

# Housing for Older People

The services we provide to you



Exclusively for older people, our properties allow you to live comfortably, securely and independently.

### **What services do we provide?**

- A Scheme Manager who manages the scheme where you live. This includes ensuring any communal areas are safe and maintained, regular fire safety and compliance checks are completed, and that the building is secure.
- Your Scheme Manager will contact you once a week as part of the service we offer, unless you request otherwise.
- Help with accessing other agencies and services - this can include domiciliary or personal care, financial support, and medical advice - as none of these services are provided by the Scheme Manager.
- A 24-hour telecare service provided by our in-house experts Sanctuary365.
- A dedicated phone line to report repairs and any other enquiries.

**0800 917 0092 (landline) 0300 123 3599 (mobile)**

**[contactus@sanctuary-housing.co.uk](mailto:contactus@sanctuary-housing.co.uk)**

**[www.sanctuary-housing.co.uk](http://www.sanctuary-housing.co.uk)**

** @HelloSanctuary**