00
Accessibility			-
Accountability			-
Consistency			-
Fairness			-
Satisfaction			-
Trust			-

Many tenants expressed dissatisfaction with cleanliness, stating that maintenance teams do not adequately clean shared areas, resulting in conditions such as litter, damp, and mould. Issues such as unsatisfactory repairs - like the improper handling of flooring and bathroom leaks - were commonly mentioned, with some tenants feeling that their homes are unsafe, particularly concerning health hazards like asbestos and mould.

Communal areas, while sometimes maintained in terms of grass cutting, often suffer from neglect including poorly maintained paths and borders, posing safety risks for residents, especially those with mobility issues. Additionally, there are grievances over lack of communication from the council, with tenants feeling uninformed about repairs and maintenance schedules.

Tenants are frustrated with long wait times for essential repairs and the lack of response to multiple requests. Overall, there is a strong sentiment for improved maintenance, better communication, and increased safety measures in both private and communal spaces, reflecting a need for service improvement from the council.



Keeping Properties in Good Repair



Keeping Properties in Good Repair

More than half of tenants (56%) said they had a repair completed on their home in the last 12 months and of these 68% are satisfied with the service over this period, although 24% are dissatisfied. Satisfaction with the repairs service rose 2p.p in Q3.

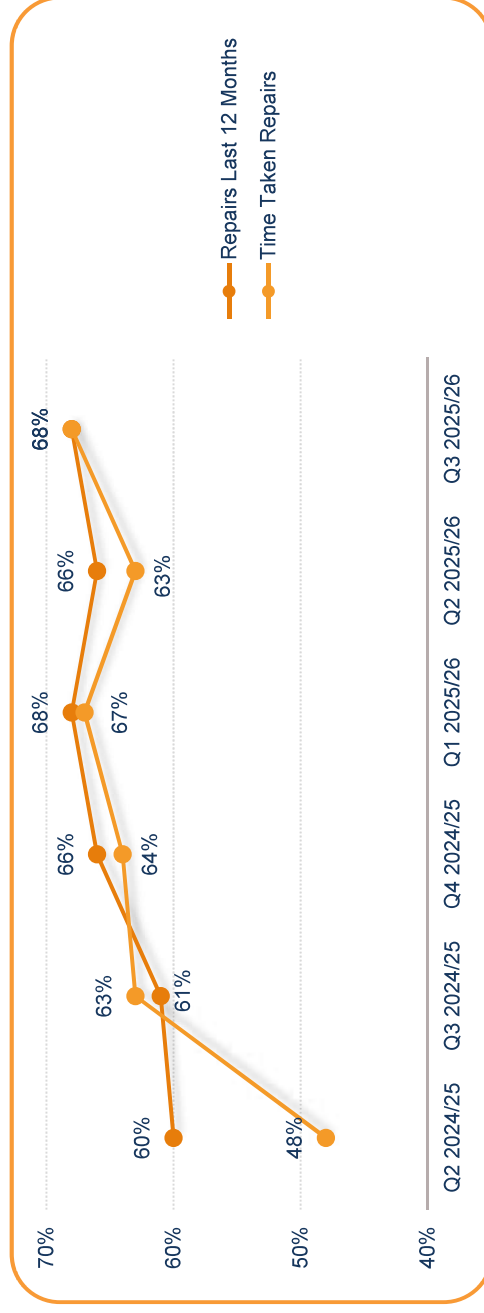
Acuity data shows that in Q3 the median satisfaction stands at 80%, with the 25th percentile at 72% and a minimum score of 42%. The wide gap between the maximum (100%) and minimum values highlights the variation in performance across landlords.

Satisfaction with the time taken to complete repairs is also at 68%. This is following a 5p.p rise in satisfaction, up from 63% in Q2. However, there are 31% still dissatisfied with this measure.



Repairs Last 12 Months (n=74) | Time Taken Repairs (n=72)

Coloured = Satisfied ● Neither ● Dissatisfied

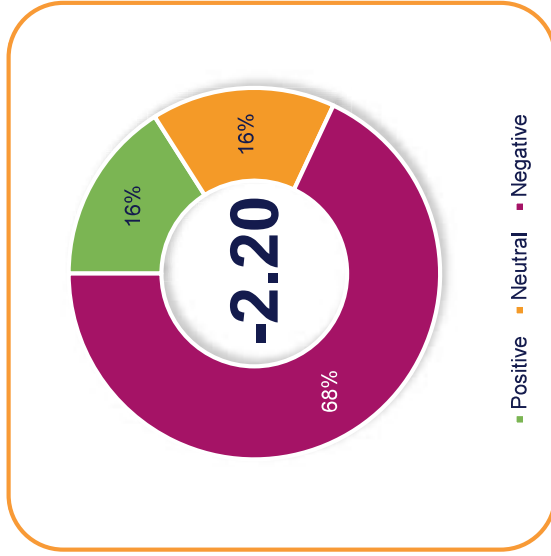


Repairs & Maintenance

If you are not satisfied with how East Devon District Council deals with repairs and maintenance, please could you explain the reason why?



Base Size: 25



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	11	44.0%	-2.45
Quality of Work / Service	8	32.0%	-1.13
Resolution	6	24.0%	0.00
Appointments / Convenience	3	12.0%	-2.67
Communication / Transparency	3	12.0%	-3.67
Effort	2	8.0%	-5.00
Worker Conduct	2	8.0%	-1.00
Subcategory, no attribute (yet)	1	4.0%	-3.00
Accessibility			-
Accountability			-
Consistency			-
Empathy			-
Fairness			-
Listening / Acting			-
Safety			-
Satisfaction			-
Staff Conduct			-
Trust			-
No Comments			-

The survey responses indicate some dissatisfaction with repair services, particularly regarding the lengthy timelines for completion. Many respondents noted delays, with some waiting up to two years for essential repairs. Communication issues were frequently highlighted; individuals reported inadequate updates and follow-ups, causing frustration when repairs required repeated requests for attention. The quality of workmanship was inconsistent, with some respondents praising particular contractors while others described their work as substandard, likening it to "cowboy work." This inconsistency has led to recurring problems, necessitating further visits to address unfinished work.

There were also complaints about the lack of proper notifications regarding scheduled visits, with instances of workmen arriving without prior communication. Some individuals expressed profound concerns about their living conditions, especially when issues such as dampness or unsafe environments, like the presence of asbestos, were involved.

Overall, while there are instances of positive interactions with repair staff, the general sentiment points towards a need for improvement in efficiency, reliability, and communication within the repair service process.



