

Portus Connect

News, stories and updates from our community

portus-sh.org.uk

Autumn 2026 edition

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Safe spaces for independent living



Portus
Supported Housing

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Hello from Loz

I'm Loz, a Portus Supported Housing tenant and your newsletter editor.

Welcome to our first Portus Connect!

Thank you to everyone who shared your ideas and completed the customer newsletter survey. You helped choose the name. You also asked for more pictures, fewer words and good news stories.

Inside, you will find news, tenant stories, a competition and more! Have an idea for our next issue? Scan the QR code or email hello@portus-sh.org.uk



Loretta (Loz)
Portus Supported Housing
Tenant and Editor



How to contact us

Phone **0161 786 6000** or email hello@portus-sh.org.uk and our Customer Experience team will help you reach the right team or person



Siobhan Thomas
Head of Customer
Experience and Data

What do you need?	Contact
General help, tenancy or rent questions	0161 786 6000 hello@portus-sh.org.uk
Report or get an update on a repair	0161 786 6000 hello@portus-sh.org.uk
Emergency repairs including evenings and weekends	0161 786 6000
Make a complaint	0161 786 6000 complaints@portus-sh.org.uk
Get involved or share a story	Casey Willis: 07525 277308 casey.willis@portus-sh.org.uk

Office hours:
Monday to Friday,
9am-5pm.

Outside these hours, phone for emergency repairs only.

Need information in Easy Read, large print, audio or another language? Please contact us.

Visit our website:
www.portus-sh.org.uk



Follow us on Facebook:
www.facebook.com/PortusSupportedHousing



Write to us:
Portus Supported Housing,
Ground Floor,
Elm Court, M60 Office Park,
Wynne Avenue, Swinton,
Manchester M27 8FF



Portus Supported Housing



Bespoke Supportive Tenancies and Westmoreland Supported Housing joined together on 1st December 2025 to become Portus Supported Housing.

Portus means “harbour”, a place of safety, stability and belonging.

We provide Safe Spaces for Independent Living, with 2,099 customers across England and Wales. We work with support providers to help you live independently.



Since joining together, we have been improving our systems, training our staff and bringing repairs services in-house. This work is ongoing, with a focus on safe homes and better services for you.

Read Managing Director Tom Hodgson's update on our website.

Tom Hodgson
Managing Director



portus-sh.org.uk



Portus Property Management

Since **1st April 2026**, **Portus Property Management** has been our in-house repairs and property management service.

The team manages repairs, maintenance and safety checks.

By managing these services directly, we aim to:

- Respond to repairs more quickly.

- Improve the quality of work.
- Keep you updated about your repairs.
- Plan maintenance and safety checks more effectively.

Bringing services together also helps reduce costs, so more money can go towards improving your home and our services.

Scan the QR code for more information
www.portus-sh.org.uk/portus-property-management



portus-sh.org.uk



Meet Wayne from our repairs team

Wayne Rimmer is a Maintenance Operative at Portus Property Management. From fixing leaks to repairing door handles, every day is different.

He takes time to help customers feel comfortable and has taught himself Makaton and some British Sign Language to help him communicate.



Scan the QR code to read more

“
You fix something, and you can see the relief straight away. That’s what makes it worthwhile.

Wayne Rimmer
Maintenance Operative



Repairs and keeping your home safe

Need a repair?

Call 0161 786 6000 or email hello@portus-sh.org.uk

For non-emergency repairs, you can scan the QR code to use the web form www.portus-sh.org.uk/report-a-repair



Routine repairs are normally completed within 28 days.

Emergency repairs

Call the same number, 0161 786 6000, at any time. Examples include a serious leak, no heating or hot water, no power, an unsafe door or window, or a faulty fire alarm.

Please do not use the online form for emergencies.

Damp or mould

Please report it straight away. Tell us if it affects your health or makes you feel unsafe. Someone can report it for you. We will investigate the cause and explain what happens next.

Awaab’s Law: safer homes

For homes in England:

This law gives us deadlines to deal with serious dangers in your home.

Emergency danger (Immediate risk of serious harm)

We must check the problem and make your home safe within 24 hours of finding out.

