



East Devon District Council

TSM Annual Report 2024/25

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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. 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 EDDC was to complete 522 surveys for the year using a mixture of online surveys and telephone interviews on a 20%/80% split. This is the annual report combining the results from the three quarterly surveys completed during 2024/25. The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and are required annually from now on.

The surveys started in August 2024 and have been running every quarter since then, with 549 interviews carried out across the three quarters, of which 24 were incomplete and are required to be included by the Regulator. The split of 20%/80% was also achieved with 116 online responses and 433 by telephone interview.

The survey is confidential, and the results are sent back to the EDDC anonymised unless tenants give their permission to be identified. 74% of tenants did give permission to share their name, and 92% of these tenants are happy for EDDC to contact them to discuss any issues they raised.

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

- Provide information on tenants' perceptions of current services
- Compare the results across the three quarterly surveys
- Compare the results with other landlords submitting results to the Regulator
- Report to the Regulator annually as required.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with over 2,500 and under 10,000 properties achieve an annual sampling error of at least $\pm 4\%$ at the 95% confidence level. For the EDDC, 525 completed responses were received this year, and this response is high enough to conclude that the findings are accurate to within $\pm 4.0\%$, so, meeting the required margin of error.

Note: The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the results file 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.

60%

Overall Satisfaction

Satisfaction with the overall service has risen 3 percentage points (p.p) to 60%.

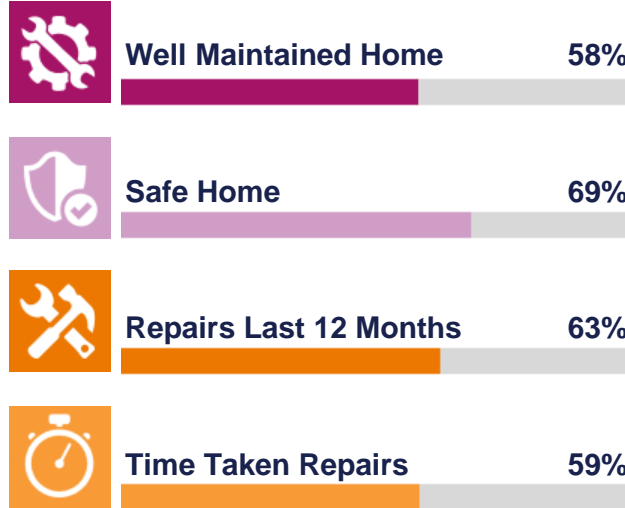
The highest ratings in Q4 are for the provision of a safe home (69%), how the Council treats its tenants fairly and with respect (65%) and repairs in the last 12 months (63%).

However, two measures fall below 50% satisfaction, these being the way EDDC listens to tenants' views and acts upon them (43%), and just 17% are satisfied with the handling of complaints.

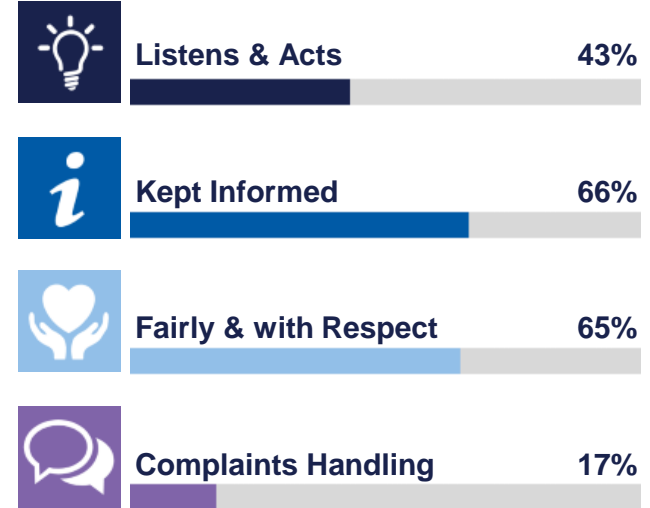
The report focuses on the headline figures but also includes comments from the tenants to help understand the reasons behind the scores and a breakdown of the results by different subgroups.

2024/25 TSM Key Metrics (LCRA)

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Annual Summary



Annual Satisfaction & Dissatisfaction

At the end of the year, it is possible to look at the annual results to help understand what is driving satisfaction at EDDC. The charts summarise the key results from 2024/25. This section, therefore, combines the results from the three surveys carried out during the year.

Sometimes, where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

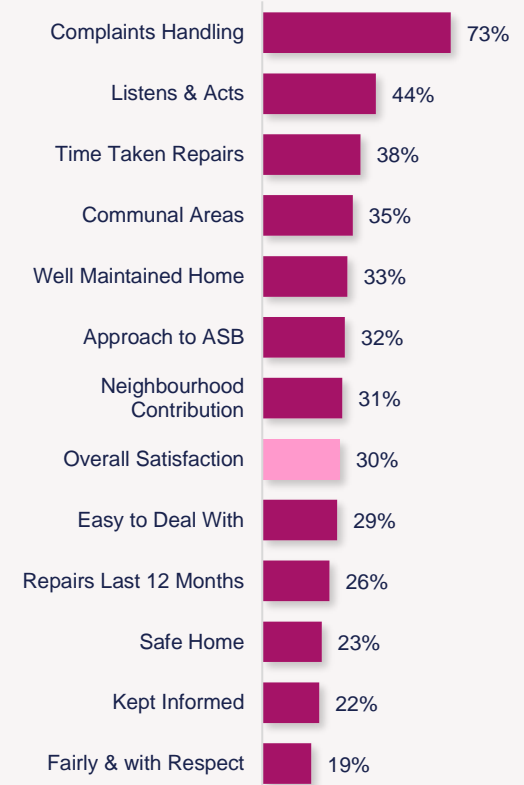
For EDDC, it generally follows that measures with high satisfaction also have low dissatisfaction, and vice versa.

In terms of dissatisfaction, around a third are dissatisfied overall, but for the way the Council listens to tenants' views and acts upon them and handles complaints, there are more dissatisfied than satisfied, 44% and 73% respectively.

