

TAUNTON HERITAGE TRUST



Resident Survey Results 2026

*Providing Sheltered Accommodation and helping those in need in
Taunton Deane
Registered Charitable Incorporated Organisation (CIO) 1177162*

Taunton Heritage Trust
Wrexen House, Magdalene Street
Taunton Somerset TA1 1SG

Introduction

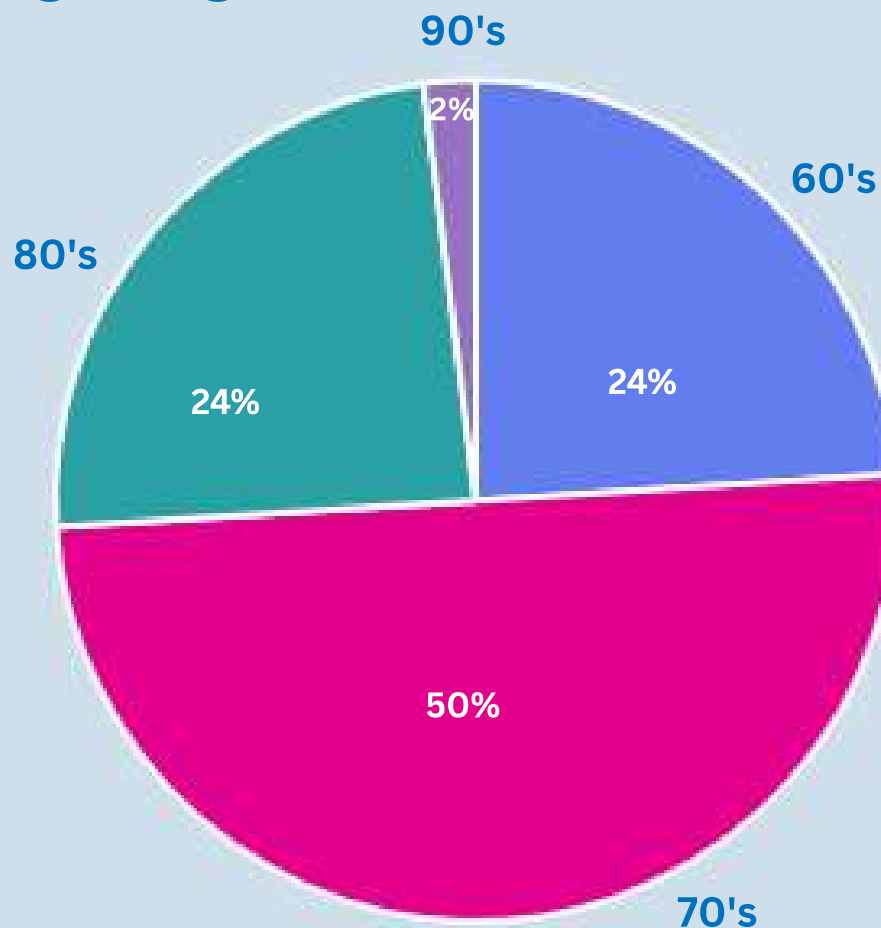
This report presents the findings from the 2026 Resident Satisfaction Survey, providing valuable insight into the experiences of those living within our almshouse community.

Almshouse living offers a unique model of housing that combines independence with the benefits of a supportive community environment. Residents are able to maintain their own homes and lifestyles, while also feeling part of a close-knit and caring setting. This balance plays an important role in promoting wellbeing, reducing isolation, and enabling Residents to live independently for longer.

