

ANNUAL REPORT FOR TENANTS

APRIL 2017 - MARCH 2018

centre
point

A yearly update for young people staying with Centrepoint.



IN THE PAST YEAR, TOGETHER WITH OUR PARTNERS, WE HAVE SUPPORTED MORE THAN 10,000 HOMELESS 16-25 YEAR OLDS NATIONALLY. WE SUPPORT YOUNG PEOPLE DIRECTLY IN LONDON, MANCHESTER, YORKSHIRE AND THE NORTH EAST OF ENGLAND.

91%

of complaints were resolved within 10 days

41%

of young people left Centrepoint in education, employment or training

154

Bursaries were awarded to young people

REPAIRS & MAINTENANCE

We spent £690,000 on routine and planned maintenance to Centrepont properties.

That's slightly less than what we spent last year but we are still committed to keeping your home in a good state of repair.

89%

of emergency repairs were completed within 24 hours

79%

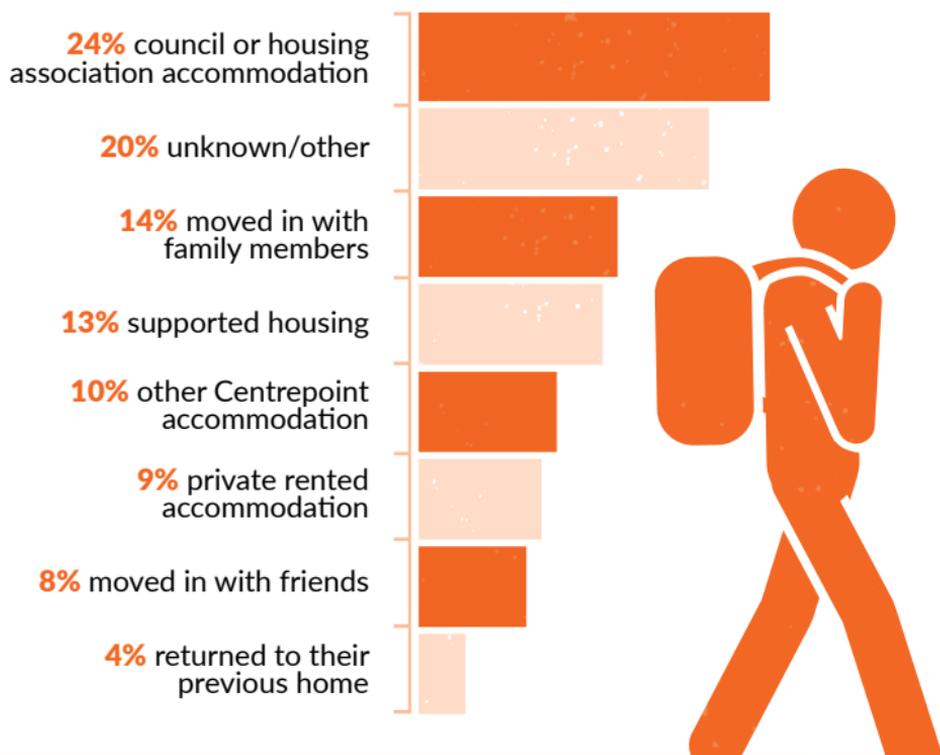
of urgent repairs were completed within 7 days

We've improved these numbers since we last wrote to you. We've continued to address the issues that meant we weren't doing as well as you would've expected. We're also working very closely with the companies that do your repairs to make sure we continue to improve.



MOVING ON

Between April 2017 and March 2018, there were 737 move ons from Centrepont services. Where did they go?



We recently surveyed you and:

91%

said you were satisfied with the services we provide

73%

said that Centrepont feels like home

95%

were satisfied with the support from your keyworker

WHERE CENTREPOINT'S MONEY CAME FROM

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CENTREPOINT BURSARY

You can apply for money from Centrepoin to support your education, training and future plans. We take applications for:

- **Travel costs**
- **Books or equipment for training or employment**
- **Childcare**
- **Costs during your first year of university**

To make an application or find out what else the bursary covers, talk to your keyworker.

WHAT YOU SHOULD EXPECT FROM CENTREPOINT

We want to give you a home, not just a place to stay. We try to ensure that your accommodation is safe and of a good quality, that it's easy for you to report issues and that we meet our targets on the time it takes to make repairs.

If you ever have any questions about the issues below, please talk to your keyworker to see how we can sort these out.

- Value for money
- Your rent
- Your tenancy or licence
- Being involved in decisions
- Your local neighbourhood



WHAT CENTREPOINT EXPECTS FROM YOU

We want you to get as much out of your time with Centrepoint as possible. When you move on, we want you to leave us with a home, a job and positive memories. To help make that happen, there are a few things we ask from you.

Treat staff and other residents with respect and patience.

Engage with the programmes Centrepoint has to offer.

Let us know if you're struggling with anything.

Help us make your service a friendly and welcoming place.

Respect the rules of your service and the law.

Please talk to your keyworker if you you'd like more information.