Damp or mould that puts your health or safety at serious risk

We must check it within 10 working days of finding out. We must then make your home safe within 5 working days after the check ends.

We must keep you informed

We will send you a written update once the inspection has been completed.

If we cannot make your home safe in time, we must offer somewhere suitable to stay at no cost to you.

More types of danger will be covered from 30th November 2026.

Find out more: **Awaab’s Law: a guide for tenants**



Please report unsafe conditions as soon as you notice them.

Safety checks

We will book in safety checks with you or your support staff. Please let us in for safety check appointments. If the time does not work for you, please contact us to rearrange.

Ask to see staff identification. Unsure about a visitor? Call **0161 786 6000** before letting them in.

Tenant Satisfaction Measures 2025/26

Thank you to the **474 tenants** who took part in our survey.

Your answers help us see what is working and where we need to improve.

63% of respondents were satisfied with our overall service. The highest result was for being treated fairly and with respect (**71%**). The results also show that we need to do better at completing repairs quicker, handling complaints, and listening to and acting on your views.

Survey measure	Result
Overall satisfaction	63%
Repairs service	64%
Time taken for the latest repair	52%
A well-maintained home	62%
A safe home	66%
Listening and acting on your views	53%
Keeping you informed	57%
Treating you fairly and with respect	71%
Handling complaints	49%
Clean and well-maintained shared areas	63%
Making a positive difference to neighbourhoods	53%
Handling antisocial behaviour	54%



How we are doing

Here are our results for 1st April 2025 to 31st March 2026.

They show how we check the safety of your homes, complete repairs, respond to complaints and record anti-social behaviour.

Safety checks

These figures show the percentage of homes with all required checks or assessments completed.



Checks completed	Result
Gas safety checks	100%
Fire risk assessments	99.8%
Asbestos surveys or re-inspections	100%
Legionella risk assessments — checking the risk from bacteria in water systems	100%
Safety checks for shared passenger lifts	100%

Only homes needing each check are included.

These results show whether checks were completed. They do not show whether all work needed following the checks was completed.

Your home and repairs



What we measured	Result
Homes that did not meet the Decent Homes Standard	0.2%
Non-emergency repairs completed within our target time	95.3%
Emergency repairs completed within our target time	97.0%

The Decent Homes Standard sets minimum requirements for the condition of homes. A lower figure means fewer homes fall below this standard.

Our repair target times are:

Emergency:

within **24** hours

Urgent:

within **7** days

Routine:

within **28** working days

We measure each repair against its target time. The non-emergency result includes urgent and routine repairs.



Complaints



Stage 1: your first formal complaint.
Stage 2: a review if you ask us to look at your complaint again after our Stage 1 response.

Complaints received	Number per 1,000 homes	These figures show complaints for every 1,000 homes. They are not percentages or total numbers of complaints. This helps compare landlords of different sizes.
Stage 1 complaints	51.2	
Stage 2 complaints	1.8	
Responses sent within the Housing Ombudsman's time limits	Result	These results include extra response time allowed under the Housing Ombudsman's complaint rules.
Stage 1 complaints	94.8%	
Stage 2 complaints	100%	
Anti-social behaviour Cases opened	Number per 1,000 homes	These figures show cases opened for every 1,000 homes. They are not percentages or total numbers of cases.
Anti-social behaviour cases	47.7	
Cases involving hate incidents	2.2	



For more information scan the QR code to visit www.portus-sh.org.uk/tenant-satisfaction-measures/



You said, we did

You said

You wanted more pictures, fewer words and good news stories.

We did

We have used your ideas to shape this first Portus Connect newsletter.

You said

Repairs needed better tracking.

We did

We introduced a new system to help us track and schedule repairs.

You said

Contractor performance needed to improve.

We did

Our new system helps us monitor contractors and their work.

You said

Repairs were taking too long.

We did

From April 2026, our in-house team, Portus Property Management, took over managing repairs.

You said

Communication about repairs needed to improve.

We did

Our own team now directly manages the repairs service, giving us more control over communication.

You said

There were not enough contractors in some areas.

We did

We took on more contractors under Portus Property Management.

Keep sharing your feedback and ideas. We want to know what works and what needs to change.