Satisfaction with Measures 2024/25



Dissatisfaction with Measures 2024/25





Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction. Each landlord has a unique pattern of influence.

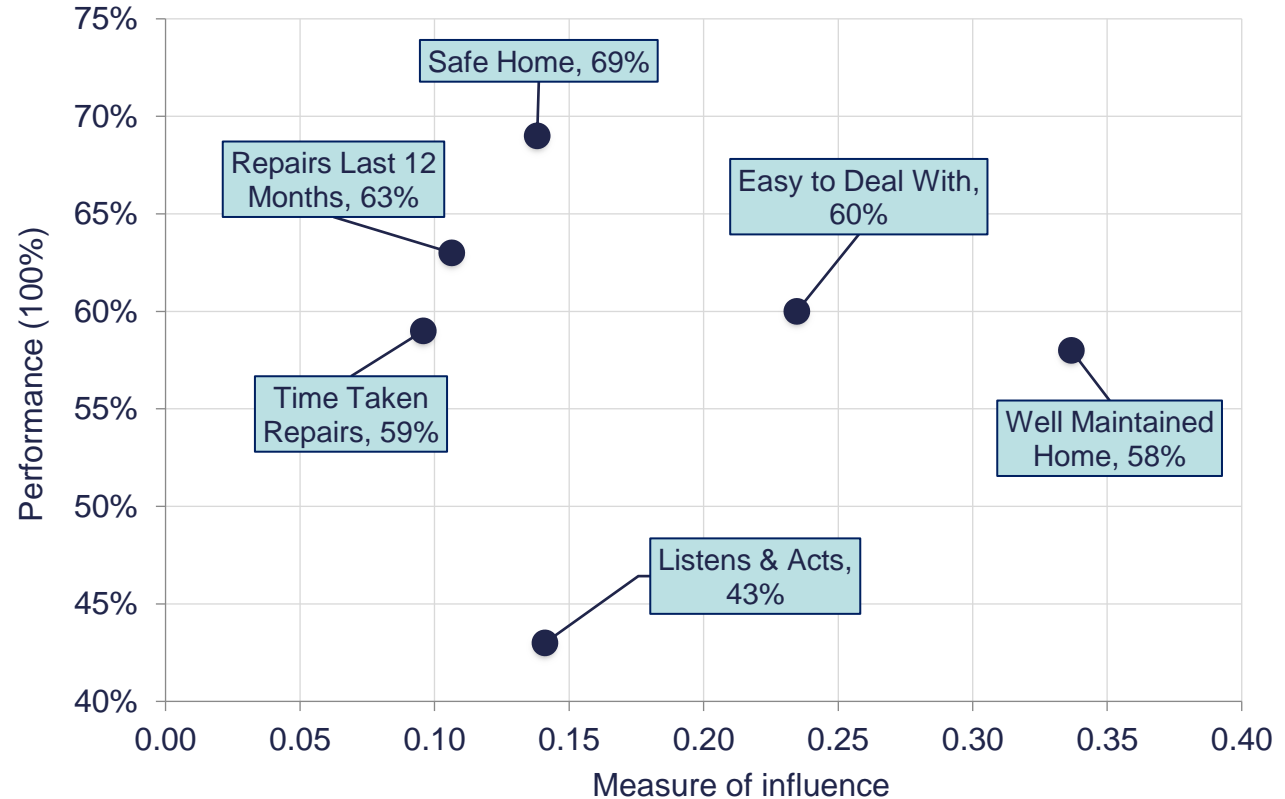
When combining all the results for 2024/25, the most important driver for tenants' satisfaction with the overall service is that they have a well-maintained home.

Other important drivers included:

- Being easy to deal with
- Listening to tenants' views and acting upon them
- Providing a safe home
- Repairs in the last 12 months
- Time taken to complete repairs

This analysis implies that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided.

Annual Key Driver Analysis – Overall Satisfaction



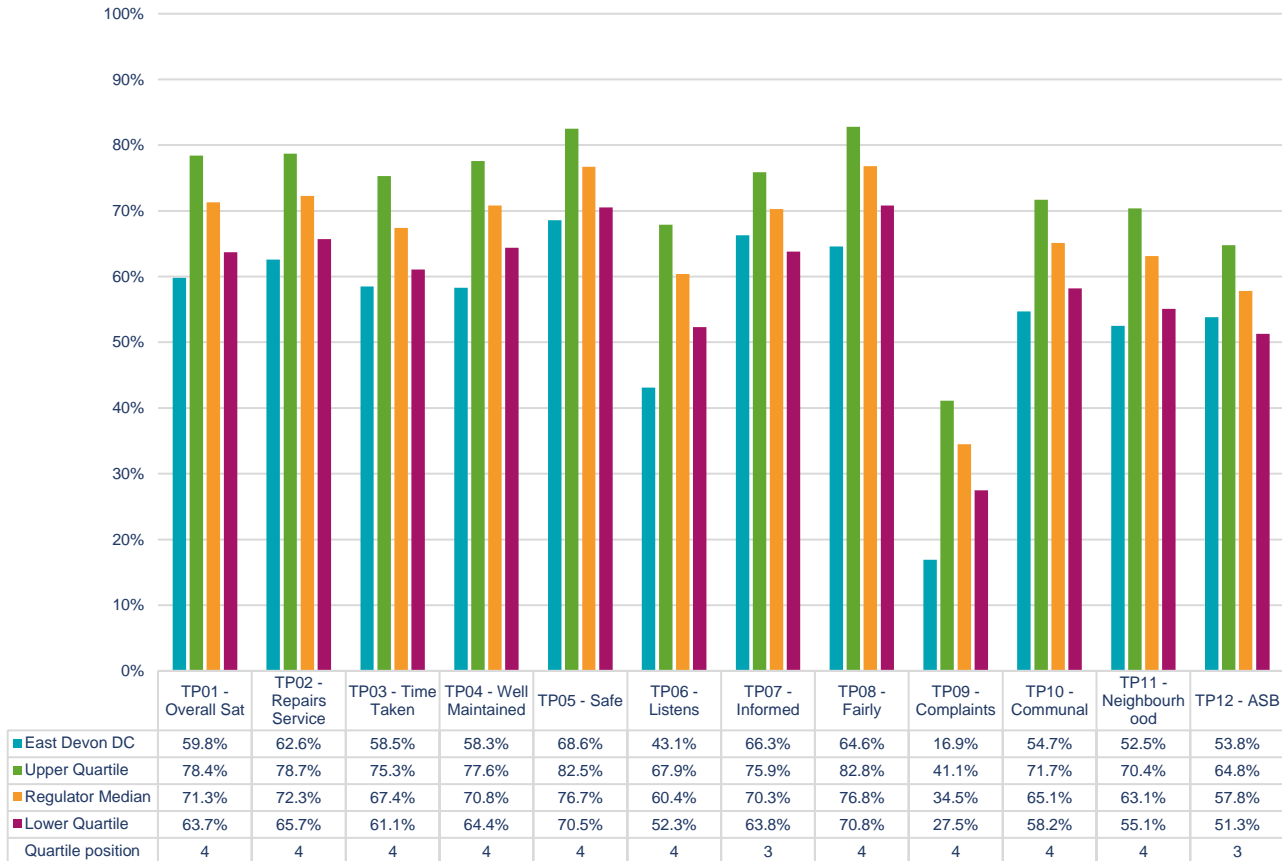
Benchmarking – TSM results 2023/24 (LCRA)



