



East Devon District Council

TSM LCRA Tracker Q4 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 Q4 25/26.

The fieldwork began on 16 February 2026 for the online survey, and this was followed by the telephone interviews starting on 3 March, with the survey eventually closing on 6 March. At the close of the survey, 135 completed surveys were received, plus a further six incomplete surveys, which are required to be included by the Regulator. The split of 20%/80% was also achieved, with 30 completed online and 111 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 97% 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, 141 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

59%

Overall Satisfaction

Satisfaction with the overall service provided by EDDC fell by 4 percentage points (p.p) in Q4 to 59%.

Five measures have more than 60% satisfaction, with 71% satisfied with safety of the home, 70% satisfied with repairs over the last 12 months, 67% satisfied with how they are kept informed and 63% satisfied with both the time taken to complete repairs and that they are treated fairly and with respect.

However, six measures are below 60% satisfaction: 58% are satisfied with both communal areas and maintenance of the home, 54% are satisfied with neighbourhood contribution, 51% satisfied with approach to ASB, 48% satisfied that they are listened to and have their views acted upon, and only 26% satisfied with complaints handling.

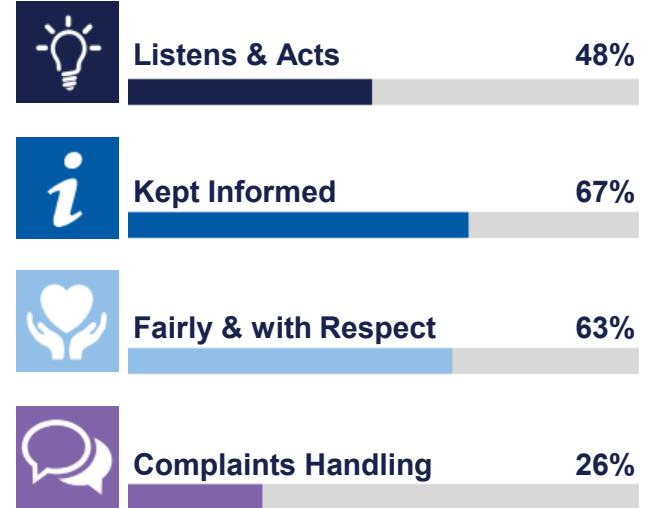
The following pages show the results from the key measures, how these have changed over time and also include an analysis of the open question responses.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction

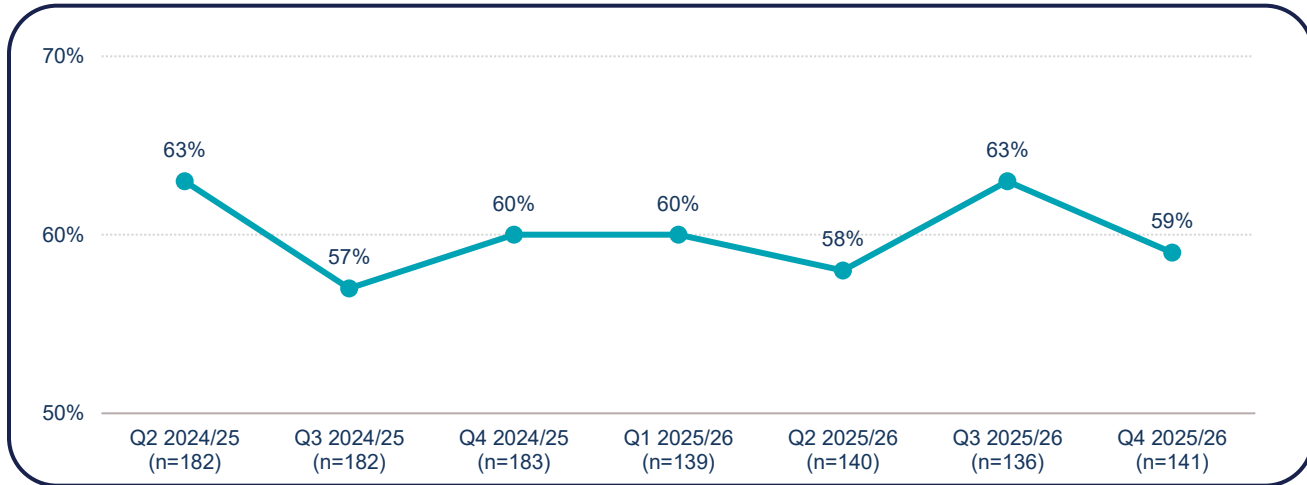
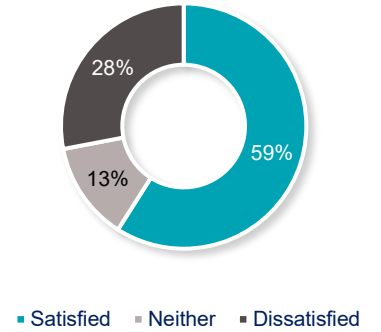
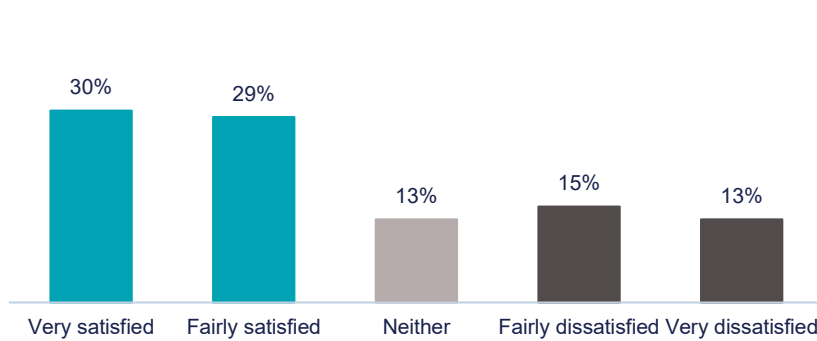


Overall Satisfaction

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.

There was a drop in satisfaction by 4p.p since last quarter from 63% to 59%. More were very satisfied than fairly satisfied: 30% and 29% respectively. This decrease is down from the highest recorded satisfaction in Q3 since the first survey in Q2 2024/25.

However, there was also a drop in dissatisfaction from 29% to 28% with 15% fairly dissatisfied and 13% very dissatisfied.