Contribution to the Neighbourhood

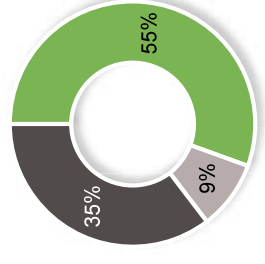


Contribution to the Neighbourhood

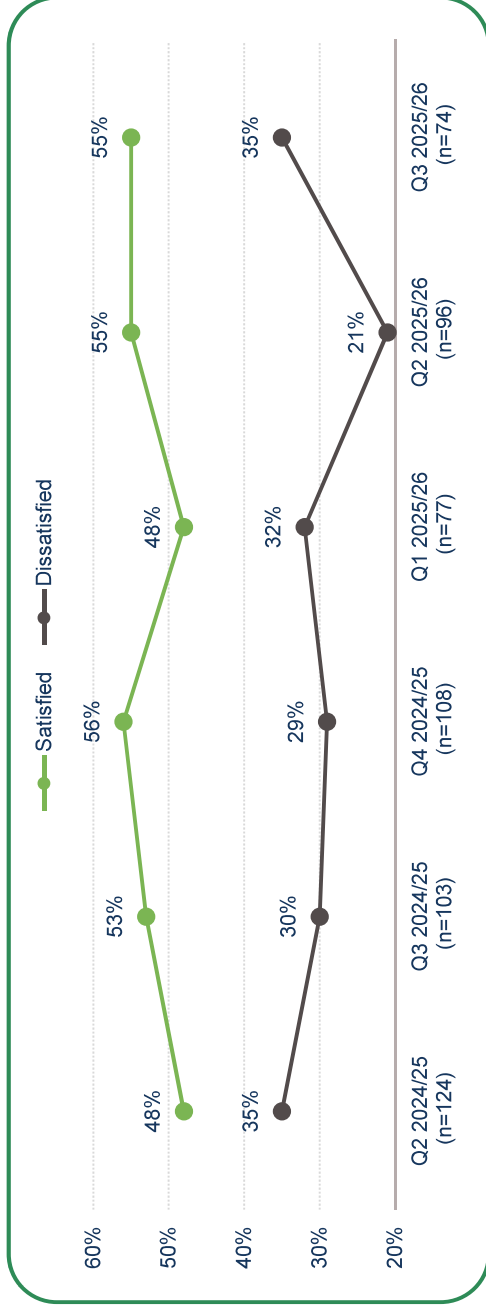
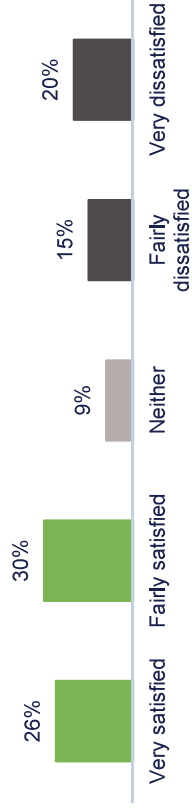
Just over half the tenants (55%) are satisfied with the positive contribution EDDC makes to their neighbourhood, this having remained the same since Q2.

However, more tenants are dissatisfied with the contribution made, a 14p.p increase in dissatisfaction over the last quarter. This high number could be because tenants are unsure of the impact the Council has locally or are unsure how to address this question.

Across the sector, on average, 69% of residents are satisfied with the positive contribution their landlord made to their neighbourhood (TP11) during Q3 25/26. The median satisfaction has remained stable at 69%, with a 25th percentile of 62% and a minimum score of 23%, reflecting high variability in neighbourhood contribution and emphasising the difficulty some respondents have in responding to the question.



■ Satisfied ■ Neither ■ Dissatisfied





Approach to ASB

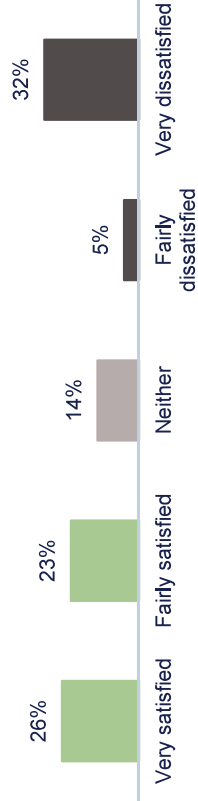
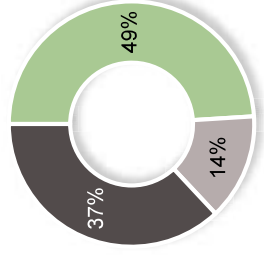


Approach to ASB

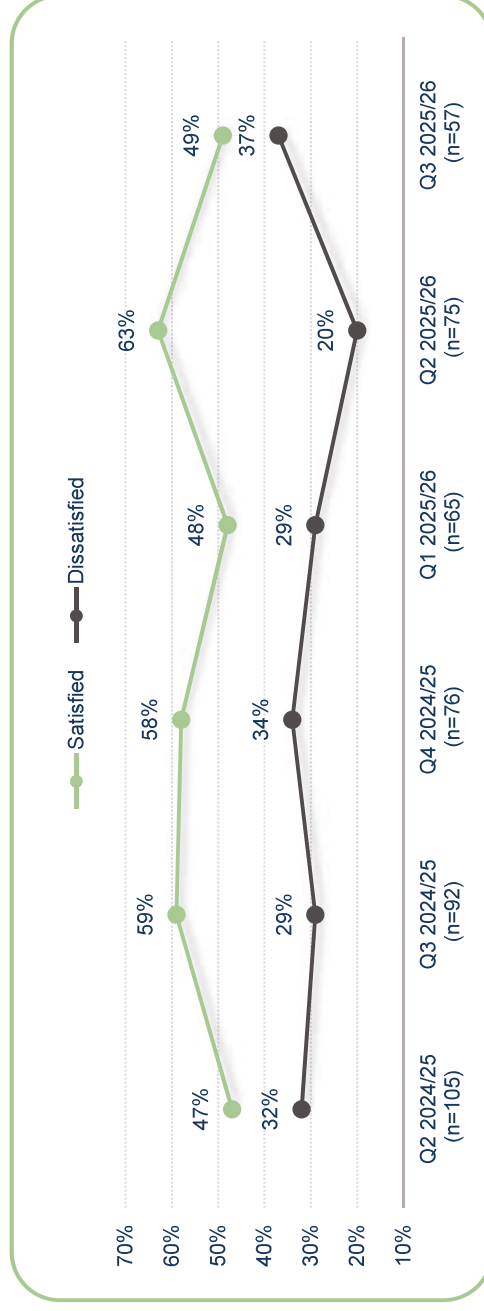
Satisfaction with the Council's approach to handling anti-social behaviour is down by 14p.p. from its highest point in Q2 since these surveys began. Satisfaction is now at 49% down from 63%.

