



Portus
Supported Housing

Policy Name: Customer Standards
Version:1

Review

Version	Date drafted	Date approved	Approved by	Date reviewed	Next review	Owner
New	30/10/2025	14/11/25	CEO	14/11/25	01/12/26	Sophie Hayward Customer Director

Details of Amendments

Version	Date	Update/ amendment detail	Resulting from

Executive Team	SF (CEO) 21/11/2025
Board	[00/00/00]



1. Introduction

Portus Supported Housing (PSH) exists to ensure people with support needs have a safe, secure, and well-managed home where they can thrive. Our Customer Standards set out what customers and partners can expect from us and what we ask from them in return. They form a key part of our commitment to continuous improvement, transparency, and partnership.

2. Purpose

This policy outlines the service standards that guide how PSH delivers high quality homes and services that meet the support requirements of our customers throughout their lives.

The standards aim to:

- Set clear expectations for our customers, support providers, and partners.
- Ensure services are responsive, fair, and accessible.
- Promote accountability and consistent quality across all areas.
- Embed our organisational values in everyday service delivery.

3. Scope

This policy applies to everyone who lives in, works for, or delivers services on behalf of Portus Supported Housing. It covers all customers, applicants, support providers, contractors, employees, and partner organisations involved in the delivery or management of our homes and services.

The Customer Standards apply to every stage of the customer journey from initial enquiry and tenancy sign-up to ongoing tenancy management, maintenance, and engagement. They ensure a consistent, transparent approach to how services are delivered, monitored, and improved across all Portus Supported Housing properties and partnerships.

4. Legal and regulatory responsibilities

This policy supports compliance with the following legislation and regulatory frameworks:

- Regulator of Social Housing: Tenant Involvement and Empowerment Standard
- Housing Ombudsman Guidance on Complaints
- Equality Act 2010
- Data Protection Act 2018 and UK GDPR
- Health and Safety at Work Act 1974
- Housing Acts 1988 and 1996
- Human Rights Act 1998

These Customer Standards support compliance with all four Consumer Standards set by the



Regulator of Social Housing: Home, Neighbourhood and Community, Tenancy, and Tenant Involvement and Empowerment.

They also contribute to Portus's self-assessment and improvement framework.

5. Our Vision and Values

Our Vision and Values

Vision: Provide high quality homes and services that meet the support requirements of our customers throughout their lives.

Values

- We Care: We treat everyone with kindness, dignity, and respect.
- We Listen: We listen to understand and act on what our customers tell us.
- We Learn: We reflect, improve, and adapt to deliver better outcomes.
- We Deliver: We take responsibility and do what we say we will do.
- We Influence: We work collaboratively to shape better housing and support services.
- We Are Inclusive: We value diversity and strive for equality in every aspect of our work.

6. Communication and Information

Communication and Information

We will:

- Communicate clearly, courteously, and in plain English.
- Make information accessible in different formats and languages where needed.
- Protect and manage personal data responsibly.
- Keep your information accurate and up to date.
- Aim to resolve enquiries the first time you contact us.

You can help by:

- Treating our staff and contractors with respect.
- Informing us promptly of any changes to your circumstance or contact details.

Complaints and Feedback

We will:

- Follow the Housing Ombudsman Guide on complaints.
- Provide simple, accessible ways to give feedback or make complaints.
- Listen carefully and investigate fairly, keeping you informed.
- Use what we learn to improve services.
- Share learning and improvements publicly.

You can help by:

- Telling us quickly when things go wrong.
- Providing clear information to help us resolve your concern.



Moving into Your Home

We will:

- Work with support providers to make your move as smooth as possible.
- Ensure homes are clean, safe, and ready before you move in.
- Provide information to help you understand your tenancy and rights.
- Support you to access the help needed to sustain your tenancy.

You can help by:

- Providing accurate information during your application and sign-up.
- Informing us if your support needs change.

Rent and Income

We will:

- Provide clear information about your rent and payment options.
- Support you to manage payments and access advice if needed.
- Take early, fair, and supportive action if payments are missed.

You can help by:

- Paying rent on time.
- Contacting us immediately if you experience financial difficulty.

Repairs and Maintenance

We will:

- Provide easy ways to report repairs.
- Prioritise emergencies and complete repairs within agreed timescales.
- Offer flexible appointments and keep you informed of progress.
- Inspect completed work to ensure quality and safety.
- Deliver planned improvements to maintain and improve the quality of homes.

You can help by:

- Reporting repairs promptly.
- Allowing access for works, safety checks, and inspections.
- Keeping your home in good condition.

Neighbourhood and Community

We will:

- Visit schemes regularly to identify and address local issues.
- Monitor cleaning and grounds maintenance contractors.



- Address antisocial behaviour quickly and collaborate with partners on solutions.
- Promote community pride and safe, welcoming environments.

You can help by:

- Being considerate to neighbours and others in your community.
- Reporting issues early to help prevent escalation.
- Collaborating with us and others to maintain a positive neighbourhood.

Support and Safeguarding

We will:

- Safeguard the wellbeing of all customers and respond swiftly to concerns.
- Work with support providers to promote independence and safety.
- Provide advice, adaptations, or emergency support where possible.

You can help by:

- Letting us know if your support needs change.
- Engaging with your support provider and Portus Supported Housing to sustain your tenancy.

Tenant Involvement and Influence

We will:

- Provide opportunities for customers to shape how services are delivered.
- Share performance results and improvements openly.
- Involve customers in reviewing key policies and standards.
- Offer accessible and inclusive engagement options.

You can help by:

- Taking part in feedback and consultations.
- Being open, constructive, and respectful in discussions.
- This policy is linked to the following documents, and they should be read in conjunction with:
 - Customer Strategy
 - Customer Engagement Policy

7. Monitoring and Accountability

Performance against these standards will be monitored quarterly and reported to the Customer Committee and Board

We measure satisfaction through the Tenant Satisfaction Measures (TSMs) required by the Regulator of Social Housing and benchmark our performance through Acuity and other peer groups to ensure continuous improvement.



Compliance will also be reviewed through tenant satisfaction surveys, complaints analysis, and Board scrutiny with results and actions shared annually with customers and stakeholders.

Responsibilities

- **Customer Director:** overall responsibility for implementing and monitoring this policy.
- **Housing and Maintenance Teams:** day-to-day delivery and compliance.
- **Customers and Partners:** expected to work collaboratively with Portus to meet these shared standards.

Continuous Improvement

Portus Supported Housing is committed to continual learning and improvement. We review customer feedback, satisfaction results, and complaints to identify trends and drive positive change. Lessons learned are shared with staff and tenants to improve outcomes.

Equality, Diversity, and Inclusion

PSH is committed to equality of opportunity, eliminating discrimination, and celebrating diversity. We make reasonable adjustments to ensure everyone can access our services and participate fully.

Definitions

- **Customer:** any customer, applicant, or person receiving services from Portus Supported Housing.
- **Support Provider:** an organisation providing housing-related or care support in partnership with Portus Supported Housing.
- **Home:** a property owned or managed by Portus Supported Housing.

Other Documents

This policy should be read alongside:

- Equality, Diversity and Inclusion Policy
- Data Protection and Confidentiality Policy
- Complaints and Feedback Policy
- Customer Engagement and Involvement Policy
- Safeguarding Policy
- Repairs and Maintenance Policy

Policy Review

This policy will be reviewed every three years or sooner if required following customer feedback, regulatory change, or operational review.