Well Maintained, Safety & Communal Areas

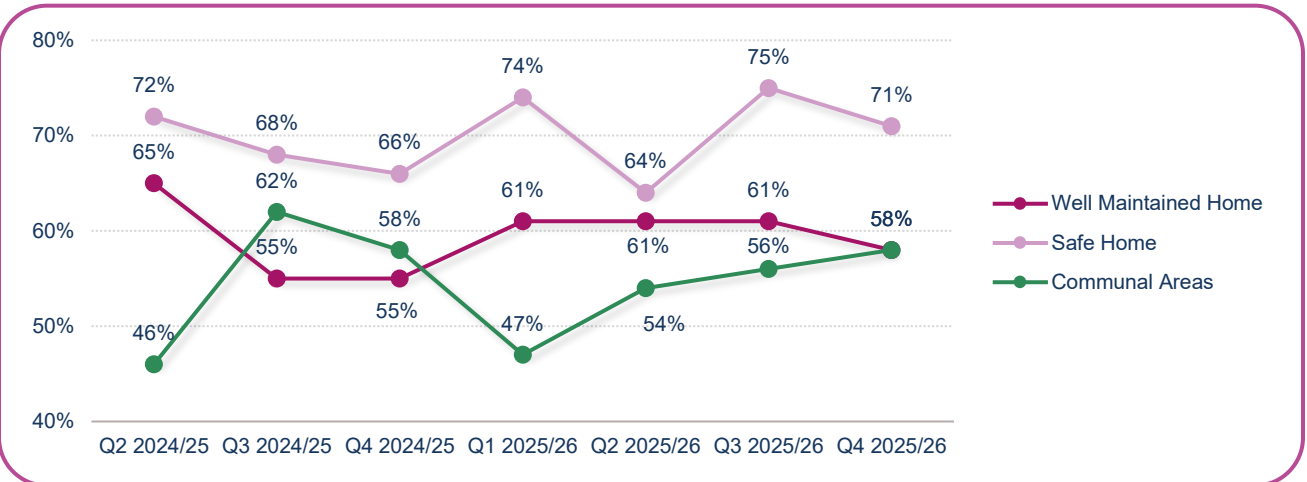
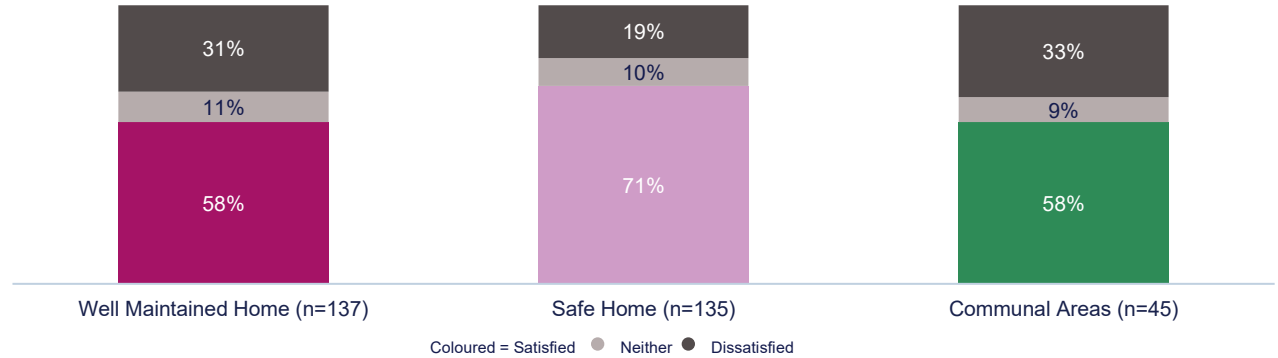


Well Maintained, Safety & Communal Areas

Satisfaction with the maintenance of the home is down by 3p.p this quarter to 58%. Almost a third (31%) are dissatisfied with this measure and 11% gave a neutral response.

A similar amount (58%) are satisfied with the upkeep of communal areas out of the 34% that said they have access to communal spaces that East Devon District Council are responsible for maintaining. A third (33%) are dissatisfied with this measure and 9% are neutral. This metric has seen an increase of 1p.p since last quarter.

More are satisfied with the safety of the home, with almost three quarters (71%) of tenants satisfied, a decrease of 4p.p since Q3, down from its highest satisfaction level. Just under a fifth are dissatisfied (19%) with a tenth neither satisfied nor dissatisfied.





Keeping Properties in Good Repair



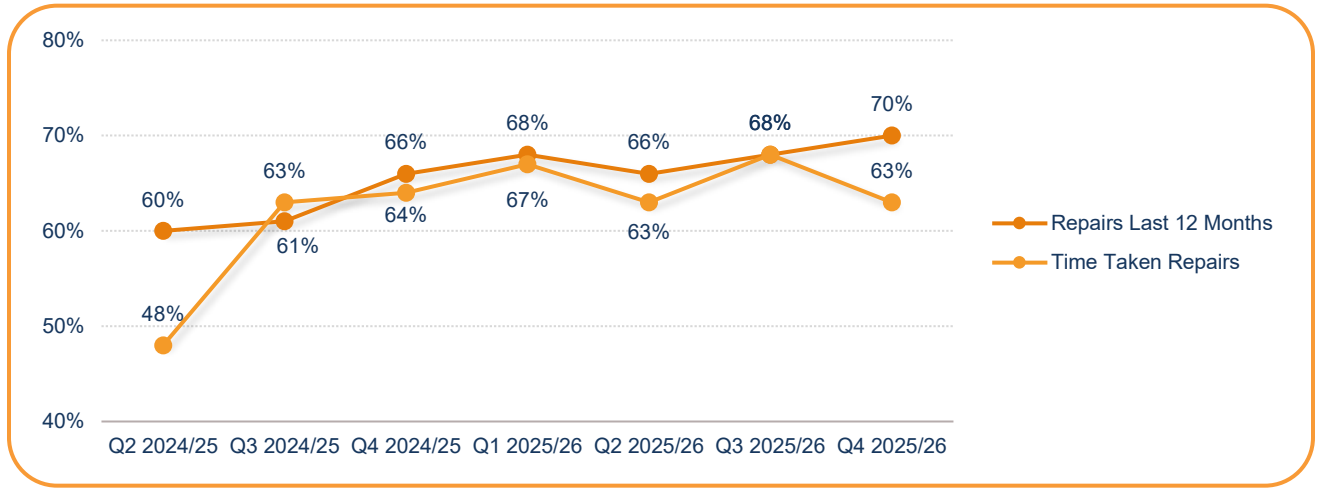
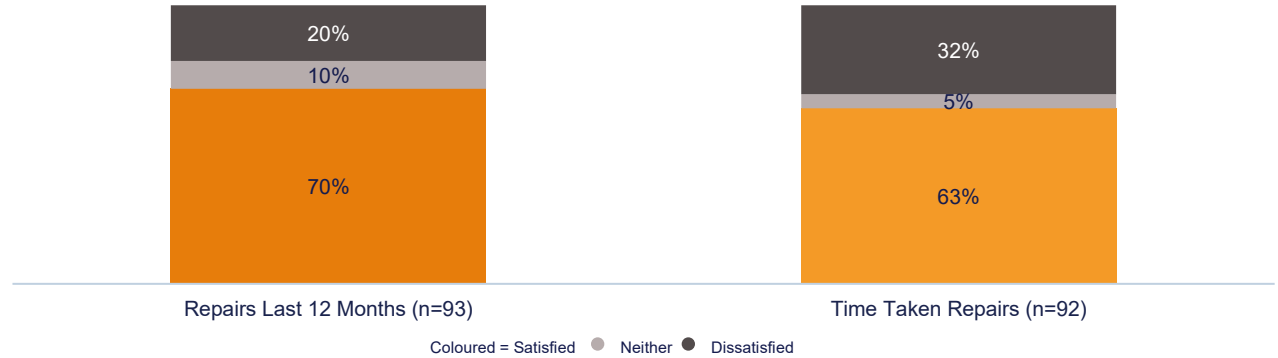
Keeping Properties in Good Repair

Over two thirds (69%) of tenants said they had a repair completed in the last 12 months and 70% of those were satisfied with these repairs. This is a 2p.p increase in satisfaction and this measure is now at its highest point since these TSM-based surveys began.

A fifth are dissatisfied (20%) and a tenth are neither satisfied nor dissatisfied (10%).

Fewer are satisfied with the time taken to complete these repairs with almost two thirds (63%) satisfied with this measure. 32% are dissatisfied, a 1p.p increase since last quarter, and 5% gave a neutral response.

This is a decrease in satisfaction by 5p.p down from its highest recorded level of satisfaction at 68%.