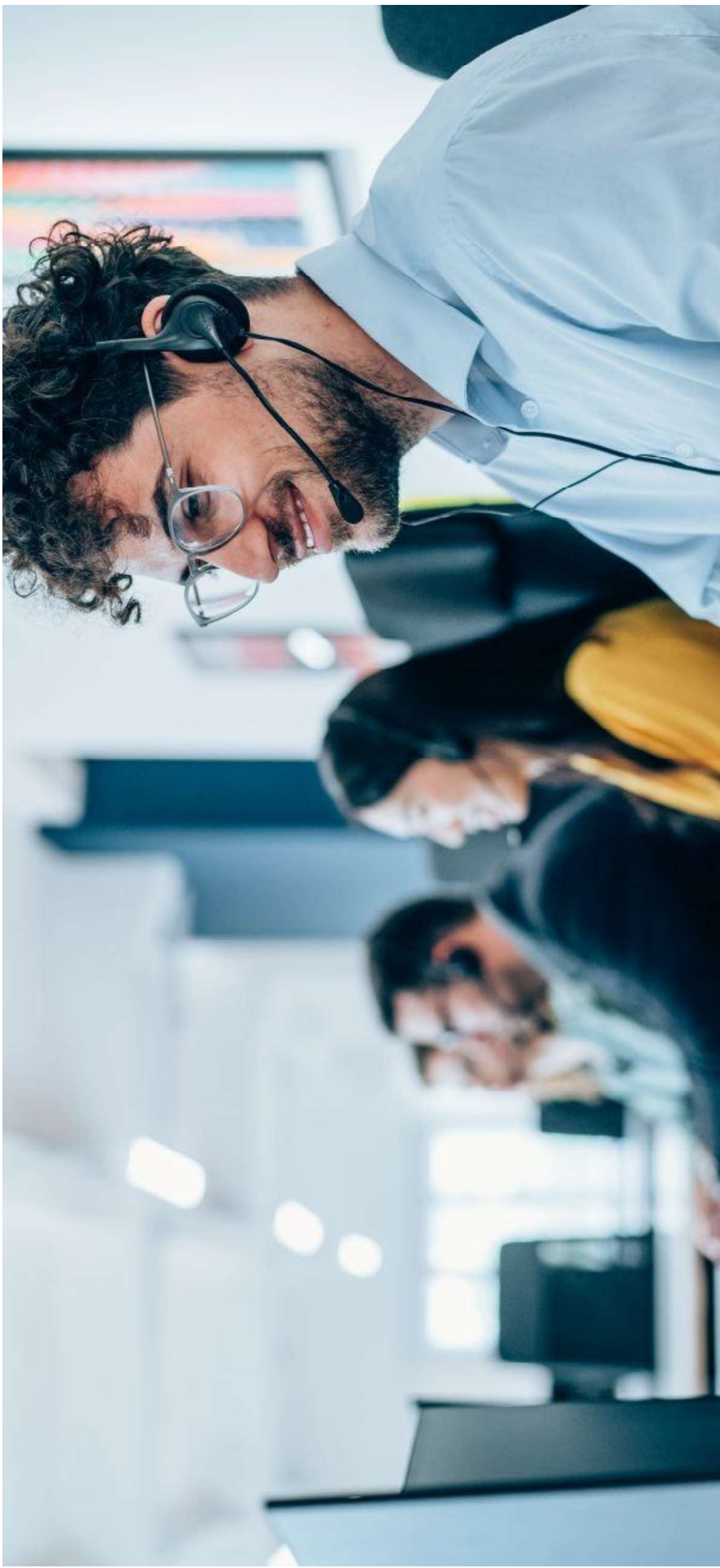
For the handling of anti-social behaviour (ASB) (TP12), the median satisfaction across the sector is 62%, a 2p.p increase since Q1 25/26. This measure has remained largely stable over a three-year period, fluctuating by a maximum of 2p.p. This shows that EDDC is below average, with less than half of tenants satisfied with the handling of ASB.

Note: all residents were asked about their perception of how EDDC handles cases of ASB, not just those who have reported a case within the previous twelve months. This can lead to some unexpected results and relies heavily on how effective communication is with all residents, not just those who have experienced ASB in the past.



■ Satisfied ■ Neither ■ Dissatisfied





Respectful & Helpful Engagement



Respectful & Helpful Engagement

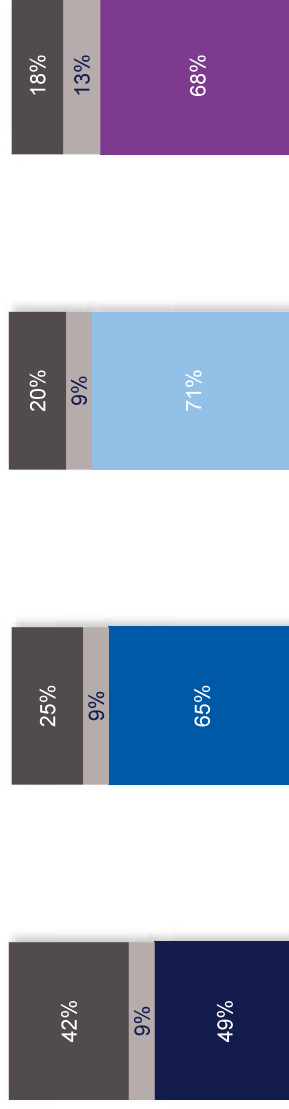
The proportion of those tenants finding it easy to deal with EDDC has risen by 12p.p to 68% satisfied. Only 18% are now dissatisfied with this measure.

However, more than seven out of ten (71%) tenants agree that they are treated fairly and with respect, 20% disagree. This number has seen a rise of 2p.p since the previous quarter and is now the highest it has been in these particular surveys.

Fewer are satisfied that they are kept informed about things that matter to them, this is up by 4p.p, and just 49% are satisfied that the Council listens to their views and acts upon them, this has risen by 9p.p in Q3 and is now the highest it has ever been.

