

Portus Supported Housing

TSM Report 2025/26
May 2026

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Acuity was commissioned to undertake an independent satisfaction survey of the customers of Portus Supported Housing (Portus) to collect data on their opinions of, and attitudes towards, their landlord and the services provided, as well as to act as a baseline to compare future surveys against. The survey was designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, which have become mandatory from April 2023 and will be reported upon for the first time in 2024. Portus brings together Bespoke Supportive Tenancies (BeST) and Westmoreland Supported Housing and manages 2,400 homes across England and Wales.

The census survey was carried out from January to April, primarily by post (including an additional reminder mailing to 800 appointees), however, postal surveys also provided a link to allow customers to complete the survey online if preferred, with the aim of achieving 400 responses. At the close, 472 completed responses were received, plus two partially complete which are also included in the results as required by the Regulator; 450 of these were by post, with 24 completed online.

The survey is confidential, and the results are sent back to Portus anonymised unless customers gave their permission to be identified; 85% of respondents gave permission for their details to be shared alongside their survey responses, with 71% of these customers happy for Portus to contact them about any information they provided.

The aim of this survey is to provide data on customer satisfaction, which will allow Portus to:

- Provide information on customers' perceptions of current service provision
- Compare the results with other landlords (where appropriate)
- Report to the Regulator, as required
- Inform decisions regarding future service development.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with less than 2,500 properties achieve a sampling error of at least $\pm 5\%$ at the 95% confidence level. For Portus, there are 470 responses to TP01 (Overall Satisfaction) and this response is high enough to conclude that the findings are accurate to within $\pm 4.1\%$ for the year, so well within the required margin of error.

Note: The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down to the nearest whole number, and for this reason, they may not, in all cases, add up to 100%. Rounding can also cause percentages described in the text to differ from those in the charts by 1% when two percentages are added together

63%

Overall Satisfaction



Satisfaction with the 12 TSMs is summarised to the right. For 2025/26, over six out of ten customers (63%) are satisfied with the overall service provided by Portus.

A further four measures are in the 60% range; the provision of both a safe home (66%) and a well maintained home (62%), the repairs service in the last 12 months (64%) and the upkeep of communal areas (63%). The highest-scoring measure, though, is for customers feeling that they are treated fairly and with respect at 71%.

As is often the case in surveys of this type, satisfaction is lowest for complaints handling, at 49%. The remaining five measures are all in the 50% range.

This report will focus on the headline figures from the survey, as well as satisfaction by length of tenancy and legacy landlord. The demographics section further breaks down the results by different subgroups, such as age, response method, and gender, to give a better understanding of what is driving satisfaction.

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

62%



Safe Home

66%



Repairs Last 12 Months

64%



Time Taken Repairs

52%

Respectful & Helpful Engagement



Listens & Acts

53%



Kept Informed

57%



Fairly & with Respect

71%



Complaints Handling

49%

Responsible Neighbourhood Management



Communal Areas

63%



Neighbourhood Contribution

53%



Approach to ASB

54%



Overall Satisfaction



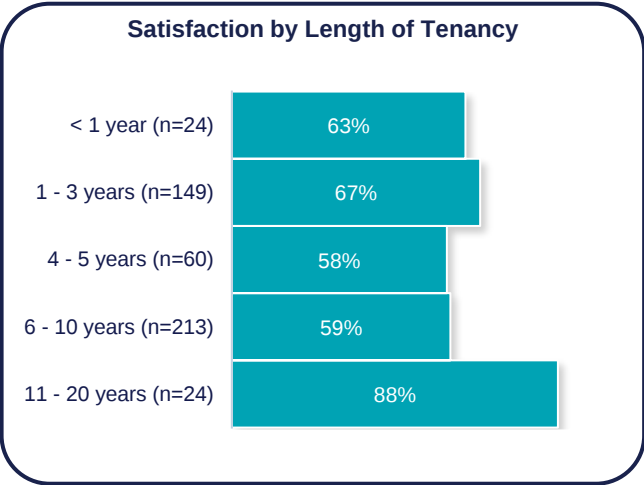
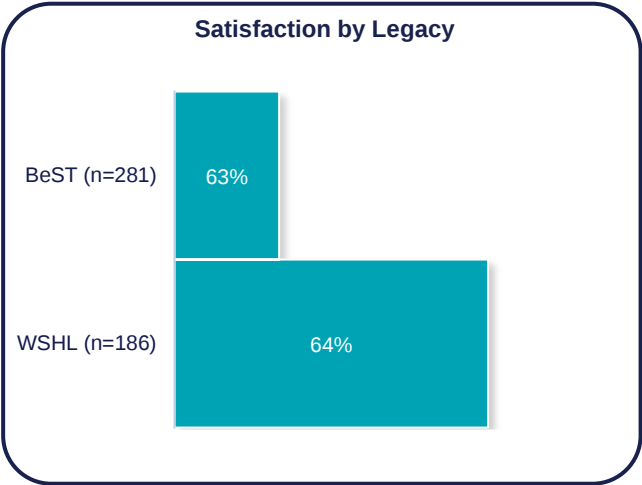
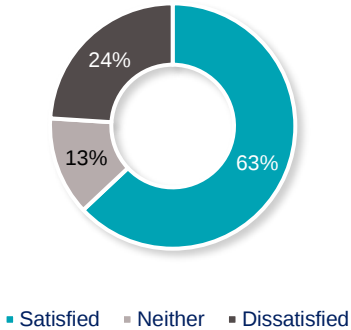
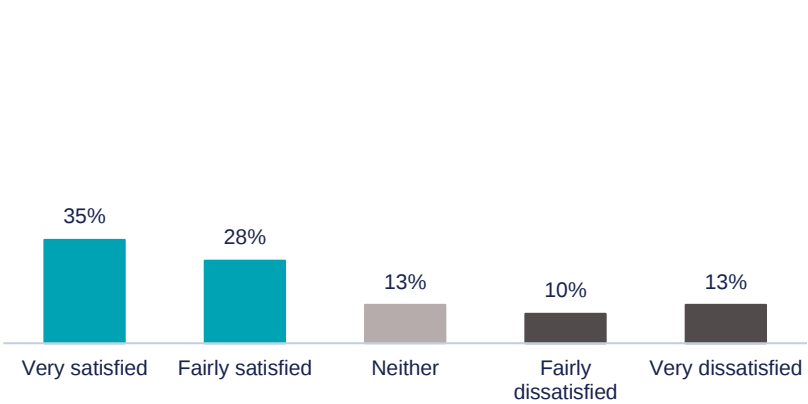
Overall Satisfaction

Customers were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Portus Supported Housing?” This is the key metric in any perception survey.

Over six out of ten customers (63%) are satisfied with the overall service provided by Portus, with 35% very satisfied and 28% satisfied. However, one-quarter of customers (24%), are dissatisfied and a further 13% are neither satisfied nor dissatisfied.

Looking at satisfaction by length of tenancy shows that those in their homes for the longest (11 to 20 years) are most satisfied, compared with those in the middle years, who are least satisfied. However, the differences in base size across length of tenancy should be noted, with the highest and lowest groups having just 24 respondents each.

When comparing overall satisfaction between legacy landlords, there is just one percentage point (p.p) variation, with former Westmoreland Supported Housing customers marginally ahead.





