

Housing for Older People

The services we provide to you



Exclusively for older people, our properties allow you to live comfortably, securely and independently, whilst in the knowledge that help is there if you need it.

What services do we provide?

The services we provide to you include:

- A dedicated scheme manager service for the building where you live. Your scheme manager will introduce themselves to you and make sure you know how to contact them if you have any queries.
- Management of the building where you live, including ensuring fire safety and compliance, that repairs to communal areas are reported and that the building is secure.
- Helping you to access relevant agencies and services, ensuring you know who to contact and how to get in touch with them about additional support or care needs.
- 24-hour telecare provided by our in-house experts Sanctuary365 through your emergency alarm.
- A dedicated phone line to report repairs and any other enquiries.

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

0800 131 3348 (landline) 0300 123 3511 (mobile)

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 **@HelloSanctuary**