



Title: Repairs and Maintenance - Group Procedure

Business Function: All Functions across Sanctuary Group

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General Information

1. Objective of this procedure

- 1.1 The purpose of this document is to provide guidance for all staff involved in the repairs service to ensure they deliver a prompt, efficient, and customer-focused responsive service that reflects good value for money.
- 1.2 Sanctuary's customers are at the heart of everything it does. In putting customers first, Sanctuary acknowledges that the provision of repairs should be of 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.
- 1.3 This procedure 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 repair issues to be reported easily, being clear about the timescales for completion and keeping customers informed of any changes. The procedure also 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.
- 1.4 Sanctuary will provide customers with adequate, clear, and easily understood information. In particular, this will include:
 - the repairing obligations of both parties;
 - the anticipated response times for all repairs;
 - proactive communication for all repairs;
 - information on performance against targets; and
 - information about improvements and alterations that may be made to the property.

2. Legislative/Regulatory context

- [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](#)
- [Regulatory Framework for Social Housing in England \(1 April 2015\)](#)
- [North Star - Customer Outcomes Framework](#)
- [Health and Social Care Act 2008 \(Regulated Activities\) Regulations 2014: Regulation 15](#)
- [Awaab's Law Guidance for Social Landlords](#)

3. Responsibilities for implementation

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

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

- 4.1 August 2026 - Updated guidance on temporary boarding up to windows, included in section 5.4.8 and detailed within the new **Appendix 11** - Definition of Boarding Up (Temporary Window Security).
- 4.2 June 2026 - Update to repair response times from 45 days to 30 working days at section 4 of the detailed procedures; changes agreed with Group Housing Board..

4.3 April 2026 - Formal review, with the following changes:

- Updated regulatory guidance link at Section 2 'Legislative/Regulatory Guidance'.
- Confirmation of repair timescales for Sanctuary Care, Commercial, Keyworker, and Sanctuary Supported Living customers at Section 5.4.4.
- Updated emergency timescales for Commercial properties at Step 6 'Identification of repair priority' of the 'Detailed procedures'.
- Details of formal escalation process when timescales are unable to be met at Step 6 'Identification of repair priority' of the 'Detailed procedures'.

5. Repair categories

- 5.1 Diagnosed responsive repairs will be allocated a distinct priority category. Sanctuary understands the importance of having an effective and reliable approach to diagnosis, and this ensures that repairs are dealt with as quickly as possible, are right first time, and that customer promises are kept whilst complying with the relevant regulations. These categories also assist Sanctuary in monitoring performance and providing information to deliver consistently high service levels.
- 5.2 This diagnosis will ensure compliance with Awaab's Law following the phased implementation of legislation from 27 October 2025 onwards, identifying prescribed hazards where necessary and meeting the statutory timescales.
- 5.3 In circumstances where a customer has deliberately or falsely reported an out-of-hour's emergency repair, Sanctuary will expect the customer to pay any costs related to the call-out.
- 5.4 Emergency Repairs
- 5.4.1 Emergency repairs apply to any repairs necessary to remove a serious threat to the health and safety of the customer, members of their household, visitors, or to the structure and fabric of their home.
- 5.4.2 In England, Sanctuary's response to all housing emergency repair requests is to attend and make the property safe within 24 hours of receipt of the repair request.
- 5.4.3 In Scotland, Sanctuary will aim to attend an emergency repair and make the situation safe within six hours.
- 5.4.4 In regulated services (CQC/CI/Ofsted), and for critical communal systems (e.g. lifts, fire detection, communal heating/hot water) the operational requirement is to reinstate the service as rapidly as possible. Where critical services remain unavailable beyond 48 hours, the relevant regulator may require notification.

5.4.5 Sanctuary Care, Commercial and Sanctuary Supported Living customers will be attended to within the following agreed timeframes:

- Serious incidents and service disruptions posing an immediate health and safety risk to residents or employees, or causing significant damage to the site, will be attended to within four hours.
- Service disruptions affecting daily service use will be attended to within 24 hours and those causing significant inconvenience or risk will be attended to within five days.
- Standard repairs presenting no immediate disruption to services or health and safety will be attended to within 28 days.

5.4.6 Sanctuary Student Accommodation and Keyworker customers will be attended to within the following agreed timescales:

- Serious incidents and service disruptions posing an immediate health and safety risk to residents or employees, or causing significant damage to the site, will be attended to within two hours.
- Service disruptions affecting daily service use will be attended to within 24 hours and those causing significant inconvenience or risk will be attended to within seven days.
- Standard repairs presenting no immediate disruption to services or health and safety will be attended to within 28 days.

5.4.7 At the discretion of the relevant Executive Director or Operations Director, Sanctuary may need to access a property to make safe a repair that poses an immediate threat to the health and safety of customers or others residing in neighboring properties, or that will cause substantial damage to the property. In such cases, Sanctuary will comply with the necessary regulation and contractual arrangements whilst ensuring the safety of customers is prioritised.

