

Annual Report to Residents - Performance Summary 2019-20

Our Local Offers describe the service you can expect from us.

Did you know? We have received feedback about our services from around 10,000 residents nationwide this year. The feedback continues to reflect the relevance and importance of our Local Offers.

We plan to embark upon 'A Conversation with Sanctuary' next year, our most ambitious programme of resident engagement to date, as we continue to make sure our service standards reflect what is most important to our residents.

Home

- We completed **33,271** repairs this year
- Well over **nine out of ten** of residents were satisfied with the quality of service (91% 2019/2020)
- We spent **£86.3 million** improving your homes (£79.3 million 2018/2019)

Customer service

- Nearly **nine out of ten** residents (87%) said they are kept informed about any changes to where I live in a timely manner (87%)
- More than **90 per cent** of residents say they are happy with care or support they receive
- **96 per cent** of residents said they were treated with respect and kindness

This document can be translated into other languages, large print and Braille or recorded on to an audio CD. Please contact us for details.

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Further details of this year's performance can be found in the Annual Report to Residents 2019/2020 at www.sanctuary-supported-living.co.uk

Value for money and governance

- **Nine out of ten** residents say your rent is value for money (90% 2019/2020, 91% 2018/2019)
- We are financially strong (Standard and Poor's rating A+ 2019/2020 and 2018/2019)
- The Regulator of Social Housing rates us as well governed and financially viable (ratings G1 V2 2019/2020, G1 V1 2018/2019)

Neighbourhood

- Almost **90 per cent** of residents said they always feel safe and secure (88%)
- Over **nine out of ten** residents (91%) said they are happy with the services they receive from Sanctuary

Moving home

- When a home became empty, we took an average of 37 days to relet
- **91 per cent** of residents said the services they had received had helped them to live as independently as possible

Our Local Offers