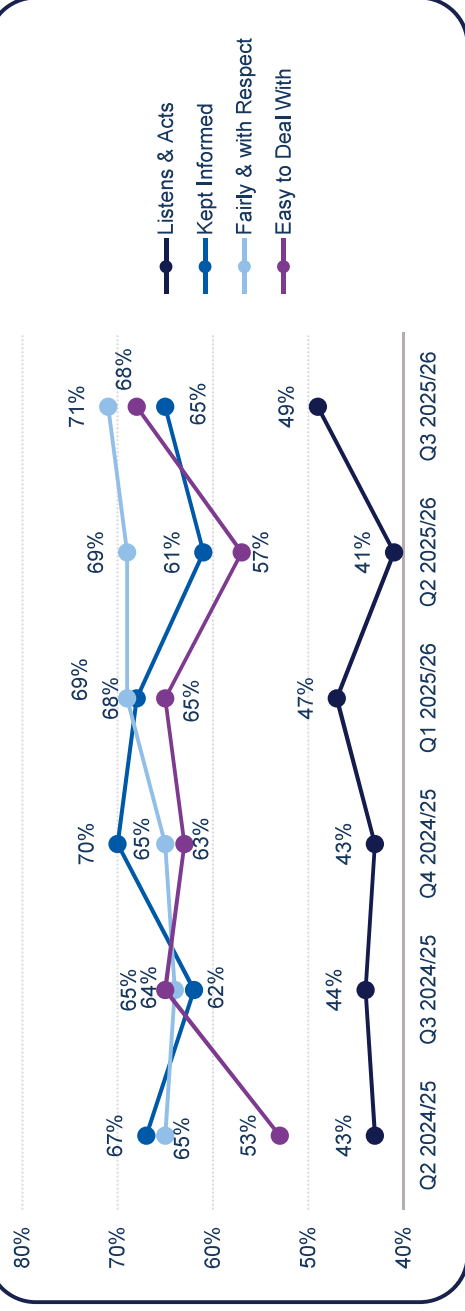
Quarterly sector scores remain consistent with listens and acts continuing to be the lowest scoring metric at 49%, suggesting that landlords are still not advertising what they are doing.

Anecdotally, we have started to notice that although they are promoting the TSMs most won't make it obvious where the results are, so there is still not enough awareness of TSMs in the sector, both in terms of what they are and what landlords are doing with the results.



Listens & Acts (n=93) Kept Informed (n=106) Fairly & with Respect (n=127) Easy to Deal With (n=130)

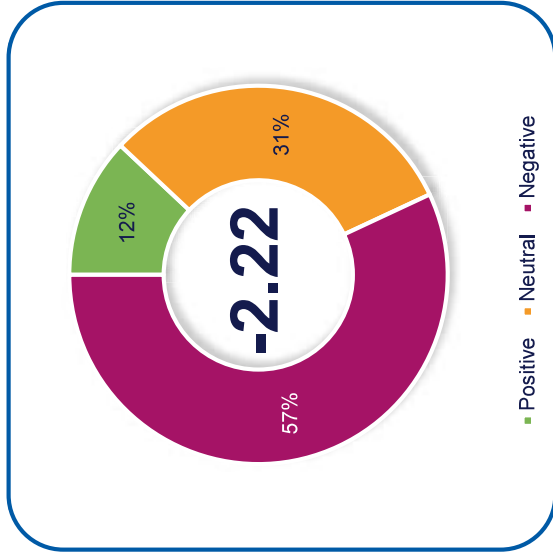
Coloured = Satisfied ● Neither ● Dissatisfied



Customer Service & Communication



If you are not satisfied with customer service and communications please provide more information, and what could East Devon District Council improve? Base Size: 51



Attribute	Count	%	Sentiment Score
Communication / Transparency	15	30.6%	-2.67
Subcategory, no attribute (yet)	14	28.6%	-2.14
Effort	9	18.4%	-4.22
Listening / Acting	7	14.3%	-2.14
Timeliness / Responsiveness	7	14.3%	-4.71
Appointments / Convenience	3	6.1%	-5.00
Staff Conduct	3	6.1%	+0.67
No Comments	3	6.1%	0.00
Empathy	2	4.1%	0.00
Quality of Work / Service	2	4.1%	-1.50
Resolution	2	4.1%	-4.00
Trust	2	4.1%	-5.00
Consistency	1	2.0%	-3.00
Fairness	1	2.0%	+3.00
Worker Conduct	1	2.0%	-5.00
Accessibility			-
Accountability			-
Safety			-
Satisfaction			-

A recurring theme is the lack of timely communication; many respondents expressed frustration over not receiving callbacks or information related to service requests. There are multiple complaints about the unreliability of scheduled visits - some tenants were unaware of appointments, leading to missed opportunities for necessary repairs. Many respondents felt that EDDC personnel did not listen effectively or show empathy towards their situations, particularly those experiencing anxiety or mental health issues.

There are also complaints about the presence of anti-social behaviour and inadequate follow-up on these matters. Tenants noted inconsistent service levels, where some representatives were helpful while others were not. This inconsistency, coupled with a feeling of being pushed from one department to another, made the resolution of issues tedious. Additionally, the communication about major projects and repairs is often insufficient, leaving tenants feeling disregarded and uninformed.

Overall, these insights suggest a pressing need for improved communication strategies, better accountability within departments, and a heightened sense of tenant involvement in relevant decisions.



Effective Handling of Complaints

Effective Handling of Complaints

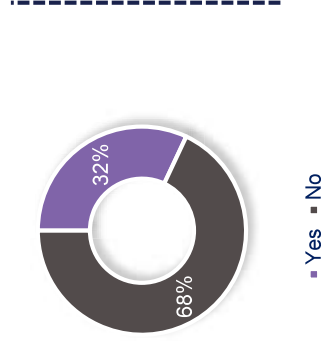


Around a third of tenants (32%) said they had made a complaint to the Council in the last 12 months, which is a similar level as in Q2. However, it is impossible to say how many of these are formal or genuine complaints rather than service requests that have yet to be fully actioned.