5.4.8 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;
- where a lift within a block of flats is out of use;
- any water leak coming through the ceiling;
- loss of essential utilities - electric, gas or water;
- heating repairs (during winter season) where there is no other heating; and;
- significant cases of damp and mould, and disrepair.

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

5.5 Appointed repairs

5.5.1 These apply to all non-emergency (routine) repairs for which access to the property is required. Customer Hub (CH) Officers will agree an appointment with the customer during the first point of contact, wherever possible.

5.5.2 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;
- repairs to boundary walls; and
- mild cases of damp and mould.

5.5.3 In Care settings, certain appointed repairs which directly affect essential services or residents' ability to carry out daily living activities (for example, loss of laundry water supply or non-functioning en-suite showers) may be classified as service disruptions due to their impact and risk profile. Service disruption timescales are set out in section 5.4.5.

5.5.4 To support Sanctuary in delivering prompt and effective repairs, customers are expected to keep their property in good condition by reporting repairs promptly and allowing Sanctuary access for inspection or repair. Customers are also expected to address minor issues such as sink plugs, toilet seats, and minor blockages in sinks or toilets.

5.5.5 The Customer Hub is responsible for ensuring that the nature of the repair is accurately identified at first contact and that the correct repair category and associated service level agreement (SLA) is applied, including where an appointed repair within a Care setting meets the criteria for a service disruption.

5.5.6 Sanctuary aims to complete all appointed repairs within 30 working days and at the appointment time originally agreed with the resident, with an enhanced service of completion within 28 days for residents with vulnerabilities, as set out in section 5.6. If an appointment time is changed, the customer will be contacted to agree an alternative appointment. If the customer needs to move a repair appointment, they will be offered a suitable alternative, provided they give at least one day's notice.

5.5.7 Some repair works, particularly major repairs, may take longer due to their complexity and cost, and we may group repairs together to create a programme of works. Where this is the case, we will discuss this with the customer and explain what we are doing to resolve the issues. This may involve completing temporary repairs whilst planning for longer-term improvements. Sanctuary aims to complete all major repairs within 90 days.

5.5.8 For Scotland, Sanctuary applies both 'urgent' and 'routine' categories of repairs instead of a singular 'appointed' category:

- Urgent repairs comprise works required to prevent further damage to the property or where the required works are causing serious inconvenience; for example, partial loss of electrical power or taps that cannot be turned on or off. Sanctuary aims to complete all urgent repairs 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 customer; however, they cannot wait to be included in Sanctuary's Capital Reinvestment Programme. Sanctuary aims to complete all routine repairs within 28 calendar days / 20 working days.

5.6 Flexibility for vulnerable customers

5.6.1 Sanctuary will ensure that its repairs service is flexible towards the needs of vulnerable customers; please see [Vulnerable Customers - Group Policy and Procedure](#).

5.6.2 Where additional flexibility to repair priorities and services is required, Sanctuary will consider the customer's needs and the severity of the situation; an appropriate action will be identified on a case-by-case basis. Taking into account Sanctuary Supported Living customers, Sanctuary will aim to complete routine repairs within 28 days.

6. Right to Repair (only applicable to Scotland)

6.1 The Right to Repair Scheme (under the Housing (Scotland) Act 2001) gives customers with Scottish Secure Tenancies the right to have small urgent repairs, known as 'qualifying repairs' carried out by their landlord within a given timescale. However, there are conditions to this scheme; please see **Appendix 3** for further details.

7. Access to properties - health and safety risks

7.1 Sanctuary may need to access a property to make safe a repair that poses an immediate threat to the health and safety of customers or others residing in neighboring properties or is likely to cause substantial damage to the property.

7.2 In such cases, Sanctuary aims to take all reasonable steps to contact the customer(s) and must comply with the necessary regulation and/or contractual arrangements, whilst ensuring customer safety is prioritised. The decision to access the property must be made by a senior member of staff (Executive Director or Operations Director). In addition, any damage caused by entering the property must be made good and all actions taken must be clearly documented.

8. Unforeseen changes in service delivery

8.1 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, Sanctuary must keep customers informed of the progress of their repair and provide an update on when the work will be completed.

8.2 Where unforeseen events occur, Sanctuary may need to prioritise repairs; appointed repairs may be rescheduled. Should this happen, Sanctuary must give customers as much warning as possible.

- 8.3 In exceptional circumstances, such as an extreme weather event, Sanctuary will make all reasonable endeavours to comply with regulation and timescales, managing the safety of both customers and colleagues and prioritising for vulnerabilities as necessary.