Contribution to the Neighbourhood

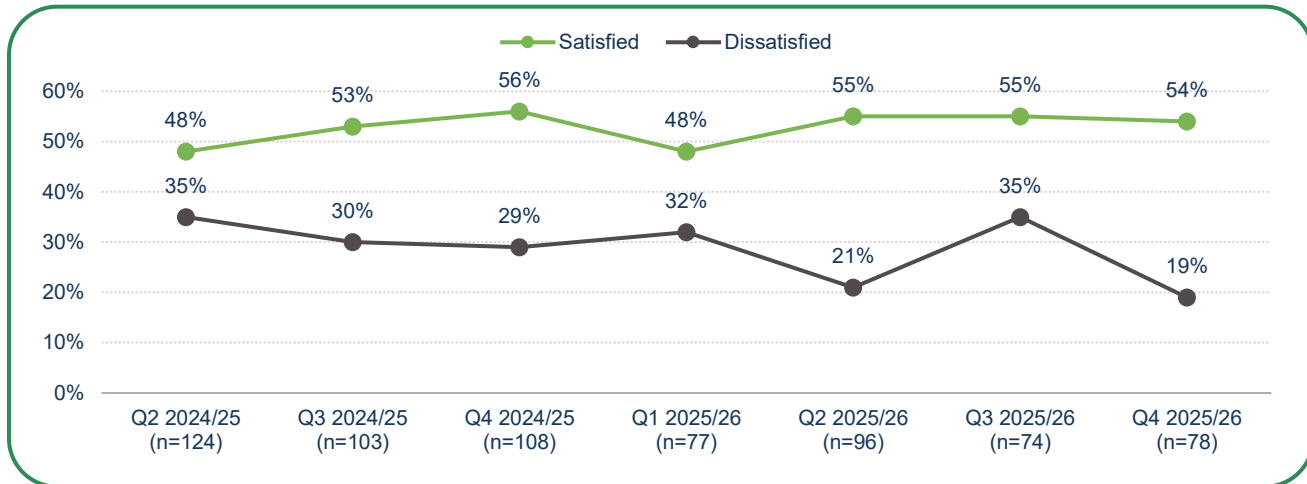
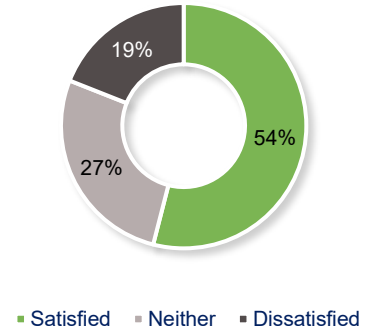
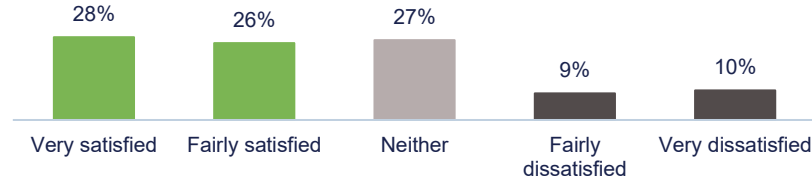


Contribution to the Neighbourhood

Just over half (54%) are satisfied that East Devon District Council makes a positive contribution to its neighbourhood. This is a 2p.p decrease from Q3. More are very satisfied than fairly satisfied: 28% and 26% respectively.

Although the satisfaction has seen little change and remains around the 50% mark, the dissatisfaction has seen a decrease of 16p.p to its lowest point at 19%. More than a quarter (27%) gave a neutral response.

This continues to indicate that EDDC are not making their contributions to the neighbourhood clear to tenants or that tenants do not understand what this question entails.





Approach to ASB

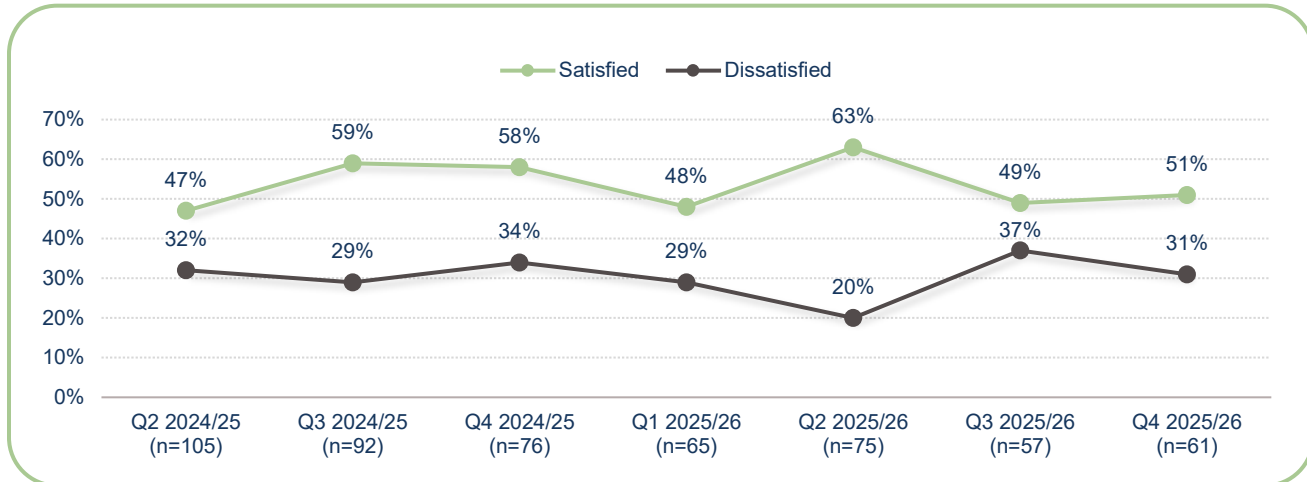
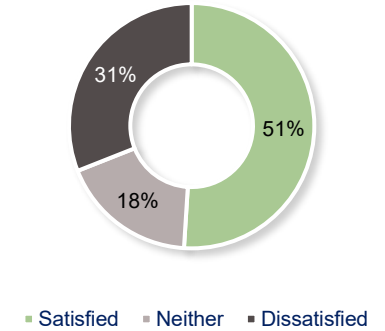
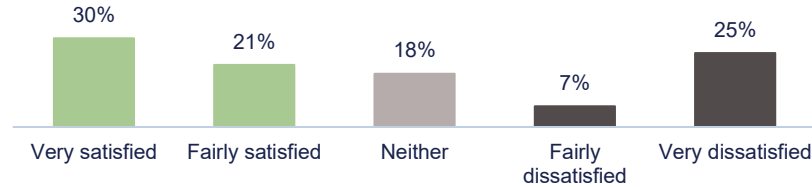


Approach to ASB

Satisfaction with East Devon District Council has seen an increase in satisfaction by 2p.p from 49% to 51%. Almost a third (30%) are very satisfied, with just over a fifth (21%) fairly satisfied.

Dissatisfaction has decreased by 6p.p from 37% to 31% this quarter, with a quarter of tenants very dissatisfied (25%) and 7% fairly dissatisfied. 18% gave a neutral response.

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.