All registered providers with over 1,000 units were required to submit their TSM results for 2023/24 to the Regulator of Social Housing by the end of June 2024. The full set of results was then released later in the year, so it is possible to compare the results from EDDC against these. The results shown are from the LCRA customers only.

EDDC find themselves in the lower quartile with the majority of the TSM measures, with all but two measures in this quartile. The remaining two measures fall into the third quartile, these are keeping tenants informed about things that matter to them and satisfaction with the approach to handling ASB.

Overall satisfaction with the service is in the fourth quartile and currently 3.9p.p away from climbing into the third quartile.



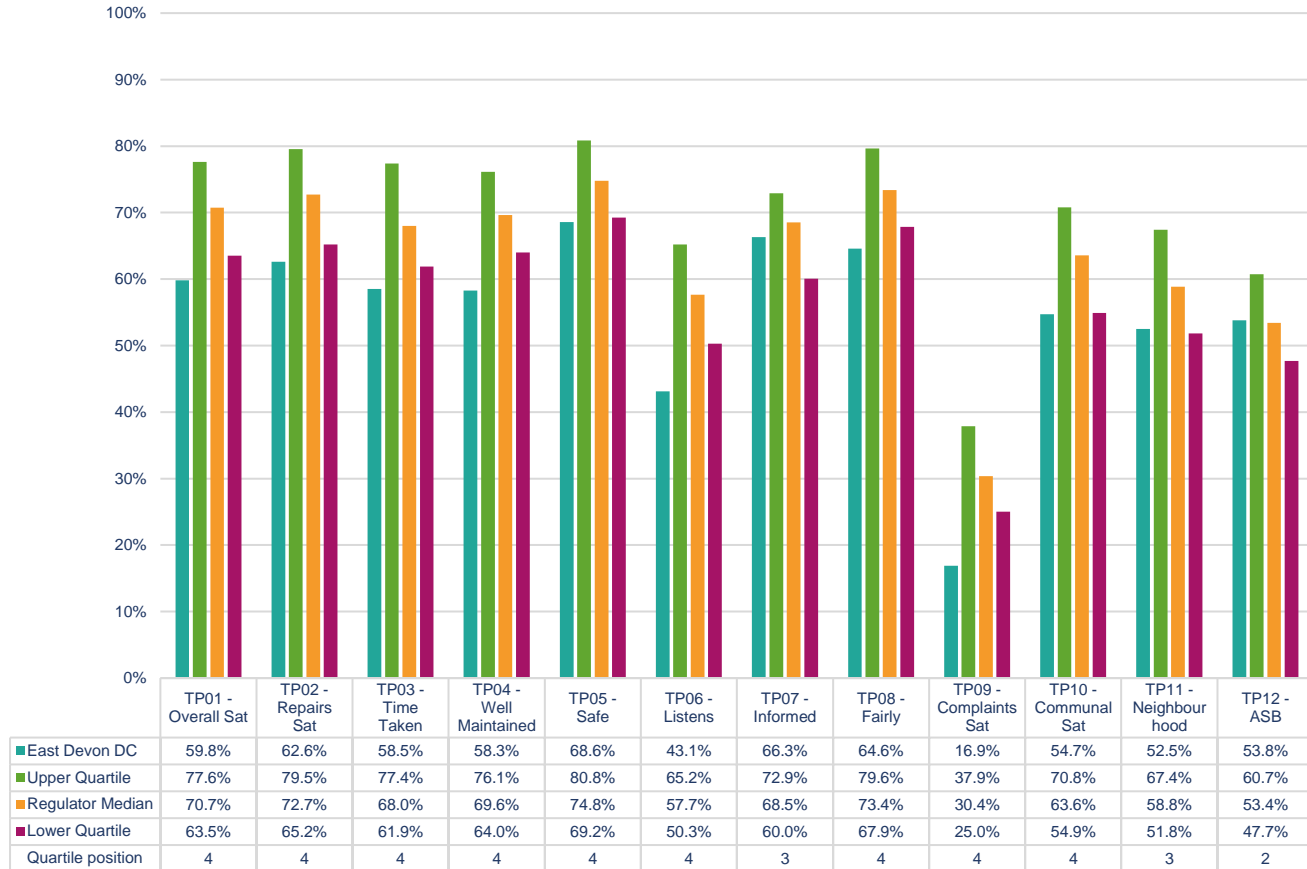


Benchmarking – TSM results 2023/24 (Councils under 10,000 properties)

Given that EDDC is a Council with under 10,000 properties, it is appropriate to compare the results against other councils of a similar size, and the chart shows the differences against the quartile positions.

When compared against this group, EDDC find themselves again mainly in the lower quartile, with all but three measures in this quartile.

The approach to ASB is the only measure above the median in the second quartile. Both the neighbourhood contribution and keeping tenants informed are in the third quartile.





National Context

When considering the results, the national context and external factors must also be taken into account.

