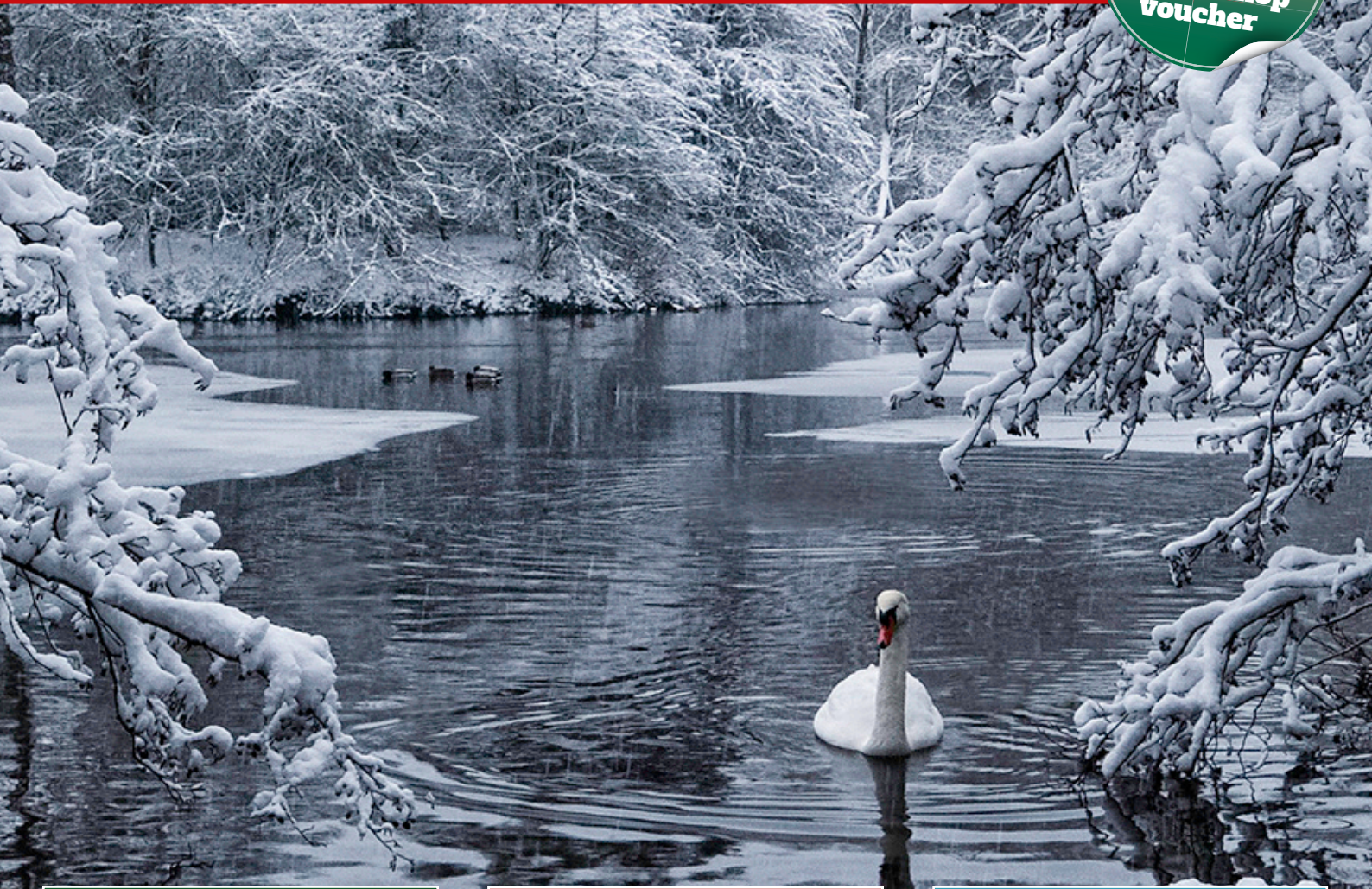


voice

WINTER 2019

NEWSLETTER FOR SANCTUARY HOUSING RESIDENTS

WIN A
£25
Love2shop
voucher



Annual report summary P3-6



Visitors explore street in sky P8



Sanctuary's 50th Anniversary P9



Cover photo: Priory Woods, West Bromwich
by resident Wayne Marriott. P10

 Sanctuary
Housing



Welcome to the winter edition of Voice magazine. In this edition, we look back on the last 12 months and at how we have been doing against our Local Offers by giving you a summary of what's included in the latest annual report to residents.