Respectful & Helpful Engagement



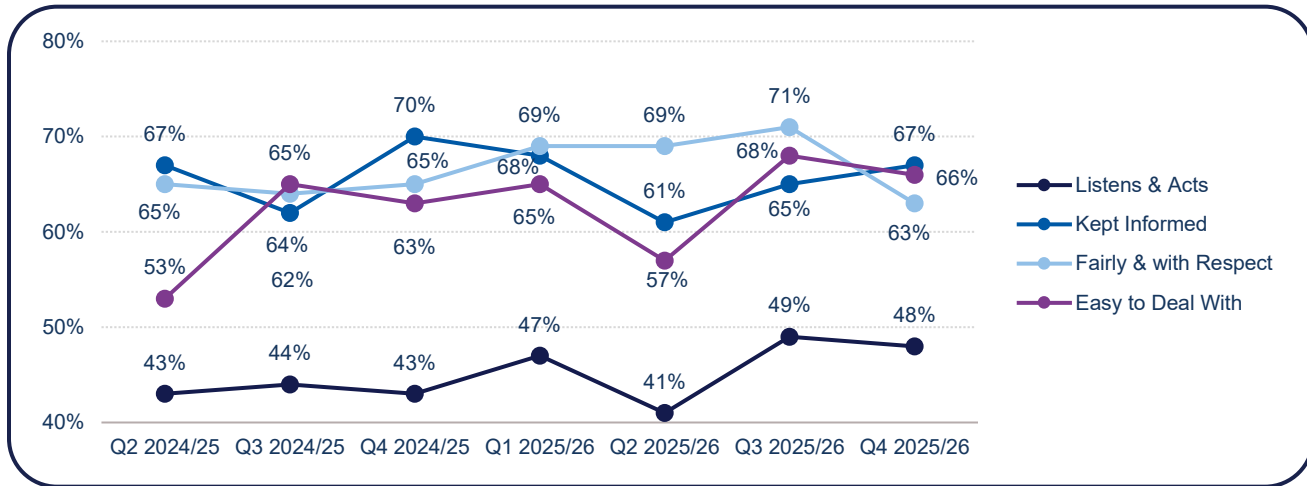
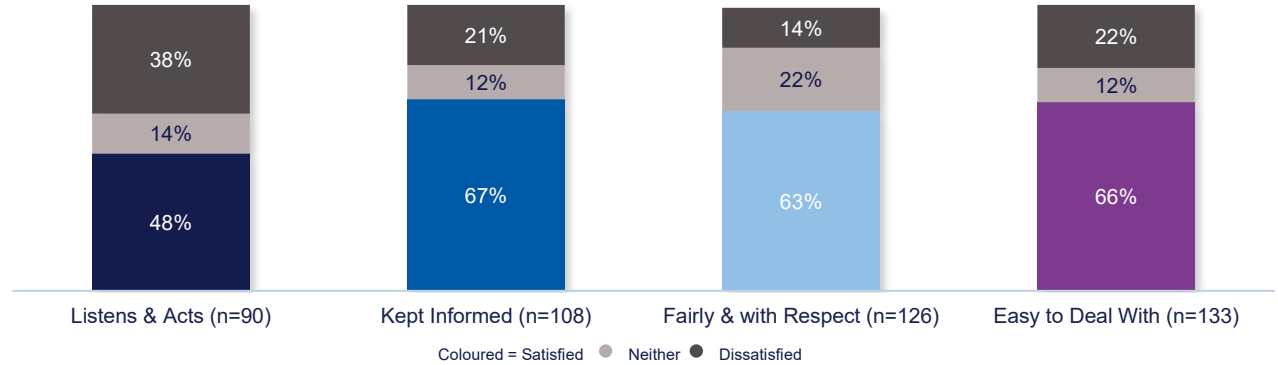
Respectful & Helpful Engagement

Typically, fewer tenants are satisfied that they are listened to and that their views are acted upon than any other engagement measure. This is the case here with just under half of tenants (48%) satisfied with this measure, a 2p.p decrease since last quarter. With 38% dissatisfied and 14% who are neither satisfied nor dissatisfied.

More are satisfied that EDDC keep them informed about things that matter to them, with 67% satisfied. However, a little more than a fifth (21%) are dissatisfied with this. This is after a 2p.p increase in satisfaction since Q3.

Some 63% are satisfied that they are treated fairly and with respect, a 7p.p fall in satisfaction from its highest recorded level last quarter at 71%. However, there has also been a fall in dissatisfaction, of 5p.p, from 20% to 14%.

Finally, two thirds (66%) of tenants said that EDDC is easy to deal with, a 2p.p decrease since Q3, down from 68%. Over a fifth (22%) are dissatisfied and 12% were neutral.





Effective Handling of Complaints



Effective Handling of Complaints

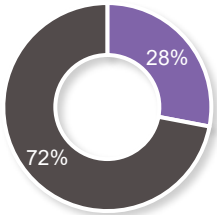
More than a quarter (28%) of tenants said they have made a complaint in the last 12 months.

Just over a quarter of those are satisfied that their complaint was handled well. This is a 9p.p decrease in satisfaction since last quarter, when this measure was at its highest recorded satisfaction level.

Almost two thirds (63%) are dissatisfied with 37% very dissatisfied and 26% fairly dissatisfied. This is an increase in dissatisfaction of 8p.p since Q3.

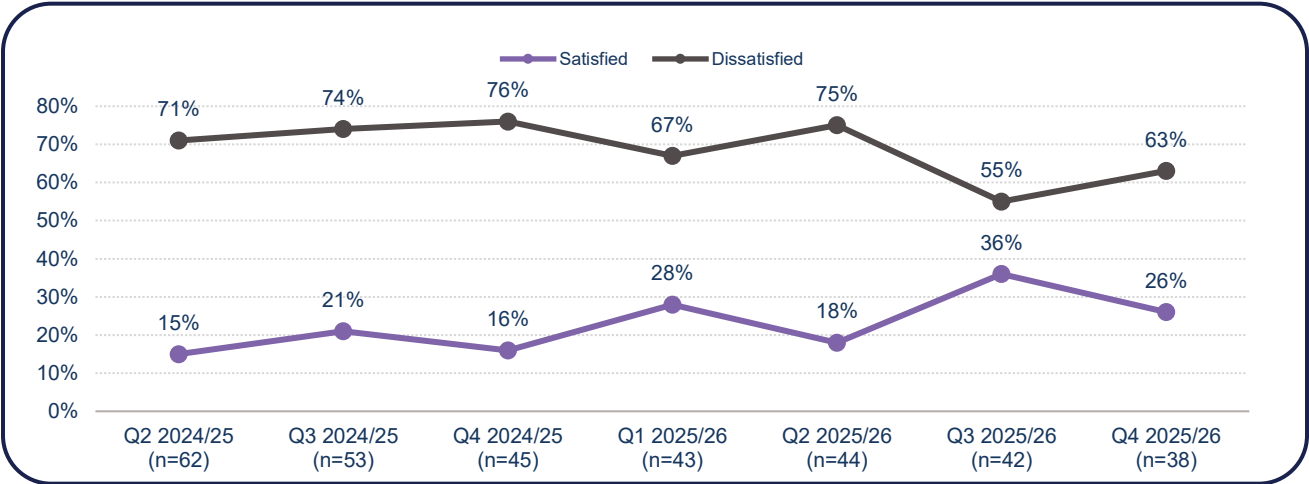
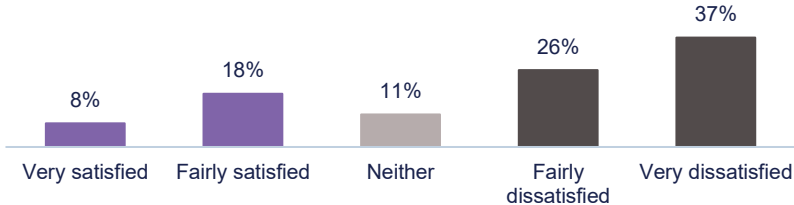
Satisfaction with the complaints handling process has always scored lower than other indicators, with residents struggling to identify what a complaint is and whether it has been resolved. The new Housing Ombudsmen Code should hopefully provide some clarity.

