



Title: Mid Market Rent Voids, Repairs and Maintenance - Sanctuary Scotland Procedure

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Authorised by: Sanctuary Homes (Scotland) Limited Board
Sanctuary Scotland Housing Association

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General Information

1. Objectives of this procedure

- 1.1 The purpose of this document is to provide guidance for all staff involved in the voids, repairs and maintenance service to ensure they deliver a prompt, efficient and customer focused responsive service that reflects good value for money.
- 1.2 Sanctuary Scotland will provide service users with adequate, clear and easily understood information. In particular, this will include:
- the repairing obligations of both parties;
 - proactive communication for all repairs;
 - the anticipated response times for all repairs;
 - information on performance against targets;
 - provision of comprehensive repairs information in the Mid Market Rent Tenants Handbook for all tenants; and
 - information about improvements and alterations that may be made to the property.
- 1.3 This procedure links to the [Repairs and Maintenance - Group Policy](#) and is relevant for Sanctuary Scotland Housing Association (Sanctuary Scotland) which is the 'agent' delivering mid market rent services on behalf of Sanctuary Homes (Scotland) Limited.

2. Legislative/Regulatory context

- [Construction \(Design and Management\) Regulations 2015](#)
- [Control of Asbestos Regulations 2012](#)
- [Data Protection Act 1998](#)
- [Environmental Protection Act 1990](#)
- [Equality Act 2010](#)
- [Housing \(Scotland\) Act 2006 - The Repairing Standard and accessing properties](#)
- [Housing \(Scotland\) Act 2010](#)
- [Housing Grants Construction and Regeneration Act 1996](#)
- [Housing and Regeneration Act 2008](#)
- [General Data Protection Regulation 2016](#)
- [Gas Safety \(Installation and Use\) Regulations 1998](#)
- [Housing \(Scotland\) Act 1988 - Short Assured Tenancies](#)
- [Health and Safety at Work Act 1974](#) (and all relevant regulations)
- [Occupiers Liability Act 1957](#)
- [Permission for Improvements - Group Procedure](#)
- [Private Housing \(Tenancies\) Scotland Act 2016](#)
- [Scottish Housing Quality Standards \(SHQS\)](#).
- [Letting Agent Code of Practice](#)

3. Responsibilities for implementation

- 3.1 The Director - Sanctuary Scotland and the Head of Operations - Property Services is responsible for ensuring adoption of, and adherence to, this procedure.

4. What's new - What's different?

- 4.1 June 2021 - Formal review, legislation and regulatory context updated with Code of Practice and CDM 2015 replacing CDM 2007. Changes to senior staff member roles to comply with the new Property Services structure:

- Section 1: Description of emergency repairs updated to explain that any insecure external door is treated as an emergency where that door inhibits the safety of the tenants and property.
- Section 2: Reactive or one-off repairs or replacements and cyclical or planned replacement of components within MMR properties will now be the responsibility of Property Services (previously Assets/Reinvestment). Clarified that PAT testing will only be carried out at VOID where the relevant appliances or equipment are owned by Sanctuary.
- Section 4: updated to clarify that it is the responsibility of the CSC Repairs Staff to liaise with an external contractor, or internal staff, and keep a customer up to date where works require a specialist contractor or there is an unforeseen change in service delivery and any queries directed to a new mailbox.
- Section 5 detailed processes:
 - Further guidance has been added to **AG01** - Guidance for completing end of tenancy inventories and voids inspections, to explain the process for redecorating properties (both at void and if occupied).
 - Step 1 - additional information added about external contractor liaison to comply with Group Procedure.
 - Step 2 B and Step 8 - additional information added on the treatment of pests and infestations.
 - Step 4 - roles clarified to explain works order actions to be completed by CSC Repairs staff and target timescale added for booking pre-inspections.
 - Step 7 - new text added to explain the process for any works which are identified at inspection which are outside the original scope of works.
 - Step 8 - new text added on rechargeable repairs at end of tenancy; these will be identified and recorded through the inventory check-out and voids inspection notes, CSC team to liaise with CIT to post charges onto accounts.
 - Step 9 - follow on works information updated to be consistent with KnowledgePoint guidance and the limit for contracts completing additional works has increased from £75 to £100 or less without needing prior approval.
 - Step 12 - staff roles updated
- Supporting Information: references to procedures, internal guidance and KnowledgePoint pages updated with new documents and refreshed hyperlinks.

