

SPRING | 2018

voice



New phone number for all enquiries

From Monday 2 April 2018 our use of Sanctuary's 24-hour Customer Service Centre (CSC) increased. This change enables your local housing team to work in our neighbourhoods more, where their time is most effectively spent.

All of your questions and comments should be directed to the CSC. Unlike your local office the CSC is open 24/7, 365 days a year and therefore always available to deal with your request. On the rare occasion the CSC cannot deal with your enquiry, they will make contact with a local member of staff to obtain and provide you with a response.



Please use the contact details below for all enquiries:

Freephone	0800 131 3348 (landline) or 0300 123 3511 (mobile)
Housing email address	ContactUs@sanctuary-housing.co.uk
Repairs email address	ContactUs.Repairs@sanctuary-housing.co.uk
Post	Sanctuary Scotland Marybone House 2 Marybone Liverpool L3 2BY

Our housing teams continue to be based in offices in Aberdeen, Cumbernauld, Dundee and Glasgow. The Peterhead office was closed on Friday 30 March but local staff continue to be based in Aberdeenshire.

A handwritten signature in black ink that reads "Pat Cahill". The signature is written in a cursive, flowing style.

Pat Cahill – Director

Did you know?

During 2017/2018 Sanctuary invested more than £5 million improving 3,035 homes across Scotland.

This includes:

- 101 replacement windows in Aberdeen.
- 77 new kitchens in Aberdeen and Cumbernauld.
- 3 replacement bathrooms in Cumbernauld.
- improving the energy-efficiency of 2,212 properties Scotland-wide.

We have also made a range of other improvements including fire safety, medical adaptations, cyclical

decoration and other forms of upgrade work.

During the 2018/2019 financial year we have committed to invest £4.72 million improving Sanctuary's housing stock across Scotland.

This capital reinvestment activity will help us:

- meet the legislative requirements for energy efficiency standards in homes for social rent.
- meet the criteria set out in the Scottish Housing Quality Standards, the Scottish Government's principal measure of housing quality in Scotland.

The planned spend in each operational area is below:

North East	£2.28 million
Central	£1.51 million
West	£0.21 million

An additional Scotland-wide capital budget of £720,000 will be used for one-off capital component replacements or enhancements. This work could include kitchens, bathrooms and boilers.

More details of the reinvestment work will be included in a future edition of Voice.



Every month our Customer Service Centre receives an average of **91,000 calls** and **33,000 emails**. This is an average of around 3,000 calls each day, with the busiest day being Monday. If you have to phone us about something that isn't urgent, why not call on a different day?

The easiest way to report a non-emergency repair is via the form on our website (www.sanctuary-scotland.co.uk/report-a-repair-form)

International Women's Day 2018 used a #PressforProgress theme to help accelerate gender parity.

Sanctuary is proud to challenge female stereotypes and support women to advance their careers.

Andrea Campbell started out as a housing assistant with Sanctuary Scotland seven years ago before being promoted to become a housing officer.

Andrea moved from housing management but continues to work for Sanctuary as a project manager for Sanctuary Homes.

Andrea said: "I haven't encountered any issues with being a female in a mostly male environment. If anything it should encourage women to move into construction."



A short video featuring Andrea and Isabella Ferguson, Sanctuary's National head of sales, can be viewed on YouTube at <https://youtu.be/glXlJxpHXvk>



Small, urgent repairs should be done within a given timescale.

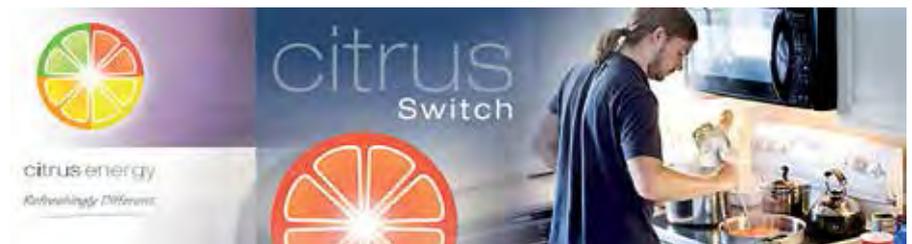
When you report a qualifying repair we will:

- Tell you the latest the repair should be completed by.
- Explain your rights.
- Provide details of an alternative contractor.