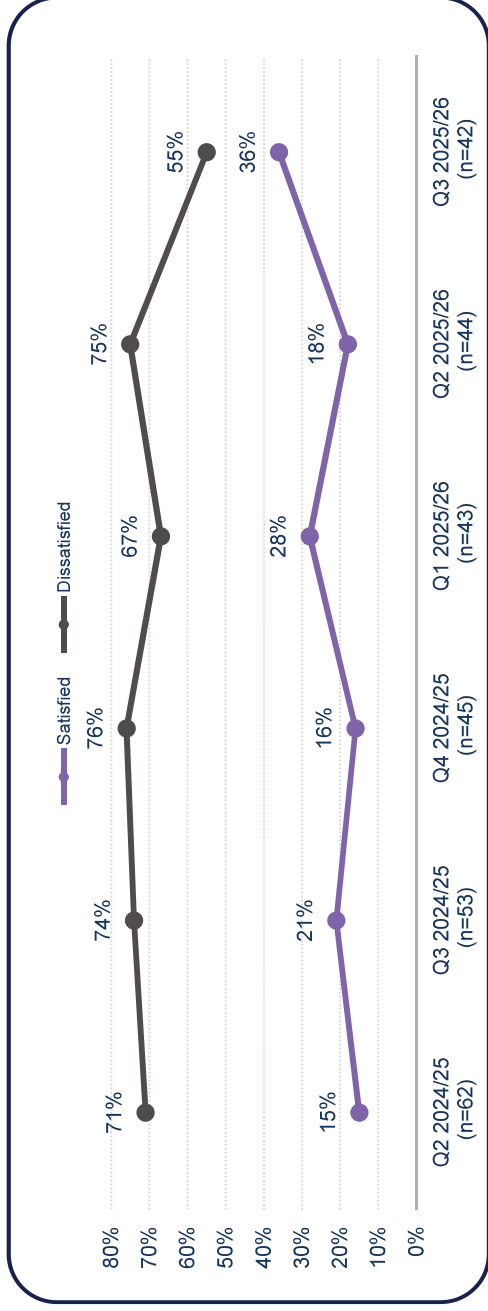
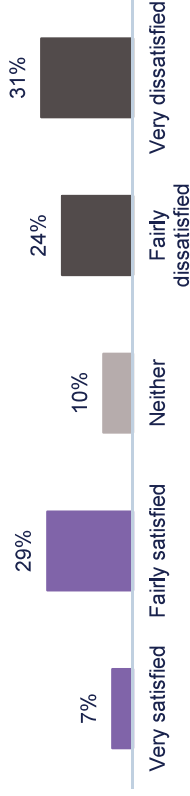
Just 36% of these tenants are satisfied with the handling of these complaints, with considerably more dissatisfied (55%). The gap between the two has closed slightly in Q3 with satisfaction rising by 18p.p and dissatisfaction falling by 20p.p.

To help the process and improve satisfaction, all landlords should have a probe on complaints as this is the best method for understanding what respondents interpret as a complaint and, more importantly, what they can do to address these issues.