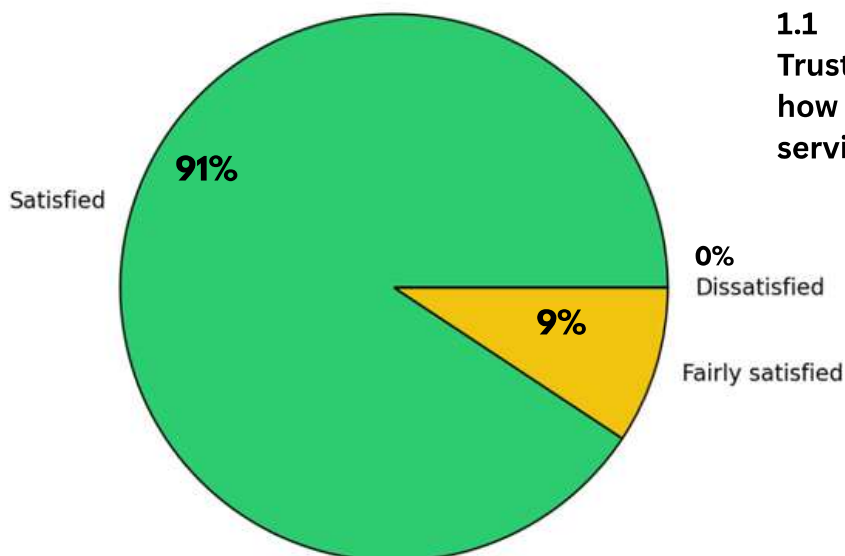
The survey results highlight not only satisfaction with the services provided by the Trust but also reflect the positive impact of community living. Access to support when needed, opportunities for social engagement, and a sense of belonging all contribute to Residents feeling safe, valued, and connected.

By listening to Residents' feedback, we are able to celebrate areas of strength while continuing to improve the services and environment we provide. Overall, the results demonstrate the importance of almshouse living in supporting independence, dignity, and quality of life for our Residents.

Resident age ranges:



1. Overall satisfaction



1.1 As a Resident of Taunton Heritage Trust (THT), taking everything into account, how satisfied or dissatisfied are you with the service that is provided?

2. Housing services

Section 2:

Question	Satisfied	Fairly satisfied	Dissatisfied	Total	Satisfied (%)	Fairly satisfied (%)	Dissatisfied (%)
2.1 Thinking about the condition of the property you live in, how satisfied or dissatisfied are you that THT provides a home that is safe?	38	5	0	43	88%	12%	0%
2.2 How satisfied or dissatisfied are you with your location as a place to live?	39	4	0	43	91%	9%	0%
2.3 How satisfied or dissatisfied are you that weekly maintenance contributions and service charge provide value for money?	37	6	0	43	86%	14%	0%

3. Sheltered Housing Support

Section 3:

Question	Satisfied	Fairly satisfied	Dissatisfied	Total	Satisfied (%)	Fairly satisfied (%)	Dissatisfied (%)
3.1 How satisfied or dissatisfied are you with the following? Service provided by Staff Team?	38	5	0	43	88%	12%	0%
3.2 The Piper system (Lifeline)?	39	4	0	43	91%	9%	0%
Question	Easy	Fairly Easy	Difficult	Total	% Easy	% Fairly	% Difficult
3.3 How easy is it to access all areas of your home and your site?	40	3	0	43	93%	7%	0
Question	Satisfied	Fairly satisfied	Dissatisfied	Total	Satisfied (%)	Fairly satisfied (%)	Dissatisfied (%)
3.4 How satisfied are you with the Trust's free Summer & Christmas events?	41	1	1	43	96%	2%	2%



Chair exercises continue to be a firm favourite, helping Residents stay active, build confidence, and enjoy moving together.

Question	Yes	No	Total	% Yes	% No
3.5 Due to the nature of independent living, if you have required additional support do you feel that you have been signposted to the relevant organisations?	28	0	28	100%	0
3.6 Do you find the staff approachable and helpful?	42	1	43	98%	2%
3.7 Are the staff knowledgeable and able to deal with your enquiries?	43	0	43	100%	0



**Staff are helpful and good listeners.
Love the activities!**

Section 4:

4. Communication

Question	Satisfied	Fairly satisfied	Dissatisfied	Total	Satisfied (%)	Fairly satisfied (%)	Dissatisfied (%)
4.1 How satisfied or dissatisfied are you that THT listens to your views and acts upon them?	33	8	2	43	77%	18%	5%
4.2 How satisfied or dissatisfied are you that THT keeps you informed about things that matter to you?	36	5	2	43	84%	11%	5%



Question	Yes	No	Total	% Yes	% No
4.3 Do you read the Residents newsletter?	42	1	43	98%	2%

THT staff have always been exceptionally kind and helpful, and responsive to any questions or queries