Well Maintained, Safety & Communal Areas



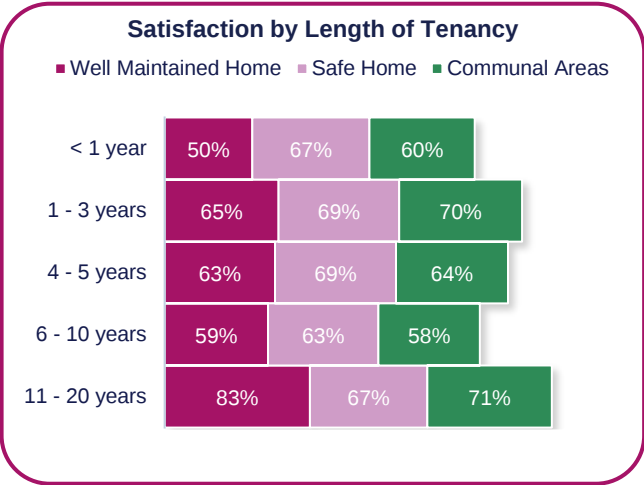
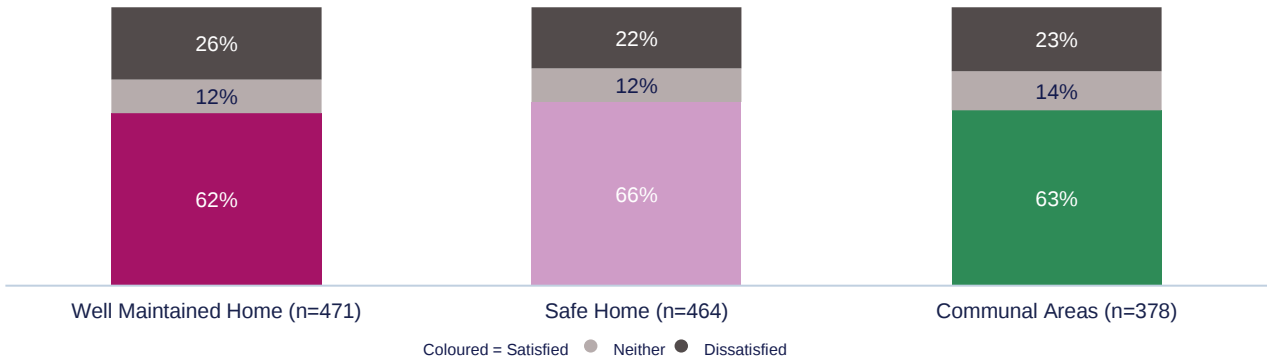
Around six out of ten customers are satisfied that they are provided with a home that is well maintained (62%), with 26% dissatisfied. The maintenance of the home is an important metric, as Acuity Key Driver Analysis (KDA) of over 200,000 survey responses showed it had the strongest influence on overall satisfaction. This is also the case for Portus (see KDA Page 19).

Two-thirds (66%) of customers are satisfied that they are provided with a safe home, with 22% dissatisfied. The safety of the home can be impacted by a range of factors, including building security, repair issues and safety checks, in addition to neighbourhood problems such as anti-social behaviour.

Nine out of ten customers (90%) state they live in a building with communal areas that Portus is responsible for maintaining. Of these, 63% are satisfied that these areas are kept clean and well maintained, with 23% dissatisfied. Reasons for dissatisfaction with this measure can include the quality and frequency of the cleaning service and how well gardens are maintained.

Whilst there is little variation by legacy landlord, satisfaction by length of tenancy again shows those in the longest tenancies are the most satisfied for these measures also.

Well Maintained, Safety & Communal Areas





Keeping Properties in Good Repair

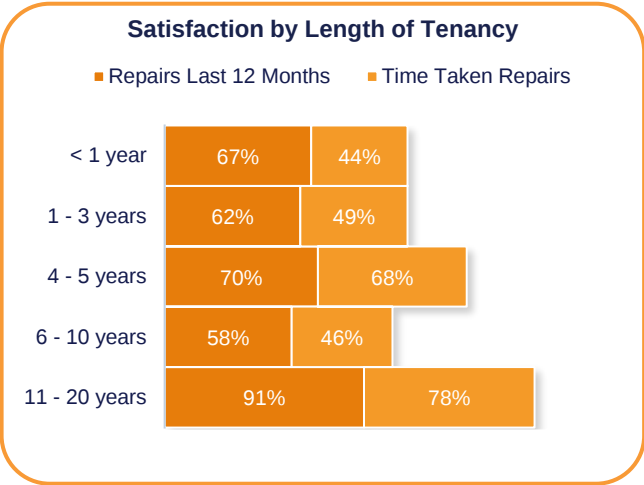
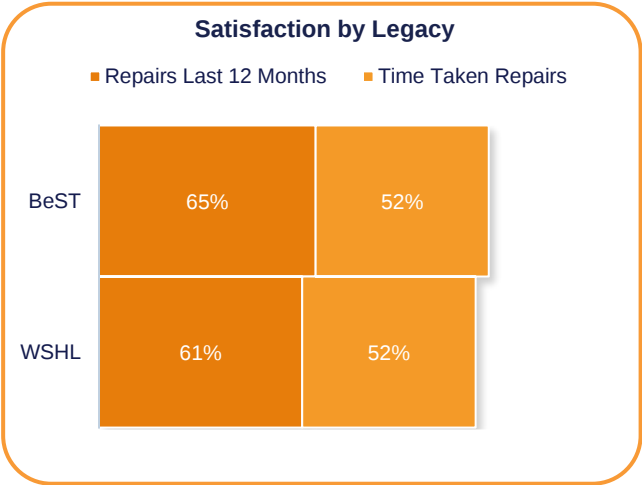
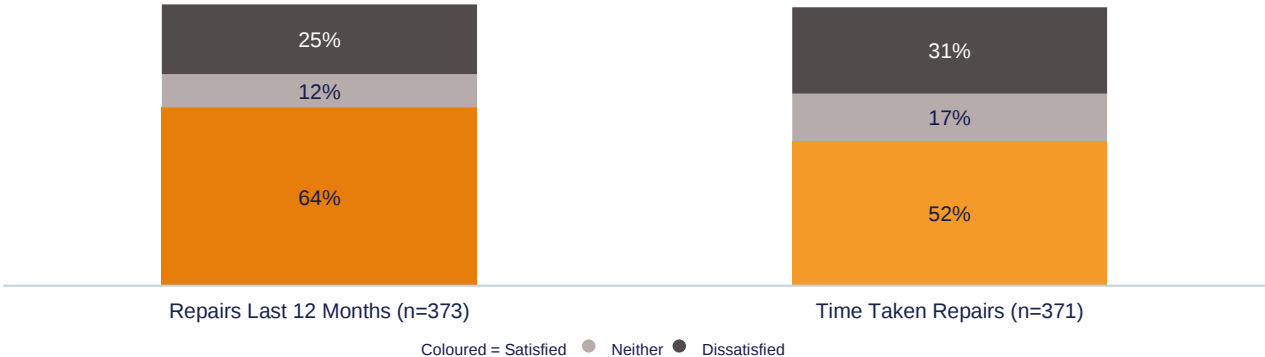


Keeping Properties in Good Repair

Some 84% of customers surveyed state they had a repair carried out to their home in the last 12 months. Of these, 64% are satisfied with the repairs service during this period, with fewer (52%) satisfied with the time taken to complete their most recent repair. It is commonly found that customers are not as satisfied with the time taken, especially as they can have high expectations around timescales. Therefore, it is important to manage the expectations of the customers from the point a repair is reported.