Complaint in last 12 months



Satisfaction with Complaints Handling

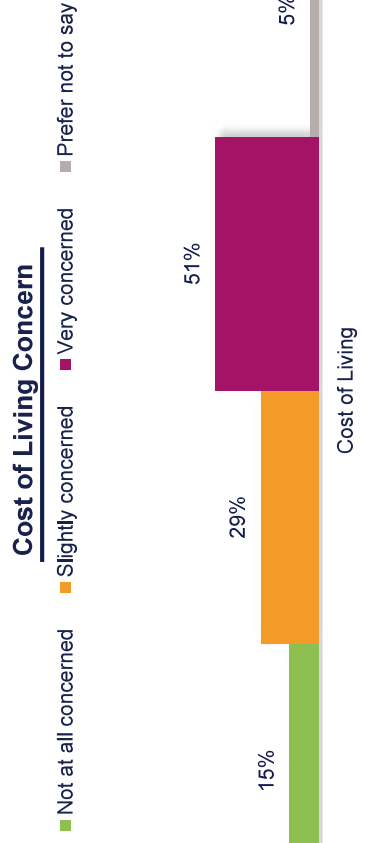




Wellbeing



Cost of Living

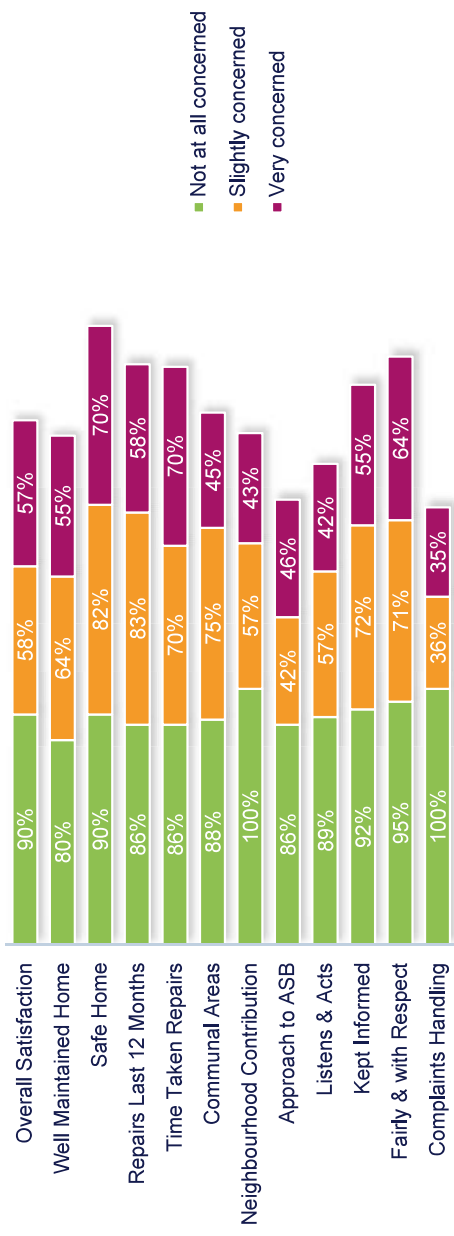


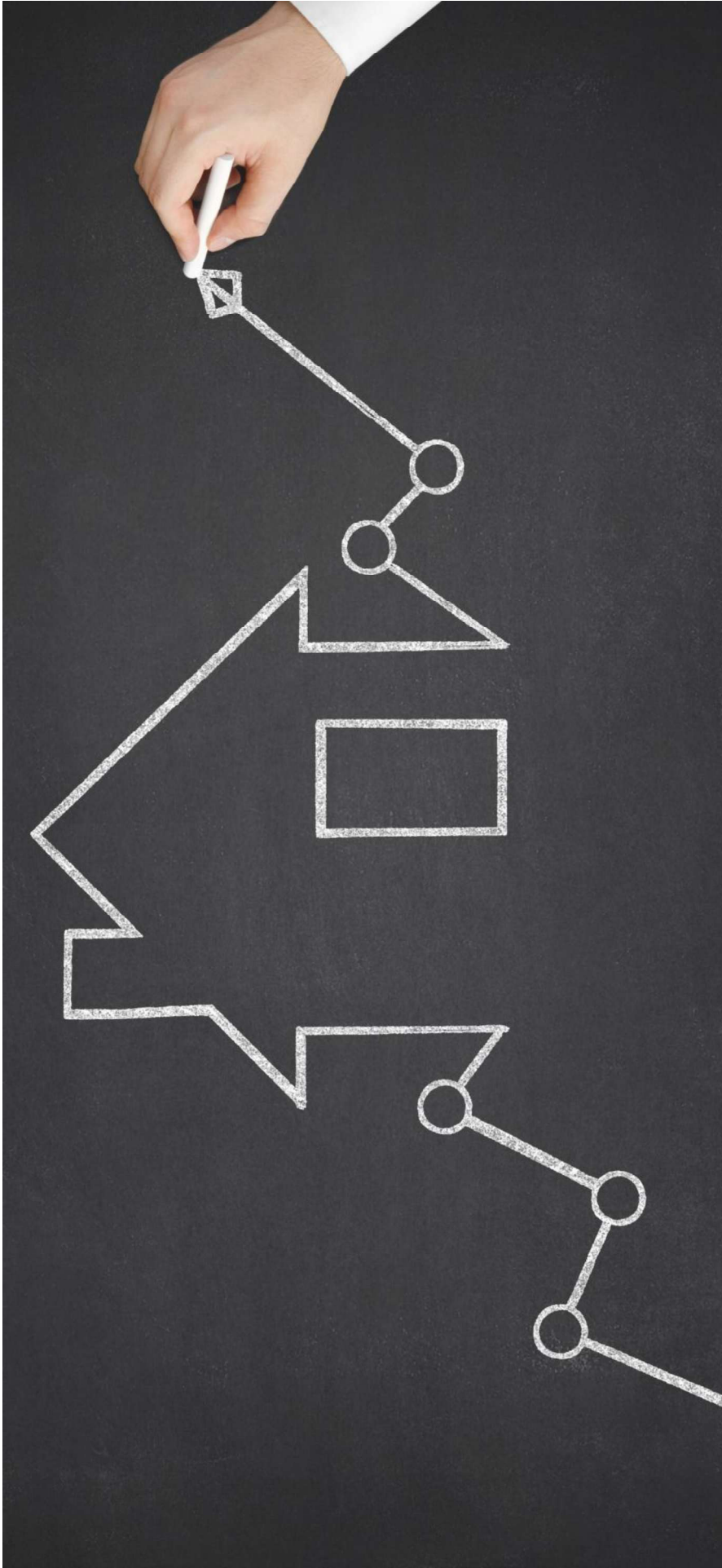
Eight out of ten tenants (80%) say they are concerned about the cost of living, 51% are very concerned, and a further 29% are slightly concerned. There are just 15% of tenants who are not concerned at all, with a further 5% preferring not to say.

There is a theory that those struggling financially are often less satisfied with the services they receive, and this does appear to be the case here. The chart shows that those who are very concerned are less satisfied than other tenants, just 57% being satisfied with the overall service.

This pattern continues across the range of measures and tends to support this theory. It also implies that if the Council can help relieve the pressure on household finances, perhaps by helping with benefits etc, it could bring some increase in satisfaction.

Cost of Living Concern & Satisfaction

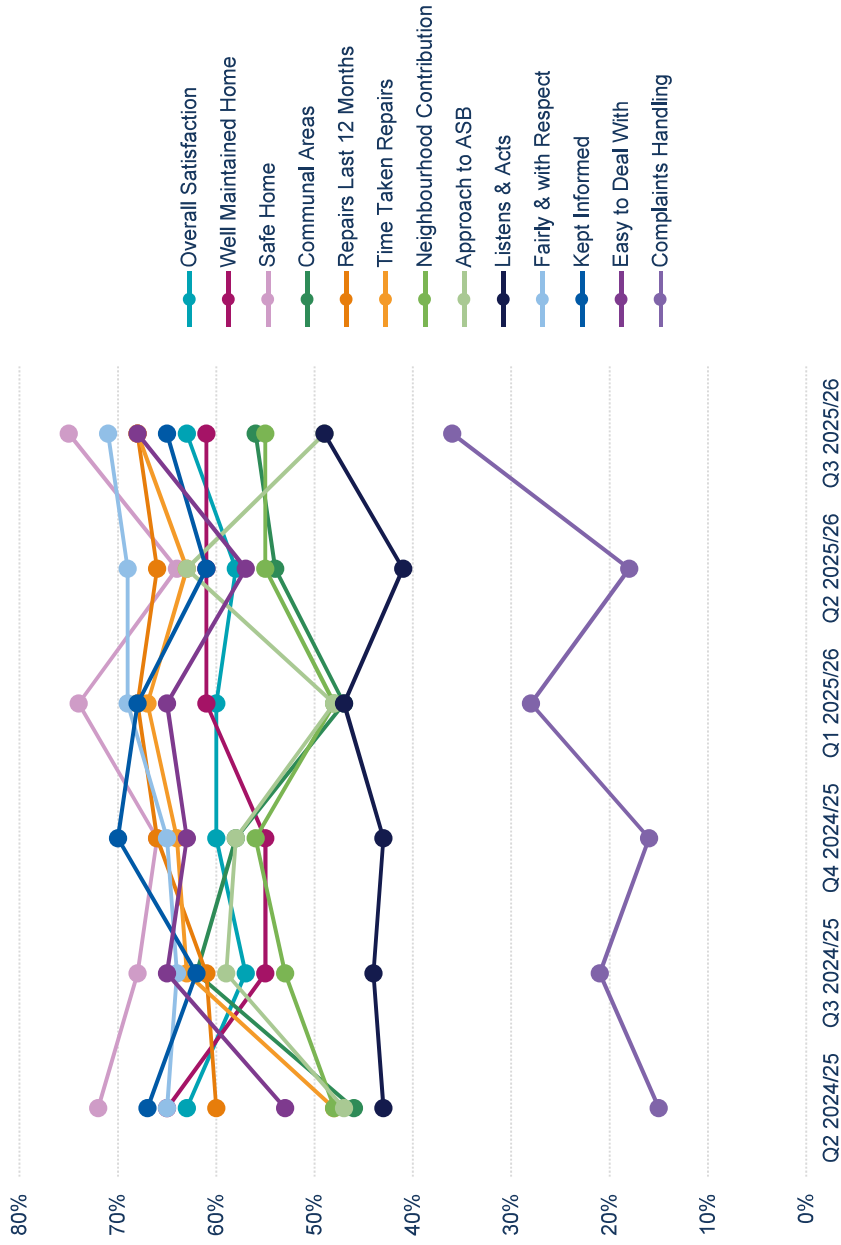




Trends



Trends Over Time



This chart continues to show the fluctuations in satisfaction that occur from quarter to quarter.

In Q3, more measures have risen in satisfaction than decreased, showing improvements in most measures.