If you'd like to read more about our

Local Offers and what we have been up across the country, you'll find the full version of the report on the publications page of our website sanctuary-housing.co.uk.

It's always worth taking time to familiarise yourself with how to get in touch with us, just in case you encounter a problem and need our help. We have a variety of ways you can contact us, and they are all listed on the back of this magazine.

The festive season can create extra financial strain. Whatever the demands and expectations, please remember that paying your rent is a priority. If you are experiencing financial difficulties, please contact us as soon as possible. We can offer you help and advice to help get you back on track.

Wishing you all a very Merry Christmas and a Happy New Year, wherever and however you'll be celebrating.

Best Wishes

Daren Nowlan
Operations Director - Housing



Our cover photo: Swan Lake, Priory Woods, West Bromwich by one of our 'Nature in your neighbourhood' photo competition winners, Wayne Marriott. See Page 10 for details.

Subletting

Under the terms of your tenancy agreement, you are not allowed to sublet your property in any way without our prior written permission. This means you cannot rent out your home, in whole or part, to someone else, for example through websites such as AirBnB.



We regularly monitor lettings listings and, when appropriate, can take legal action including repossession and recovery of profits if a resident is found to be in breach of their tenancy agreement. If you have any concerns about this, or would like to discuss it further, please contact us.

Protecting our staff from harm

No one should be subject to harassment, abuse or bullying at any time, let alone at work. We aim to treat every resident with respect and believe that Sanctuary staff have the right to be treated with the same respect both in their place of work and out in the community they serve.

We will not tolerate any form of abuse, harassment or bullying towards our staff and take any reports of verbal or physical abuse very seriously. Help us to help you and, if something has gone wrong, to put things right by telling us about your concerns in writing or by phone.



Your Annual Report Summary

Introduction from Wendy Burridge

Chair, National Resident Scrutiny Panel



I would like to thank my fellow National Resident Scrutiny Panel (NRSP) members and every resident involved in our scrutiny work for their support and commitment over the past 12 months. We have helped shape Sanctuary's services, implement improved processes and

ensured there is constructive challenge from residents. Our approach has been accredited by the Housing Quality Network 'Residents Challenge', which examines how we engage with residents and how that leads to improvements in services.

This year we have welcomed the National Housing Federation's (NHF) 'Together with Tenants' initiative. It proposes a range of measures to help ensure residents are listened to and have greater opportunities to influence the decisions made about our homes and the services we receive. We have worked closely with Sanctuary to provide feedback to the NHF on the proposals and are now developing an action plan of how resident engagement will be strengthened.

In last year's report I gave an update on our 'communities of interest' which were set up in 2017 to carry out practical tasks on behalf of the NRSP. These groups continue to grow, now with more than 500 residents, vital in helping us to ensure the quality standards of services and homes. We want these groups to develop further and are considering what additional expertise is needed to support residents involved, to help us challenge constructively.

The next year will be key as we work with Sanctuary to review their homes and services. We want to make sure we listen to as many residents as possible about what you think Sanctuary is good at and needs to do better. You will be hearing more about this in the coming months. I am looking forward to what the next year will bring and how we can help Sanctuary to continually improve.



Introduction from Craig Moule

Group Chief Executive



I began in post as Sanctuary's Group Chief Executive in January this year and since then I have been out and about meeting residents, listening to you and listening to our staff. What has struck me most of all is the need to listen to residents and make

positive use of the information you give us.

I want us to make sure that we are listening and acting on what you tell us. My goal is that we get to a position where our homes and services have improved because of the feedback you've given us.

With this goal in mind we have started a conversation about our standards and services and you will see lots more about this over the coming months. Please do get involved if you can.

Our annual report describes how we are doing. You will notice that this year while our overall results remain positive, in some cases we need to do better, so we have been honest about why our performance is what it is and how we will improve it.

