



Tenant Survey – 2026



This report tells you about the results of the tenant survey that took place between January and April 2026.

About the Survey



In January, February, March and April 2026, you may have taken part in an important survey.



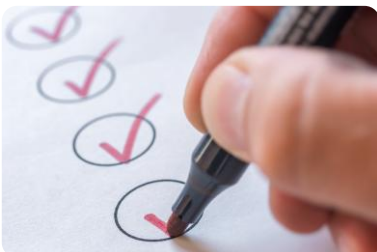
The survey asked about how happy you are with the way Portus Supported Housing delivers services and looks after your home.



An independent market research company called Acuity Research & Practice carried out the survey.



Tenants were all sent a questionnaire by post, which also included the option to answer the survey online.



In total, 474 of you completed the questionnaire (450 by post and 24 online) out of 2,040 – that is 23%.

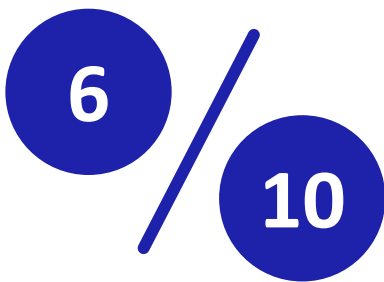
1. Overall Satisfaction



Taking everything into account, how satisfied or dissatisfied are you with the service provided by Portus Supported Housing?



This means:
Thinking about everything Portus Supported Housing does. How happy you are with the service from Portus Supported Housing.



Around six out of ten tenants are satisfied with the overall service from Portus Supported Housing (**63%**).

2. Safe Home

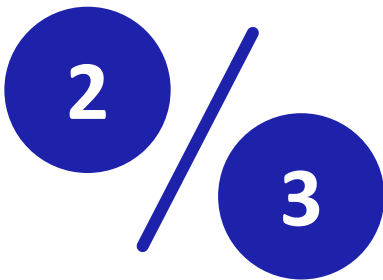


Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Portus Supported Housing provides a home that is safe?



This means:

Think about the building where you live. How happy or unhappy are you that Portus Supported Housing makes sure it is safe for you to live in.



Two out of three tenants are satisfied that their home is safe to live in **(66%)**.

3. Well Maintained Home

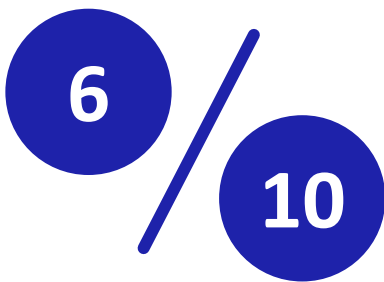


How satisfied or dissatisfied are you that Portus Supported Housing provides a home that is well maintained?



This means:

Thinking about the home where you live. How happy or unhappy are you that Portus Supported Housing looks after your home.



Around six out of ten tenants are satisfied that their home is well maintained (**62%**).

4. Communal Areas

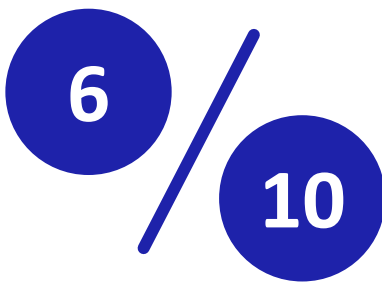


How satisfied or dissatisfied are you that Portus Supported Housing keeps these communal areas clean and well maintained?

This means:



If you have any communal areas (for example, hallways, stairs, or gardens), does Portus Supported Housing look after them and keep them clean.



Around six out of ten tenants are satisfied that their communal areas are kept clean and well maintained (**63%**).

5. Repairs to your Home

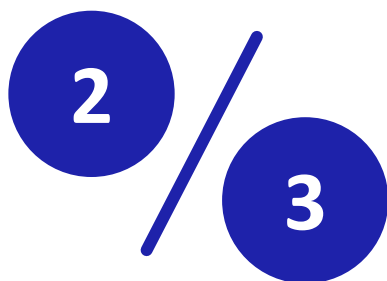


How satisfied or dissatisfied are you with the overall repairs service from Portus Supported Housing over the last 12 months?



This means:

How happy or unhappy are you with any repairs Portus Supported Housing has done to your home in the past year.



Around two out of three tenants who had a repair, are satisfied with the repairs service in the last 12 months (**64%**).

6. Time Taken for Repairs

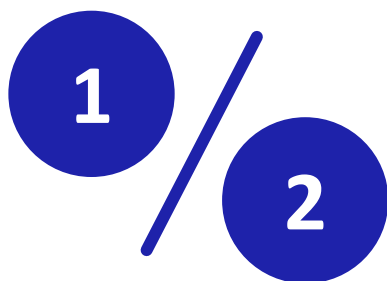


How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



This means:

Are you happy with how quickly Portus Supported Housing did any repairs after you told them something was broken.



Around half of tenants who had a repair are satisfied with the time taken to complete their last repair (**52%**).