If a qualifying repair is not started within the timescale you are told, you may ask the alternative contractor to make the repair. You will also receive compensation of £15 plus £3 per day until the work is completed.

If the original contractor fails to complete a qualifying repair within the time limit set, you will also receive £15 compensation.

Cut your fuel costs



We encourage readers to take advantage of Citrus Switch, a free service from social enterprise Citrus Energy.

Tenants and owners who used Citrus Switch to change energy provider made average savings of more than £300 on their annual fuel bill.

The impartial service provides a named person to help you find the best energy deal, reducing the impact of fuel poverty.

To get the best value package to suit your particular energy needs, phone Citrus Energy directly on **0800 221 8089** (Freephone).

Have a copy of your latest gas and electricity bills to hand and ask to speak to the energy advice team. An adviser will ask for some information from your bills and take care of everything else.

The service will automatically review your tariffs every 6 months to ensure you continue to get the best deal.



Phil Braat, Ciara Crines, Titus Nyarko, Sophia Zai, Pat Cahill

Three cloned 'hippos' saved from extinction have made a welcome return to Glasgow.

We restored the concrete artworks to their Anderston home as part of our £60 million area regeneration.

The original 1960's hippos were hugely popular with local residents, many of whom remember them from their childhood. However, the dilapidated state of the much-loved trio meant they could not be refurbished.

We had moulds of the original hippos created so exact replicas could be returned to the site. After more than half a century of the hippos having no formal names, local primary pupils have named the 'dad' Rocky, the 'mum' Kiboko and the 'baby' Alexanderston.

Our director Pat Cahill said: "Many residents have great affection for the hippos so it's great to see them back and looking better than ever.



As they were

"We hope local children come to love them as much as their parents and grandparents. The excellent names chosen by the Anderston and St Patrick's Primary pupils are a nice introduction for the younger residents yet to meet them."

Glasgow's Deputy Lord Provost Philip Braat, a ward councillor for Anderston, joined local pupils to mark the return of the hippos.

Mr Braat said: "Having represented the Anderston community for many years I am well aware of people's fondness for the hippos, and of the sadness felt when these popular local artworks were taken away to be refurbished.

"Like the children I'm delighted the hippos have returned for future generations of residents to enjoy."

Our welfare rights advice service has been bolstered by two new recruits.

Caroline Kurlender joined Sanctuary from Citizens Advice in January. Caroline works three days a week from the Sanctuary Scotland office in Priesthill, Glasgow. Caroline covers Glasgow, Renfrewshire, East Renfrewshire, East Dunbartonshire, South Lanarkshire, Inverclyde and Edinburgh.

Saima Akhtar joined Sanctuary in February. Saima arrived from Almond Housing Association in Livingston, having previously spent 10 years in welfare rights with West Lothian Council. Saima works full-time from our Cumbernauld office and assists our residents in North Lanarkshire.

At the time of writing we were in the process of recruiting part-time officers in Aberdeen and Dundee. The officer in Aberdeen will replace the SMART Money Advice Project for residents in the North East.

Caroline and Saima offer impartial and confidential advice to help you:

- Maximise your income
- Reduce your arrears

Our officers can refer you to independent organisations for items including:

- Basic bank accounts
- Contents insurance

Contact the Customer Service Centre on **0800 131 3348** to book an appointment with your local officer. Home visits are available.



Caroline Kurlender



Saima Akhtar

Paying your rent is very important. If you do not pay your rent on time you may lose your home.

Your Allpay payment card can be used to pay rent by any means at Post Offices and PayPoint outlets. Alternatively phone Allpay's 24-hour automated service on **0844 557 8321** or visit **www.allpay.net**

To set up a Direct Debit or Standing Order phone our Customer Service Centre on **0800 131 3348**

You can pay your rent with a Debit or Credit Card by phoning **0800 131 3348**

Cash payments can be made at your local office.