Complaint in last 12 months



■ Yes ■ No

Satisfaction with Complaints Handling





Wellbeing



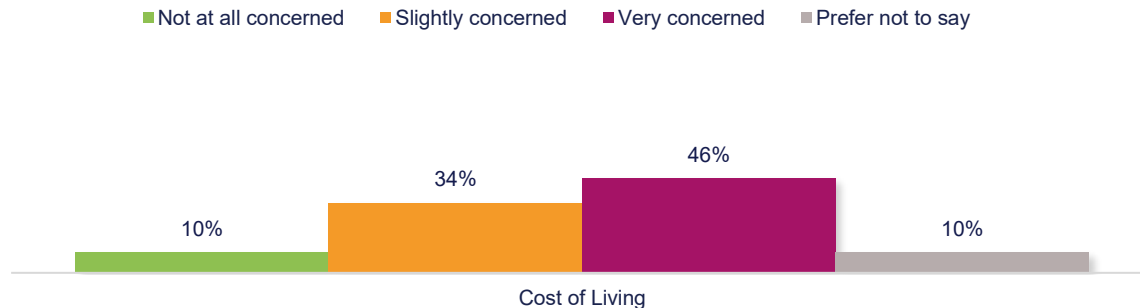
Cost of Living

Eight out of ten tenants (80%) say they are concerned about the cost of living, 46% are very concerned, and a further 34% are slightly concerned. There are just 10% of tenants who are not concerned at all, with a further 10% preferring not to say.

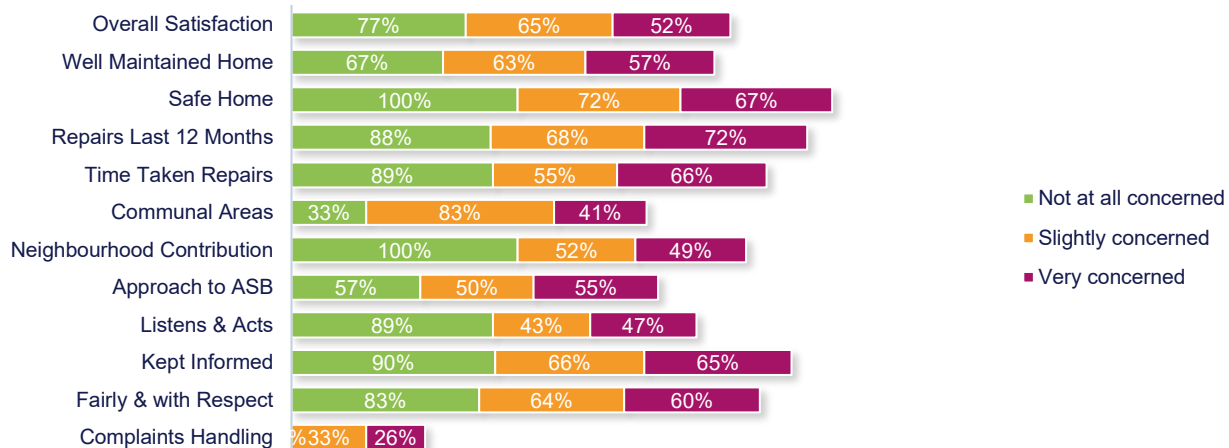
There is a theory that those struggling financially are often less satisfied with the services they receive, and this does appear to be the case here. The chart shows that those who are very concerned are less satisfied than other tenants, with just 52% being satisfied with the overall service.

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



Cost of Living Concern & Satisfaction





Trends



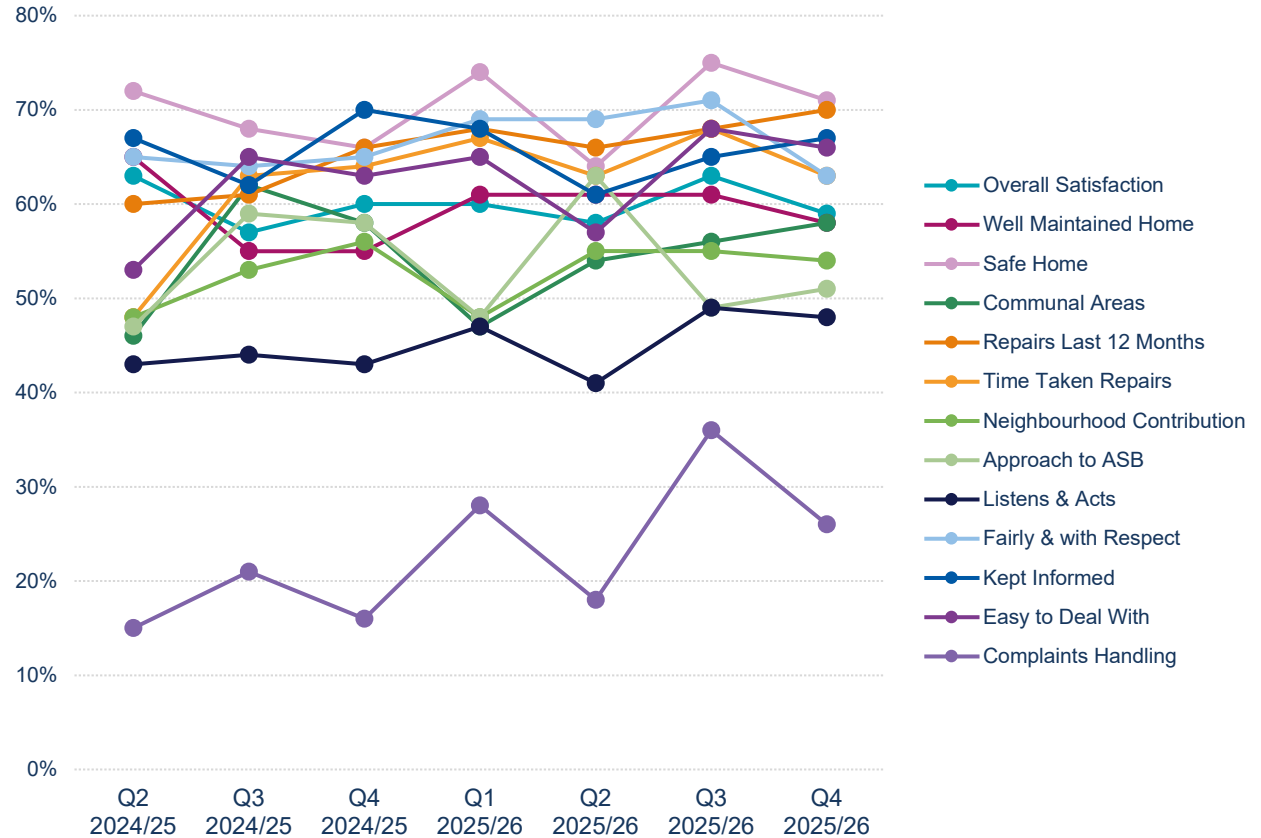
Trends Over Time

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

In Q4, nine measures have fallen in satisfaction, with the biggest decrease being for complaints handling (down by 9p.p), followed by tenants being treated fairly and with respect (down by 7p.p), time taken to complete repairs (down by 5p.p), safety of the home and overall satisfaction (both down by 4p.p), maintenance of the home (down by 3p.p) and EDDC being easy to deal with and how tenants are listened to, neighbourhood contribution, and have their views acted upon (all down by 2p.p).

Four measures have seen an increase this quarter with the largest change for tenants being kept informed, repairs over the last 12 months and approach to ASB (all up by 2p.p), followed by maintenance of communal areas (up by 1p.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.