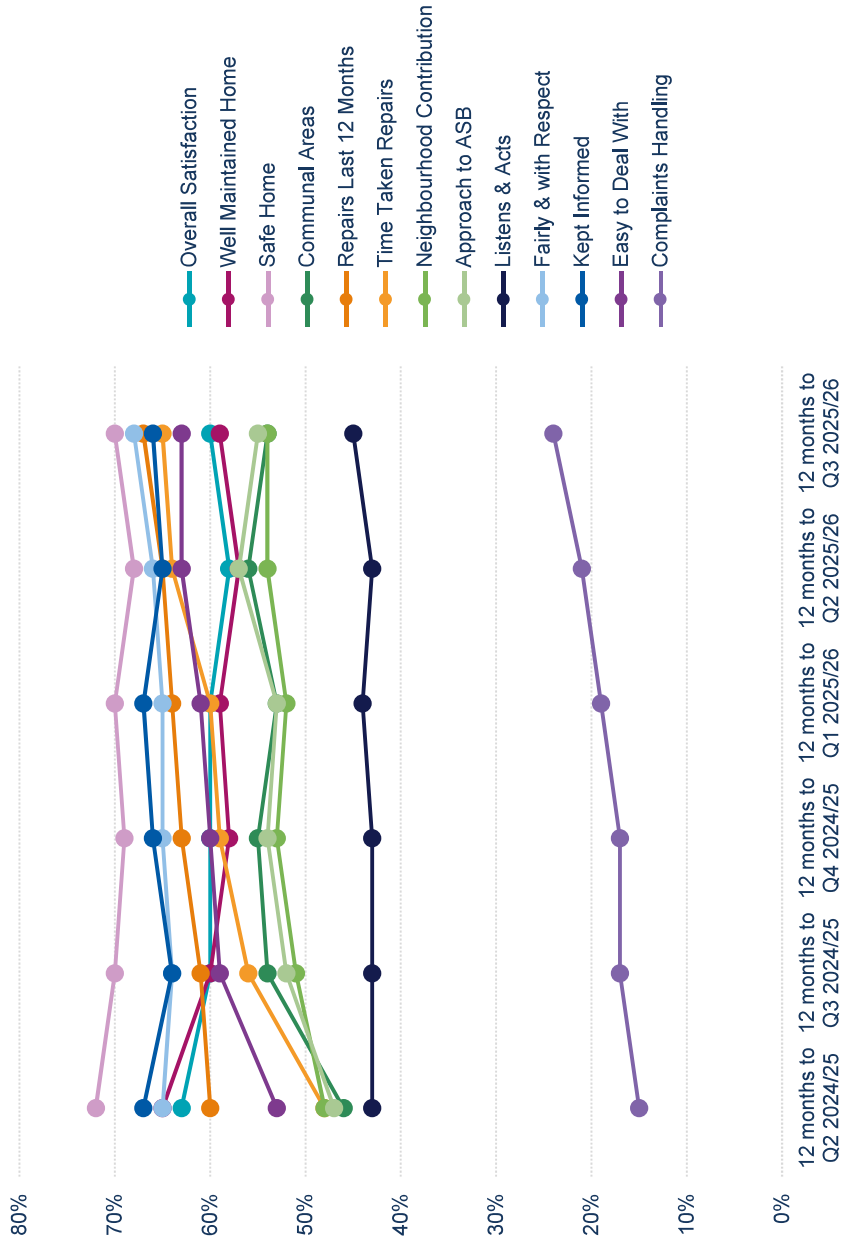
Overall satisfaction is up by 5p.p, but there is a 14p.p fall in satisfaction for approach to ASB.

However, the biggest change is positive, with satisfaction with complaints handling up 18p.p, whilst the maintenance of the communal areas and EDDC being easy to deal with are both up by 12p.p.

The chart also demonstrates that the handling of complaints remains well adrift of the other measures, and whilst this is common, it does show that there is considerable room for improvement here.



12 Month Rolling Averages



The chart opposite plots the 12-month rolling averages, and these provide a better view of the longer-term or underlying levels of satisfaction, but the averages are as much influenced by those results dropping off as by those being added on.

The trend lines shown here are flatter and are less subject to quarterly changes. These changes are small and it is interesting that most of the measures seem to be rising.

Trends Over Time - Sentiment Scores



AS EDDC only probes on negative sentiment scores will remain low, although EDDC should take some pleasure in noting that four of the five scores have gone up in Q3.

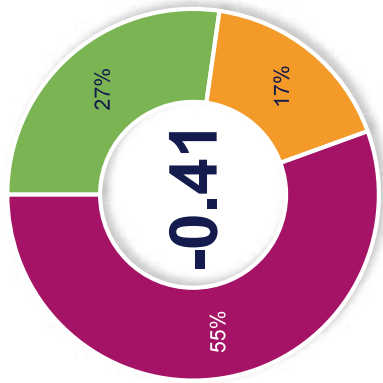


Summary



Overall RSI Score

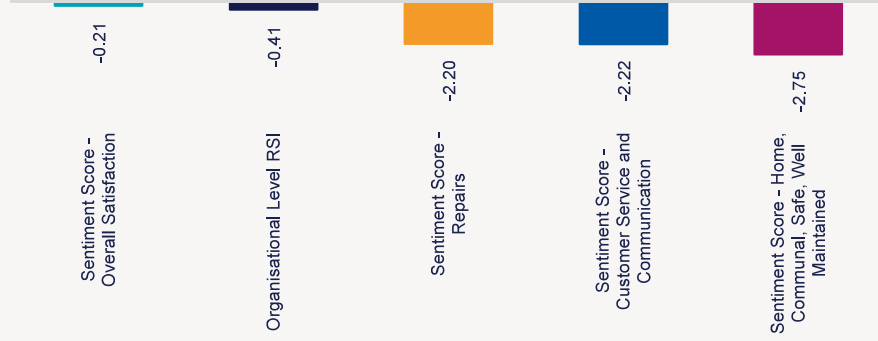
The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of resident feedback across all key service areas. It is based exclusively on responses to the 7 core RSI open-ended questions. It reflects how positively or negatively residents feel about the organisation's performance across these key areas. Please note, if your organisation does not ask all 7 core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question will be analysed in its relevant section throughout the report.



■ Positive ■ Neutral ■ Negative



Sentiment Scores



Summary

Overall Satisfaction

While some tenants appreciate prompt responses and effective repairs, many express frustration over slow communication, unresolved maintenance issues, and inadequate follow-up. Common complaints include persistent damp and mould problems, delays in necessary repairs, and unmet requests for upgrades. Some tenants feel neglected in their needs, particularly vulnerable individuals struggling with accessibility. Overall, while there are satisfactory experiences, dissatisfaction persists around maintenance and communication.

The Home

Survey responses highlight dissatisfaction with property maintenance and safety concerns. Tenants report inadequate cleaning services, persistent mould issues, and delays in repairs, particularly related to dampness and asbestos. Communal areas are neglected, leading to safety risks, such as slippery paths and dog mess. Communication from the council is poor, resulting in frustration over unresolved issues. Many tenants express a desire for better maintenance of gardens and communal spaces, along with a need for improved safety measures like CCTV.