For example:

- The ongoing cost of living crisis
- New government, political changes, and a changing legislative landscape
- Uncertainty about the future
- Wider economic challenges

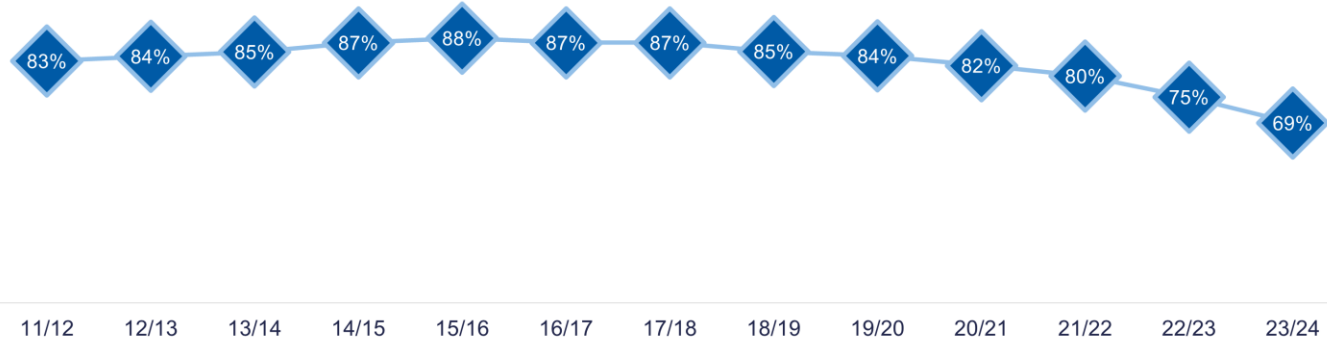
Satisfaction is based on perception rather than specific values so it can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members with a peak in 2015/16 and a slow decline since; this started even before the disruption caused by the pandemic.

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF median - general needs)





Wellbeing



Cost of Living

Cost of Living Concern

■ Not at all concerned ■ Slightly concerned ■ Very concerned ■ Prefer not to say

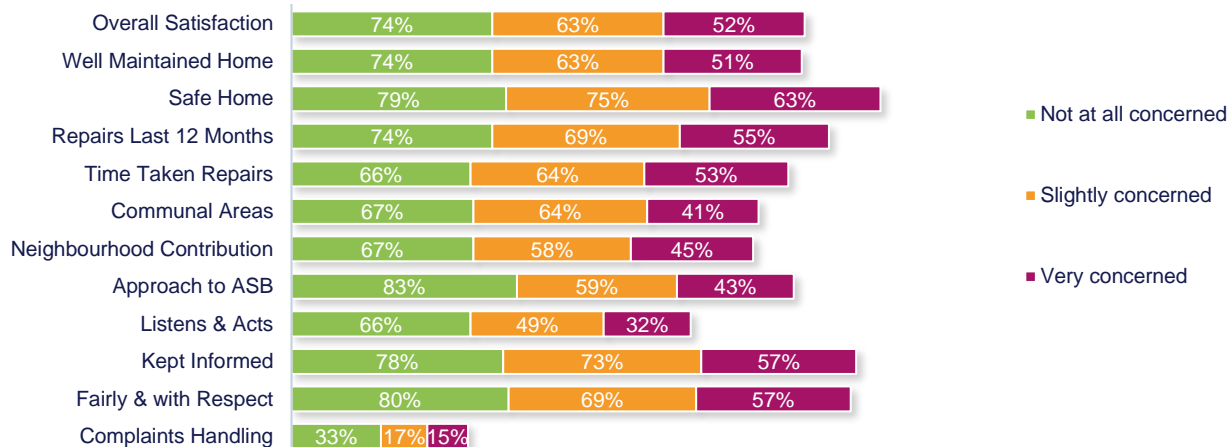


Over eight out of ten tenants say they are concerned about the cost of living, 48% are very concerned and a further 33% are slightly concerned. There are just 12% of tenants who are not concerned at all, with a further 7% preferring not to say.

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. Those not at all concerned about the cost of living are 74% satisfied with the overall service provided, compared with just 52% of those who were very concerned.

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

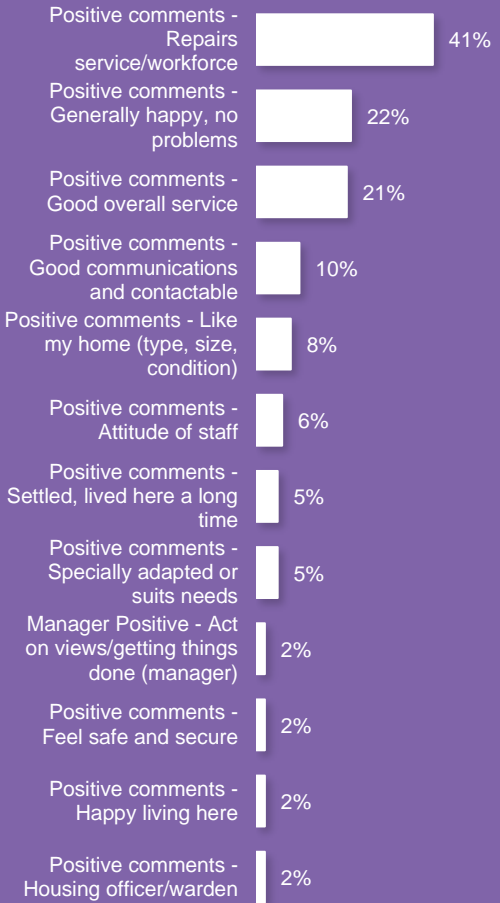




Further Insight



Comments - Overall Satisfaction (Very Satisfied)



Summary

For those very satisfied with the overall service provided by EDDC, 130 tenants responded to say why. As you would expect, these responses reveal a generally positive sentiment towards the services provided by EDDC, particularly about the repair service and workforce. A significant number of respondents express satisfaction with the promptness and efficiency of repair services, noting that issues are typically resolved quickly and effectively. Many highlight the professionalism and friendliness of the staff, both in person and over the phone, which contributes to a positive tenant experience.

