

Your Views

Tenant Satisfaction Survey 2026

About the Survey

Between January and April 2026, many of you took part in an important survey. All tenants were invited to take part in the survey by completing a postal or online questionnaire.

The survey was carried out by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way Portus Supported Housing maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.



The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Portus Supported Housing's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.

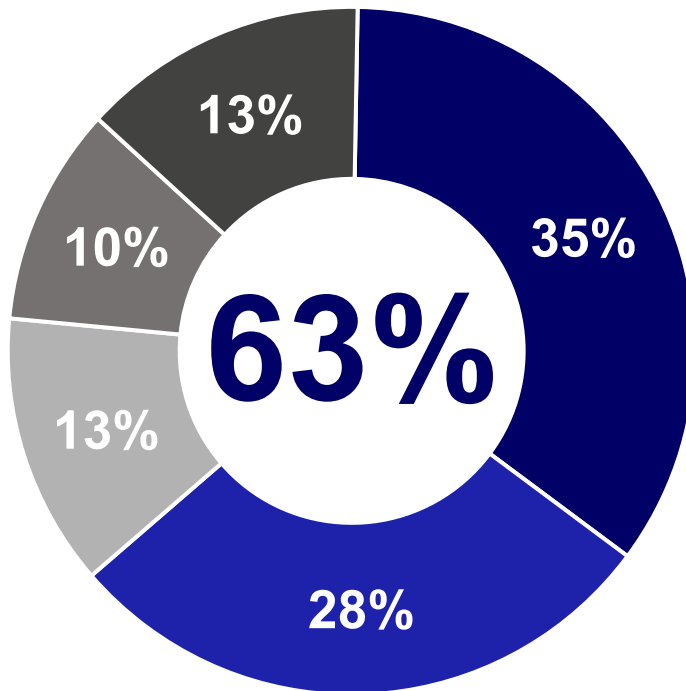
474
tenants took
part out of a
total of 2,040

A big thank you to everyone who took part!

