

1 November 2022

Pilgrim House
High Street
Billericay
Essex CM12 9XY

info@swan.org.uk
0300 303 2500
32217 Billericay (DX)

www.swan.org.uk

Dear Customer

Potential partnership with Sanctuary

I am writing to update you that our partnership discussions with Orbit Group ended in late September. It was mutually agreed that Swan would not become part of Orbit Group.

However, to secure the financial stability of Swan - and to ensure we can continue to deliver our services and invest in your homes - it is vital that we join a larger group. Therefore, we began discussions with Sanctuary about a possible business combination in October.

I am pleased to tell you that these discussions are going well, and we are working towards Swan joining Sanctuary as a subsidiary on 30 November 2022.

Why Sanctuary?

Sanctuary is one of the largest not-for-profit providers of housing and care in the country. Sanctuary owns and manages more than 105,000 homes across England and Scotland, including social housing, care homes, supported housing and student accommodation.

Sanctuary's size, similar way of working to Swan and financial strength makes them a good match. Like Swan, Sanctuary doesn't just provide homes; they transform communities by listening to residents and putting their needs first. Sanctuary also invests any money they make into their homes and communities so that people can achieve their goals in life.

You can read more about Sanctuary on its website www.sanctuary.co.uk. Joining Sanctuary would strengthen Swan and enable us to continue to invest in your homes and services.

What does this mean for me?

You do not need to do anything. Our teams will continue to provide their regular services to you. There will be no change to your rent or service charge, or how you report a repair because of this proposed partnership. If Swan joins Sanctuary, we will continue to run as a standalone operation, your landlord will remain as Swan and there will be no immediate changes to your services. If there are to be any future changes, you will be consulted at that time.

How do I find out more?

We will share any updates via our website, and we will also write to you again and let you know if the proposed partnership goes ahead.

The decision to join Sanctuary will be subject to approval by the Boards of both organisations and we will use the feedback from the consultation held earlier this year in our decision making. If you have any comments or questions, please do contact us in the usual ways:

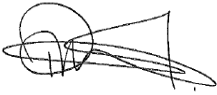
Phone us: Speak to our Customer Relations Officers 09:00 - 17:00 Monday to Friday on 0300 303 2500.

Live Chat with us: Chat with our Customer Relations Officers online at swan.org.uk between 09:00 - 17:00 Monday to Friday.

Email us: Email us at involvement@swan.org.uk

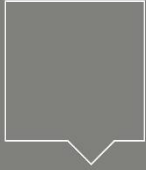
Write to us: Pilgrim House, High Street, Billericay, Essex CM12 9XY

Yours faithfully,



Pete Morley-Watts

Executive Director Customer Experience



In your language

Please call 0300 303 2500 if you would like someone to explain any of these articles to you.

Fadlan naga soo wac
0300 303 2500 haddaad
jeclaan lahayd in qof uu kuu
sharaxo mid kasta oo kamida
qodobadan.

যদি চান অন্য কেউ আপনাকে এই
আর্টিকেলগুলি বুঝিয়ে দিক তাহলে দয়া
করে আমাদেরকে 0300 303 2500
নাম্বারে ফোন করুন।

ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਕਿ ਕਿਸੇ
ਵਿੱਚੋਂ ਕਿਸੇ ਵੀ ਬਾਰੇ ਜਾਣਨਾ
ਵਿਸਤਾਰ ਨਾਲ ਦੱਸੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ
ਸਾਨੂੰ 0300 303 2500 'ਤੇ ਫੋਨ ਕਰੋ।

إذا كنت ترغب بأن يقوم شخص ما
هذه المواد لك، فيرجى الاتصال
بتفسير بـ 0300 303 2500

اگر آپ چاہتے ہیں کہ ان میں سے کسی مضمون کی وضاحت
کی جائے تو براہ مہربانی ہم سے فون نمبر
0300 303 2500 پر رابطہ کریں۔