I thank all our residents who have been involved in shaping and scrutinising our services and it's been a pleasure to meet some of you this year. It is great to see there are more than 500 residents now involved in our 'communities of interest'. You have made a huge difference and the Housing Quality Network (HQN) 'Residents' Challenge' award is recognition of this.

Carrying on the theme of resident involvement, we have signed up to be an early adopter of the National Housing Federation's (NHF) 'Together with Tenants' plan, which aims to re-balance the relationship between tenants and landlords. This means we will be one of the first organisations to put the plan into action and will share our experiences of it with residents and other housing associations.



Our Local Offers 2017-2020

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

Did you know? We directly contacted more than half our residents in England to develop these offers and they will be reviewed again in 2020.

Home



- If you have an emergency repair, we will respond to you within 24 hours.
- If your repair is not urgent, you will be offered an appointment at a time that suits you.
- If we fail to fix your repair on the first visit to your home, we will give you the date of a further appointment.
- We will make sure your home is safe and compliant with health and safety law.
- We will make sure your home is repaired to the Decent Homes Standard.

Customer service



- We will make it easy for you to contact us if you have a problem or want information or advice.
- If a staff member cannot resolve your query immediately, they will explain the process and the timescale for resolution to you.
- If you have a problem, we will keep you informed regularly of how we are dealing with your query or complaint, and the reasons for any changes.
- If you cannot get through or you leave a message, then someone will call you back within one working day (Monday to Friday).
- Information on the level of service you can expect from us is available on the website.
- We will provide training for staff to ensure they are competent, knowledgeable and treat you as a valued customer.

Neighbourhood



- Make it clear to you what to do if you experience antisocial behaviour.
- Respond within one working day if you report a serious incident.
- Make sure your neighbourhood is well maintained.

Moving home



- If you want to move home, we will help you identify options to meet your needs.

Value for money and governance



- We will provide an annual assessment of performance against plans and objectives.
- We will comply with all relevant legislation and regulation and remain accountable to our residents and partners.
- We will use external credit rating companies to check our performance and make sure we continue to be financially strong.
- Our Group Board is committed to effective leadership and controlling the organisation and supporting residents to shape and scrutinise the services we provide.

How we performed

Home



Local Offers Indicators	2017/2018	2018/2019
Percentage of emergency repairs completed within 24 hours	90%	93%
Percentage of residents who said we gave a date of the next repair if we couldn't complete it first time	88%	86%
Homes that meet the Decent Homes Standard	100%	100%
Percentage of residents who said they were satisfied with the repair service overall	94%	93%

Neighbourhood



Local Offers Indicators	2017/2018	2018/2019
Percentage of residents who said we make it clear what to do if they experience antisocial behaviour	84%	78%
Percentage of residents who said they received a response within one working day of reporting a serious incident of antisocial behaviour	80%	77%
Percentage of residents satisfied their neighbourhood is well maintained	86%	85%

Moving home



Local Offers Indicators	2017/2018	2018/2019
Number of days to re-let a home	30	25
Number of residents registered with Homeswapper	6,187	6,089
Number of successful swaps on Homeswapper	519	474

Customer service



Local Offers Indicators	2017/2018	2018/2019
Percentage of residents who found it easy to contact us	92%	86%
Percentage of residents who said we provide staff who are knowledgeable and treat you as a valued customer	96%	93%
Percentage of residents who said if we cannot resolve your query immediately, we will explain the process and the timescale for resolution to you	89%	91%
Percentage of residents who said we keep you informed regularly of how we are dealing with your query or complaint	73%	67%
Number of complaints received	2,572	2,137
Number of complaints per 1000 properties	38	32
Percentage of complaints upheld	71%	63%

Value for money and governance



Local Offers Indicators	2017/2018	2018/2019
Percentage of residents who said their rent provides value for money	89%	90%
Standard and Poor's credit rating	A+	A+

Getting involved with us



Members of Sanctuary's National Resident Scrutiny Panel

Thank you to every resident who has volunteered their time and engaged with us so far. As we develop our longer-term investment plans and review our Local Offers, the next year will be vital in listening to you. We will be starting a 'Conversation with Sanctuary' about what you think we do well and what we need to do better. We want to hear from as many residents as we can and will be using a whole host of different ways to do this. You will hear a lot more about this in the coming months.

