Acuity
intelligence. insight. improvement.
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«Correspondence_name»
«Address_Line_1»
«Address_Line_2»
«Address_Line_3»
«Address_line_4»
«Postcode»

5 January 2026

Dear «Correspondence_name»,

Re: Portus Supported Housing Customer Satisfaction Survey

Portus Supported Housing has asked Acuity to carry out an independent survey of customers to help them to improve services.

We want to understand what are the most important issues and priorities for you, so please take a few minutes to give us your views.

Your feedback should also reflect on your experiences with Portus Supported Housing and the service when it was previously known as BeST or Westmoreland Supported Housing.

The results of the survey will be used to calculate the annual Tenant Satisfaction Measures (or TSMs) which will be published by Portus Supported Housing and reported back to you, as required by the Regulator of Social Housing.

Please use the enclosed FREEPOST envelope to return your completed survey. If you would prefer to fill it in on-line go to **www.starsurveys.co.uk/PSH** and use your unique reference code which is **«Resp_Code»** or scan the QR code below.

If you have any questions or would like help completing the survey, please e-mail acuity@arap.co.uk or call me on 01273 287114.

What you tell us will be strictly confidential. We will report the findings to Portus Supported Housing without identifying any individual tenants, unless you give us permission to do so. We will not share your personal details with any other organisation.

If you are dissatisfied with the service provided by Portus Supported Housing, they do have a complaints process you can access by calling **0161 786 6000** (option 6), by texting **07525 277 308**, or emailing **complaints@portus-sh.org.uk**. Alternatively, you can complete a form on their website where you will find more information: **https://portus-sh.org.uk/complaints**.

Yours faithfully



Heather Metivier
Project Co-ordinator

«ShortLink QR Code»