Get involved

Hey, I'm Casey. Would you like to volunteer with us to help improve our services for you and others?

- You could:
- Share an idea or complete a survey.
 - Join a customer group.
 - Help check letters and newsletters.
 - Tell us what works and what needs improving.

Choose how often you take part. No experience is needed.

Contact Casey:
07525 277308 or
casey.willis@portus-sh.org.uk.

Or scan the QR code to register your interest



Casey Willis
Customer Engagement Officer

Join our Customer Committee



Cherry Dunk
Customer Committee
Chair and Board Member

We have **one place** on our Customer Committee.
 Help review our services and make sure customer views reach our Board.

This is a paid role and involves four meetings per year, preparation between meetings, and a site visit where possible.
 We can discuss support to help you take part.

To apply
 Email **recruitment@portus-sh.org.uk**, or call **0161 786 6000**.
 If your application is shortlisted, we will invite you to an interview.

The Big Check-In

We want to make sure we have the right information to help you.
 During **The Big Check-In**, our team will contact you or your support staff.
 The Big Check-In will run over the next few months.

We will check contact details and how you prefer us to communicate with you.
 Please tell us about any changes to your details.

Unsure who is calling? Call **0161 786 6000** to check.
 Want to update your contact details now? Scan the QR code.



Your stories and community news

“

Since moving to into supported living I have learnt how to keep my room tidy, be safe in the kitchen and around the home, wash my clothes and how to cook. I can now cook over 10 meals without following a recipe and even cook my housemates a roast dinner on Sundays. I volunteer at a local charity shop where I have learnt to follow instructions, help customers and I go out in the van helping with collections and deliveries. I can now manage my money better and am learning about paying bills and contributing to other household items. My goal is to become independent in every area so that one day I will

be able to move out and live on my own. Supported living has been great for me and a positive step in the right direction to becoming independent.

Tyler

”





“

Josie recently discovered Greek yoghurt for the first time – and she absolutely loves it! She now enjoys it as part of her daily routine, as it helps her feel healthier and supports her wellbeing. Josie has also been making great progress in her recovery

following a recent fall. With the support of staff, she has gained confidence in asking for help, particularly when out shopping, and continues to build her independence day by day.

Josie's Support Worker

”



“

The thing I like most about living here is I have my independence. I can choose when and what to cook and eat and when to go to bed, unlike in residential. I have nice gardens and my flat is comfortable - my safe space.

Rich

”



“

Eamon is a talented artist. He loves to paint and express himself through his artwork, often using bright colours and bold designs to bring his ideas to life. Recently, Eamon created a beautiful painting especially for our head office. It is now proudly on display,

reminding everyone of the creativity and passion that exists within our tenant community. We are so proud of Eamon for sharing his skills and brightening up our workspace with his art!

Eamon's Support Worker

”



“

Clive is a huge wrestling fan! He knows all the wrestlers, keeps up with the latest matches, and loves everything about the sport. He is especially proud of his very own championship belt, which he wears with a big smile, proving he's a true champion in spirit. Clive's enthusiasm and sense of fun always bring great energy to the house - and we love seeing him enjoying what he's passionate about.

Clive's Support Worker

”



“

I wasn't able to do or make anything, but now it is the opposite. I have lived at my home for four months and I have made friends and get on really well with staff. The one-to-one support is great.

Catherine

”



“

I have just moved in and it is like I have been on holiday and just come back. It feels so nice and I hope it stays that way. I told staff that if I need help I would ask. They made me feel welcome straight away. You have got a good team here.

Andrew

”



New homes in Nottingham

Our new development on Hucknall Road in Nottingham provides 11 modern flats, giving residents their own home with support to live independently. Choice Support provides care and support, helping residents feel safe, settled and part of their community.

Read more about our new Nottingham homes on our website.



Welcoming West Banbury Cottages



West Banbury Cottages in Devon has joined Portus Supported Housing, providing homes for people with learning disabilities and complex support needs.

The cottages have spacious grounds and a park area for residents to enjoy. Rehability now provides care and support, helping residents live as independently as possible.

Read more about West Banbury Cottages on our website.