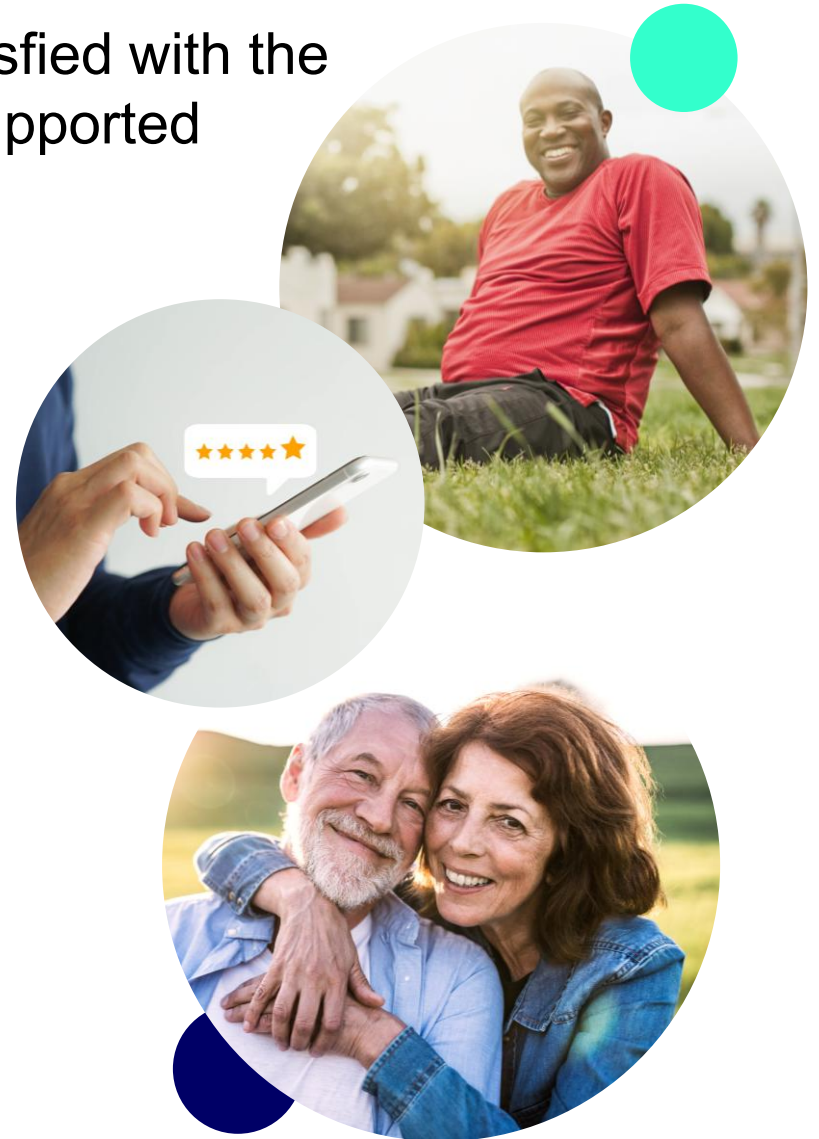
Overall Service



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



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



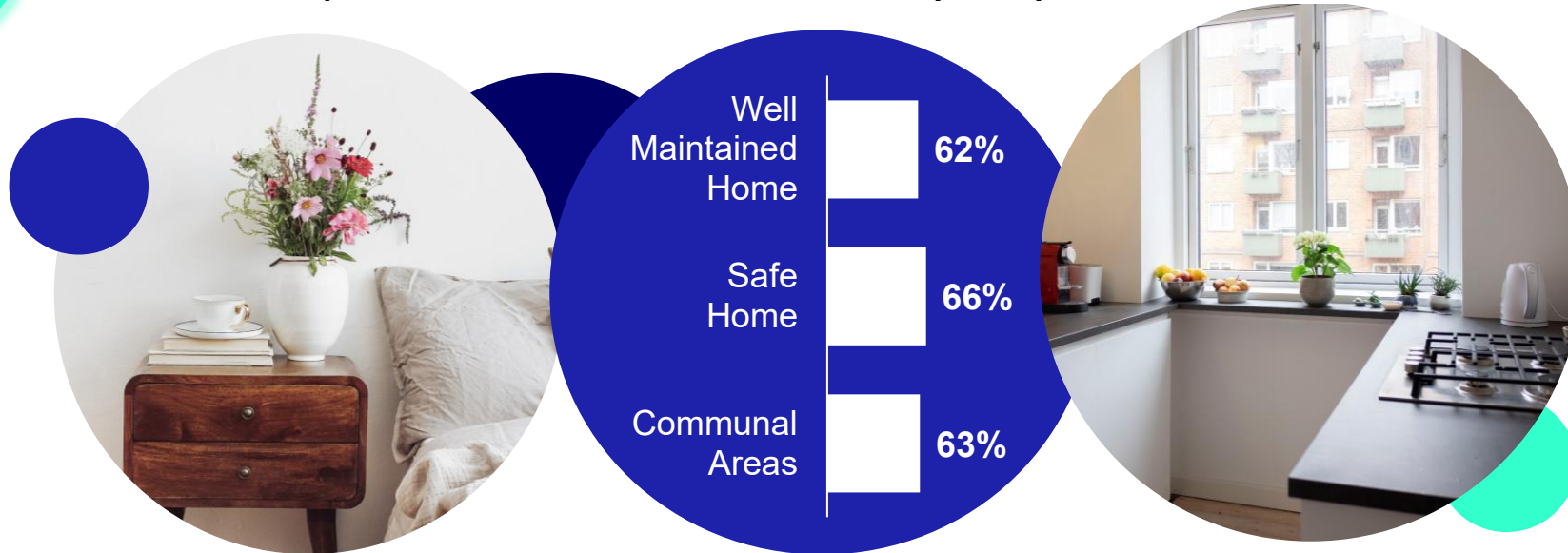
Around six out of ten tenants are satisfied that they are provided with a home that is well maintained (**62%**).



Slightly more tenants are satisfied that Portus Supported Housing provides them with a home that is safe (**66%**).