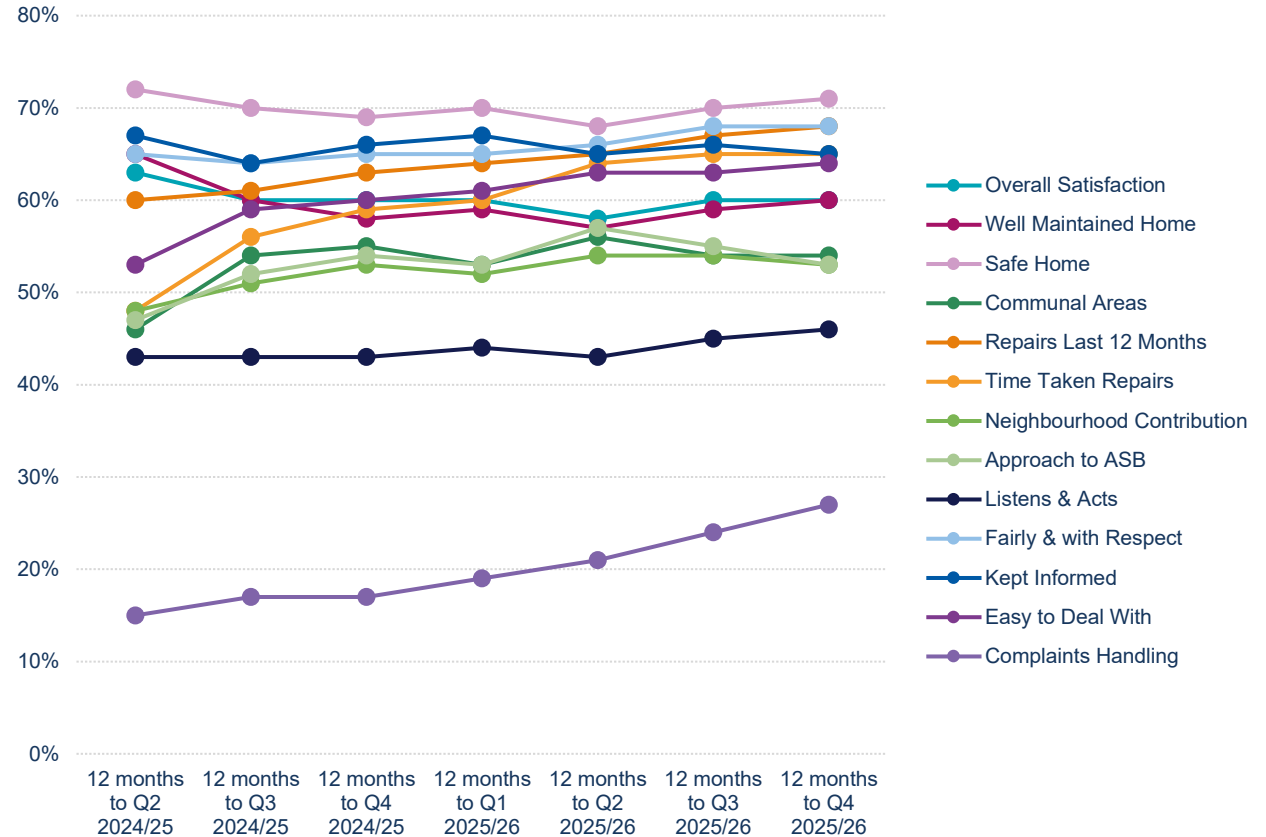




12 Month Rolling Averages

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.

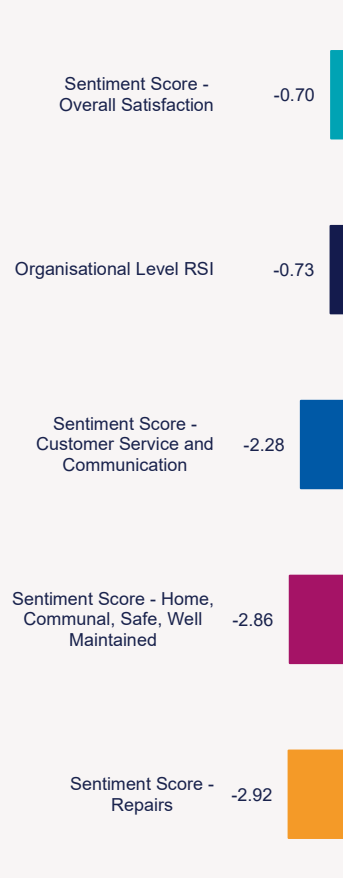
The trend lines shown here are flatter and are less subject to quarterly changes. These changes are small and it is interesting that despite the fall in satisfaction for complaint handling in Q4, the rolling average is up a little.





Summary

Sentiment Scores



Sentiment Summary



Overall Satisfaction

Tenants report dissatisfaction with repair delays, poor communication, and unresolved mould and damp issues. Tenants also report safety concerns, inadequate contractor performance, and inconsistent maintenance, especially for windows, roofs, and communal areas. Some praise responsive staff and timely minor repairs, yet many experience ongoing problems affecting health and wellbeing. Accessibility and anti-social behaviour support were also criticised. Overall, while rent and housing quality receive some positive remarks, repair services and tenant engagement are highlighted as major areas needing improvement.

The Home

Survey respondents highlight many issues with property maintenance, including overgrown communal areas, blocked gutters, and poor cleaning. Many report serious mould and damp problems affecting health, alongside delays and poor communication regarding repairs. Windows and kitchens are often outdated or damaged, with some properties suffering subsidence and broken fixtures. Safety concerns arise from non-functional lighting, broken floorboards, and unsuitable doors, while persistent cannabis smell in communal areas adds discomfort. Overall, dissatisfaction stems from neglected upkeep and slow, ineffective repairs.

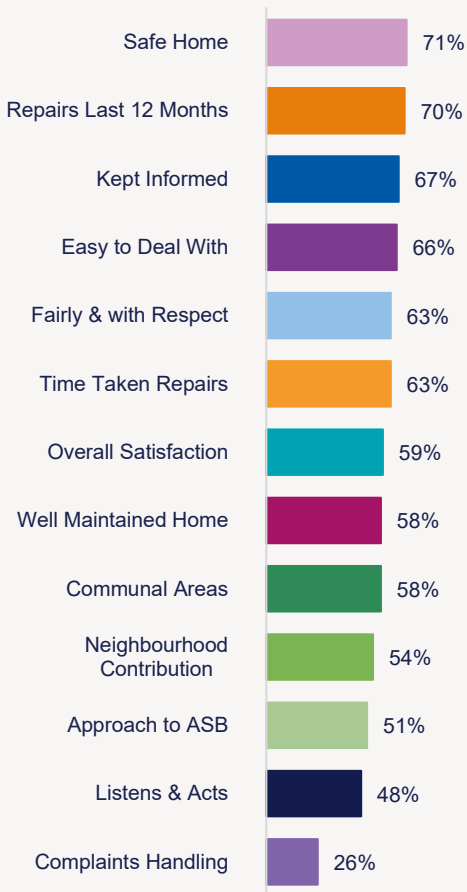
Repairs

There is some dissatisfaction with repair services, highlighting prolonged delays, poor communication, and incomplete or substandard work. Many tenants report issues such as recurring mould, damp, and unresolved water leaks. There is frequent criticism of contractors' lack of expertise and coordination, causing repeated visits and frustration. Safety concerns arise from delayed door replacements and unresolved structural faults. Overall, respondents perceive maintenance as ineffective, with temporary fixes and inconsistent responses undermining confidence in service delivery.

Customer Service & Communication

The survey reveals dissatisfaction with communication and customer service, highlighting poor responsiveness, inconsistent follow-ups, and inadequate appointment scheduling. Many tenants feel ignored, with reports of repairs delayed over a year and unaddressed antisocial behaviour. There are concerns about ineffective handling of complaints, lack of direct contact, and insufficient updates on works. While contractor professionalism is praised, overall coordination and information-sharing across departments are criticised, causing frustration and distrust among residents.

Satisfaction with Measures



Summary & Recommendations



This report is based on the findings from the East Devon DC (EDDC) survey, with separate reports for Exeter CC and Mid Devon DC. At the close of the survey, 135 completed surveys were received, plus a further six incomplete surveys, which are required to be included by the Regulator. The split of 20%/80% was also achieved, with 30 completed online and 111 by telephone interview. This report also includes comparisons with the previous quarterly surveys.