To pay by post send a cheque or postal order to **Sanctuary Housing Association, Bodicote House, White Post Road, Bodicote, Banbury OX15 4AA.** Make the cheque payable to 'Sanctuary Scotland' and put your name and address on the back.

If you receive Universal Credit (UC) you should phone **0800 131**



3348 to arrange a regular rent payment. If your UC payment or Housing Benefit does not cover your rent you should pay the remainder using one of the methods listed above.

Tenants are reminded that the rent for your home should be paid to us in advance.

If you need time to get ahead of your rent you can arrange to pay us a little extra money each month.

Having been introduced to Dundee and Angus in November 2017, Universal Credit (UC) is now 'live' in Aberdeenshire and North Lanarkshire.

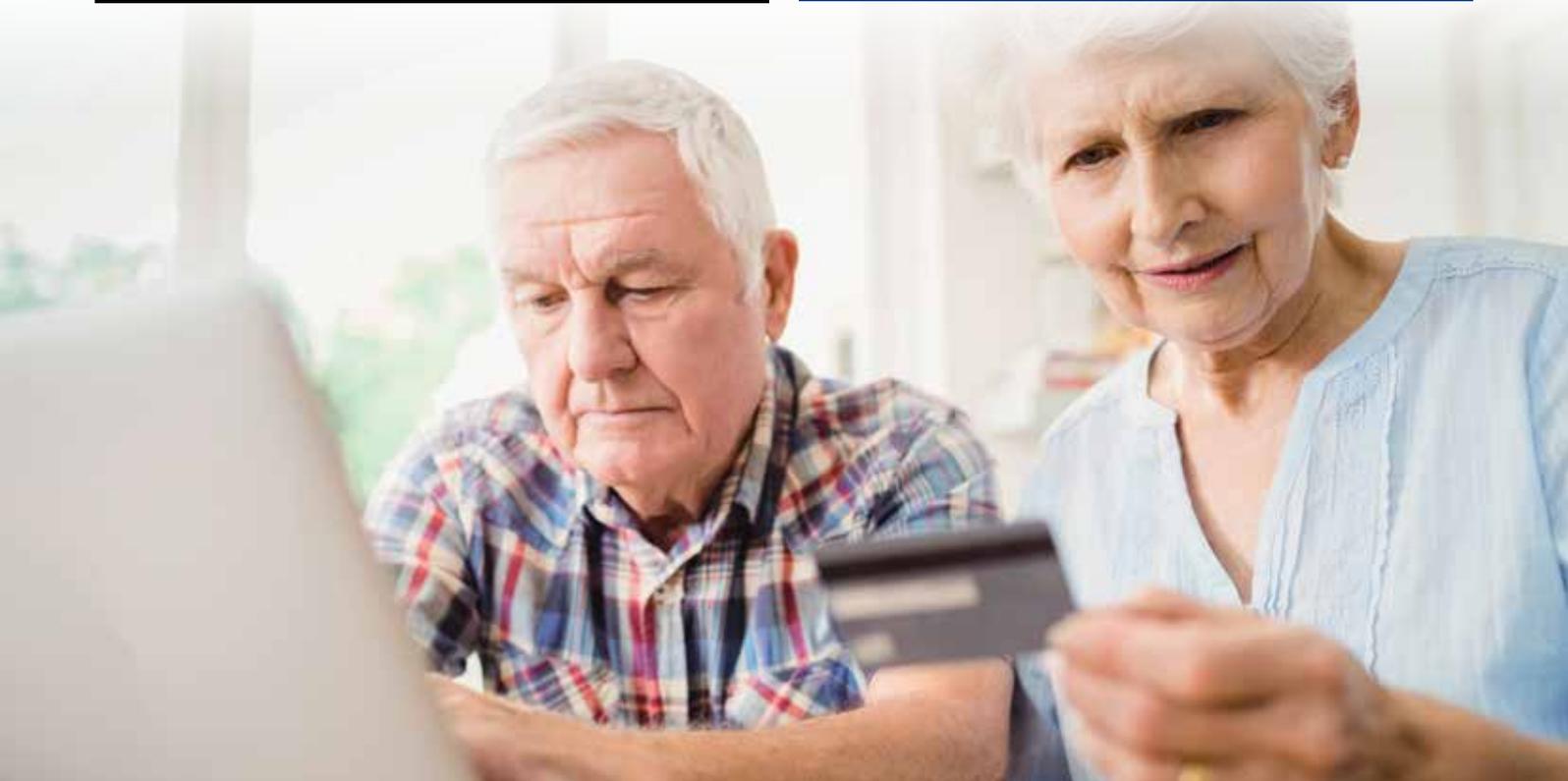
UC will soon arrive in Renfrewshire (May), Aberdeen (June) and Glasgow (September). If you live in a 'live' area you will likely move onto UC if:

- you make a new benefit claim.
- you already claim a benefit and your circumstances change.

UC is paid in one monthly lump sum and includes an amount to help you pay your rent. If you move on to UC please phone us on **0800 131 3488** to arrange your regular monthly payment.

The minimum wage went up from £7.50 to £7.83 an hour on 2 April.

You must inform your local council if this change has affected your income to prevent any benefits you receive from being overpaid. Any 'extra' money you receive now is recoverable and will be taken from your payments at a later date.



Sanctuary Online sessions can boost your internet skills and your confidence and are available for you to take for free in your own home, or a community venue of your choice.

To book a session call 03333 442 561, text Sanctuary to 07537 416 944 or email sanctuary@we-are-digital.co.uk



It will soon be time for our annual garden competitions.

Don't delay in donning your gardening gloves – you can't prepare too early!

Any gardens that catch our eye will be shortlisted, with prize-winners notified before the end of August.

Whatever the shape and size of your garden, from windowsill boxes to communal spaces, many of you have gardens to be proud of.

Regular gardening has many health benefits. It can:

- Reduce depression and loneliness.
- Increase your stamina and strength.
- Improve sleep quality.
- Reduce the risk of heart disease and obesity.
- Lift your self-esteem.
- Relieve stress and anxiety.



Congratulations to Margaret Forrest of Sidlaw House in Dundee who recently celebrated her 80th birthday



The most recent Sanctuary Scotland tenants conference was held in Stirling at the end of November. Review Panel members joined tenant members of the Governing Body to share information and put their skills into practice. The conference theme was 'Stepping up to scrutiny' with a focus on reviewing our aids and adaptations performance.

The workshops included interviews with Sanctuary's head of maintenance and reinvestment for Scotland, and the Policy and

Equalities team, both of which helped to produce valuable recommendations.

Feedback showed everyone had learned something new. Delegates appreciated the opportunity to meet and work with Panel members from other areas. They also said they felt more confident to carry out future scrutiny work.

We thank all of the participants for attending. We congratulate them on working well together and for producing good scrutiny projects throughout 2017.

How we store your data

We may ask you for information about yourself, such as your ethnicity and religion.

We do this to ensure we do not discriminate and that we can offer any support you may need.

Such support could include arranging for a translator or ensuring meetings are held in an accessible room.

You do not have to give us this information. If you do you help us ensure our services are fair for all. Your personal information is kept on a secure system and cannot be shared without your consent.

If your information changes please let us know by phoning **0800 131 3348** or emailing **contactus@sanctuary-housing.co.uk**



Hume Road Phase 1



Anderston Phases 4 and 5



Allanfauld Road Phase 2



Housing officer Cathy Wright welcomes tenants to Anderston

Sanctuary’s development programme has seen several recent completions, increasing the number of new homes under Sanctuary Scotland’s management.

In Glasgow, the final homes in the £60 million regeneration of Anderston will be handed over to tenants this month. The last of the 119 flats available for mid-market rent were completed in March. The 87 flats in the closing phase available for social rent will soon

be fully occupied. Sanctuary’s full regeneration of Anderston has created 540 affordable homes immeasurably better than the 1960’s blocks they replaced .

In Yoker, Glasgow 42 flats for mid-market rent have been completed in Ellerslie Road. The innovative project was created using cross-laminated timber.

