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# Sanctuary Group

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**Title:** Repairs and Maintenance - Group Policy

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

**Authors:** Director of Property Services  
Regional Head of Service - Housing and Property Services

**Other Contributors:** Property Services Senior Management team  
Housing Operations Senior Management team  
Compliance Management Team  
Customer Hub and Customer Property Hub  
Building Safety Management Team  
Customer Experience Management Team  
Head of Policy Planning and Engagement  
Sanctuary Supported Living Senior Management Team  
Property Management - Care Management Team

**Authorised by:** Executive Committee

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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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## 1. Policy statement

- 1.1 Sanctuary's customers are at the heart of everything it does. In putting customers first, Sanctuary acknowledges that the provision of repairs should be to a good standard and completed in a timely way. A maintenance service that is easy to access, responsive, fair for all, represents good value for money and is of the highest technical competence is what matters most to customers and fundamental to regulatory compliance.
- 1.2 This policy is based on customer insight and feedback being a vital part of the design of services. Sanctuary understands that having a robust plan for reinvestment in homes, alongside delivering responsive repairs quickly and right first time, whilst ensuring customers are kept informed, are important drivers of satisfaction.
- 1.3 This policy relates to responsive repairs carried out following customer requests. In this policy, a customer means a tenant, resident, client, service user or other individual who can access the responsive repairs service.
- 1.4 Sanctuary aims to provide a repairs and maintenance service that:
- meets the high standards expected by customers, tailoring the service appropriately to 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 customers.
- 1.5 To achieve this, Sanctuary will:
- carry out responsive repairs promptly and in one visit, where possible;
  - enable customers to report repairs in their preferred manner and at a time convenient to them;
  - diagnose and categorise responsive repairs with timescales to ensure they are dealt with as quickly as possible;
  - regularly update customers on the progress of their repair through proactive communication;
  - repair or replace any fixture, fitting or appliance for which it has responsibility;
  - arrange appointments to inspect and carry out work at a time convenient to the individual customer;
  - 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 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 making it easy to report repairs and maintenance issues, being clear about the timescales for completion, and keeping customers informed of any changes. The policy ensures Sanctuary follows legal and regulatory requirements. 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 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](#)
- [Health and Social Care Act 2008 \(Regulated Activities\) Regulations 2014: Regulation 15](#)
- [Awaab's Law Guidance for Social Landlords](#)

#### **4. Impact on diversity**

- 4.1 Sanctuary demonstrates its commitment to diversity and to 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](#)'.
- 4.2 Sanctuary conducts quarterly bias analysis on the customer experience of the responsive repairs service. This assesses whether customers receive an equitable repair experience, and the analysis includes disability, ethnicity, gender and age.

#### **5. Resident consultation/customer considerations**

- 5.1 Sanctuary has well-established and robust mechanisms for listening to the experience of its customers.
- 5.2 This includes real-time satisfaction surveys on day-to-day repairs, as well as feedback gathered through complaints, local engagement activities, and the Resident Advisory and Resident Scrutiny panels. Reporting is focused on Sanctuary's [North Star - Customer Outcomes Framework](#), based on what customers have told Sanctuary matters most to them.
- 5.3 The outcomes have been shaped by consulting more than 5,000 customers and through in-depth engagement with the Resident Advisory and Resident Scrutiny Panels, actively involving more than 400 residents, which constructively challenge the strategic priorities of maintenance and reinvestment.
- 5.4 Sanctuary's Customer Outcomes Framework is driving service improvements that improve the lives of customers, whilst also providing transparency on performance against regulatory requirements. The introduction of root-cause analysis in complaints, together with the continued growth of service improvement activity, means Sanctuary is becoming more focused on outcomes and developing a culture that learns from mistakes and continuously improves, helping to deliver the North Star strategy. It focuses on how customers feel during their time with Sanctuary, at different points in their customer journey.

5.5 Customer outcomes help communicate the value and impact of services more clearly and highlight where improvements are needed. They formally align interests and create a single shared goal for 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 related to the 'I feel proud' outcome in the Customer Outcomes Framework is: 'Repairs are of a good standard and completed in a timely way'.

5.6 This area of work is important to our customers and has been subject to scrutiny at the resident panels.

## **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, customers 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](#).