7. Your Local Area

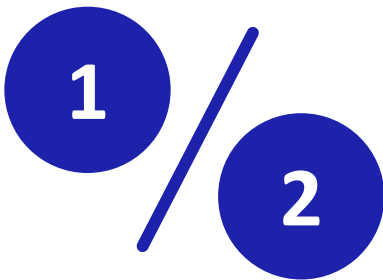


How satisfied or dissatisfied are you that Portus Supported Housing makes a positive contribution to your neighbourhood?



This means:

Are you happy that Portus Supported Housing helps make the area around where you live a nice place.



Around half of tenants are satisfied with the positive contribution made to their neighbourhood (**53%**).

8. Anti-social Behaviour



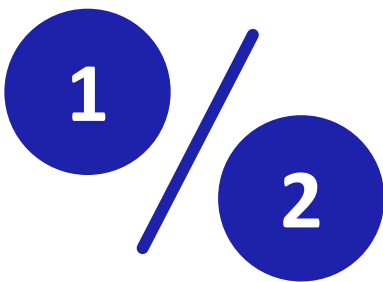
How satisfied or dissatisfied are you with Portus Supported Housing's approach to handling anti-social behaviour?

This means:



Anti-social behaviour is when people make you feel upset, worried or scared.

Are you happy with how Portus Supported Housing sorts out anti-social behaviour.



Over half of tenants are satisfied with Portus Supported Housing's approach to handling anti-social behaviour (**54%**).

9. Listening to Tenants



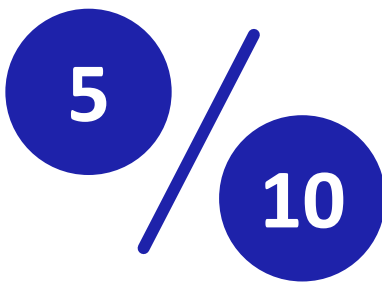
How satisfied or dissatisfied are you that Portus Supported Housing listens to your views and acts upon them?



This means:

How happy are you that your landlord listens to what you say.

Then, if your landlord needs to do something they do it.



Around five out of ten tenants are satisfied that Portus Supported Housing listens to their views and acts upon them **(53%)**.

10. Keeping you Informed

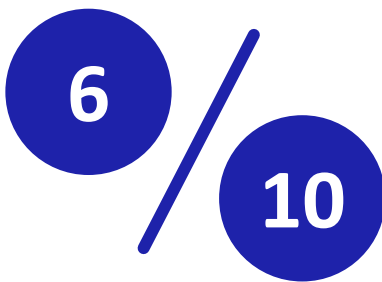


How satisfied or dissatisfied are you that Portus Supported Housing keeps you informed about things that matter to you?



This means:

How happy you are that your landlord tells you any information you need to know.



Around six out of ten tenants are satisfied that they are kept informed about things that matter to them **(57%)**.

11. Treated Fairly

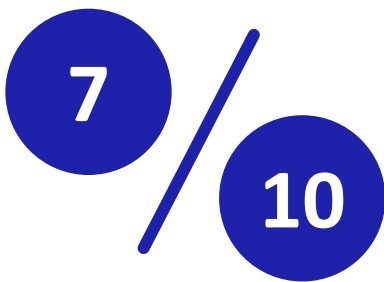


To what extent do you agree or disagree with the following ‘Portus Supported Housing treats me fairly and with respect’?



This means:

How much do you agree that Portus Supported Housing treats you fairly and with respect.



Around seven out of ten tenants are satisfied that they are treated fairly and with respect (**71%**).

12. Handling of Complaints



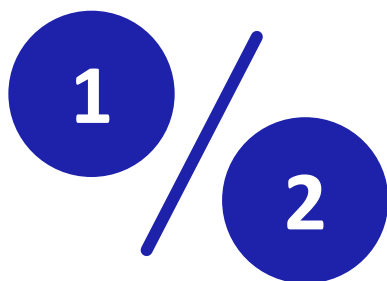
How satisfied or dissatisfied are you with Portus Supported Housing's approach to complaints handling?

This means:



A complaint is telling your landlord you are not happy about something they have done.

Are you happy with how Portus Supported Housing sorts out complaints.

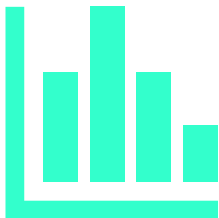


Half of tenants are satisfied with Portus Supported Housing's approach to complaints handling (49%).

14. Tenant Groups



The tenants that took part in the survey can be organised into different groups. For example, what area they are from or what type of property they live in.



This means:

You can breakdown the results to see if some groups of tenants are more satisfied than others.



Tenants who took part in the survey by post are more satisfied than those who did an online survey.



Tenants who have lived in their home for 11 to 20 years are the most satisfied, with those of 6 to 10 years the least satisfied.

15. Conclusion



Tenants are the happiest that they are treated fairly, their homes are safe to live in, and with how repairs have been done.



Tenants are the unhappiest with how complaints are sorted out, how quickly repairs are done, and how Portus Supported Housing listens to what they say.



Tenants who have lived in their homes for 11 to 20 years are the most satisfied. Tenants aged 55 to 59 are the most satisfied.



In total, 474 tenants completed the survey (450 by post and 24 online).