Long-term tenants, some with over 20 years of residency, frequently mention their contentment with their homes and the Council's responsiveness to their needs. Several respondents appreciate the supportive nature of the Council, especially during challenging personal circumstances, such as health issues or financial difficulties. The presence of mobile support officers and regular communication from housing officers are also noted as beneficial aspects of the service.

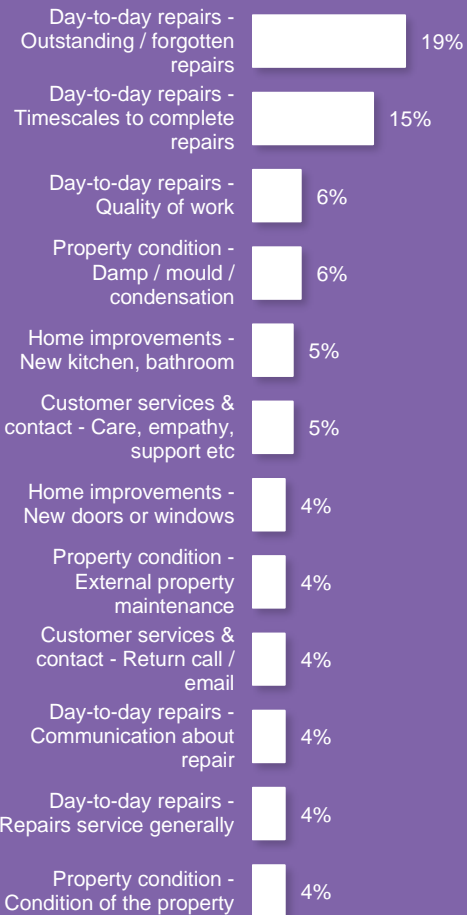
However, there are a few critical comments regarding specific experiences, particularly concerning the treatment of tenants in temporary accommodation and issues related to property conditions, such as damp and mould. While most respondents report no significant problems, a minority express dissatisfaction with the handling of certain repairs or the overall living conditions.

Overall, the feedback indicates a good level of trust and appreciation for the Council's services, with many respondents feeling valued and well-cared for. The consistent theme of prompt service and effective communication suggests that these are key strengths of the Council's operations. Addressing the few negative experiences mentioned could further enhance tenant satisfaction and loyalty.





Comments - Overall Satisfaction (Neutral)



Summary

For those neither very satisfied nor very dissatisfied (256), there is some dissatisfaction regarding the maintenance and repair services provided by the Council. One theme is the lack of effective communication, with many respondents expressing frustration over delayed responses, unfulfilled promises, and inadequate follow-up on reported issues. Tenants frequently report waiting extended periods, sometimes years, for repairs to be completed, with some stating that they had to repeatedly contact the Council to get updates or action on their requests.

Many respondents highlight specific issues with the quality of repairs, noting that work is often poorly executed or incomplete. There are complaints about the contractors being sent for specific jobs, with several tenants mentioning that the wrong specialists were dispatched, leading to unresolved issues. The need for better-trained and more reliable contractors is a common sentiment.

Damp and mould are significant concerns, with numerous tenants reporting ongoing problems that had not been adequately addressed despite multiple complaints. Issues with heating, insulation, and general upkeep of properties are also prevalent, indicating a broader need for improvements in property maintenance.

Additionally, there are calls for more transparency and regular updates regarding the status of repairs and maintenance work. Tenants express a desire for the Council to take their concerns seriously and to ensure that promised work is completed promptly. Overall, the feedback indicates a need for the Council to enhance its communication strategies, improve the quality and efficiency of repairs, and ensure that tenants feel heard and valued in the process.





Comments - Overall Satisfaction (Very Dissatisfied)



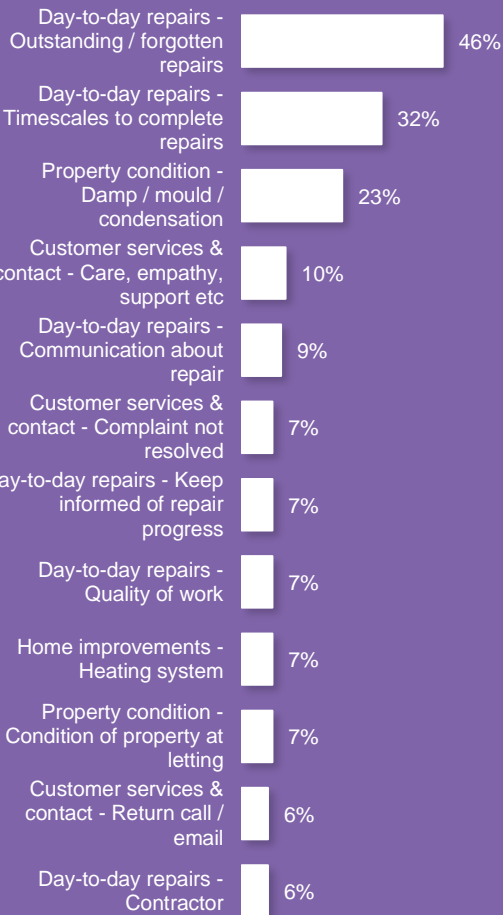
Summary

For those very dissatisfied, there is a recurring theme of a lack of effective communication, with many respondents expressing frustration over unreturned calls, inadequate updates on repair requests, and a general sense of being ignored. Tenants report long wait times for repairs, with some waiting over two years for essential work to be completed, such as addressing damp, mould, and structural issues

Many respondents highlight ongoing problems with damp and mould, which have persisted for years, affecting their health and living conditions. Issues with heating, plumbing, and electrical systems are also prevalent, with tenants reporting broken boilers, leaking roofs, and inadequate insulation. The sentiment among these tenants is that repairs are often poorly executed or incomplete, leading to further complications and the need for repeated visits from contractors.

Several respondents mention having to escalate their complaints to legal action or court due to the lack of response from the Council. The overall impression is one of neglect, with tenants feeling that their concerns are not taken seriously. The Council's failure to follow up on reported issues and the apparent disorganisation in handling repair requests contribute to a sense of frustration and helplessness among tenants.