The repairs service is the most common reason for landlord-customer interaction, and is, therefore, often a key factor in determining satisfaction levels.

Again, there is little to no variation by legacy landlord and whilst the longest serving customers are most satisfied, those in their homes four to five years also stand out as more satisfied than all other groups.





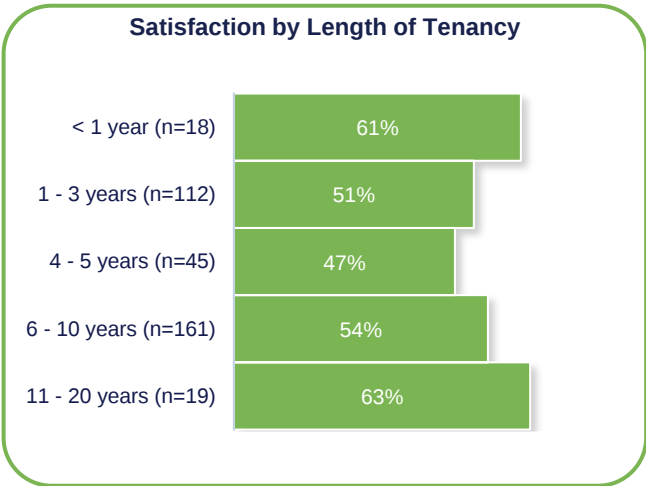
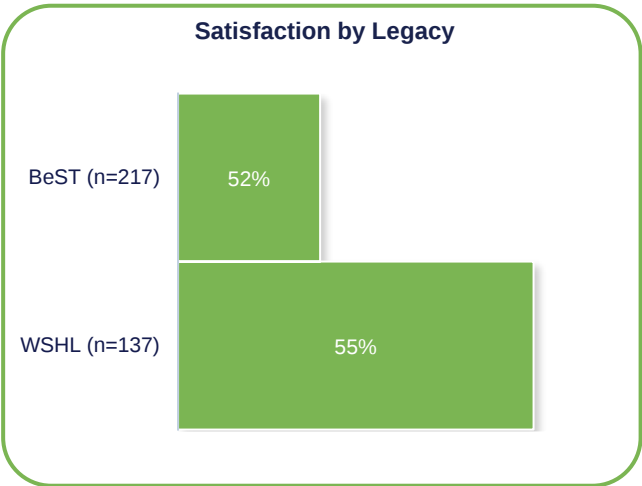
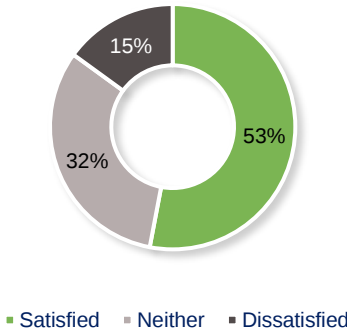
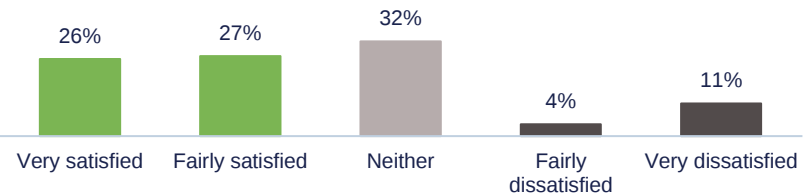
Contribution to the Neighbourhood



Contribution to the Neighbourhood

Just over half of customers (53%) are satisfied that Portus makes a positive contribution to their neighbourhood. However, 15% of customers are dissatisfied, with almost a third (32%) neither satisfied nor dissatisfied. This may be because customers are unaware of the contribution Portus makes to their neighbourhood, and more needs to be done to promote and publicise this. Additionally, some might find it difficult to relate what this question means for them, locally.

The difference in satisfaction by legacy landlord is slight at just 3p.p, with former WSHL customers being ahead at 55%. However, satisfaction by length of tenancy shows a 16p.p variation, with those in the longest tenancies most satisfied, followed closely by the newest customers, with those in the four to five years group the least satisfied.





Approach to ASB



Approach to ASB

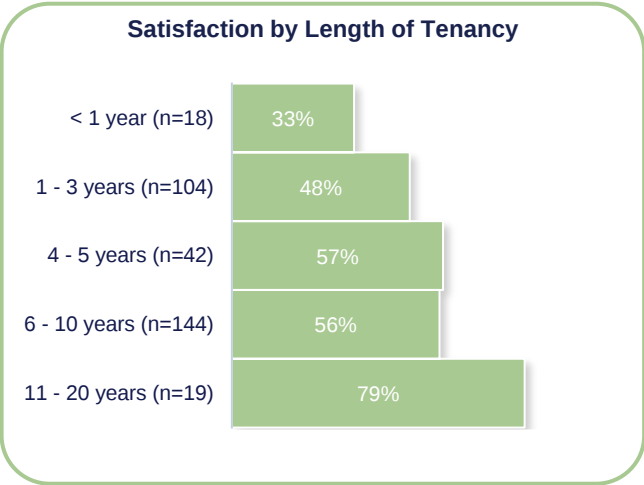
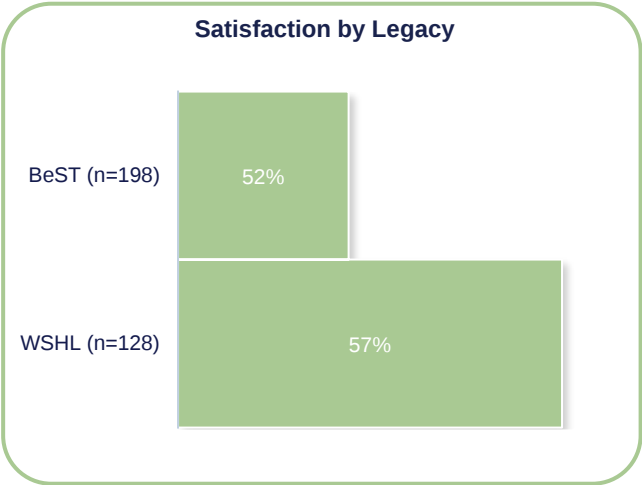
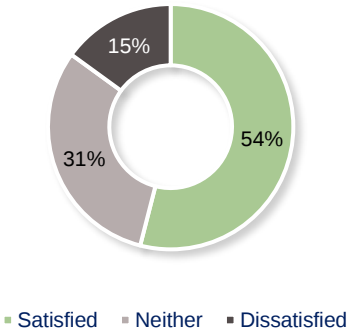
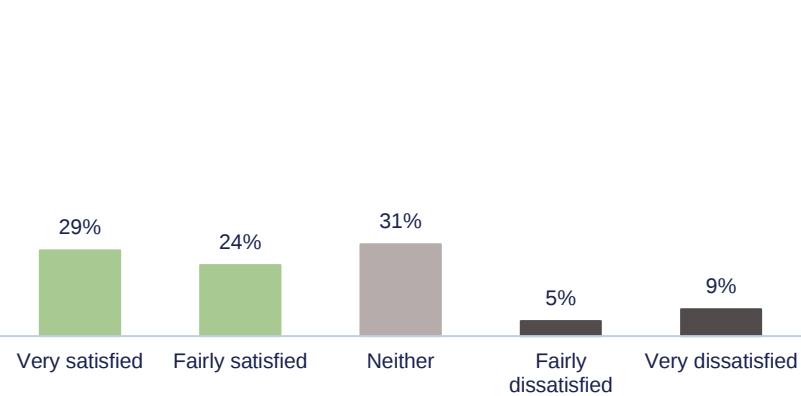
Just over half of customers (54%) are satisfied with Portus' approach to handling anti-social behaviour, with those very satisfied at 29% and fairly satisfied at 24%.

