

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.

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)

Home

- We completed **336,002** repairs this year (**331,042** 2018/2019)
- Well over **nine out of ten** of residents were satisfied with the quality of service (94% 2019/2020, 93% 2018/2019)
- We spent **£86.3 million** improving your homes (£79.3 million 2018/2019)

Neighbourhood

- We dealt with 5,765 cases of alleged antisocial behaviour (7,130 cases 2018/2019)
- Well over 80 per cent of residents said we make it clear what to do if they experience antisocial behaviour (86% 2019/2020, 78% 2018/2019)
- More than eight out of 10 residents are satisfied with their neighbourhood as a place to live (83% 2019/2020, 85% 2018/2019)

Customer service

- Our customer service centre dealt with **1,165,177** calls (**1,107,430** 2018/2019)
- More than 90 per cent of residents say it is easy to contact us (94% 2019/2020, 86% 2018/2019)
- 94 per cent of residents said they felt like a valued customer (93% 2018/2019), with those feeling we kept you informed regularly increasing from 67 to 81 per cent

Moving home

- When a home became empty, we took an average of 24 days to relet (25 days 2018/2019)
- We again relet more than 5,000 homes (5,036 2019/2020, 5,442 2018/2019)
- About 1 in 10 residents are registered on Homeswapper (5,855 2019/2020, 6,089 2018/2019)



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-housing.co.uk.