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# Sanctuary Group

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**Title:** Estates Management - Group Procedure

**Business Function:** All Functions across Sanctuary Group

**Author:** Director of Property Services

**Authorised by:** Chief Customer Officer

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## **Sanctuary Group**

**Sanctuary Group is a trading name of Sanctuary Housing Association,  
an exempt charity, and all of its subsidiaries.**

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## General Information

### 1. Objective of this procedure

- 1.1 The overall aim of the procedure is to ensure all of Sanctuary's stock and that all surrounding environments are managed and maintained effectively.
- 1.2 This procedure details the responsibilities and processes for Property Services.

### 2. Legislative/Regulatory context

- [The Housing Act 1985](#)
- [The Housing Act 1996](#)

### 3. Responsibilities for implementation

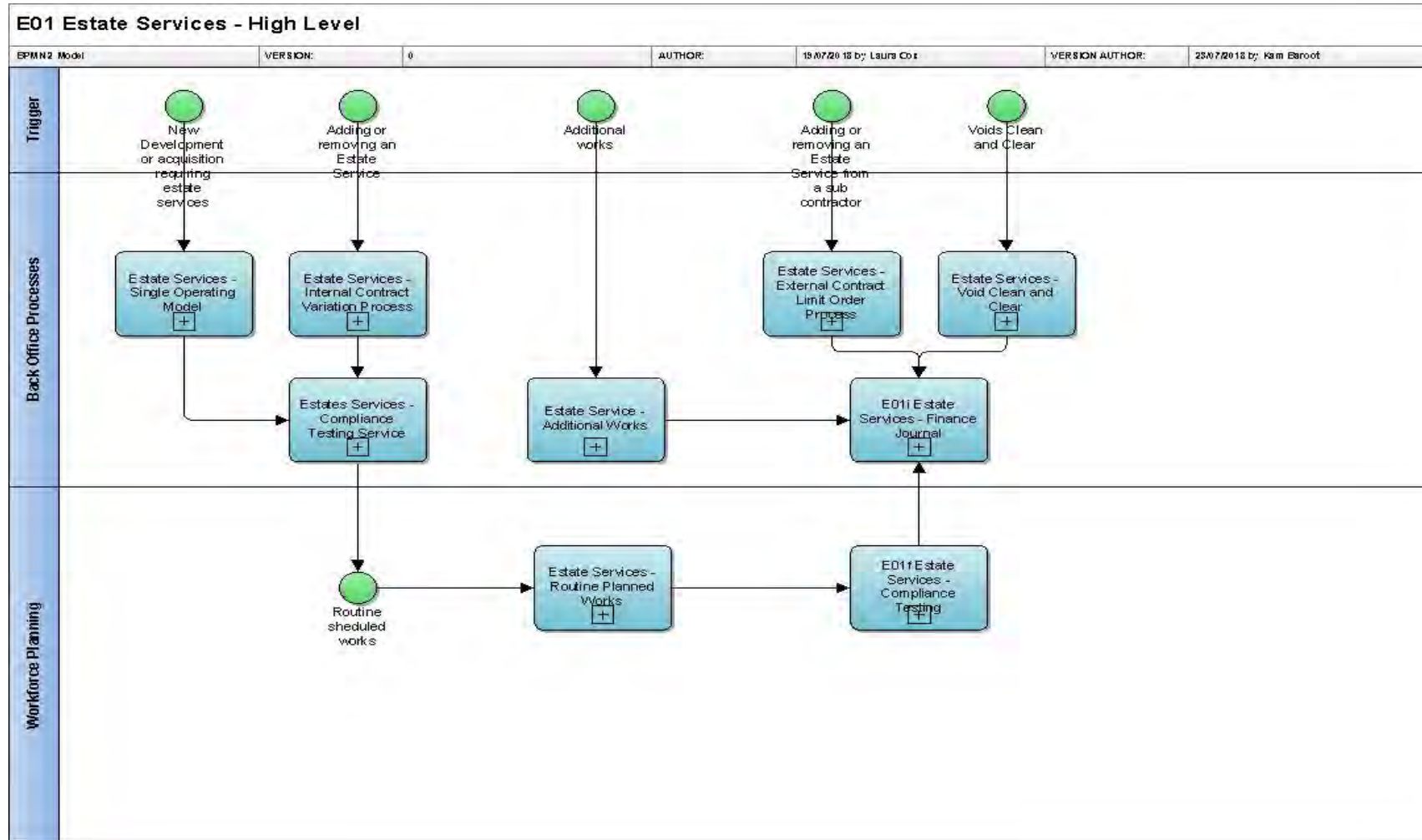
- 3.1 The Director of Property Services is responsible for ensuring the overall adoption of, and adherence to this procedure.
- 3.2 All relevant Directors, Heads of Service and Operations Managers are responsible for ensuring that the processes are applied consistently across the business.
- 3.3 All staff working within Sanctuary are responsible for ensuring adherence to this procedure.
- 3.4 All staff working within Property Services are responsible for ensuring and adhering to this procedure.

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

- 4.1 July 2021 - Formal review; minor amendments to reflect new job titles.

# Estates Procedures

## 1. High level process map



## Supporting Information

### 1. Estates Overview

	<b>New development/ acquisition</b>	<b>Contract variation</b>	<b>Limit order</b>	<b>Planned works</b>	<b>Additional works</b>	<b>Void clean and clear</b>	<b>Compliance service</b>	<b>Compliance testing</b>
<b>Frontline Services</b>	Planned work request raised.	A service to be added or removed from an existing contract.			Raised approved works order with CSC.	Keys available for voids properties.	A service to be added or removed from an existing contract.	
<b>Estate Services</b>	Quote is produced and sent for approval to requestor; once approved, rota, BML and CV lists updated.	For new service quote is produced and sent for approval to requestor. For removal and approved quotes rota, BML and CV lists updated.	Agreed sub contract services reviewed annually and agreed services added or removed. BML and CV lists updated.	Routine works completed as per rota. Work completed and job sheet updated.	Work order added to rota. Job sheet updated and CSC advised of completion.	As per the works order and voids scheduler works carry out. Update job sheet and advise CSC of completions.	For new service quote is produced and sent for approval to requestor. For removal and approved quote rota, BML, CV and compliance list updated.	Routine works compliance testing completed as per rota. compliance log updated. Tests not completed to be reported.
<b>CSC</b>			Raise purchase orders per month to sub-contractor for agreed works.		Work order created or closed.	Raise or close works order.		Raise works order for faults identified by testing.
<b>Finance</b>	From BML finance journal updated.	From BML finance journal updated.	From BML finance journal updated.	From BML finance journal updated.	Finance journal updated.	Finance journal updated.	From BML finance journal updated.	