Currently more than 500 residents are involved in our communities of interest, and the number is growing all the time. At the moment our communities of interest cover:

- **Estate inspections** - Reviewing of the condition of housing estates with staff and recommending any improvements. More than 400 were completed last year.
- **Resident inspectors/service reviews** - In the last 12 months this has included reviewing how calls are handled by the repairs call centre. There were more than 50 residents involved in this work, and the feedback was that the level of customer service was very good. There were specific improvements identified which the National Head of Customer Service is working on. This review will be repeated in late 2019 to see how the improvements have influenced performance.

- **Family and Friends tests** - Visits to about 20 Retirement Living and Supported Living services to consider whether the member of the group visiting would want a family member or friend to live there, if they were in need of a similar service. Any improvements identified during these visits were completed promptly, sometimes within 24 hours. There are 20 more visits planned for the year ahead.
- **Procurement** - Work with the Group's Procurement team on the tenders for waste contractors and replacement kitchens. Your feedback was invaluable to identify the priorities the tenders need to cover for price, quality and the responsiveness.
- **Complaints reviews** - Most recently, this group has focussed on identifying the learning from complaints to do with the repairs and gas service in our London and South East region.

Being involved in estate inspections is very rewarding and it is nice to meet residents when out and about. It is also very rewarding when an estate is graded red and when revisited a few weeks later, issues have improved.

- Annette Broadbridge, Resident Inspector, Canterbury

If you would like to get involved in any of this work, or have ideas about how we should engage, please email us at scrutiny@sanctuary-housing.co.uk or call us on **0800 131 3348 (0300 123 3511 from a mobile)**.

Fire Safety

Resident Engagement Strategy Project

The pilot of the Fire Safety Resident Engagement Strategy project, as mentioned in the last issue of Voice, is now in progress. The project involves residents from buildings in Chester, London and Wolverhampton.

The consultation with residents, led by housing operations with support from other parts of Sanctuary Group, is about what the strategy might look like and say. The pilot will be completed by the end of 2019 and lessons learned from the pilot will be used in preparation for the plans for the wider rollout in the year ahead. If you are interested in finding out more, please contact scrutiny@sanctuary-housing.co.uk.



Sanctuary on social media

 Sanctuary Housing
 @HelloSanctuary



Sanctuary's dedicated social media team looks after our Facebook and Twitter accounts. Here are some answers to some of the more frequently asked questions we receive.

What does the Social Media team do?

The team aims to provide useful, relevant news and information that adds to the online conversation. This is part of Sanctuary's ongoing commitment to two-way conversation with our residents and the wider community.

When will I get a reply to my message?

The team aims to respond to as many relevant questions and comments as possible, but we do reserve the right to use our judgement about whether it is appropriate to respond to certain types of message. Our social media accounts are monitored Monday to Friday, 9am-5pm. We will reply as soon as possible within these times. Customer service enquiries on Twitter and Facebook are monitored Monday – Friday between 8am and 8pm.

What kind of messages will you not respond to?

We ask that you are polite and courteous in contacting us. As in real life, name calling, profanity, discrimination, sexual harassment, bullying, obscene language or the like, will not be tolerated. We reserve the right to delete any posts of this type or block individuals which may cause offence to others in the online community.

I want to tell you about a problem I've had, will this be dealt with properly?

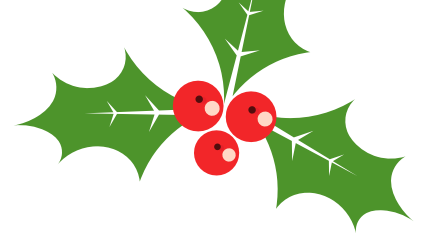
We do take any feedback we receive – whether positive or negative – very seriously and will always take the appropriate action. However, if you have a comment about a problem that you're having or a specific member of staff, please contact us by private message. Please do not share personal information such as your or anyone else's phone number or address in publicly visible posts. If we ask you to send us your contact details in a private message, we will delete it within 48 hours of it being read.

I want to see more posts about where I live. What can I do?

