

Our year on a page

2021/2022 highlights >>>

Sanctuary

Your Voice



Overall tenant satisfaction



Overall client satisfaction Sanctuary Supported Living



Of residents said we provide staff who are knowledgeable and treat you as a valued customer.

Your Service



Calls answered this year



Emails received this year into our customer service team



Number of complaints received



Average days to respond to Stage 1 complaints

Your Home



Spent this year on routine and planned maintenance



Average repair cost per home



New homes built



Asbestos compliance



Gas compliance

Our Performance



Housing regulator ratings Governance



Housing regulator ratings Viability



Care Quality Commission ratings (Good or Outstanding)

For more on all of this, you can read our full Annual Report to Residents at www.sanctuary.co.uk/get-involved/annual-report-to-residents