In Cumbernauld, 24 flats in the first phase of our regeneration of Hume Road were handed over to

tenants in February. Phase 2 of the regeneration of Allanfauld Road completed last month, when the last batch of tenants received their keys. The next phase of Sanctuary’s regeneration of Cumbernauld’s high-rises will see 49 flats built in Berryhill Road. These are currently under construction and due for completion in summer 2019.

Western Park in Renfrew and Craiginches in Aberdeen should both be completed by the end of next month.

Former St Mirren stars will be recognised with streets named in their honour as new Sanctuary homes are built on the site of the club's old Love Street ground.

Renfrewshire Council's #SaintsStreets competition gave fans the chance to name five streets at Sanctuary's £17 million development.

Sanctuary Homes is transforming the site into 132 new affordable properties in partnership with Renfrewshire Council and the Scottish Government. The vast majority of the homes, 103 houses, will be managed by Sanctuary Scotland and be available for social rent.

The five winners after a week-long public poll were:

- **Abercromby Avenue** – marking the achievements of 1987 Scottish Cup-winning captain Billy Abercromby.
- **Fitzpatrick Way** – in honour of club chief executive Tony Fitzpatrick, a two-time St Mirren manager and member of the 1987 Scottish Cup winning team.
- **McGarry Terrace** – recognising forward Steven McGarry, who helped the club to the 2000 First Division title, and his late father Tam.
- **Saints Street** – celebrating the affectionate nickname of St Mirren FC.
- **Yardley Avenue** – after popular striker Mark Yardley whose goals got St Mirren promoted in 2000.

These five streets add to two named 'North Bank' and 'Cairter's Corner' after well-known sections of the old stadium.

The development is due to be completed by September next year. Twenty nine of the houses are being sold through the New Supply Shared Equity scheme. To learn more about buying one of the homes visit www.sanctuary-homes.co.uk/developments/love-street

Gillian Lavety, Sanctuary's development director for Scotland, said: "We believe it's important to recognise the history of the sites we develop.

"These names are fitting tributes to the local legends they immortalise and the affectionate name all fans have for St Mirren."



Tony Fitzpatrick, Cllr Marie McGurk, Gillian Lavety and St Mirren chairman Gordon Scott

Our three business and administration apprentices are making important contributions in Aberdeen, Cumbernauld and Glasgow.

Jordyn Cowie, Megan Caine and Stuart Langan all earn while they learn as valuable members of our housing management teams.

Jordyn, 17, joined Sanctuary Scotland in November just months after leaving school.

Jordyn, of Aberdeen, said: "I enjoy it very much. Everyone's really friendly, it's a great place to be."

Megan and Stuart joined Sanctuary Scotland in October.

Megan decided to move into housing after a spell as a student nurse at Glasgow Kelvin College.



Jordyn Cowie



Megan with housing manager Clare Morrison



Stuart with Diane Cooper of the SFHA

Megan, 20, of Cumbernauld, said: "I had never worked full-time before so it's great to experience a busy office environment. I really enjoy it."

Stuart, 19, is based at our Glasgow office. Stuart, a former labourer, said: "It's great. I've really taken to it and learned a lot in seven months."

Sanctuary's Community Investment Fund supports projects which benefit Sanctuary residents and their communities.

Do you have a grand idea for your community? If you do, we would love to hear from you. Phone us on **01905 335411** or email **community@sanctuary-housing.co.uk**

Our Customer Service Centre is open 24 hours a day, seven days a week, including public holidays.

Please phone **0800 131 3348** (landline) or **0300 123 3511** (mobile) if you wish to report a repair or discuss a housing matter. Alternatively, if the matter isn't urgent you can:

- email **cscrequests@sanctuary-housing.co.uk**
- write to **Sanctuary Scotland, Customer Service Centre, 160 Francis Street, Hull HU2 8DT**
- visit **www.sanctuary-scotland.co.uk** and search for the information you need.

This newsletter can be translated into other languages, large print and Braille or recorded on to an audio CD. Please phone the Customer Service Centre for details.