Meet our Housing Officers



Michelle Peyton
Devon and Cornwall

Michelle visits customers, checks their homes and helps with housing issues. Her favourite part of the job is seeing people grow in confidence and enjoy living independently.



Lauren Brooker
Dorset

Lauren makes regular visits and takes time to listen to customers. She loves hearing their stories, celebrating their achievements and being a familiar face they can talk to.

Read both their stories on our website.

Share something you are proud of

Have you tried something new, enjoyed a day out or made something you love?

We would like to share your story in Portus Connect.

Tell your Housing Officer, email hello@portus-sh.org.uk or contact Casey on **07525 277308**.

Tell us what you think

Have we done something well? Could we do something better?

Tell your Housing Officer, call **0161 786 6000** or email hello@portus-sh.org.uk.

You can ask someone to help you share your views.

If you are unhappy with our service, you can make a complaint.

How to make a complaint

If something has gone wrong, please tell us.

Call:
0161 786 6000

Email:
complaints@portus-sh.org.uk

You can also speak to any member of staff or scan the QR code to put in a complaint.



Please do not use the online form for emergencies.

What happens next?

We acknowledge your complaint within **five working days**.

Stage 1: we respond within **10 working days of acknowledging it**.

Still unhappy? Ask for a **Stage 2 review**. We respond within **20 working days of acknowledging it**.

If we need more time, we will explain why and tell you when to expect a response.

Independent help

The Housing Ombudsman is free and independent. You can ask for advice during your complaint or ask them to investigate after our final response.

0300 111 3000

www.housing-ombudsman.org.uk

Your right to information

New rules called Social Tenant Access to Information Requirements (**STAIRs**) help tenants in England find information about their landlord.

From **1st October 2026**, we publish information about how we work, our services, spending and performance.

Find it at **www.portus-sh.org.uk/stairs**

Call **0161 786 6000** for help or another format.

If required information is missing, you can ask us to review this. We will respond within **30 calendar days**, or explain any extra time needed.

From **1st April 2027**, you can ask us for information about how we manage your home and services, such as repairs and spending.

For more information, scan the QR code.



Halloween competition

Get creative this Halloween for a chance to win a £50 voucher!

Choose something you enjoy:

-  Decorate a pumpkin
-  Draw or colour a Halloween picture
-  Make a spooky decoration
-  Send in your party photos and fancy dress

How to enter

Send a photo of your creation to **hello@portus-sh.org.uk** by Monday 2nd November. Include your name and address so we can contact you if you win.

Need help entering? Ask your housing officer or support worker. You can take part on your own or with others.

The winner will be notified within 2 weeks of the competition closing.

Find these 12 words

- Haunted
- Skeleton
- Zombies
- Frankenstein
- Werewolf
- Boo
- Graveyard
- Cauldron
- Witchcraft
- Pumpkin
- Midnight
- Nightmare

J	I	C	U	M	D	P	E	J	O	C
Z	T	F	S	C	E	X	H	A	Z	K
Q	J	Z	D	G	T	P	C	N	M	X
D	C	O	S	Q	N	F	O	H	C	I
Y	X	W	Y	P	U	M	P	K	I	N
R	T	S	M	D	A	J	F	Y	Y	I
M	N	E	R	U	H	P	D	V	T	E
R	W	I	T	C	H	C	R	A	F	T
J	T	B	G	Q	N	W	A	P	F	S
W	H	M	E	H	O	S	Y	H	L	N
R	G	O	P	S	T	X	E	Q	O	E
B	I	Z	I	U	E	M	V	U	W	K
U	N	O	R	D	L	U	A	C	E	N
K	D	I	O	O	E	V	R	R	R	A
S	I	A	L	B	K	D	G	D	E	R
R	M	P	D	S	S	Q	W	Z	W	F



Keep in touch

Find news and information at
www.portus-sh.org.uk



Visit the **Customer Area** for help
with your home and services.

Follow **Portus Supported
Housing on Facebook**
for updates.



Have a story or an idea for
our next newsletter?

casey.willis@portus-sh.org.uk
07525 277308

General help and repairs

0161 786 6000
hello@portus-sh.org.uk

Need this newsletter in
another format? Contact us
and tell us what would help.