Some 15% are dissatisfied, of which 9% are very dissatisfied and 5% are fairly dissatisfied. However, almost a third (31%) give a neutral response.

Satisfaction with this measure can be influenced by customers' knowledge and experience of how anti-social behaviour is handled, as well as wider problems in their neighbourhood. It should be noted that all customers are asked about their perception of how Portus handles ASB, not just those who have reported a case in the last twelve months. This means effective communication with all customers is important, not just those who have experienced ASB.

Satisfaction with this measure by length of tenancy shows a greater variation, with those in the newest tenancies least satisfied (33%) and those who have been with Portus the longest most satisfied (79%).

Those once under WSHL are a little more satisfied at 57%, compared to 52% of those who were with BeST.





Respectful & Helpful Engagement



Respectful & Helpful Engagement

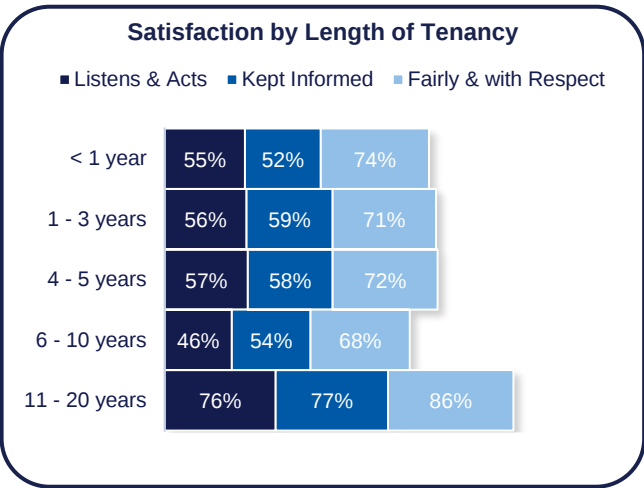
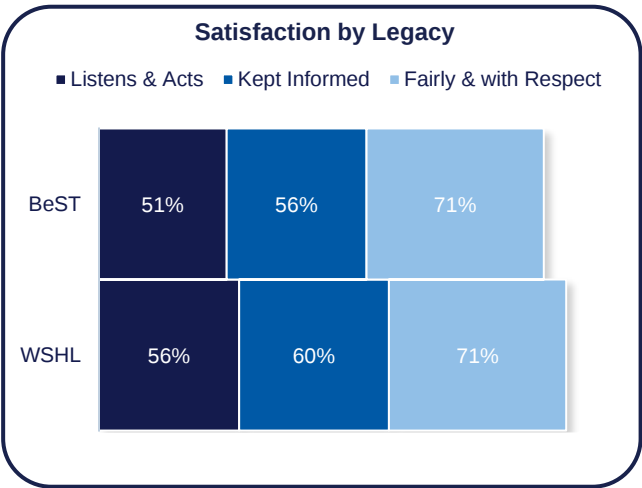
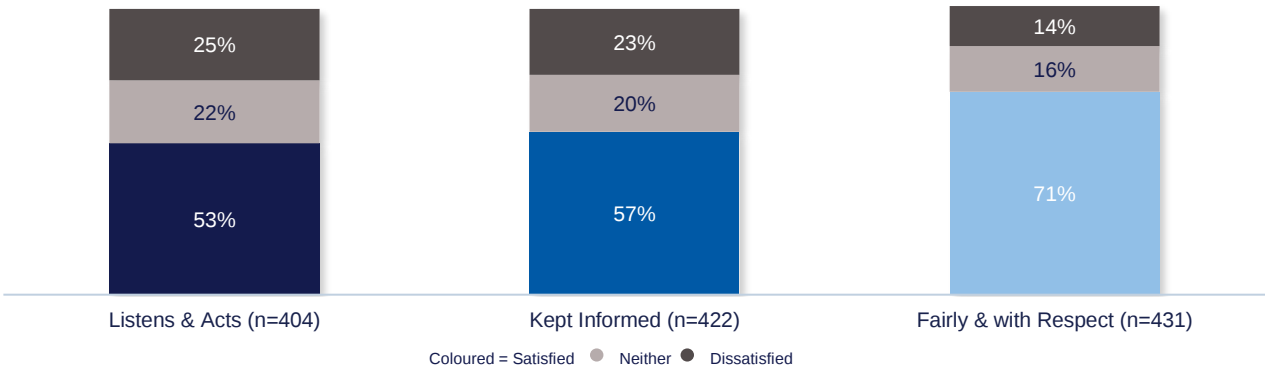
Over seven out of ten customers (71%) agree that they are treated fairly and with respect by Portus, whilst 14% are dissatisfied, a further 16% are unable to give a firm response either way.

Slightly fewer customers (57%) are satisfied that they are kept informed about things that matter to them. Almost a quarter (23%) are dissatisfied with a fifth (20%) who give a neutral response.

Just over half of customers (53%) are satisfied that their views are listened to and acted upon, with a quarter (25%) dissatisfied, and the remaining 22% neither satisfied nor dissatisfied.

Satisfaction with this measure can be impacted by a range of interactions customers have with their landlords, including how repair requests, anti-social behaviour cases, and complaints are handled, as well as more formal feedback channels, such as customer panels and surveys.

Again, satisfaction by legacy landlord is relatively similar. Those in the longest tenancies are most satisfied with each of these measures, however, for these, those in their homes between six and ten years are least satisfied.





Effective Handling of Complaints



Effective Handling of Complaints

When asked if they had made a complaint to Portus in the last 12 months, a third (33%) of customers said they had. However, it is hard to tell how many of these are genuine complaints or service requests which have yet to be fully actioned. At the same time, a high proportion of complaints alone is not necessarily a negative, since it can indicate an easily accessible and transparent complaints process.

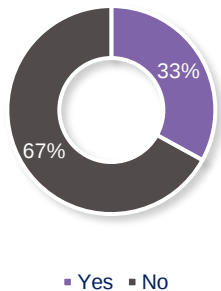
Of the customers who said they made a complaint, half (50%) are satisfied with Portus' approach to complaints handling, with 38% dissatisfied and a further 13% who give a neutral response.

Complaints handling is usually the lowest-performing TSM for Registered Providers, so this result is not unexpected; however, it does suggest that improvements can be made to the process.

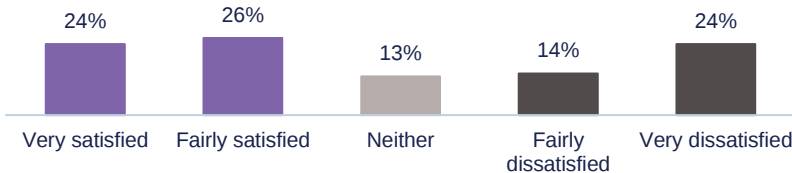
Dissatisfaction with complaints can be caused by the outcome, i.e. if customers got the resolution they wanted (notoriously difficult), as well as how it was handled, including timeliness, how they were kept updated and the attitude of the staff they dealt with.