Question	Satisfied	Fairly satisfied	Dissatisfied	Total	Satisfied (%)	Fairly satisfied (%)	Dissatisfied (%)
4.4 Are you satisfied that THT treats you fairly and with respect?	40	1	2	43	94%	2%	4%
4.5 Are you satisfied that THT handles confidential situations appropriately?	40	2	1	43	93%	5%	2%
4.6 Complaint handling – Have you made a complaint to us in the last 12 months? If yes, how satisfied or dissatisfied are you with THT's approach to complaints handling?	13	5	2	20	70%	25%	5%



History of Robert Gray: He was born in Taunton in 1570 and made his fortune in the City of London, where he became a Citizen and a member of the Worshipful Company of Merchant Taylors. He owned a shop in Bread Street in the city, from which he traded in cloths purchased by him at provincial fairs which he then finished and dyed. His business was successful and in 1635 his great wealth enabled him to build almshouses in his town of birth, on East Street, next to the house in which he had been born. The initial building which Gray built in the parish of St Mary Magdalene in Taunton contained apartments for ten poor women, with a chapel, schoolroom, and a room for a reader, who acted as chaplain and schoolmaster. The reader was obliged to teach ten poor children from the parish to read and write.

5. Repairs & Maintenance

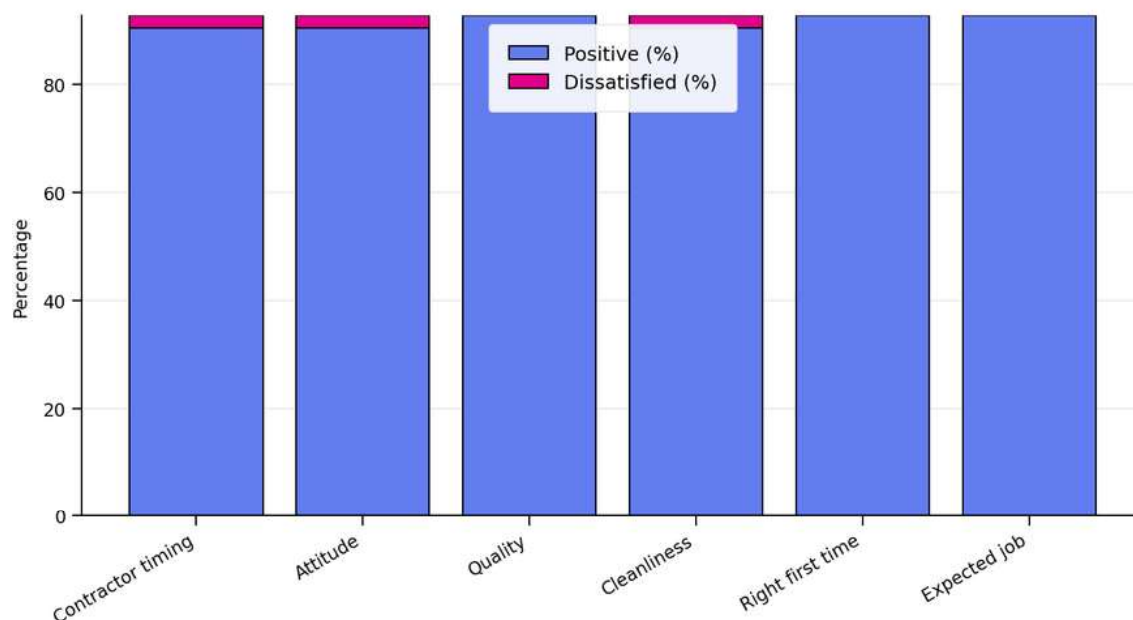
Section 5:

Question	Yes	No	Total	%Yes	%No
5.1 Has THT carried out a repair to your home in the last 12 months?	27	16	43	63%	37%



Question	Satisfied	Fairly satisfied	Dissatisfied	Total	Satisfied (%)	Fairly satisfied (%)	Dissatisfied (%)
5.2 If yes, how satisfied or dissatisfied are you with the overall repairs service from THT over the last 12 months?	25	0	0	25	100%	0%	0%
5.3 If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	24	1	0	25	96%	4%	0%