Additionally, there are complaints about the quality of contractors sent to perform repairs, with some tenants describing them as unprofessional or lacking the necessary skills. The need for better organisation, communication, and timely action on repairs is a clear call from tenants, who feel that their living conditions are being compromised due to inadequate management practices.





Comments - Home or communal areas safe or well-maintained Comments



Number of Responses: 230

Summary

The responses from those commenting about their home and/or communal areas reveal dissatisfaction regarding property maintenance and communication with the Council. A recurring theme is the inadequate frequency and quality of maintenance, with many respondents expressing frustration over long wait times for repairs and the perception that issues are often only superficially addressed. Common complaints include persistent damp and mould problems, unsafe living conditions due to structural issues, and poorly maintained communal areas.

Many respondents highlight specific maintenance failures, such as broken windows, leaking roofs, and unkempt gardens, which contribute to a sense of neglect. The lack of regular cleaning in communal spaces and the overgrown state of outdoor areas are also frequently mentioned, with some tenants taking it upon themselves to maintain these spaces. The sentiment that the Council prioritises rent collection over property upkeep is prevalent, leading to feelings of frustration and helplessness among tenants.

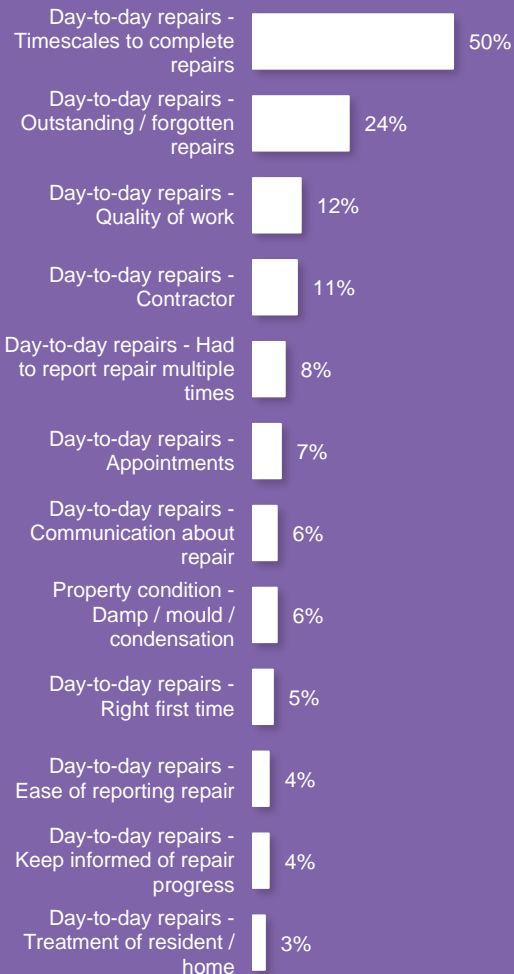
Communication issues are another critical concern, with tenants reporting that their repair requests often go unacknowledged or are poorly documented, necessitating repeated follow-ups. The perception of a lack of accountability from the Council and contractors further exacerbates tenant dissatisfaction. Some respondents note that they had to involve solicitors to prompt action on long-standing issues, indicating a breakdown in trust and responsiveness.

Overall, the survey highlights a pressing need for improved maintenance practices, better communication, and a more proactive approach to tenant concerns to enhance living conditions and restore confidence in the Council's commitment to property management.





Comments - Repairs



Number of Responses: 173

Summary

For those dissatisfied with the repairs service, there is a recurring theme of excessive time taken to address repairs, with many respondents reporting waits of several months or even years for issues to be resolved. Complaints highlight a lack of communication, with tenants often left in the dark about the status of their requests. Many respondents note that they had to repeatedly chase for updates, leading to frustration and a sense of neglect.

The quality of work is another major concern, with numerous comments indicating that repairs are often poorly executed or incomplete. Some respondents express dissatisfaction with the skills of the contractors, stating that many workers seemed unqualified or unfamiliar with the tasks at hand. This has resulted in repeated visits for the same issues, further prolonging the resolution process.

Several respondents mention specific instances of miscommunication between the Council and contractors, leading to confusion about appointments and the nature of repairs needed. There are also complaints about the contractors not adhering to scheduled visits, with some stating that workers would arrive unannounced or fail to show up entirely.

Health and safety concerns are raised, particularly regarding damp and mould issues, which have not been addressed promptly, affecting vulnerable tenants. Overall, the feedback indicates a need for improved communication, more efficient processes, and better training for contractors to enhance the quality of repairs and tenant satisfaction. The sentiment across the responses is one of frustration, with many tenants feeling undervalued and ignored in their requests for essential repairs.





Comments - Customer Service and Communication



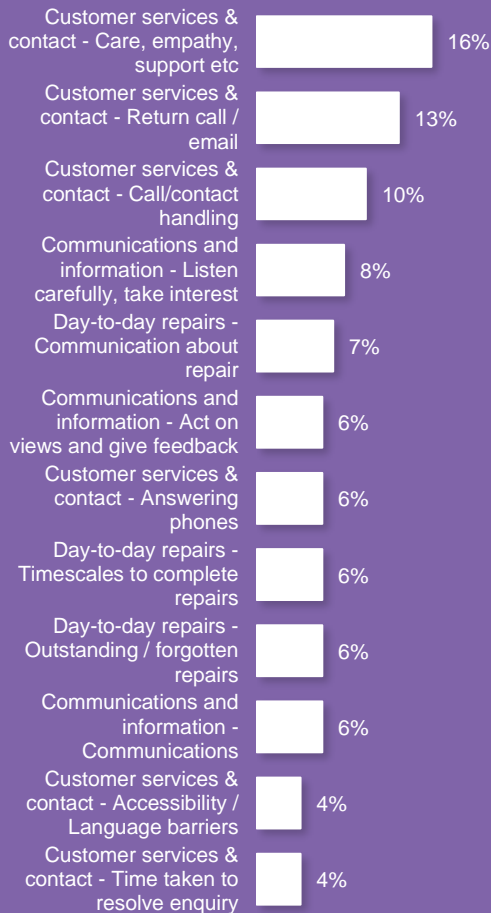
Summary

When asked about their experience with customer service, 236 left comments. These reveal dissatisfaction among some tenants regarding communication and repair services provided by EDDC. There appears to be a lack of effective communication; many respondents report difficulties in reaching the appropriate departments, receiving timely updates, or getting responses to their inquiries. Tenants express frustration over being passed between departments without resolution, with several noting that they often have to leave messages that go unanswered.