The results by legacy landlord and length of tenancy, in general, mirror those for the other measures, as seen previously.

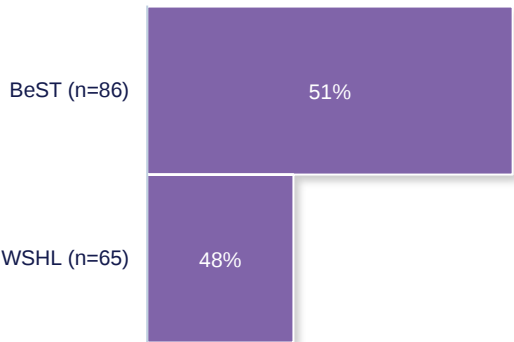
Complaint in last 12 months



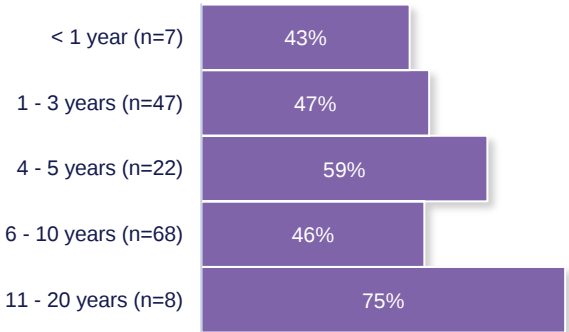
Satisfaction with Complaints Handling



Satisfaction by Legacy



Satisfaction by Length of Tenancy





Further Insight



These charts summarise the key results from 2025/26 for both satisfaction and dissatisfaction.

Sometimes, where satisfaction is low, the remaining customers can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where customers do not have strong opinions or areas where a high percentage of customers are dissatisfied.

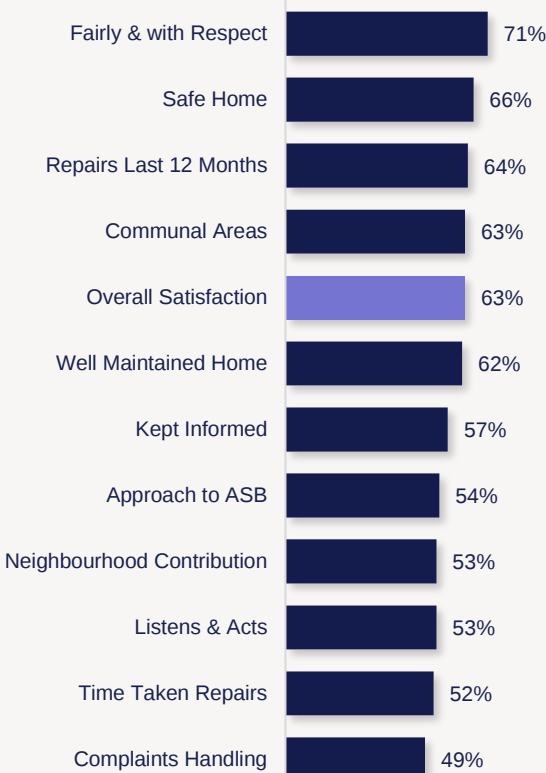
For Portus, it generally follows that measures with high satisfaction also have low dissatisfaction and vice versa.

Dissatisfaction is at a quarter (25%) or below for all but three measures; dissatisfaction with the provision of a well maintained home (26%), the time taken for repairs (31%) and complaint handling (38%) being higher.

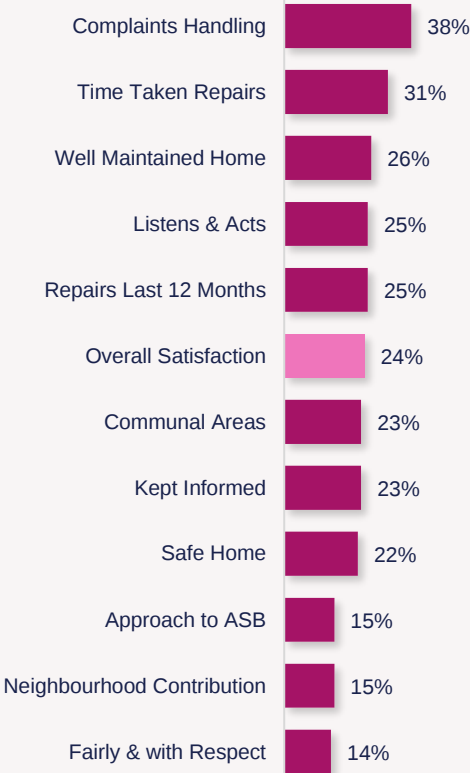
In terms of neutral responses, for nine measures this is at 20% or below. The three which exceed this are listens and acts (22%), the approach to ASB (32%) and neighbourhood contribution (32%) indicating these are perhaps areas for focus, to help move these customers to a more positive viewpoint.

Annual Satisfaction & Dissatisfaction

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26





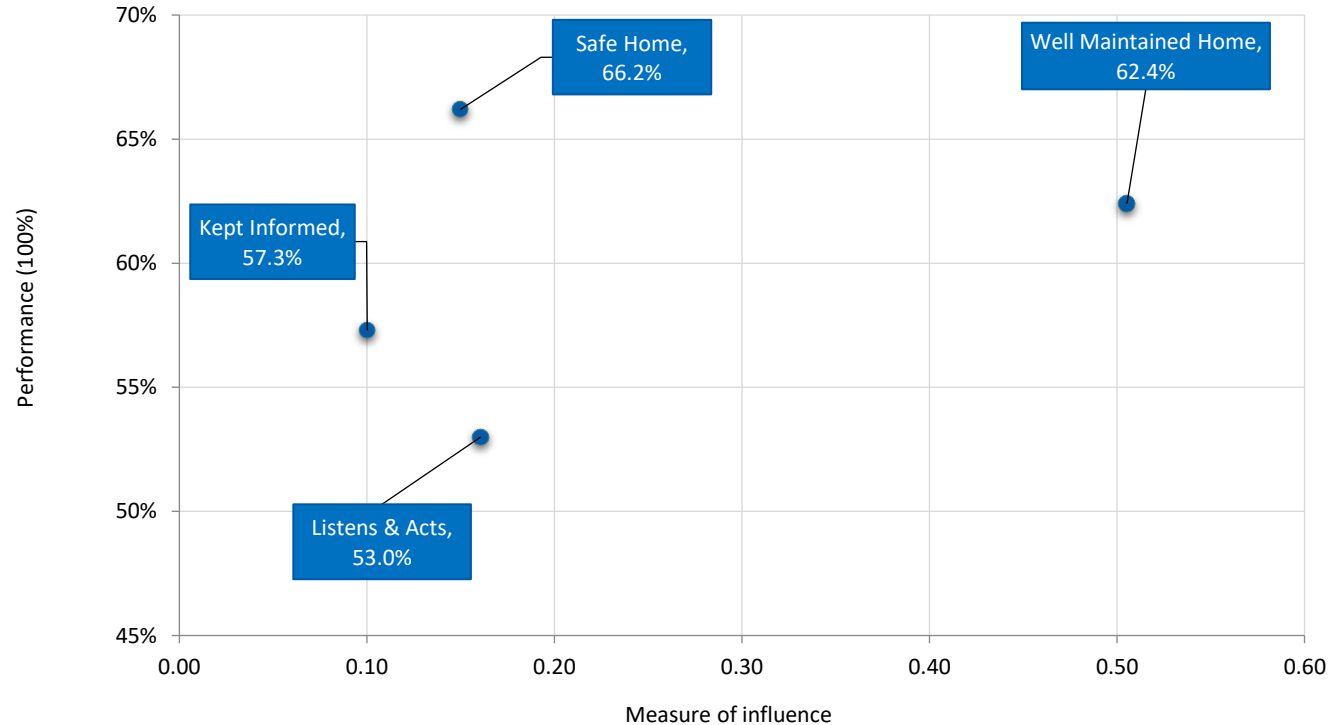
Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for customers' overall satisfaction.

