The Passage
Everyone deserves a place to call home

Passage Housing Services Tenant Satisfaction Survey 2024–25

In the final quarter of 2024–25, we carried out our annual **Tenant Satisfaction Survey** across all three residential properties owned by **Passage 2000** and managed by **Passage Housing Services (PHS)**:

- **Bentley House**
- **Montfort House**
- **Passage House Assessment Centre**

Together, these services offer 73 units in a range of studio and one-bedroom flats and ensuite rooms. At the time of the survey, 70 units were occupied, with 50 residents (71%) participating—a strong response rate that gives us valuable insight into how our services are experienced.

How We Collected Feedback

Over a three-week period, residents were invited to complete the survey—either online or on paper—using the standard questions set by the Housing Regulator. We made sure the process was accessible, anonymous, and transparent, with support available for those who needed help completing the form.

To deepen our understanding, we added a comment box to each question. This gave residents the opportunity to explain their answers in their own words—offering us rich, actionable feedback.

What Residents Told Us

The results were overwhelmingly positive, with an **average satisfaction rate of 94.3%** across all areas. Here's a snapshot of what residents had to say:

"It's an amazing service that saves lives, couldn't ask for anything more."
"I love my own safe space."
"Staff check in with me and listen to my views and support."
"I came from the streets and they made me feel like a human again."

Of course, we also heard where we can do better:

"There are no food options for me. I wish I am able to cook traditional food."
"They had to order the part, maybe they could have kept in touch a bit more."
"Montfort House is clean but sometimes there can be mice and bedbugs."

These comments are already starting discussions within our teams about how we can improve.

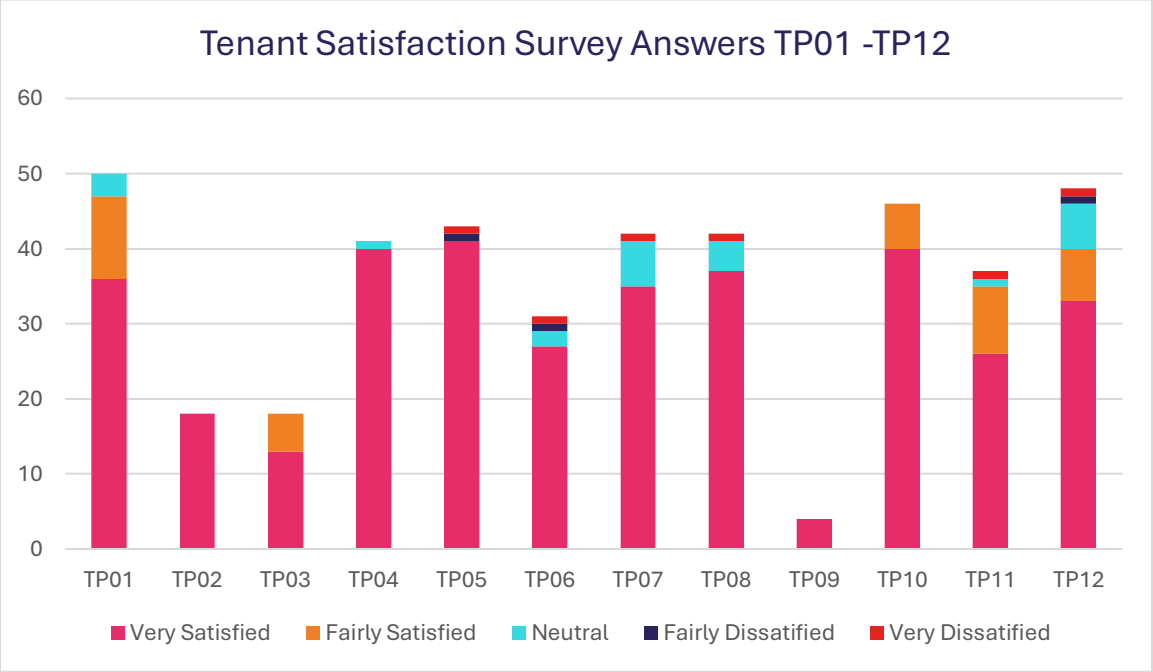
Survey Results at a Glance

Question	% Satisfied	Highlights
TP01 Overall satisfaction with PHS	94%	50 respondents: 36 Very Satisfied 11 Fairly Satisfied 3 Neutral
TP02 Satisfaction with repairs service	100%	18 respondents: 14 Very Satisfied 4 Fairly Satisfied
TP03 Time taken to complete repairs	100%	18 respondents: 13 Very Satisfied 5 Fairly Satisfied
TP04 Home is well maintained	98%	49 respondents: 40 Very Satisfied 8 Fairly Satisfied 1 Neutral
TP05 Home is safe	96%	50 Respondents: 41 Very Satisfied 7 Fairly Satisfied 1 Fairly Dissatisfied 1 Very Dissatisfied
TP06 Listens and acts on views	89.6%	48 Respondents 27 Very Satisfied 16 Fairly Satisfied

		2 Neutral 1 Fairly Dissatisfied 2 Very Dissatisfied
TP07 Keeps residents informed	86%	50 Respondents: 35 Very Satisfied 8 Fairly Satisfied 6 Neutral 1 Very Dissatisfied
TP08 Treated fairly and with respect	90%	50 Respondents: 37 Very Satisfied 8 Fairly Satisfied 4 Neutral 1 Very Dissatisfied
TP09 Complaints handling	100%	4 respondents: 2 Very satisfied 2 Fairly satisfied
TP10 Communal areas clean and maintained	100%	46 Respondents: 40 Very Satisfied 6 Fairly Satisfied
TP11 Contributing to the neighbourhood	94.6%	37 Respondents: 26 Very Satisfied 9 Fairly Satisfied 1 Neutral 1 Very Dissatisfied
TP12 Handling antisocial behaviour	83.3	48 Respondents: 33 Very Satisfied 7 Fairly Satisfied 6 Neutral

		1 Fairly Dissatisfied 1 Very Dissatisfied

The bar chart below reflects all 12 survey questions, showing the distribution of satisfaction levels in relation to the number of respondents per question:



Next Steps

We're proud of the positive feedback, but we're not stopping here. The full results will be shared in our services and on the **PHS website**, along with updates on how we're responding to the feedback. From improving communication during repairs to exploring more culturally inclusive food options, our residents' voices are shaping the future of our services.