Detailed Procedures

1. Repair categories

1.1 Diagnosed responsive repairs will be allocated a distinct priority category. This is to ensure that the Sanctuary Scotland's response is proportionate to the urgency of the repair and is efficient through the optimum use of resources. These categories also assist Sanctuary Scotland to monitor performance and provide information to deliver consistently high levels of performance.

1.2 In circumstances where a service user has deliberately or falsely reported an out-of-hour's emergency repair, Sanctuary Scotland will expect the service user to pay any costs related to the call out.

1.3 Emergency repairs

1.3.1 These apply to any repairs necessary to remove a serious threat to the health and safety of the service user, members of their household, visitors, or the structure and fabric of their home. The response to all emergency repair requests is to attend and make safe the property within six hours of receipt of the repair request.

1.3.2 At the discretion of the Director - Sanctuary Scotland or Head of Operations - Property Services, access to the property may be needed in order to make safe a repair that poses an immediate threat to the health and safety of service users or others residing in neighbouring properties, or will cause substantial damage to the property. In such cases, staff will make every effort to contact the service user prior to entering the property.

1.3.3 Examples of emergency repairs include:

- main drainage or sewer blocked;
- damage to any ground floor windows, making them insecure;
- insecure external door that inhibits the safety of the tenants and property;
- water leak coming through the ceiling;
- no water supply; and/or
- heating repairs (during the winter season) where there is no other heating.

1.3.4 A second appointment may be required to complete all remedial works following initial attendance.

1.4 Appointed repairs - urgent and routine

1.4.1 These apply to all non-emergency repairs for which access to the property is required. Staff will agree an appointment with the service user during the first point of contact, wherever possible.

1.4.2 Examples of appointed repairs include:

- partial loss of electrical power;
- partial loss of water supply;
- taps that cannot be turned on or off;
- leaking gutters;
- roof leaks to garages or outbuildings; and/or
- repairs to boundary walls.

1.4.3 Appointment repairs will aim to be completed repairs within 20 days and at the appointment time originally agreed with the resident. If an appointment time is changed, the service user will be contacted to agree an alternative appointment. If the resident needs to move an appointment, they will be offered a suitable alternative, provided they give at least half a day notice. If a resident requests an appointment to be booked after the 20-day timescale, because this better suits their needs, this can be agreed.

1.4.4 Appointed repairs are categorised as 'urgent' or 'routine':

- Urgent repairs comprise works required to prevent further damage to the property or where required works are causing serious inconvenience, for example, partial loss of electrical power or taps that cannot be turned on or off. Urgent repairs will aim to be completed within three working days.
- Routine repairs include works that are not causing damage to the property and do not pose a threat to the health and safety of the service user however, they cannot wait to be included in the Sanctuary Group's Capital Reinvestment Programme. Routine repairs will aim to be completed within 20 working days.

1.5 Flexibility for vulnerable service users

1.5.1 The repairs service will be flexible towards the needs of vulnerable service users. Vulnerable service users are defined in the Sanctuary Scotland Safeguarding Policies and Procedures.

1.5.2 Where additional flexibility to repair priorities and services is required, the service users' needs will be taken into account and the severity of the situation; an appropriate action will be identified on a case by case basis.

2. Voids works

2.1 Mid Market Rent Properties have a unique specification which includes the provision of blinds, carpets, white goods (fridge, freezer) and in some instances a washer-dryer, where there is no external drying area. A deposit is also taken at the start of the tenancy which can be retained for covering the costs of voids works and bringing the property up to The Repairing Standard as set out in the Housing (Scotland) 2006 Act:

- the property must be wind and water tight and in all other respects reasonably fit for people to live in;