Each landlord has its own unique pattern of influence, and when considering the results for 2025/26, the most important driver for customers' satisfaction with the overall service is that Portus provides a home that is well maintained. Listens and acts, the provision of a safe home and being customers feeling they are kept informed about the things that matter to them are also important, but less influential.

This analysis implies that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall service provided.

Annual Key Driver Analysis – Overall Satisfaction



Benchmarking – Acuity Clients 2025/26 – All LCRA

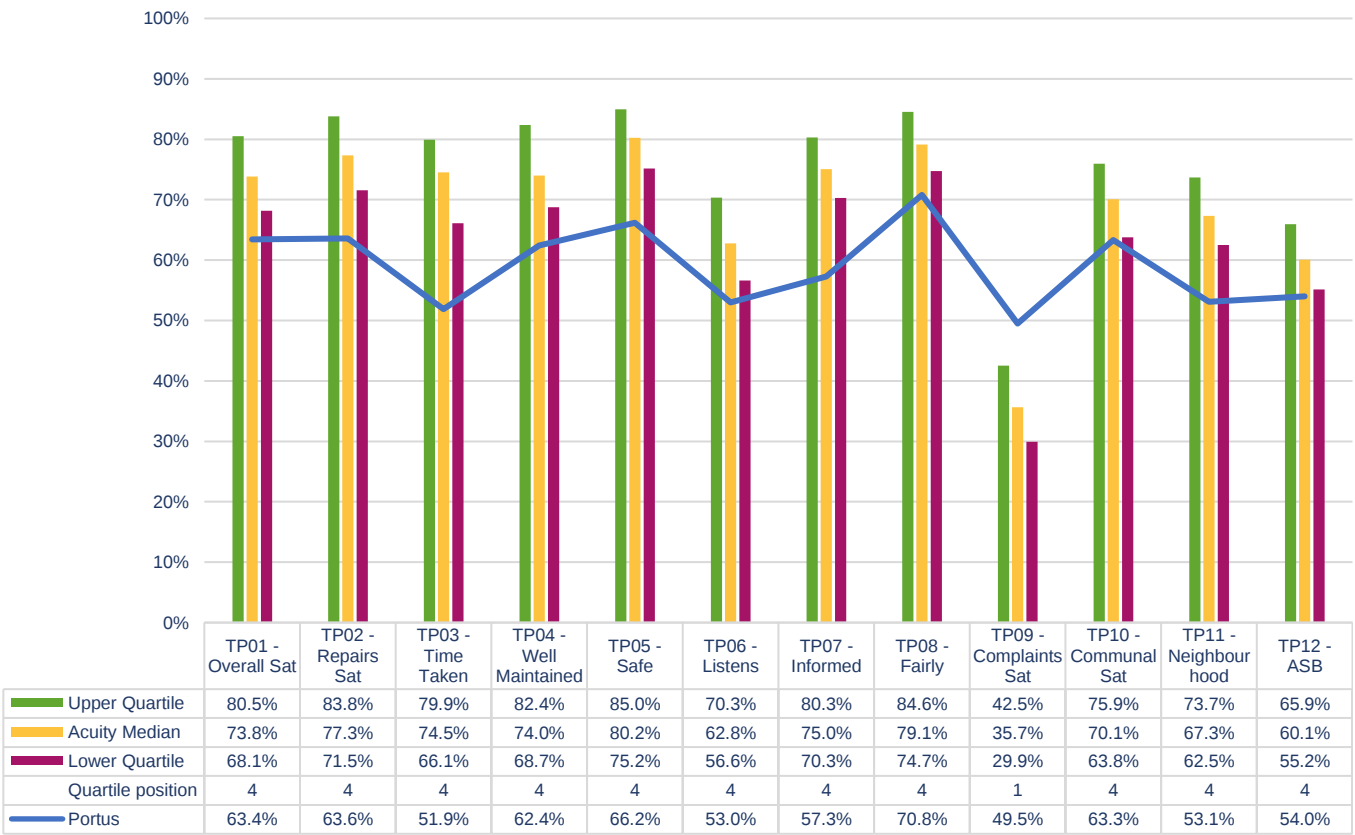


It is possible to compare the results for Portus for 2025/26 with the results from Acuity clients for 2025/26.

The chart opposite shows the quartile positions for all LCRA Acuity clients for 2025/26.

Portus is in the lower quartile for all but one measure. The exception is complaint handling, which is 13.8p.p above the Acuity median, and is in the upper quartile, so whilst this is the lowest-scoring measure for Portus, nevertheless it compares favourably here.

It is important to note that this includes all types of landlords, including housing associations and councils, with varying stock sizes across all geographic areas, so they are not necessarily similar to Portus. Nonetheless, this still provides a useful comparison.



National Context



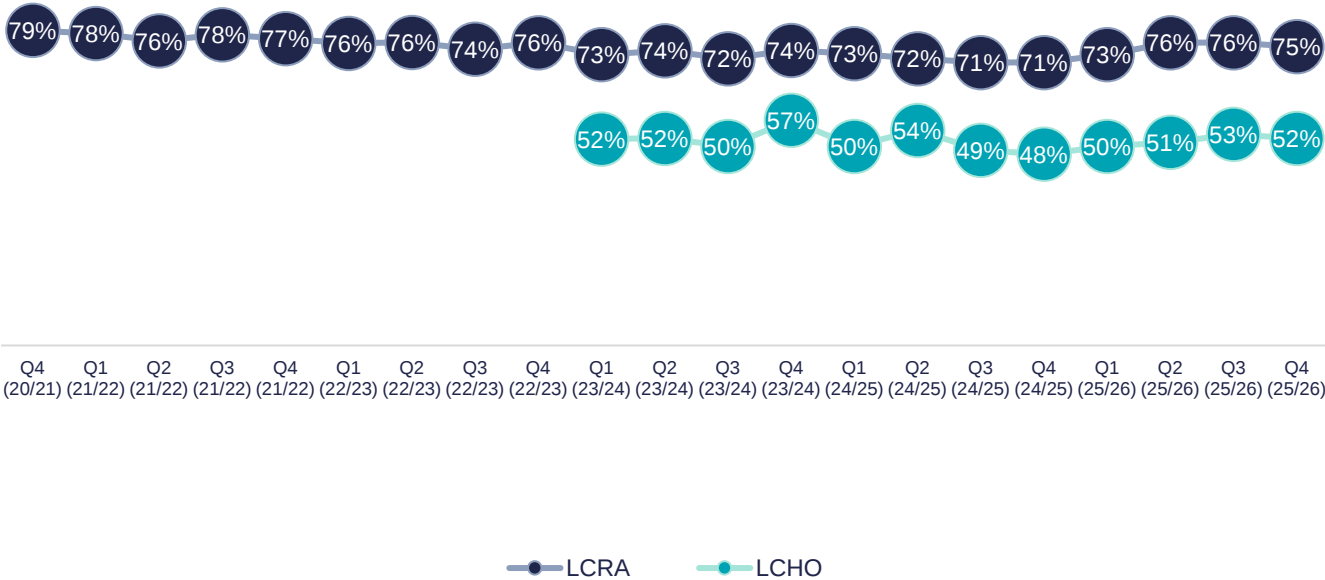
When considering the results, the national context and external factors must also be taken into account.

Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives.

Customers have had to face considerable challenges in recent years, particularly the ongoing cost-of-living crisis, political changes and some will still be recovering from the disruption caused by the pandemic of 2020 and the effect it had on the delivery of services.

The graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years, but this has stabilised in the mid-70% range by the end of 2025/26.

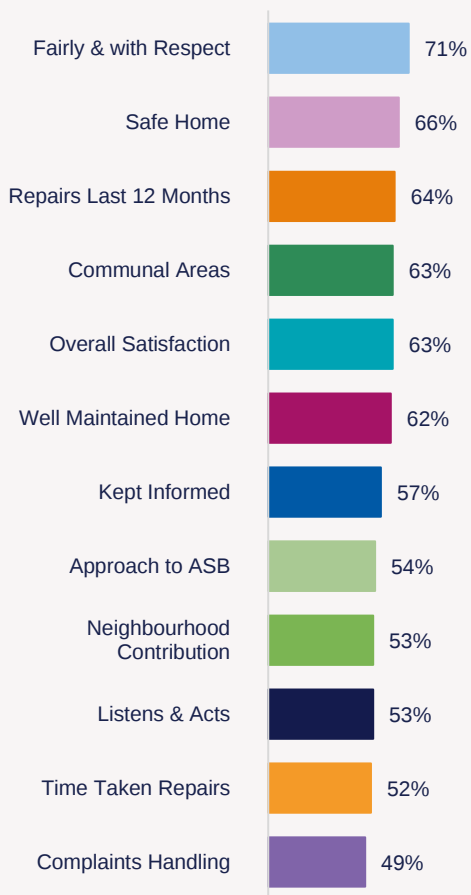
Overall Services (Acuity Clients)





Summary

Satisfaction with Measures



Summary



Acuity was commissioned to undertake an independent satisfaction survey of the customers of Portus Supported Housing (Portus) to collect data on their opinions of, and attitudes towards, their landlord and the services provided, as well as to act as a baseline to compare future surveys against. The census survey, which was designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, was carried out from January to April, mainly by post, but with an online option for those who prefer this.

At the close, 472 completed responses were received, plus two partially complete which are also included in the results as required by the Regulator; 450 of these were by post, and 24 were completed online.

The survey is confidential, however, 85% gave permission for their details to be shared alongside their survey responses, with 71% of these customers are happy for Portus to contact them about any information they provided. As there are 470 responses to TP01 (Overall Satisfaction), this response is high enough to conclude that the findings are accurate to within $\pm 4.1\%$ for the year, so well within the required margin of error.

Overall satisfaction is at 63%, and this sits in the upper half of the table when all measures are ranked (left). Being treated fairly and with respect is the highest scoring measure at 71%, and whilst complaint handling is the lowest scoring measure, this is above the median for Acuity clients for 2025/26, and in the upper quartile. All other measures are below this median and in the lower quartile.

Dissatisfaction is at a quarter (25%) or below for all but three measures; dissatisfaction with the provision of a well maintained home (26%), the time taken for repairs (31%) and complaint handling (38%) being slightly higher. In terms of neutral responses, for nine measures this is at 20% or below. The three which exceed this are listens and acts (22%), the approach to ASB (32%) and neighbourhood contribution (32%) indicating these are perhaps areas for focus, to help move these customers to a more positive viewpoint.

As is often the case, the most important driver for customers' satisfaction with the overall service is that Portus provides a home that is well maintained. Listens and acts, the provision of a safe home and being kept informed are also important but less influential.

In terms of demographics, those aged 55 to 59 are most satisfied, with this declining slightly in the older age groups. Those in their homes for 11 to 20 years are most satisfied, as are those with assured rent tenancies. The differences by legacy landlord and by gender are slight in the main, with the greatest difference by gender being 11% for the approach to ASB where female respondents are more satisfied.



Recommendations

Handling of Complaints

Portus Supported Housing brings together Bespoke Supportive Tenancies (BeST) and Westmoreland Supported Housing, two organisations with shared values and a common goal – to provide safe, stable homes where people can live confidently and independently.

Portus' vision is to provide high quality homes and services that meet the support requirements of customers throughout their lives.

Shown opposite are some recommendations that Portus may wish to follow up on to help improve satisfaction in the future.

Since the introduction of the TSMs, the handling of complaints has been consistently the lowest-rated service, and although for Portus the satisfaction score of 49% compares favourably against Acuity client's results for 2025/6, this remains the lowest scoring measure. Dissatisfaction is highest at 38%. A third (33%) of customers said they had made a complaint in the last 12 months, but the question of '*what is a complaint?*' continues, so it is not clear how many of these are genuine complaints or service requests. Correlating those who say they reported a complaint in the last 12 months with those who accessed the formal complaints process may help establish whether some experiences and views shared may relate to service requests rather than service failures.

Where landlords do well with complaints, it is usually because they are clear on how and when customers should complain, what they can expect in terms of service, and ensuring there are regular updates during any investigation. While the effective handling of complaints is an issue for all social landlords, Portus may wish to review processes to ensure responses are adequate and customers' frustrations are fully addressed. Some landlords have included further questions to help establish whether a specific part of the complaints process is falling short (for example, whether this might be the reporting of new complaints, the investigation process or the speed/quality of the response) or whether it is more connected to the outcome not being as the customer expects, or perhaps that remedial action planned as part of a resolution may not always be delivered as promised.

Neutral responses

For the majority of the measures, neutral responses are at 20% or below, however, two of the three areas which score higher are the approach to ASB (where 31% are neither satisfied nor dissatisfied) and neighbourhood contribution (at 32%). Providing more information in both of these areas, on which customers can base their views in future will be key. Sharing more about what can and cannot be done as a landlord to manage ASB, as well as ensuring customers know how to report instances of ASB, as well as perhaps communicating anonymised outcomes will help limit the reasons for dissatisfaction in future and may also help move those in the middle to a more positive viewpoint. Similarly with neighbourhood contribution, often neutral (or negative) scores can be attributed to a lack of visibility or knowledge of a landlord's work in local communities. Communication around neighbourhood initiatives and interactions will help provide useful reference points for customers when providing their satisfaction scores for this area in future.



Demographics



Legacy

The table to the right shows satisfaction by legacy landlord, as has also been shown throughout this report.

Differences in satisfaction between those who were previously customers of BeST or Westmoreland Supported Housing are slight. They range from being 5p.p higher for Westmoreland customers for the upkeep of communal areas, approach to ASB and listens and acts, while both groups have the same satisfaction score for the provision of a safe home, time taken for repairs and being treated fairly and respect.