5.4 Thinking about the last repair completed, how satisfied were you with the following?



5.4 Repairs	Satisfied	Fairly satisfied	Dissatisfied	Total:	% Satisfied	% Fairly satisfied	% Dissatisfied
Contractor timing	35	3	1	39	90%	8%	2%
Attitude	37	1	1	39	96%	2%	2%
Quality	37	2	0	39	96%	4%	0
Cleanliness	37	1	1	39	96%	2%	2%
Right first time	36	3	0	39	92%	8%	0
Expected job	37	2	0	39	96%	4%	0



**Fully carried out repairs -
quickly and with a happy
pleasant attitude - Thank you**

Question	Satisfied	Fairly satisfied	Dissatisfied	Not applicable	Total:	Positive (%)	Dissatisfied (%)
5.5 How satisfied or dissatisfied are you that THT provides a home that is well maintained?	40	3	0	43	93%	7%	0%
5.6 How satisfied or dissatisfied are you with the way THT deals with repairs and maintenance?	39	3	1	43	91%	7%	2%
5.7a Thinking about the property or site where you live, How satisfied or dissatisfied are you with the following? a. The flat you occupy:	40	3	0	43	93%	7%	0%
5.7b External building repairs and maintenance:	39	4	0	43	91%	9%	0%
5.7c Repairs to the communal areas:	39	4	0	43	91%	9%	0%



6. Communal areas

Section 6:

Question	Satisfied	Fairly satisfied	Dissatisfied	Total	Satisfied (%)	Fairly satisfied (%)	Dissatisfied (%)
6.1 How satisfied or dissatisfied are you that THT keeps the communal areas including the grounds and gardens clean and well maintained?	38	5	0	43	88%	12%	0%
6.2 How satisfied or dissatisfied are you with your laundry facilities?	38	5	0	43	88%	12%	0%
6.3 How satisfied or dissatisfied are you with the standard of the community rooms?	39	4	0	43	91%	9%	0%
6.4 How satisfied are you with the guest suite provision?	29	3	1	33	88%	9%	3%

Gardens and communal areas are amazing and so well maintained.

Section 7:

7. Perceptions

Question	Agree	Slightly agree	Disagree	Total	% Agree	% Slightly	% Disagree
7.1 To what extent do you agree or disagree with the following? THT provides an effective and efficient service?	40	3	0	43	93%	7%	0
7.2 THT is providing the service I expect?	41	2	0	43	95%	5%	0

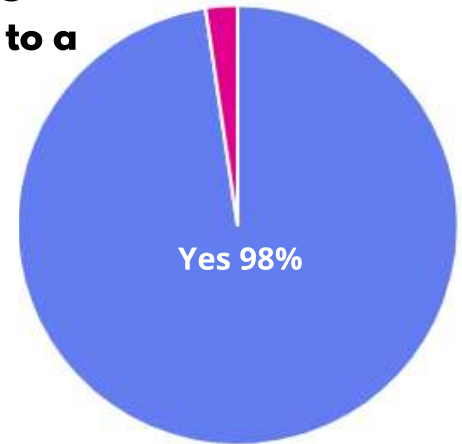
Question	Yes	No	Total	% Yes	% No
7.3 Do you feel that living in your Almshouse with THT will allow you to live independently for longer?	42	1	43	98%	2%



Question	Satisfied	Fairly satisfied	Dissatisfied	Total	Satisfied (%)	Fairly satisfied	Dissatisfied (%)
7.4 How satisfied or dissatisfied are you that Almshouse living makes a positive contribution to your neighbourhood?	39	4	0	43	91%	9%	0%
7.5 How satisfied or dissatisfied are you with how THT handles anti-social behaviour?	37	3	2	42	89%	8%	4%

8. General

8.2 Would you recommend THT to a friend?



Survey feedback shows that almshouse living continues to deliver the benefits it was originally founded to provide centuries ago: a safe, supportive community where people can thrive. Residents value not only the security and affordability of their homes, but also the opportunity to make new friendships and feel part of a welcoming community. Trust-organised events and outings, including the popular trip to Sidmouth, help bring Residents together, reduce isolation and strengthen the sense of belonging that remains at the heart of almshouse living today.



Almshouse living: where friendship, community and independence help Residents thrive.