- the structure and exterior (including drains, gutters and external pipes) must be in a reasonable state of repair and in proper working order;
 - installations for supplying water, gas and electricity and for sanitation, space heating and heating water must be in a reasonable state of repair and in proper working order;
 - any fixtures, fittings and appliances that the landlord provides under the tenancy must be in a reasonable state of repair and in proper working order;
 - any furnishings that the landlord provides under the tenancy must be capable of being used safely for the purpose for which they are designed;
 - the property must have a satisfactory way of detecting fires and for giving warning in the event of a fire or suspected fire; and
 - the property must have satisfactory provision for giving warning if carbon monoxide is present in a concentration that is hazardous to health.
- 2.2 On receiving a termination notice, the Mid Market Rent Housing Officer will arrange a visit to the property accompanied by the Maintenance Surveyor; this must take place on the day that the tenant vacates the property or as soon as possible thereafter. This will provide an opportunity to complete a final inventory check and to inspect the property's condition. This should be done before maintenance start to complete any voids works.
- 2.3 To assist with the inspection, a separate lettings standard is available for MMR properties, which is available on [KnowledgePoint](#).
- 2.4 All information on the specification (make/models etc.) of different components is in [health and safety files in the shared drive](#). Replacing items such as carpets, white goods and kitchen appliances should come out of the devolved budget to Sanctuary Maintenance as per the standard void process. Guidance is available on in **AG01** - Guidance for completing end of tenancy inventories and voids inspections, to assist Housing and Maintenance in their assessment of when components should be repaired or replaced during the voids inspection and end of tenancy inventory.
- 2.5 Reactive or one-off repairs or replacements and cyclical or planned replacement of components within MMR properties will be the responsibility of Property Services Any queries relating to replacements of components (where for example you want to check when a fridge freezer is due to be replaced based on its lifecycle) should be directed to the local Property Services Administration Mailbox.
- 2.6 If there is any work activity identified to rectify any negligence or damage, these must be detailed on the voids schedule with each item costed and the General Ledger code noted. This information is needed in order to charge the tenant for work activities and comply with the process for requesting the retention of tenancy deposits.
- 2.7 Voids works will also need to include an electricity inspection which will include PAT tests where Sanctuary owns these appliances and testing and/or maintenance of smoke detectors, carbon monoxide detectors and alarms

3. Access to properties - health and safety risks

- 3.1 A property may need to be accessed in order to make safe a repair that poses an immediate threat to the health and safety of service users or others residing in neighbouring properties or is likely to cause substantial damage to the property.
- 3.2 In such cases, staff must take all reasonable actions to contact the service user, and the decision to access the property must be made by a senior member of staff (Director - Sanctuary Scotland or Head of Operations – Property Services). If the customer is not contactable after multiple attempts and forced access is considered necessary, the Mid Market Rent Housing Officer or Police must accompany the Trade Operative or Engineer when attempting to gain access. Any damage caused by entering the property must be made good and all actions taken must be clearly documented.

4. Unforeseen changes in service delivery

- 4.1 Despite best efforts to complete all repairs on time, this is not always possible. Some repairs require specialist parts to be ordered, or for specialist contractors to be called in. If these situations occur the CSC Repairs staff must keep service users informed of the progress of their repair and provide an update when the work will be completed.
- 4.2 The appropriate CSC team would liaise with the customer to book a further appointment complete any works once additional parts/resources have been acquired to complete the job. Any queries related to this process should be directed to the following mailbox:
CSCMarketRent.AndCommercialRequests@sanctuary-housing.co.uk.
- 4.3 Where unforeseen events occur, repairs may need to be prioritised; appointed repairs may be rescheduled. Should this happen, CSC Repairs staff must ensure service users are given as much warning as possible.

5. Detailed processes

Step	Action	Timescale
<p>1. Repair requests and response times</p>	<p>If the service user telephones the CSC they will be offered an appointment at first contact. By all other methods (including via the website, email or in person), an appointment will be offered once the Works Order has been raised - if access to the property is required. If the system is unavailable at the time of the user telephone call, the appointment will be communicated to the user once the system is available, normally within 24 hours of contact (there is possibility this may be longer in certain circumstances).</p> <p>If the work has to be sent to an external contractor then the customer should be informed that the external contractor will notify them of an appointment date/time.</p> <p>The CSC must ensure it:</p> <ul style="list-style-type: none"> • identify the tenure of the service user; and • check whose responsibility the repair is using the available information on OneSanctuary and Appendix 1 of the Repairs and Maintenance - Group Procedure as guidance. 	<p>Immediately</p> <p>Within 24 hours of contact</p> <p>During call</p>
<p>1a. Identification of repair need:</p>	<p>The following must all be adhered to by CSC prior to ordering a repair/inspection:</p> <ul style="list-style-type: none"> • Repairs must be diagnosed as accurately as possible at the time of reporting the repair. The tenancy information must be consulted to ensure repairs are not being completed on gifted items. • Installations still under warranty or guarantee - OneSanctuary must be checked at the time of raising the works order to ensure this is adhered too. • Where there are serious or persistent repair issues, the record of 'repair history' must be consulted so as to assist with diagnosis and also to avoid wasted effort through unnecessarily repeated inspections by the Surveyor. <p>The CSC must contact the relevant Surveyor to discuss any issues/concerns relating to the above.</p>	<p>All within 24 hours of telephone contact and before a works order is raised</p>