We're always interested in hearing from residents nationwide about news and events in their area. While we can't cover everything, it's always worth sending us a message to tell us about it. We might want to get back in touch with you for more details and, if we can't include it on Facebook, it might just appear here in Voice magazine.



Your stories



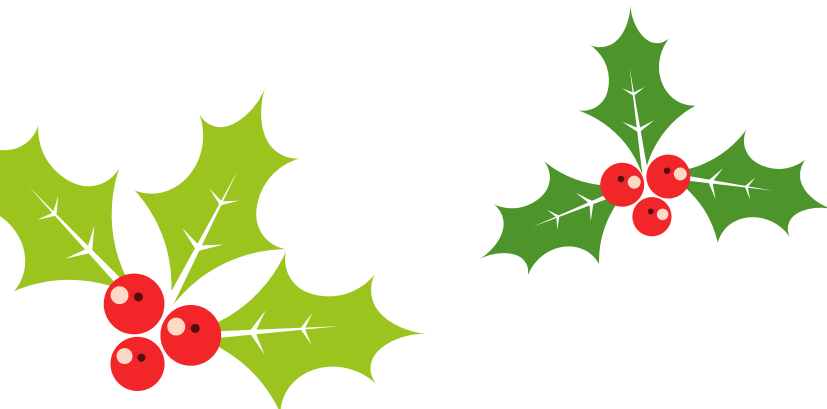
Visitors explore hidden village on London skyline

Residents of a Wood Green housing estate showed visitors around their unusual neighbourhood as part of an annual architecture festival.

The London Open House event offered visitors a tour of the Page High estate, providing the opportunity to learn about the neighbourhood's history. Page High was originally constructed in the mid seventies by the World of Property Housing Trust (Sanctuary's original name) and Haringey Council, working in partnership with Sainsburys and Woolworths. It was opened by HRH Prince Philip in 1975 and was notable as a unique development at the time, as it was built as a 'street in the sky' five stories up.

Resident and co-organiser, Dr Adrian Chapman, said; "We were delighted to welcome 55 people for two tours of Page High, which took part in London Open House for the second year. We took people all round the estate and gave everyone a hand-out that told them about the history of the building. Some visitors came last year and this year came back for more."

A tenants group is now working in partnership with Sanctuary to bring together the community further and drive improvements to the estate.



Fabulous fundraising for Macmillan



Sanctuary residents up and down the country pulled out all the stops once again this year to fundraise for Macmillan Cancer Support as part of the World's Biggest Coffee Morning.

Daren Nowlan, Sanctuary's Housing Operations Director, visited Compton Leigh in Plymouth for their coffee morning where residents joined forces with other local Sanctuary residents to raise £560 for the cancer charity. Their event included entertainment from a 'barber shop' quartet.

Humber Court and Close, a sheltered scheme in Skellow, Doncaster surpassed all their previous year's efforts with everyone pitching in to raise £1,150 selling their delicious homemade cakes and gifts alongside a range of stalls.

A good time was had by all at Blackman Gardens, Swindon, where the residents organised not one, but two events – a meal and a coffee morning – and raised £1797.



Blackman Gardens resident
John Bratton



Humber Court

Celebrating 50 years of Sanctuary

Sanctuary turned 50 in May this year and staff and residents marked the half-century milestone with local celebrations of their own including Corbet Court in Market Drayton, Shropshire and Compton Leigh in Devon.

The residents at Corbet Court enjoyed a 1969-themed quiz together with party games and a buffet, raising £720 for Breast Cancer Care at the same time.

Sanctuary was founded as World of Property Housing Trust back in 1969 and today is responsible for managing in excess of 100,000 homes throughout England and Scotland including supported and retirement living and care homes nationwide.

Top: Residents Bernard Beekes and Ruby Barrow enjoying the party at Corbet Court, Market Drayton, Shropshire. Below: Michael Rollason celebrating in style at Compton Leigh in Devon.



Photography Competition results

We were delighted to receive so many entries to our 'Nature in your neighbourhood' residents' photo competition in the summer issue of Voice. With so many interesting and varied pictures to choose from, it was difficult to choose our worthy winners below. Congratulations to the four winners who each receive a £20 Love2Shop voucher.