Repair services are another concern, with numerous respondents highlighting delays and failures in addressing urgent maintenance issues. Many report that repairs are either not completed or that the wrong contractors were sent to address specific problems. This has led to feelings of neglect, with tenants feeling that their safety and well-being are compromised due to unresolved issues, such as broken pipes and mould.

Additionally, there is a sentiment that the Council does not adequately listen to tenant feedback or take their concerns seriously. Many respondents mention that they feel ignored or that their complaints are not acted upon, leading to a sense of frustration and helplessness. The inconsistency in service quality, where some staff are described as helpful while others are perceived as rude or dismissive, further exacerbates the issue.

Overall, the feedback indicates a need for East Devon District Council to improve its communication strategies, enhance the efficiency of its repair services, and foster a more responsive and respectful relationship with tenants. The current state of affairs has left many tenants feeling undervalued and dissatisfied with the support they receive.





Trends



Quarterly Change 2024/25

The table shows the three quarterly results for 2024/25. Those in green show where the results have increased, and those in purple show where they have decreased.

It should be noted, however, that with a quarterly margin of error of around $\pm 7.3\%$, a change of more than 15 percentage points would be needed to be statistically significant, although any change can show a direction of travel. None of the changes in Q4 exceed this, but there were significant rises for communal areas and the time taken to complete repairs between Q2 and Q3.

Satisfaction with the overall service is up by 3p.p from 57% in Q4 to 60%, but is not back to the level seen in Q2, averaging out at 60% for the year.

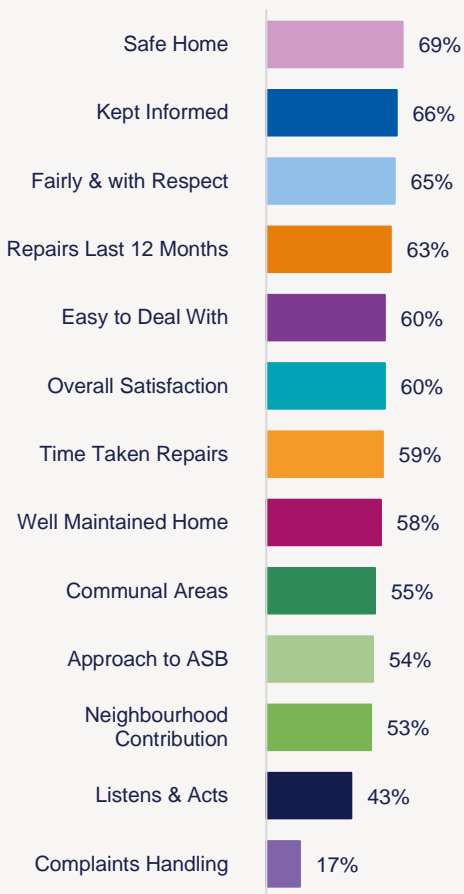
Six measures have risen in satisfaction in Q4, and six have decreased. One has remained the same.

	Q2 2024/25	Q3 2024/25	Q4 2024/25
Overall Satisfaction	63%	57% (-7)	60% (+3)
Well Maintained Home	65%	55% (-10)	55% (0)
Safe Home	72%	68% (-4)	66% (-1)
Communal Areas	46%	62% (+16)	58% (-4)
Repairs Last 12 Months	60%	61% (+0)	66% (+5)
Time Taken Repairs	48%	63% (+15)	64% (+1)
Neighbourhood Contribution	48%	53% (+5)	56% (+3)
Approach to ASB	47%	59% (+12)	58% (-1)
Listens & Acts	43%	44% (+1)	43% (-1)
Fairly & with Respect	65%	64% (-2)	65% (+1)
Kept Informed	67%	62% (-5)	70% (+9)
Easy to Deal With	53%	65% (+12)	63% (-1)
Complaints Handling	15%	21% (+6)	16% (-5)



Summary

Satisfaction with Measures



Conclusion

This is the annual report for EDDC with 525 completed interviews across three quarters during 2024/25. Satisfaction scores are generally good, with six measures having 60% satisfaction rates or above. The provision of a safe home by EDDC is the highest scoring metric with 69%, followed by being kept informed at 66% and being treated fairly and with respect at 65%.

However, seven measures score under 60%. These include the time taken to complete repairs (59%), the approach to anti-social behaviour (54%) and how EDDC listens and acts (43%). The lowest scoring metric is complaints handling at just 17%.

Although there has been positive news around the current cost of living crisis, over eight out of ten tenants say they are concerned about the cost of living, 48% are very concerned, and a further 33% are slightly concerned. There are just 12% of tenants who are not concerned at all, with a further 7% preferring not to say.

Several open-ended questions were included in the surveys to allow tenants to expand on their reasons for dissatisfaction and suggest improvements. The repairs service again features as the top theme in tenant comments, and in particular, the timescales to complete repairs, outstanding/forgotten repairs and the quality of repairs made. The condition of properties, including the presence of damp and mould, and the need for home improvements such as new kitchens or bathrooms, are also highlighted by some tenants. Others commented on maintenance issues relating to communal areas.

This report has also broken down satisfaction scores by different demographics and subgroups. This analysis can be seen in the following pages of the report, after the recommendations.





Recommendations

EDDC has commissioned Acuity to complete compliant surveys based on the TMS questions from the Regulator of Social Housing.

Surveys for 2024/25 were completed over three quarters and show good performance in some areas, but it has also highlighted areas where improvements could be made

In addition to the TSM questions, the comments made by tenants provide more insight into issues that concern them the most. These can help the EDDC target services for improvement as a priority.

Shown opposite are some recommendations, building on the results of previous surveys, that the council may wish to follow up on to help improve satisfaction in the future.

