

ANNUAL REPORT FOR TENANTS

APRIL 2018 - MARCH 2019



A yearly update for young people staying with Centrepoint.



IN THE PAST YEAR, TOGETHER WITH OUR PARTNERS, WE HAVE SUPPORTED MORE THAN 15,000 HOMELESS 16-25 YEAR OLDS NATIONALLY. WE SUPPORT YOUNG PEOPLE DIRECTLY IN LONDON, MANCHESTER, YORKSHIRE AND THE NORTH EAST OF ENGLAND.

77%

of complaints were resolved within 10 days

55%

of young people left Centrepoint in education, employment or training

142

Bursaries were awarded to young people

REPAIRS & MAINTENANCE

We spent £788,000 on routine and planned maintenance to Centrepont properties.

This is an increase on what we spent last year and demonstrates our commitment to keeping your home in a good state of repair.

86%

of emergency repairs were completed within 24 hours

94%

of urgent repairs were completed within 7 days

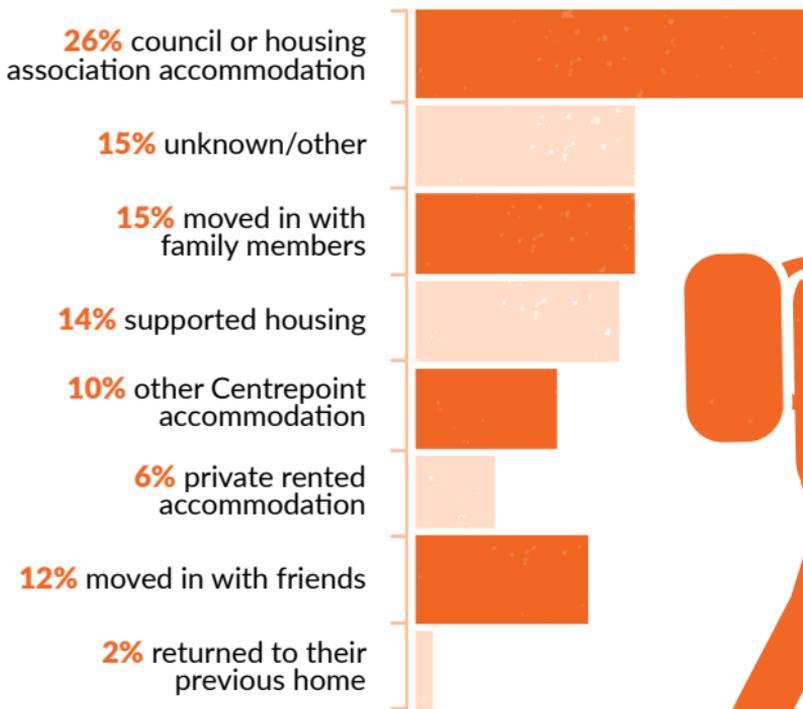
Although these numbers are consistent and we have spent more on repairs than the previous year, we still need to improve our service to you.

We will prioritise this and we will deliver a service that you expect and deserve.



MOVING ON

Between April 2018 and March 2019, there were 725 move ons from Centrepoint services. Where did they go?



We recently surveyed you and:

94%

said you were satisfied with the services we provide

79%

said that Centrepoint feels like home

98%

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 Centrepoint 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 would like more information.