Step	Action	Timescale
<p>2. CSC assess repair information to determine who is responsible</p>	<p>A) The Group is responsible for all repairs that are:</p> <ul style="list-style-type: none"> • required due to normal wear and tear; • repairs to the structure and/or exterior of the premises; and • repairs to any installations in the property provided by the Group. <p>Note: For a more detailed list, see Appendix 1 of the Repairs and Maintenance - Group Procedure - Repair responsibility table.</p> <p>B) Service users may request repairs resulting from:</p> <ul style="list-style-type: none"> • vandalism; • pests and infestation; • unforeseen or accidental damage (for example, storm, flood); and/or • accidents by a third party. <p>In these circumstances, the CSC must:</p> <ul style="list-style-type: none"> • advise the service user that the repair requested is not the Group's responsibility and may result in a recharge; or • if unclear on who is responsible for the repair, arrange for the Surveyor to carry out a home visit to determine responsibility. <p>If the repair is related to pests/infestation, arrange for a Surveyor to carry out a home visit to confirm what is required and determine responsibility. If the repair is related to bed bug infestation, notify the relevant Manager to determine the most appropriate action. See KnowledgePoint guidance for further information: Pests and Infestations, Bed Bugs.</p> <p>If, after inspection, the repair is deemed to be the responsibility of the Group and covered by insurance, then Group Insurance must be notified by the person carrying out the inspection immediately to ensure the Group is able to refer to its insurers within the correct timeframes. For further information please visit the SOLIS Group Insurance page - Group Insurance SOLIS page.</p> <p>C) If the repair is considered a 'defect' (OneSanctuary will show the defect liability period) the process outlined in Appendix 2 of the Repairs and Maintenance - Group Procedure, Defects must be followed by the CSC.</p>	<p>During the call or as soon as phone call has ceased</p> <p>Within 24 hours of the inspection taking place</p> <p>Within 24 hours of the inspection taking place</p>

Step	Action	Timescale
3. Repair request logged	<p>The CSC must decide whether to:</p> <ul style="list-style-type: none"> • raise a notification if it is clear that Sanctuary Scotland is responsible for the repair; or • contact a regional Surveyor to carry out an inspection if the repair responsibility is still unclear; or • contact the Mid Market Rent Housing Officer for the development <p>Once a notification is raised CSC staff will raise and authorise Works Orders as appropriate.</p>	<p>During the call</p> <p>Within 24 hours of notification being raised</p>
4. Works Order	<p>CSC Repairs raise the Works Order immediately if no pre-inspection is required, and if the Works Order is within the agreed authorisation limit.</p> <p>If a pre-inspection is required, the service user will be informed that CSC Repairs staff will contact them to book an appointment within two working days.</p>	<p>Immediately on receipt of repair request.</p>
5. Confirmation of appointment time	<p>The CSC must confirm appointment times for all repairs where access to the property is required.</p> <p>If the service user has reported the repair via telephone, the agreed appointment time will be confirmed with the service user whilst they are on the telephone.</p> <p>If the service user has reported the repair via email or the Sanctuary Scotland website, the appointment time will be confirmed via return email, telephone or letter, as appropriate.</p>	<p>When appointment is arranged with service user.</p> <p>Once the works order has been raised.</p>
6. Identification of repair priority	<p>Repairs are identified as either an 'emergency' or 'appointed' repair. See Appendix 10 of the Repairs and Maintenance - Group Procedure, Repairs categories for further information.</p> <p>All emergency repairs must be attended to and made safe within six hours of receipt of the repair request.</p> <p>All appointed repairs aim to be remedied within 20 working days.</p> <p>All appointments agreed with the service user must be attended, unless an alternative appointment has been agreed in advance with the service user. However, if an unforeseen situation delays/prohibits attendance, the CSC must contact the service user as soon as is practicable to advise of the delay and agree a suitable way forward.</p> <p>Where a service user fails to keep an appointment, a second appointment will be offered when the service user re-contacts the CSC.</p>	