Overall satisfaction is at 59%, this sitting in the middle of the range of measures with the highest satisfaction for the provision of a safe home (71%) and repairs over the last 12 months (70%). However, seven of these measures have satisfaction levels less than 60%, with just 48% satisfied with the way the Council listens to tenants' views and acts upon them and 26% with the handling of complaints.

Nine of the thirteen measures have seen a decrease this quarter, with the biggest decrease being for complaints handling (down by 9p.p), followed by tenants being treated fairly and with respect (down by 7p.p), time taken to complete repairs (down by 5p.p), safety of the home and overall satisfaction (both down by 4p.p). The remaining four measures increased this quarter with the largest change for tenants being kept informed, repairs over the last 12 months and approach to ASB (all up by 2p.p), followed by maintenance of communal areas (up by 1p.p).

Recommendations

Repairs

Tenants who were not satisfied with the repairs service in the last 12 months were asked to describe their specific experiences, and many highlighted wait times and incomplete jobs as a concern. EDDC may wish to review these concerns to see if jobs were complete right the first time and within target, particularly for ongoing issues such as damp, mould, roofing, and heating. It is important to prioritise any cases involving damp and mould because tenant safety and well-being could be greatly affected in light of the introduction of Awaabs Law.

Communication

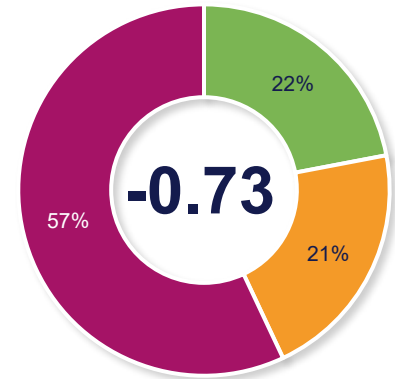
Tenants report ongoing communication issues, including limited follow-up and difficulty contacting staff. Improving accessibility for communication with staff, providing regular updates on repair progress, and ensuring clear, consistent information would help strengthen trust and improve overall tenant satisfaction.



Sentiment

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

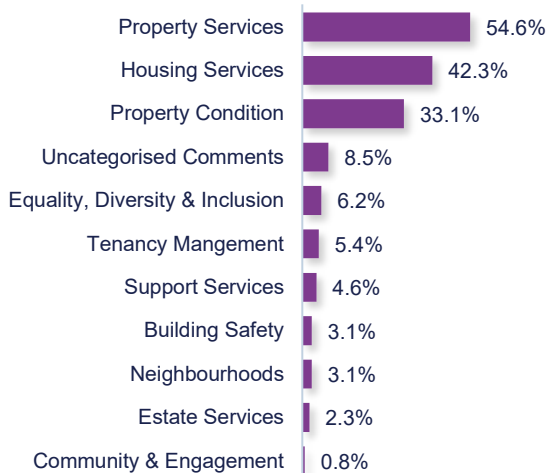
Overall Satisfaction

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

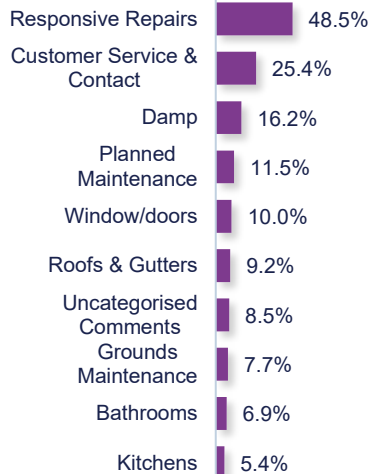
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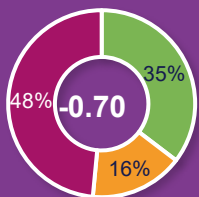
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	59	52.2%	-1.64
Quality of Work / Service	21	18.6%	-2.00
Resolution	20	17.7%	-3.90
Communication / Transparency	17	15.0%	-3.12
Subcategory, no attribute (yet)	17	15.0%	-1.29
Satisfaction	15	13.3%	+2.73
Listening / Acting	8	7.1%	-3.50
Staff Conduct	7	6.2%	+4.43
Effort	6	5.3%	-1.17
Safety	5	4.4%	-5.00
No Comments	4	3.5%	0.00
Accountability	2	1.8%	-5.00
Appointments / Convenience	2	1.8%	-5.00
Accessibility	1	0.9%	-5.00
Empathy	1	0.9%	-5.00
Fairness	1	0.9%	-3.00
Trust	1	0.9%	-5.00
Worker Conduct	1	0.9%	+5.00
Consistency			-



Tenants report persistent issues with repairs, especially regarding mould, dampness, broken windows, leaking roofs, and outdated or unsafe facilities, often waiting months or years for fixes. Communication problems are frequent; tenants highlight inadequate follow-up, unclear information, and difficulties contacting housing officers.

Several mention contractors' poor workmanship and scheduling inefficiencies, leading to frustration and repeated repair requests. Some tenants express satisfaction with maintenance responsiveness, cleanliness, and supportive housing officers, particularly in cases of disability or health needs. However, accessibility and safety concerns persist, including issues with communal areas, pest control, and security. Longstanding problems like faulty heating, substandard kitchens, and external building deterioration remain unresolved for many. While some tenants appreciate affordable rent and location, the lack of funding and slow progress on larger repairs is a widespread concern. Overall, tenant sentiment ranges from gratefulness for housing provision to dissatisfaction with repair management and communication, impacting their quality of life and trust in services.

■ Positive ■ Neutral ■ Negative

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

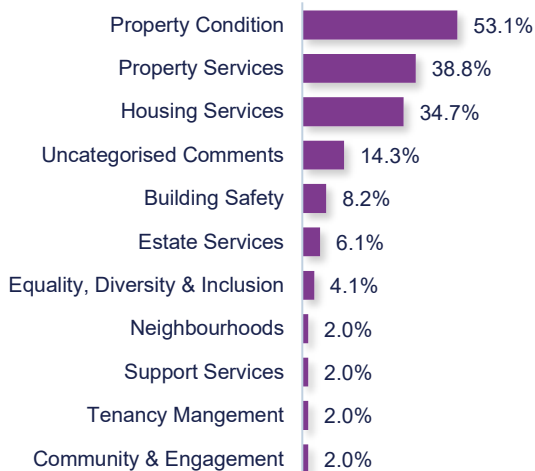
The Home

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?

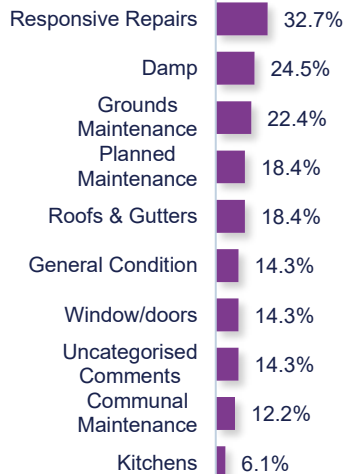
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Categories

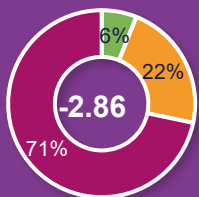


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	14	38.9%	-3.71
Quality of Work / Service	13	36.1%	-3.69
Subcategory, no attribute (yet)	7	19.4%	-3.29
Communication / Transparency	4	11.1%	-1.25
Safety	3	8.3%	-1.00
Listening / Acting	2	5.6%	-4.00
Resolution	2	5.6%	-5.00
Effort	1	2.8%	-5.00
Empathy	1	2.8%	-5.00
Fairness	1	2.8%	-5.00
Satisfaction	1	2.8%	-3.00
Trust	1	2.8%	0.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Staff Conduct			-
Worker Conduct			-
No Comments			-



Issues with the home include overgrown gardens and pathways, infrequent grass cutting, and litter accumulation, leading to unkempt and sometimes unsafe communal spaces. Many respondents report persistent mould and damp problems inside their homes, including wet walls, ceilings, and bedrooms, exacerbated by poor ventilation and blocked gutters.