	All customers	BeST	WSHL
Overall Satisfaction	63%	63%	64%
Well Maintained Home	62%	64%	60%
Safe Home	66%	66%	66%
Communal Areas	63%	61%	66%
Repairs Last 12 Months	63%	65%	61%
Time Taken Repairs	52%	52%	52%
Neighbourhood Contribution	53%	52%	55%
Approach to ASB	54%	52%	57%
Listens & Acts	53%	51%	56%
Kept Informed	57%	56%	60%
Fairly & with Respect	71%	71%	71%
Complaints Handling	50%	51%	48%



Age Group

It is common in surveys of this type that satisfaction generally increases with age, and this appears to be the case to some degree for Portus.

Customers aged 55 to 59 are the most satisfied with the overall service and with all but one of the other measures, (the exception being neighbourhood contribution, where those aged 65 to 74 are most satisfied). However, those in the 24 years and under age group are least satisfied overall, and with all but one of the other measures (the exception this time being the repairs service in the last 12 months, where those aged 25 to 34 are the least satisfied).

Whilst satisfaction then declines again slightly for those aged 60 and over (for most measures) it is also important to note that due to the low level of responses from the oldest two age groups, it is not possible to include these in the analysis.

Whilst it is not entirely clear why satisfaction by age follows this pattern, it could be that older people are generally less likely to complain and, perhaps, accept lower standards of service, or have a higher degree of loyalty, whereas younger customers can have higher expectations of what they feel services should look like.

	All customers	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	63%	50%	57%	62%	70%	76%	64%	67%	83% *	67% *
Well Maintained Home	62%	46%	55%	66%	66%	74%	68%	67%	50% *	100% *
Safe Home	66%	54%	65%	68%	67%	82%	59%	67%	83% *	67% *
Communal Areas	63%	50%	58%	62%	64%	85%	67%	69%	83% *	100% *
Repairs Last 12 Months	64%	50%	49%	61%	69%	85%	81%	81%	100% *	33% *
Time Taken Repairs	52%	33%	43%	49%	56%	77%	62%	67%	67% *	33% *
Neighbourhood Contribution	53%	41%	53%	46%	57%	63%	59%	64%	75% *	100% *
Approach to ASB	54%	33%	58%	55%	57%	68%	52%	54%	0% *	50% *
Listens & Acts	53%	44%	48%	54%	52%	68%	66%	60%	25% *	67% *
Kept Informed	57%	44%	48%	54%	62%	77%	58%	65%	100% *	100% *
Fairly & with Respect	71%	62%	69%	71%	71%	83%	75%	68%	100% *	33% *
Complaints Handling	49%	23%	51%	47%	57%	70%	50%	54%	50% *	100% *

*Base below 10



Length of Tenancy

As those with the longest tenancies are often among the oldest customers, satisfaction tends to be high in these groups, and this is true for Portus, as those in the longest tenancies are most satisfied overall and with nine of the other measures.

It is often also seen that satisfaction tends to be high for newer customers, however, this is not the case for Portus, as those in the newest tenancies are least satisfied four of the measures; those in their homes for four to five year are least satisfied overall

The range between most and least satisfied is considerable for many of the measures, especially the approach to ASB where there is 46p.p difference between most and least satisfied, followed by 34p.p for the time taken with repairs, and 33p.p for both the repairs in the last 12 months and the provision of a well maintained home.

	All customers	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years
Overall Satisfaction	63%	63%	67%	58%	59%	88%
Well Maintained Home	62%	50%	65%	63%	59%	83%
Safe Home	66%	67%	69%	69%	63%	67%
Communal Areas	63%	60%	70%	64%	58%	71%
Repairs Last 12 Months	64%	67%	62%	70%	58%	91%
Time Taken Repairs	52%	44%	49%	68%	46%	78%
Neighbourhood Contribution	53%	61%	51%	47%	54%	63%
Approach to ASB	54%	33%	48%	57%	56%	79%
Listens & Acts	53%	55%	56%	57%	46%	76%
Kept Informed	57%	52%	59%	58%	54%	77%
Fairly & with Respect	71%	74%	71%	72%	68%	86%
Complaints Handling	49%	43% *	47%	59%	46%	75% *

*Base below 10



Response Method

This table shows the results split by the method used to respond to the survey.

All customers received a postal survey; however, this included a link to complete the survey online if preferred. The majority (95%) completed and returned the postal survey, and just 5% (24 responses) were logged online.

Customers who completed a postal survey are the most satisfied, with the highest rating for ten of the measures; online responses scored higher for neighbourhood contribution.

Younger customers are more likely to prefer to complete surveys online, and for Portus this is true, as half the online completions are from those 25 to 34, and another seven from those 35 to 44, with just two from those aged of 60. Therefore, it is reasonable to conclude that the differences by response method are closely linked to the tendency for satisfaction to increase with age.

	All customers	Online	Postal
Overall Satisfaction	63%	42%	64%
Well Maintained Home	62%	45%	63%
Safe Home	66%	50%	67%
Communal Areas	63%	50%	64%
Repairs Last 12 Months	64%	36%	65%
Time Taken Repairs	52%	36%	53%
Neighbourhood Contribution	53%	64%	52%
Approach to ASB	54%	53%	54%
Listens & Acts	53%	35%	54%
Kept Informed	57%	33%	58%
Fairly & with Respect	71%	50%	72%
Complaints Handling	49%	56% *	49%

*Base below 10



Tenure

This table shows satisfaction by tenure, where Assured Rent customers are most satisfied overall and with eight other measures, and Assured Shorthold customers are least satisfied overall and with eight other measures. There is no difference for the time taken for repairs or for being treated fairly and with respect.

Non-Social Let responses are excluded from the analysis, as there were only three responses from this cohort.

	All customers	Assured Rent	Assured Shorthold	Non-Social Let
Overall Satisfaction	63%	70%	61%	100% *
Well Maintained Home	62%	67%	61%	100% *
Safe Home	66%	71%	65%	100% *
Communal Areas	63%	72%	61%	67% *
Repairs Last 12 Months	64%	64%	63%	100% *
Time Taken Repairs	52%	52%	52%	100% *
Neighbourhood Contribution	53%	55%	52%	67% *
Approach to ASB	54%	63%	51%	100% *
Listens & Acts	53%	51%	53%	100% *
Kept Informed	57%	59%	56%	100% *
Fairly & with Respect	71%	70%	70%	100% *
Complaints Handling	49%	50%	48%	100% *

*Base below 10



Gender

More male than female responses to the survey were received (249 and 163, respectively). There were a further 62 responses excluded from this analysis, where the gender of the respondent is unknown.

As is often found in surveys of this kind, male customers are generally more satisfied than their female counterparts, and whilst this is true here in terms of overall satisfaction and three other measures, females are most satisfied with six measures, therefore for Portus, the results are more balanced.

In addition, many of the differences are slight, with neighbourhood contribution and well maintained home scoring the same from male and female respondents. The largest variation is for the approach to ASB (49% for male respondents, compared to 60% for female respondents).

	All customers	Male	Female
Overall Satisfaction	63%	64%	63%
Well Maintained Home	62%	63%	63%
Safe Home	66%	69%	64%
Communal Areas	63%	64%	63%
Repairs Last 12 Months	64%	61%	67%
Time Taken Repairs	52%	51%	52%
Neighbourhood Contribution	53%	52%	52%
Approach to ASB	54%	49%	60%
Listens & Acts	53%	51%	54%
Kept Informed	57%	55%	57%
Fairly & with Respect	71%	75%	67%
Complaints Handling	49%	48%	50%



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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