Step	Action	Timescale
<p>7. Pre - inspection of property</p>	<p>If an operative cannot undertake a repair because the issue is outside the scope of works which has been initially diagnosed (for example, structural damp), an inspection by the Maintenance Surveyor should be requested via CSC Repairs. The service user should be informed that CSC Repairs staff will contact them to book an appointment within two working days.</p> <p>The property should be made safe until the inspection has been completed and further repairs are appointed and completed.</p> <p>All known information relevant to the inspection must be recorded at the time of the appointment and recorded on the system for the Maintenance Surveyor to refer to when attending the inspection. Any additional information or actions must be recorded by the Maintenance Surveyor for CSC Repairs staff to refer to when completing the actions required to resolve the repair.</p> <p>A suitable appointment must be allocated by the CSC between the service user and the Maintenance Surveyor with the service user kept informed at all stages of the process, (please refer to the pre-inspection procedure detailed in Appendix 4 of the Repairs and Maintenance - Group Procedure).</p> <p>Where a service user is unable to accept an appointment within the timescale, the appointment can be extended further. Likewise, if the Maintenance Surveyor requires further time due to availability, the target date can be extended for a suitable appointment to be arranged.</p> <p>If criminal or other damage is suspected the Surveyor must assess the damage that has been caused. (Please see Appendix 5 of the Repairs and Maintenance - Group Procedure Criminal or unforeseen/accidental damage guidance).</p>	<p>Arranged and completed within 10 working days of works being requested.</p>

Step	Action	Timescale
<p>8. Assessment of damage</p>	<p>Where the damage has been caused through vandalism, the Mid Market Rent Housing Officer must be informed by the Surveyor who completed the pre-inspection and action must be taken in accordance with the Antisocial Behaviour, Harassment - Scotland Policy and Procedure and Domestic Abuse - Scotland Policy and Procedure by the Mid Market Rent Housing Officer.</p> <p>Where damage has been caused by an infestation of pests, the responsibility lies with the service user, unless it is in a communal area or due to a repair requirement that is the responsibility of Sanctuary Scotland. For further guidance see KnowledgePoint: Pests and Infestations, Bed Bugs</p> <p>Where the damage has been caused by unforeseen or accidental damage, such as roof damage caused by severe weather, the Sanctuary Scotland must claim back the cost of the work through Group Insurance (Insurance - Group Policy and Procedure).</p> <p>Where repairs have been caused by failure to previously report a repair, the subsequent repairs will be logged but damage due to neglect will be the responsibility of the service user. Refer to Appendix 8 of the Repairs and Maintenance - Group Procedure, Rechargeable repairs and internal guidance on Tenancy Deposits for further information. Rechargeable repairs at end of tenancy will be done through the inventory check-out and voids inspection notes, CSC team to liaise with CIT to post charges onto account.</p> <p>Where damage has been caused to items belonging to the service user, the service user may claim on their home insurance. If damage is a result of Group action or inaction this will be investigated as a complaint.</p> <p>Where damage has been caused by a third party (for example, a car driving into a wall), this must be reported and repaired in accordance with the Group's building insurance. For further information visit the Group Insurance SOLIS page.</p> <p>The service user must be kept informed at every stage of the process by the Surveyor.</p>	<p>Assessment must be completed within 10 working days</p>