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



Repairs Service



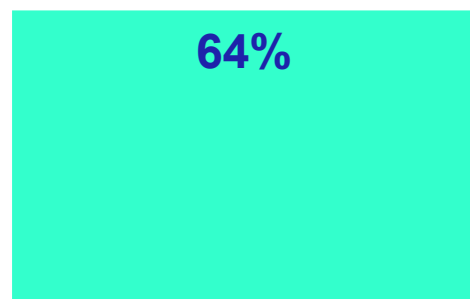
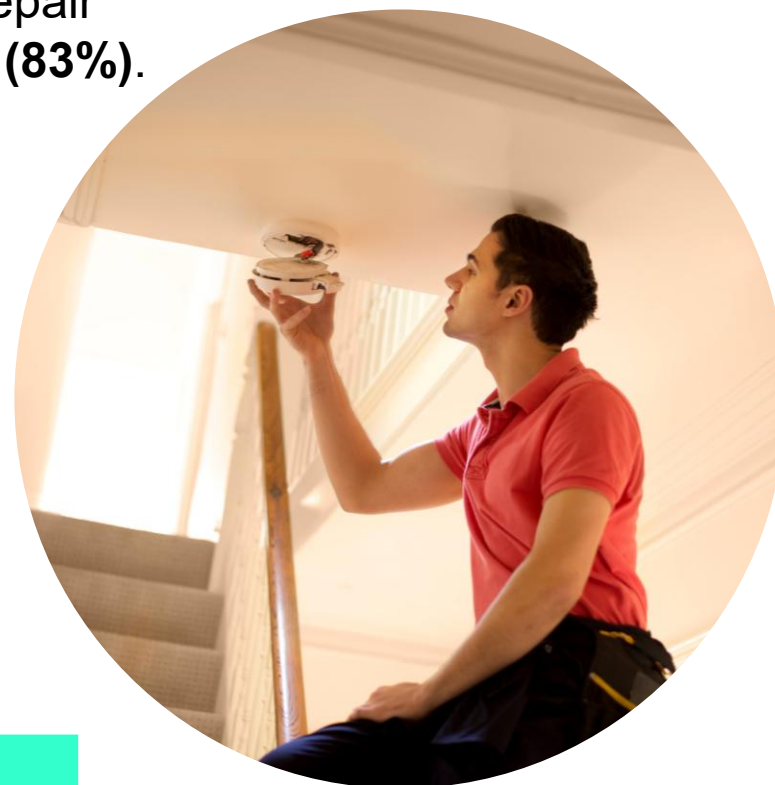
Over eight out of ten tenants said they had a repair carried out to their home in the last 12 months **(83%)**.



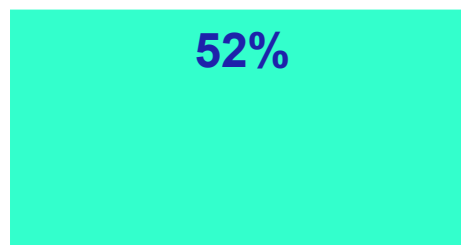
Over six out of ten of these tenants are satisfied with the overall repairs service over the last 12 months **(64%)**.



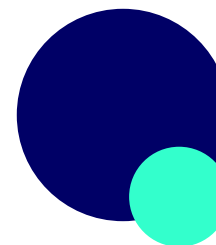
Fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(52%)**.



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair



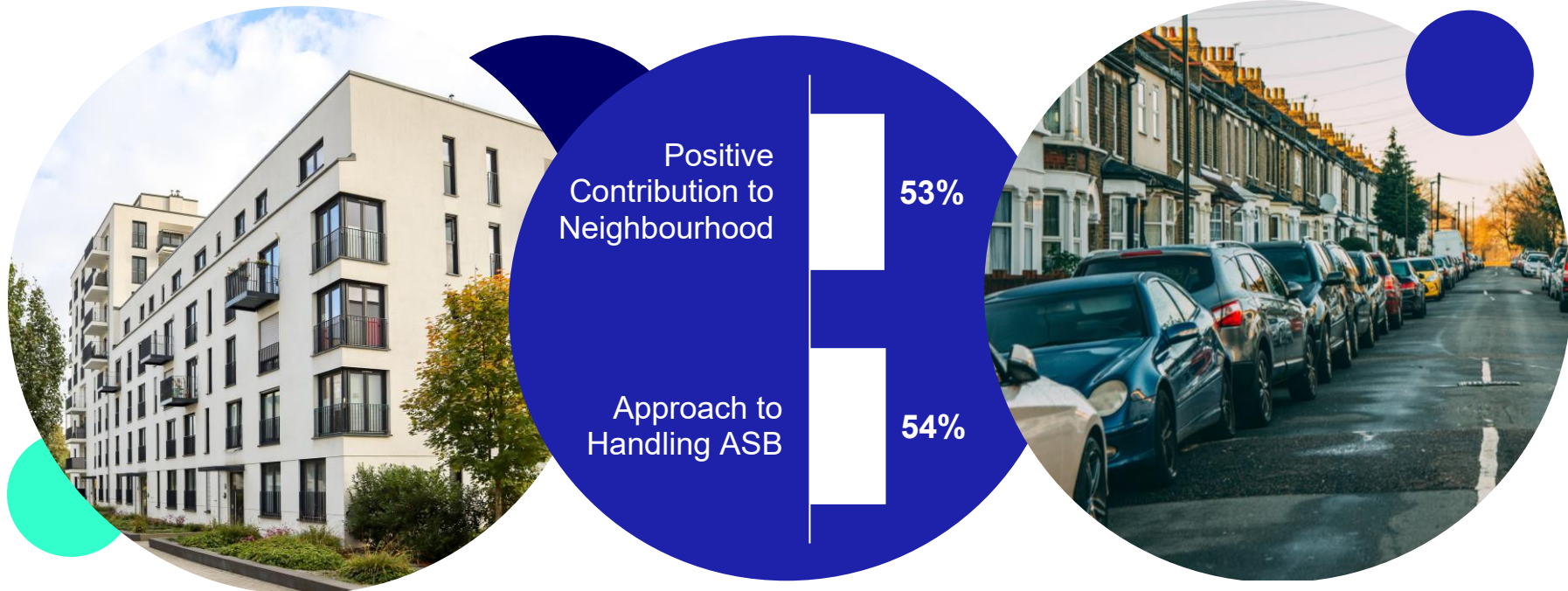
The Neighbourhood



Around half of tenants are satisfied that Portus Supported Housing makes a positive contribution to their neighbourhood **(53%)**.



