

Portus Supported Housing Customer Satisfaction Survey 2025/26

Overall Services

- 1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Portus Supported Housing? Tick one box only ☒

Very
satisfied

☐

Fairly
satisfied

☐

Neither
satisfied nor
dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Your Home

- 2** How satisfied or dissatisfied are you that Portus Supported Housing provides a home that is well maintained? Tick one box only ☒

Very
satisfied

☐

Fairly
satisfied

☐

Neither
satisfied nor
dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

- 3** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Portus Supported Housing provides a home that is safe? Tick one box only ☒

Very
satisfied

☐

Fairly
satisfied

☐

Neither
satisfied nor
dissatisfied

☐

Fairly
dissatisfied

☐

Very
dissatisfied

☐

Not
applicable /
don't know

?

☐

Communal Areas

- 4** Do you live in a building with communal areas, either inside or outside, that Portus Supported Housing is responsible for maintaining? Tick one box only ☒

☐ Yes (Go to **5**) ☐ No (Go to **6**) ☐ Don't know (Go to **6**)

- 5** How satisfied or dissatisfied are you that Portus Supported Housing keeps these communal areas clean and well maintained? Tick one box only ☒

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
				
☐	☐	☐	☐	☐

Repairs and Maintenance

- 6** Has Portus Supported Housing carried out a repair to your home in the last 12 months? Tick one box only ☒

☐ Yes (Go to **7**) ☐ No (Go to **9**)

- 7** How satisfied or dissatisfied are you with the overall repairs service from Portus Supported Housing over the last 12 months? Tick one box only ☒

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
				
☐	☐	☐	☐	☐

- 8** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? Tick one box only ☒

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
				
☐	☐	☐	☐	☐

**13 To what extent do you agree or disagree with the following
“Portus Supported Housing treats me fairly and with respect”?**

Tick one box only ☒

Strongly agree

☐

Agree

☐

Neither agree nor disagree

☐

Disagree

☐

Strongly disagree

☐

Not applicable / don't know

?

☐

Complaints Handling

14 Have you made a complaint to Portus Supported Housing in the last 12 months? Tick one box only ☒

☐

Yes (Go to **15**)

☐

No (Go to **16**)

15 How satisfied or dissatisfied are you with Portus Supported Housing's approach to complaints handling? Tick one box only ☒

Very satisfied

☐

Fairly satisfied

☐

Neither satisfied nor dissatisfied

☐

Fairly dissatisfied

☐

Very dissatisfied

☐

Permissions and Confidentiality

16 Portus Supported Housing would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to Portus Supported Housing?

☐

Yes (Go to **17**)

☐

No (End)

17 Are you happy for Portus Supported Housing to contact you regarding any information you have provided in this survey?

☐

Yes

☐

No

Thank You!

Thank you for taking the time to complete this survey.
Please return the questionnaire in the FREEPOST envelope provided (you do not need a stamp). Portus Supported Housing will inform you about the results.