Our Cover Star

Rural – Adult (16+)

Wayne Marriott, West Bromwich



The Voice team were bowled over by this stunning shot by Wayne Marriott in West Bromwich – so much so, that we simply had to make it our winter Voice cover photo.

Wayne said: "The picture was taken in December 2017 during the spell of snow we had. Dartmouth Park is a couple of minutes walk from my home, and it leads on to Priory Woods. I often go there for walks and it's not often that we have so much snow, so I took my camera along to capture some of the winter scenes and true to its name, a swan appeared on Swan Pool."



Rural - Children (under 16)

Jack Wells, Age 14,
Soham, Cambridgeshire

Congratulations to budding photographer Jack who recently captured a farmer hard at work close to his family home in Soham.



Urban – Children (under 16)

Laura Bird, Age 15,
Shiregreen, Sheffield

Well done to Laura who snapped this clever Instagram-worthy arty shot in her garden in Shiregreen, Sheffield.



Urban – Adult (16+) **David Ryan**, Hackney

We received a lot of photos showing a wealth of urban wildlife, but David's chance snap of a bird of prey resting on an estate balcony in Hackney caught our eye.

Some of our favourite runners up

Here's just a small selection of some of our favourite entries which were highly commended by the judges. Thank you to everyone who took part.



Curious cows at Raby
Leanne Hughes, Neston,
Cheshire



**Emperor dragonfly
at Hanwell Brook
Wetlands, Banbury**
John Scales, Banbury



**Wild flower garden,
Hornsea**
Ruth Woodley, Hornsea,
East Yorkshire



**Toffee the therapy dog
at Rustington beach**
Lianne Ritchie,
Rustington, West Sussex



**Shells on Exmouth
beach**
Jaqueline McLellan, age
12, Paignton



**Autumn in Banbury
town centre**
Trevor Uren, Banbury



**Canal and open bridge,
Bankside, Banbury**
Kimberley Stoker, age 16,
Banbury



Sunset over Hull street
Annamarie Wray, Hull

Same time next year?



Our photo competition was so popular; we'd like to run it again next year. Our theme will be 'seasons', so you have plenty of notice to capture your favourite time of year between now and then. Please don't send in your photos just yet – we'll print all the details about how to enter next year's competition in the summer 2020 issue.

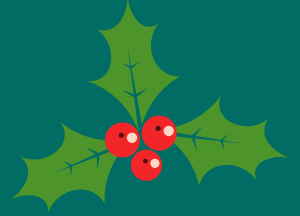
Winter prize draw



You could be treating yourself or topping up your weekly shop with a chance to win a £25 Love2Shop voucher in our winter competition. To enter, simply answer the question and fill in your details, then cut out and return the slip to the address below. The closing date for entries is 31 January 2020.

Question: How many sides do most snowflakes have?

- a.) Eight
- b.) Six
- c.) Four



You can also enter on our Facebook page by sending a private message or by emailing voice@sanctuary-housing.co.uk. Please include your answer, name and address in your message. Good luck!

Post your entry to **Winter Voice Competition, Housing Communications, Sanctuary Housing, Chamber Court, Castle Street, Worcester WR1 3ZQ by 31 January 2020.**

Winter Voice Competition: Win a £25 Love2Shop voucher

Answer:

Name

Address

Postcode

Phone number

This competition is open to current Sanctuary Housing residents only. One entry per household. The winner will be randomly selected from all the correct entries received. The draw will be made following the closing date and the winner contacted by phone. The winner's name and location will be published with their permission in the next issue of Voice magazine.

Direct Debit prize draw winner

The winter 2019 Direct Debit prize draw winner is **Mr Krzysztof Sadowski from Glasgow** who has received £100 in Love2Shop vouchers by paying their rent by Direct Debit.



Our Customer Service Centre is open 24 hours a day, seven days a week, including public holidays, for repairs and general housing enquiries.

Call us: 0800 131 3348 (0300 123 3511 from a mobile)

Text us: 07795 265 843

Typetalk/minicom: 01482 580 576

Email us: contactus@sanctuary-housing.co.uk

Online: www.sanctuary-housing.co.uk

Live chat is available on our website.

 **Sanctuary Housing**

 **@HelloSanctuary**