Tenants are similarly satisfied with Portus Supported Housing's approach to handling anti-social behaviour **(54%)**.



Communications and Tenant Engagement



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



Slightly more tenants are satisfied that they are kept informed about things that matter to them (**57%**).



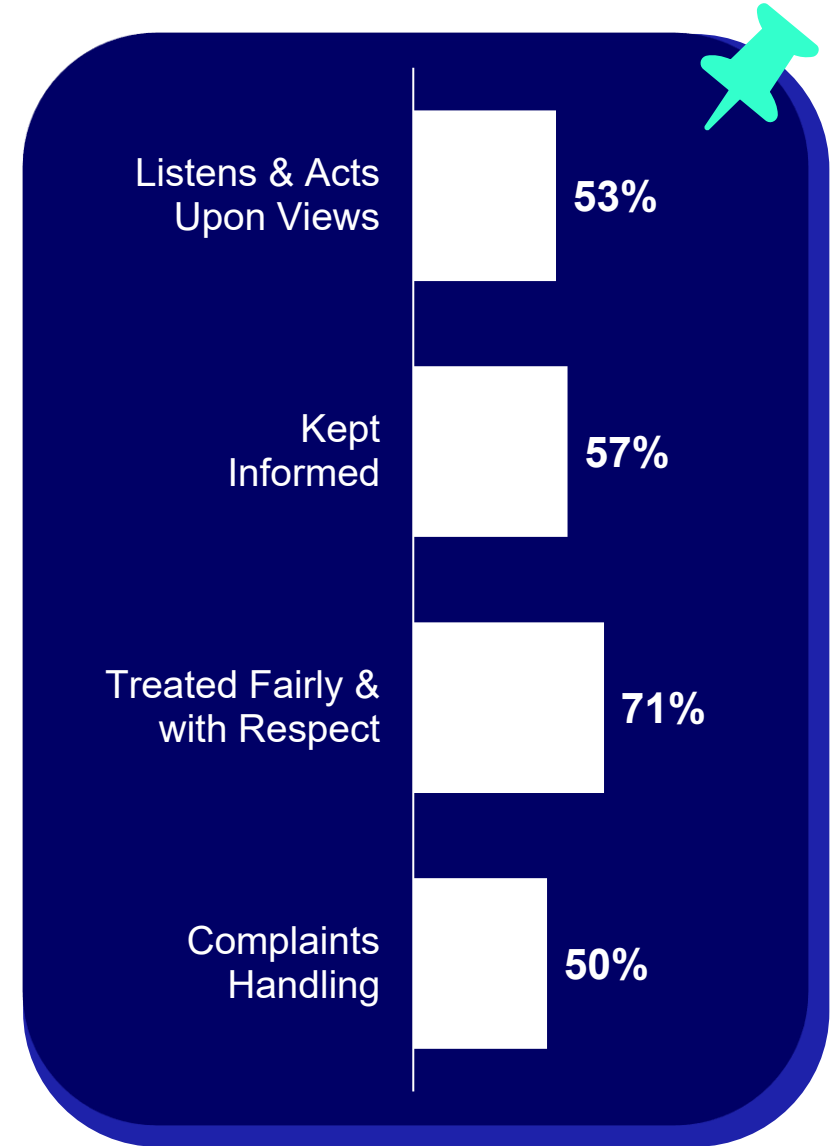
Seven out of ten tenants agree they are treated fairly and with respect by Portus Supported Housing (**71%**).



One in three tenants said they made a complaint to Portus Supported Housing in the last 12 months (**33%**).



Of these tenants, **50%** are satisfied with Portus Supported Housing's approach to complaints handling.



Your Views

Portus Supported Housing appreciates the time everyone took to complete the survey for us. It is important that, through your feedback, we understand the services that work well and those we know can and should be improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work that Portus Supported Housing does to involve you in developing services. As well as publishing the results of the survey, Portus Supported Housing plans to put the findings to good use by working with tenants to further improve the services provided.





Portus
Supported Housing

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