Step	Action	Timescale
<p>9. Standing Orders (external contractors only)</p>	<ul style="list-style-type: none"> • Follow on works under £500 including the 5% uplift or £476 excluding the 5% uplift can be raised by anyone in CSC • Follow on works over £500 including the 5% uplift or £476 excluding the 5% uplift must be sent to the CSC Major Rev team • These follow on works will be added to the Major Rev spreadsheet • Follow on works on the Major Rev spreadsheet up to £750 including the 5% uplift or £714 excluding the 5% uplift can be reviewed and approved by the Contracts Surveyor <p>Follow on works on the Major Rev spreadsheet over £750 including the 5% uplift or £714 excluding the 5% uplift must also be reviewed and approved by the Head of Service.</p> <p>Anything entered onto the major works spread sheet and approval of these values should follow the financial regulations policy. Any works over £1500 should enter into the quoted works process to ensure value for money.</p> <p>For extra works less than £100, the contractor should proceed with the works and advise of the additional works (specifying the relevant repair code) – they do not require authorisation.</p> <p>If over £100, the contractor should submit an extra works request using the template (Appendix 6 of the Repairs and Maintenance - Group Procedure) to the Regional Extra Works mailbox (e.g. CSCMarketRent.AndCommercialRequests@sanctuary-housing.co.uk).</p>	<p>Refer to the Group's Contract Management Framework for timeframes.</p>
<p>10. Works completed</p>	<p>Completion dates are reported by contractors to the CSC via weekly reports. These are input onto the system within 24 hours by the CSC.</p> <p>In the case of completions by a Sanctuary Maintenance operative these must be updated immediately via their smart phone. Where operatives do not have a smart phone, the completions are communicated by phone and entered directly in to OneSanctuary by the CSC.</p>	
<p>11. Post inspections</p>	<p>Post inspections are generated as per the Group's Post-Inspection Process Guidance, Appendix 7 of the Repairs and Maintenance - Group Procedure.</p> <p>Contact must be made with the service user to agree an appointment and explain the need for a post inspection by the Maintenance Surveyor who must log all information, correspondence and actions on OneSanctuary.</p>	<p>See Appendix 7 for timeframes and responsibilities.</p>

Step	Action	Timescale
12. Follow up to completion of work	<p>In addition, where any discrepancies over costing or quality of work become apparent the Surveyor must carry out a post inspection, as per Appendix 7 of the Repairs and Maintenance - Group Procedure, the Post Inspection Process Guidance.</p> <p>Where a service user is unable to accept an appointment within the timescale, the appointment can be extended further. Likewise, if the Operative/Internal Maintenance Team/External contractor requires further time due to availability, the target date can be extended for a suitable appointment to be arranged.</p> <p>Where the job was an 'emergency' priority, the operative will complete via their smart phone. Where any further repairs are required, a new notification and Works Order must be raised.</p>	<p>Arranged and completed within 10 working days</p> <p>Once the initial emergency repair has been completed.</p>
13. Satisfaction surveys	<p>Following the completion of responsive repairs, a sample of service users will be contacted to participate in a satisfaction survey. Findings are reported and used to drive service improvements.</p>	<p>Within one day</p>
14. Invoice process	<p>All invoices dealt with by the CSC must be assigned the correct codes for example, recharge or homeownership with the correct payment terms adhered to as per the Group's Contract Management Framework.</p>	<p>Upon receipt</p>

Supporting Information

1. Additional support and guidance

- [Permission for Improvements - Group Procedure](#)
- [Permissions Process KnowledgePoint process](#)
- [Safeguarding Children - Sanctuary Scotland Procedure](#)
- [Safeguarding Adults - Sanctuary Scotland Procedure](#)
- [Domestic Abuse - Scotland Policy and Procedure](#)
- [Mid Market Rent - Terminations Policy and Procedure](#)
- [Pest and Infestations KnowledgePoint process](#)
- [Bed Bugs KnowledgePoint process](#)
- [Major Revenue KnowledgePoint guidance](#)
- [Mid Market Rent internal guidance on Tenancy Deposits](#)
- [Scotland Voids Guidance, Resources and Process Map - KnowledgePoint](#)

1.1 Appendices attached to the [Repairs and Maintenance - Group Procedure](#):

- Appendix 1 - Repair responsibility table
- Appendix 2 - Defects and the repairs process
- Appendix 4 - Pre-inspection process guidance
- Appendix 5 - Criminal or unforeseen/accidental damaged damage guidance
- Appendix 6 - Extra Work Request Form
- Appendix 7 - Post inspection process guidance
- Appendix 8 - Rechargeable repairs
- Appendix 10 - Repair categories

1.2 Additional guidance attached to the [Repairs and Maintenance - Group Procedure](#):

- AG01 - Code of Conduct for Operatives and Contractors
- AG02 - Cancelling a Works Order - Guidance
- AG03 - Follow On and No Access - Guidance for Operatives