Repairs

There are issues with repairs, primarily regarding long wait times and poor communication. Many respondents reported frustrating delays, with some repairs taking up to two years. The quality of work varies, with some praising contractors while others describe the work as subpar or incomplete. Concerns about accountability, frequent need for follow-ups, and inadequate updates from management were highlighted. Overall, while some tenants expressed appreciation for friendly service, the recurring themes of inefficiency and incomplete repairs overshadowed positive remarks.

Customer Service & Communication

Survey responses indicate dissatisfaction with customer service and communication from EDDC. Key issues include poor follow-up on repairs, lack of proactive communication about appointments, and unresponsive complaint management. Respondents express frustration over inconsistent service, with some staff being helpful while others are not. Tenants desire more empathy, timely updates, and better outreach, especially regarding major projects and antisocial behaviour. The overall sentiment reflects a need for enhanced communication practices and accountability within the organisation.



Summary & Recommendations

Satisfaction is moderate across the range of the survey measures and the council has the lowest satisfaction of the three councils in the consortium. However, there have been some changes in satisfaction since the Q2 survey, many of these positive.

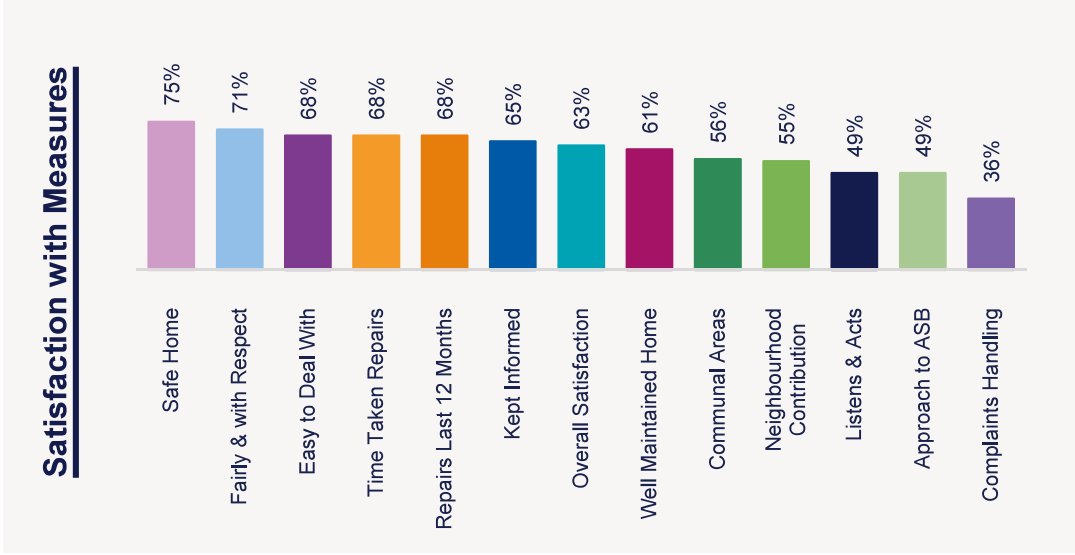
Overall satisfaction is at 63%, this sitting in the middle of the range of measures with the highest satisfaction for the provision of a safe home (75%) followed by the council treating residents fairly and with respect (71%). However, five of these measures have satisfaction less than 60% with just 49% satisfied with the way the Council listens to tenants' views and acts upon them and approach to ASB and with only 36% satisfied with the handling of complaints.

Overall satisfaction is up by 5p.p with ten measures increasing, two measures remaining the same and a fall in satisfaction for approach to ASB. The largest increase in satisfaction is for complaints handling which has seen a rise of 18p.p this quarter.

The survey also included a number of open-ended questions allowing the tenants to explain the reasons for their scores and suggest ways the council could improve its services. Again, the repairs service attracted the majority of comments, both positive and negative, showing how it works well for some but not for others. The main areas of criticism are the time to complete repairs, despite the significant improvement in satisfaction, dealing with outstanding repairs, the quality of work and some have problems with damp and mould in their homes. In addition, some have problems making contact with the Council and some want the staff to listen to them better and show more care, empathy, and support when they do make contact.

Recommendations

Complaints Handling – With only 36% of tenants who have made a complaint being satisfied with the way EDDC dealt with it there is clear room for improvement. Better communication with tenants and updating them on the stage of their complaint will help tenants feel listened to and supported with their complaints. There were also complaints related to damp and mould – these complaints should be dealt with immediately to ensure the safety and health of tenants.



Resident Sentiment Index (RSI)



Resident Sentiment Index (RSI): Overview

Our new Resident Sentiment Index (RSI) uses a sector-specific sentiment categorisation model developed from decades of housing data and commentary. It allows landlords to move beyond satisfaction scores by showing not only how residents feel, but why. The framework includes 7 key open ended TSM questions across each of the main service areas, allowing organisations to benchmark with their peers.

Our model analyses open-ended survey responses across key service areas, categorising them using a deep learning sentiment engine. Each comment is scored on a 5-point scale (from -5 to +5) and grouped by category, subcategory, and – where relevant – cross-cutting attributes such as trust, listening, or communication. These attributes help identify what drives sentiment within services like repairs or tenancy management.

Note: Not every subcategory will have attributes. Some service areas (e.g. Property Condition, Neighbourhoods) are stand-alone themes that don't require further layering.

Key Features

- A clear, overall sentiment score for your organisation and each service area
- Detailed analysis by category, subcategory, and (where applicable) attribute
- Automated, regulator-ready reporting aligned to TSM and STAR survey requirements
- Scalable benchmarking for tracking performance over time and against sector peers

How We Categorise Feedback

We follow a multi-stage process to turn unstructured comments into actionable insight:

- **Model Design:** Combining housing sector expertise with real resident language to build a structured categorisation model
- **Expression Building:** Creating comprehensive expressions to detect key themes and sentiments
- **Testing & Tuning:** Refining expressions to maximise accuracy and coverage
- **Deployment:** Automatically categorising and scoring comments at scale

Some feedback will remain "Uncategorised" – particularly when language is highly specific, off-topic, or outside current theme coverage. This is expected and will reduce as the model continues to grow.

Benefits

● Goes Beyond Satisfaction Scores

● Data-Driven Decision Making

● Benchmarking & Trend Analysis



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

For further information on this report please contact:

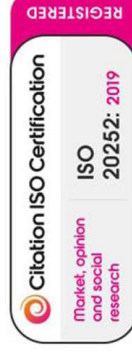
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