
Sanctuary Group

Title: Repairs and Maintenance - Group Policy

Business Function: All Functions across Sanctuary Group

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Authorised by: Executive Committee

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

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1. Policy statement

- 1.1 Sanctuary acknowledges that the provision of a repairs and maintenance service that is easy to access, responsive, fair for all, represents good value for money and is of the highest technical competence is of great importance.
- 1.2 Sanctuary's investment emphasis is on planned and preventative rather than reactive maintenance. However, providing responsive repairs is key to overall satisfaction
- 1.3 This policy relates to responsive repairs carried out in response to service users' requests.
- 1.4 Sanctuary aims to provide a repairs and maintenance service that:
- meets the high standards expected by service users, tailoring the service appropriately to meet individual needs;
 - ensures properties are maintained to a high standard;
 - is cost effective and achieves value for money;
 - complies with all relevant statutory and regulatory requirements; and
 - supports continuous service improvements directed by feedback from service users.
- 1.5 To achieve this, Sanctuary will:
- carry out responsive repairs promptly and in one visit, where possible;
 - enable service users to report repairs in their preferred manner and at a time that is convenient to them;
 - regularly update customers on the progress of their repair through proactive communication;
 - repair or replace a fixture/fitting/appliance for which it has responsibility;
 - arrange appointments to inspect and carry out work at a time that is convenient to the individual service user;
 - have regard to the environmental impact of the service, both in terms of products used and delivery of the service;
 - regularly monitor and report performance against agreed targets; and
 - manage effective planned maintenance programmes in a manner which minimises the need for responsive repairs.
- 1.6 Putting our customers first is at the heart of everything Sanctuary does through the North Star strategy in Housing and Property Services, and Be our Best in Sanctuary Supported Living. The strategy is based on customer insight and feedback being a vital part to the design of services.
- 1.7 This policy sets out how Sanctuary provides an effective and timely repairs and maintenance service, based on what customers have told us is most important. This includes enabling repairs and maintenance issues to be reported easily, being clear about the timescales for completion and keeping customers informed of any changes. The policy ensures Sanctuary follows legal and regulatory requirements too. Key performance indicators are managed through robust performance frameworks, including the [North Star - Customer Outcomes Framework](#) developed in partnership with customers.

2. Roles and responsibilities

- 2.1 The Chief Customer Officer and the Director of Property Services have overall responsibility for the provision of the repairs and maintenance service and ensuring adoption of, and adherence to, this policy and its associated procedures.

3. References and sources

- [Antisocial behaviour \(ASB\) - Housing and Support Policy and Housing Procedure](#)
- [Building Regulations Act 1984](#)
- [Construction \(Design and Management\) Regulations 2007](#)
- [Construction \(Design and Management\) Regulations 2015](#)
- [Control of Asbestos Regulations 2012](#)
- [Data Protection Act 2018](#)
- [Decent Homes Standard](#)
- [Defective Premises Act 1972](#)
- [Domestic Abuse Policy - Housing and Support Policy and Housing Procedure](#)
- [Environmental Protection Act 1990](#)
- [Equality Act 2010](#)
- [Housing Act 2004](#) incorporating the [HHSRS - The Housing Health and Safety Rating System](#)
- [Housing \(Scotland\) Act 2006](#)
- [Housing \(Scotland\) Act 2010](#)
- [Housing Grants Construction and Regeneration Act 1996](#)
- [Housing and Regeneration Act 2008](#)
- [Gas Safety \(Installation and Use\) Regulations 1998](#)
- [Housing Act 1985](#)
- [Housing Act 1996](#)
- [Human Rights Act 1998](#)
- [Landlord & Tenant Act 1985](#) (Section 11)
- [Localism Act 2011](#)
- [Health and Safety at Work Act 1974](#) (and all relevant regulations)
- [Occupiers Liability Act 1957](#)
- [Permission for Improvements - Group Procedure](#)
- [Regulatory Framework for Social Housing in England \(1 April 2015\)](#)
- [Right to Repair Scotland](#)
- [Scottish Housing Quality Standards \(SHQS\)](#)
- [Safeguarding - Group Policy](#)
- [Safeguarding Children - Group Procedure](#)
- [Safeguarding Adults - Group Procedure](#)
- [Social Housing Regulation Act 2023](#)
- [Voids, Allocations and Lettings - Housing Policy and Procedure](#)
- [Vulnerable Customers - Group Policy and Procedure](#)
- [March 2024 Update on the governments work to improve the quality of social housing](#)
- [The Building Safety Act](#)
- [Tenant Satisfaction Measures](#)
- [Reshaping consumer regulation: Our new approach](#)
- [North Star - Customer Outcomes Framework](#)

4. Impact on diversity

- 4.1 Sanctuary demonstrates its commitment to diversity and promoting equality by ensuring that this policy is applied in a manner that is fair to all sections of the community, with due regard to the protected characteristics identified under the [Equality Act 2010](#) and in accordance with the '[Sanctuary Inclusion for All Strategy 2024-2026](#)'.

5. Resident consultation/customer considerations

- 5.1 Sanctuary Group's (the Group) corporate strategy states the commitment to put customers at the heart of everything it does. The Voice of the Customer brings together in one place an overall view of customer experience and specific improvement programmes (demonstrating 'You Said, We're Listening') the Group has initiated based upon the customer feedback, for reporting through the Group structures and resident panels.
- 5.2 The feedback includes real-time satisfaction surveys, such as with day-to-day repairs, complaints, local engagement activities and the Resident Advisory and Resident Scrutiny panels. The reporting is focused on the Group's Customer Outcomes Framework [North Star - Customer Outcomes Framework](#) based upon what customers have told the Group matters most to them.
- 5.3 The outcomes have been shaped by consulting more than 5,000 customers and in-depth engagement with the Resident Advisory and Resident Scrutiny Panels actively involving more than 400 residents, that constructively challenges the strategic priorities of maintenance and reinvestment.
- 5.4 The Group's Customer Outcomes Framework is driving service improvements that improve the lives of customers, whilst also providing transparency with performance against regulatory requirements. Combined with establishing root cause analysis in complaints and the continuing growth of service improvement means the Group is becoming more focused on outcomes, developing a culture where it learns from mistakes and continuously improves, helping to deliver the North Star strategy. It focuses on how customers feel during their time with the Group, at different parts of their customer journey.
- 5.5 Customer outcomes help communicate the value and impact of services more clearly and indicate where to improve. They formally align interests and create one goal for the discussions taking place at operational and senior management meetings. The three high-level outcomes are: I feel proud, I feel respected, and I feel safe. A key commitment under the I feel proud outcome in our Customer Outcomes Framework is: 'Repairs are of a good standard and completed in a timely way'.

6. Period of review

- 6.1 Until a new policy is formally adopted this document will remain in force and operational.
- 6.2 This policy will be reviewed in accordance with the policy review programme agreed by the Executive Committee.

6.3 If there are significant changes to legislation or regulation or there are found to be deficiencies or failures in this policy, as a result of complaints or findings from any independent organisations, the Chief Customer Officer will initiate an immediate review.

6.4 Where appropriate, key stakeholders, service users and interested parties will be consulted as part of any review of this policy.

7. Approval

7.1 This policy is approved by Sanctuary's Executive Committee.

8. Operational arrangements

8.1 This policy must be used in conjunction with the [Repairs and Maintenance - Group Procedure](#).