Listening to tenants

Listening to tenants and acting upon their views is not only a key driver of satisfaction with the overall service, but also a recurring theme in the qualitative feedback provided by tenants. This should be a priority area for EDDC moving forward, as it often underpins satisfaction in other service areas, for instance, complaints and repairs.

When considering how EDDC can improve how it listens to tenants, it must view this through the lens of managing tenant expectations effectively. In addition, it is not just about listening to tenants but also demonstrating that their voices are being heard. Regular updates and communications that address issues and relay expectations about time scales and outcomes are key to this.

Handling of Complaints

The handling of complaints is the lowest-performing metric in the survey. Around 160 tenants said that they had made a complaint in the past 12 months and responded to this question. It is important that tenants feel confident that any complaint they make will be taken seriously and dealt with effectively and in good time. Clear communication about what constitutes a complaint and the management of expectations around how long it will take to resolve are also needed. Perhaps further training for both customer service and complaints staff would help to mitigate these issues.

Damp and mould

Some tenants reported damp and mould issues in their homes, which should be addressed as a matter of urgency to mitigate any health impacts as well as the deterioration of properties. One common concern for tenants is poor communication from EDDC after a report of damp and mould, with some tenants feeling unfairly blamed for the issue.

It may help to provide tenants with a leaflet or guide outlining steps they can take to reduce or prevent mould, such as proper ventilation and moisture control. Additionally, ensuring prompt site visits and clear communication throughout the process is vital. By addressing these issues quickly and transparently, EDDC can demonstrate its commitment to tenant wellbeing and property upkeep.



Annual Demographics



Length of Tenancy

As those with the longest tenancies are often among the oldest tenants, satisfaction tends to be high in these groups, as is the case with EDDC. Those with tenancies of over 20 years are the highest scoring in nine of the measures.

Those residents who have lived in their properties for 6-10 years are the least satisfied overall. However, the lowest satisfaction for the other measures is split across those with tenancies of 1-3 years, 4-5 years and 6-10 years, with four measures each.

Those with a tenancy under one year score the highest in six measures.

One reason for this pattern is that tenants are often happy to finally get an offer of a home, but as they experience more issues over the years, they become more critical and then, as they age, satisfaction tends to increase again.

	All Residents	A. < 1 year	B. 1 - 3 years	C. 4 - 5 years	D. 6 - 10 years	E. 11 - 20 years	F. Over 20 years
Overall Satisfaction	60%	68%	67%	49%	50%	54%	68%
Well Maintained Home	58%	61%	63%	53%	52%	50%	67%
Safe Home	69%	66%	70%	55%	62%	66%	78%
Repairs Last 12 Months	63%	75%	71%	54%	50%	55%	71%
Time Taken Repairs	59%	75%	65%	50%	40%	61%	65%
Communal Areas	55%	45%	51%	50%	54%	61%	65%
Neighbourhood Contribution	53%	67%	66%	52%	45%	40%	57%
Approach to ASB	54%	53%	54%	38%	45%	39%	81%
Listens & Acts	43%	52%	51%	31%	38%	31%	55%
Kept Informed	66%	69%	64%	61%	55%	63%	78%
Fairly & with Respect	65%	58%	66%	67%	61%	57%	74%
Easy to Deal With	60%	64%	64%	50%	56%	48%	72%
Complaints Handling	17%	20%	22%	41%	10%	8%	17%



Age Group

The results here confirm the theory that age is a major factor in determining satisfaction, with satisfaction tending to rise with the age of the tenants.

For EDDC, the most satisfied are those aged 85 plus; 87% with the overall service. This compares with just 36% of those aged 25 to 34.

The 85+ age group is the most satisfied in six measures, while the 25-34 age group is the least satisfied with nine measures.

It is not entirely clear why this difference occurs, perhaps it is linked to different levels of expectation based on age and life experience. However, this is nearly always a factor and should be borne in mind when comparing with other landlords.

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	60%	33% *	36%	47%	44%	48%	72%	69%	83%	87%
Well Maintained Home	58%	33% *	31%	45%	41%	55%	62%	63%	77%	94%
Safe Home	69%	67% *	38%	54%	58%	59%	69%	74%	88%	94%
Repairs Last 12 Months	63%	100% *	48%	48%	50%	41%	64%	70%	85%	100% *
Time Taken Repairs	59%	100% *	29%	54%	50%	44%	71%	65%	70%	63% *
Communal Areas	55%	0% *	38%	59%	41%	48%	64%	63%	63%	50% *
Neighbourhood Contribution	53%	100% *	43%	40%	39%	42%	63%	53%	71%	82%
Approach to ASB	54%	50% *	35%	40%	21%	46%	58%	47%	70%	50% *
Listens & Acts	43%	50% *	24%	29%	31%	31%	46%	49%	63%	64%
Kept Informed	66%	50% *	44%	50%	51%	64%	74%	61%	79%	93%
Fairly & with Respect	65%	50% *	33%	56%	59%	53%	75%	63%	82%	81%
Easy to Deal With	60%	50% *	35%	49%	46%	52%	67%	63%	78%	75%
Complaints Handling	17%	0% *	7%	5%	21%	20%	0% *	23%	23%	25% *

*Base below 10



Gender

Female tenants outnumber their male counterparts but are generally a little less satisfied with the majority of measures.

In fact, tenants are more satisfied with all but five of the satisfaction measures: repairs in the last 12 months, time taken to complete repairs, EDDC being easy to deal with and complaints handling.

Male tenants are also most satisfied overall compared with female tenants, 64% compared with 57% respectively.

	All Residents	Female	Male
Overall Satisfaction	60%	57%	64%
Well Maintained Home	58%	56%	62%
Safe Home	69%	66%	72%
Repairs Last 12 Months	63%	64%	60%
Time Taken Repairs	59%	60%	55%
Communal Areas	55%	55%	55%
Neighbourhood Contribution	53%	50%	56%
Approach to ASB	54%	50%	59%
Listens & Acts	43%	42%	46%
Kept Informed	66%	65%	69%
Fairly & with Respect	65%	64%	66%
Easy to Deal With	60%	61%	59%
Complaints Handling	17%	19%	13%



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

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