Other concerns include repairs being delayed, with the perception that some jobs leave tenants waiting months or years, and communication about maintenance is often poor. Several tenants mentioned outdated and damaged features such as windows, kitchens, and plumbing, with some homes showing structural concerns like subsidence and broken floorboards. Safety is generally not questioned, though some find the environment uncomfortable due to cannabis smoke and heavy fire doors unsuitable for disabled residents. Tenants with children express concern over the condition of play areas and garden spaces.

Some feel neglected compared to others receiving upgrades and express frustration over perceived mismanagement and funding issues, highlighting a need for more responsive and proactive upkeep.

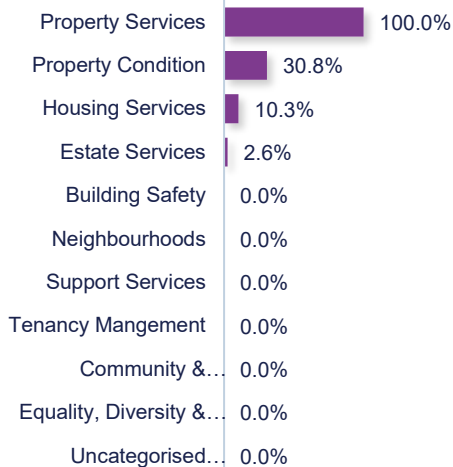
Repairs & Maintenance

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

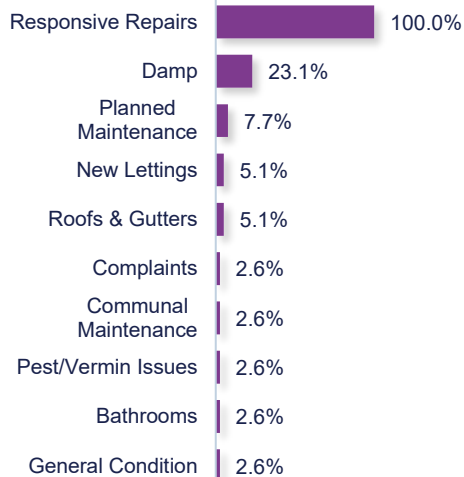
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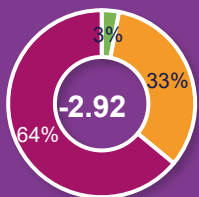
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	17	43.6%	-3.12
Communication / Transparency	10	25.6%	-3.50
Resolution	9	23.1%	-4.22
Subcategory, no attribute (yet)	8	20.5%	-1.63
Quality of Work / Service	6	15.4%	-1.33
Appointments / Convenience	2	5.1%	-5.00
Safety	2	5.1%	-5.00
Effort	1	2.6%	0.00
Listening / Acting	1	2.6%	-5.00
Worker Conduct	1	2.6%	-5.00
No Comments	1	2.6%	0.00
Accessibility			-
Accountability			-
Consistency			-
Empathy			-
Fairness			-
Satisfaction			-
Staff Conduct			-
Trust			-



Tenants reported that repairs either took an excessively long time to complete or were left unfinished, leading to recurring problems such as damp, mould, leaks, and malfunctioning heating systems. Several respondents noted contractors' lack of expertise, inconsistent assessments, and temporary fixes that fail to address root causes, especially with older properties needing better maintenance and ventilation.

Communication breakdowns are widespread; customers often receive little or no follow-up after reporting issues, experience unannounced visits, or struggle to get timely responses via calls or emails. Multiple comments indicate frustration with contractors not ordering parts promptly, sending inappropriate tradespeople, or neglecting urgent repairs, sometimes forcing residents to repeatedly chase progress. Safety concerns were also raised, including delayed door replacements and prolonged water leaks affecting living conditions.

While some appreciate quality workmanship when it occurs, the overall experience is overshadowed by inefficiency, poor coordination between council and contractors, and a sense that repairs are not prioritised adequately.

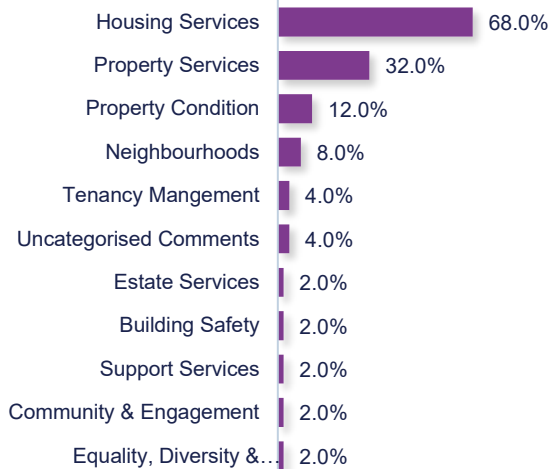
Customer Service & Communication

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

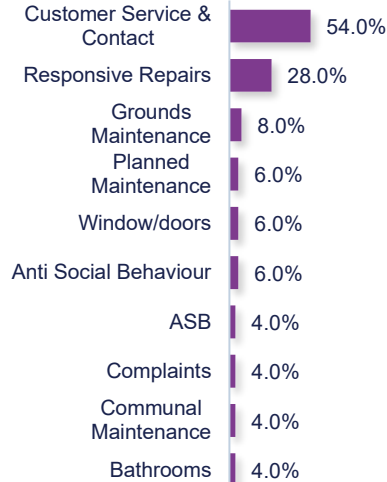
Base Size: 50



Categories

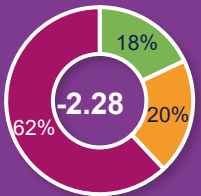


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Communication / Transparency	17	35.4%	-0.94
Subcategory, no attribute (yet)	13	27.1%	-4.08
Timeliness / Responsiveness	7	14.6%	-4.29
Listening / Acting	6	12.5%	-5.00
Staff Conduct	5	10.4%	-1.00
No Comments	5	10.4%	-1.00
Appointments / Convenience	4	8.3%	-3.00
Effort	4	8.3%	-1.25
Quality of Work / Service	3	6.3%	-0.67
Resolution	3	6.3%	-3.33
Consistency	2	4.2%	-5.00
Empathy	1	2.1%	-5.00
Satisfaction	1	2.1%	+5.00
Worker Conduct	1	2.1%	+3.00
Accessibility			-
Accountability			-
Fairness			-
Safety			-
Trust			-



The survey responses highlight some dissatisfaction with customer service and communication. Tenants report poor communication, including lack of updates, missed or unconfirmed appointments, and inability to speak directly with the right personnel. Delays in repairs—sometimes exceeding a year—are common, with many complaints ignored or dismissed. Tenants express frustration over being passed between departments without resolution, inconsistent follow-ups, and inadequate responses to repair requests and antisocial behavior reports. Several responses indicate that official communications are ineffective, with letters not received and insufficient notice given for works or inspections. Some tenants feel their concerns, especially about housing conditions, mental health, and safety, are not taken seriously. Positive remarks are mainly directed at engineers and frontline workers, contrasting with office staff perceived as unhelpful or unresponsive. Additionally, issues with online systems, including rent payment difficulties and raising repairs, were noted.

Overall, the community feels neglected, poorly informed, and unsupported, with many citing a lack of professionalism and empathy from the management and customer service teams.

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.



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:
Denise Raine: denise.raine@arap.co.uk

Acuity
Tel: 01273 287114
Email: acuity@arap.co.uk
Address: PO Box 395, Umberleigh, EX32 2HL