9. Associated/related procedures

- [Damp, Mould, and Condensation - Group Procedure](#)
- [Displaced Customers - Housing Procedure](#)

Detailed Procedures

Step	Action	Timescale
1. Repair requests and response times	If the customer telephones the Customer Hub (CH), and this is diagnosed as an emergency repair, they will be offered an appointment at first contact. If diagnosed as a routine (non-emergency) repair, and for repairs raised by all other contact 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. An inspection appointment for non-emergency (significant) damp and mould under Awaab's Law will be confirmed within five days. If the system is unavailable at the time of the customer telephone call, the appointment will be communicated to the customer within 24 hours of contact. The CH must ensure it: - identifies the tenure of the customer; and; - check whose responsibility the repair is using the available information on OneSanctuary.	Immediately Within 24 hours of contact Within 5 days of contact (Awaab's Law) During call
1a. Identification of repair need	The following must all be adhered to by CH prior to ordering a repair or inspection: - Repairs must be diagnosed as accurately as possible at the time of reporting the repair. The tenancy information must be consulted to identify vulnerability information and to ensure repairs are not being completed on gifted items; - For installations still under warranty or guarantee, OneSanctuary must be checked at the time of raising the works order to ensure this is adhered to. - Where there are serious or persistent repair issues, the record of 'repair history' or OneProperty must be consulted to assist with diagnosis and to avoid wasted effort through unnecessarily repeated inspections by the Surveyor. - An inspection for a suspected significant damp and mould case must be completed within 10 days, with the written report issued within three days of the inspection. CH must check OneProperty and, if relevant, contact the appropriate Surveyor to discuss any issues or concerns relating to the above.	All within 24 hours of telephone contact and before a works order is raised Within 10 days of contact (Awaab's Law inspection) and report within the next 3 days

Step	Action	Timescale
2. Customer Hub assess repair information to determine who is responsible	A) Sanctuary is responsible for all repairs that are: • 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 Sanctuary. Note: For further information please check Pulse - Customer Hub Expectations & Outcomes. Note: Repair responsibilities will vary for Homeowners, see Appendix 9 - Homeowners responsibilities and information. Note: For details on repairs procedures for factored owners in Scotland, refer to Factored Owners - Scotland Policy and Procedure.	During the call or as soon as phone call has ceased
	B) Customers may request repairs resulting from: • vandalism; • pests and infestation; • unforeseen or accidental damage (for example, storm, flood); and/or; • accidents caused by a third party. In these circumstances, the CH must: • Advise the customer that the repair requested may not be Sanctuary's responsibility and may result in a recharge. • If it is unclear who is responsible for the repair, arrange for the Surveyor to carry out a home visit to determine responsibility. • If the repair is related to pests or infestation, determine responsibility (contacting the relevant Housing Officer if required) and, where Sanctuary is responsible, raise the work with the pest control contactor.	Within 24 hours of the inspection taking place
	If, after inspection, the repair is deemed to be the responsibility of Sanctuary and is covered by insurance, Insurance Services must be notified immediately by the person carrying out the inspection to ensure Sanctuary is able to refer to its insurers within the correct timeframes. For further information please visit the Home - Insurance Services. C) If the repair is considered a 'defect' (OneSanctuary will show the defect liability period), Ch must follow the process outlined in Appendix 2 'Defects'.	

Step	Action	Timescale
3. Repair request logged	The CH must; • Check the housing category to confirm responsibility for the repair. • If the repair responsibility is still unclear, contact the relevant Housing Officer to clarify, or contact the regional Homeownership Team if further clarification is required once the correct fields on SAP have been checked. Once confirmed, CH staff will raise and authorise Works Orders, as appropriate.	During the call Within 24 hours of notification being raised
4. Works Order	The CH raise the Works Order immediately if no pre-inspection is required, and if the Works Order is within the agreed authorisation limit. If pre-inspection is required, it must be scheduled at the point of contact with the customer. The customer must be made aware that this is a pre-inspection, and a separate appointment may be required to remedy the repair within 30 working days, with an enhanced service of within 28 days for residents with vulnerabilities, as set out in section 5.6 of this procedure. Where an inspection under Awaab's Law confirms a case of significant damp and mould, works must be started within five working days.	Immediately on receipt of repair request.
5. Confirmation of appointment time	The CH must confirm appointment times for all repairs where access to the property is required. If the customer has reported an emergency repair via telephone, then the agreed appointment time will be confirmed with the customer whilst they are on the call. Expectations should be clearly set with customers throughout. If the customer has reported the repair via email or Sanctuary's website, then person alerts will be checked to confirm the customers preferred method of contact. The appointment time will be confirmed via return email, telephone, or letter, as appropriate.	When appointment is arranged with customer. Once the works order has been raised.

Step	Action	Timescale
6. Identification of repair priority	Repairs are identified as either an 'emergency' or routine 'appointed' repair. See Appendix 10, 'Repairs categories', for further information. In Scotland, Sanctuary will aim to attend an emergency repair and make the situation safe within six hours. Customers of Sanctuary Care, Commercial and Sanctuary Supported Living will be attended to within the following agreed timeframes: • Serious incidents and service disruptions posing an immediate health and safety risk to residents or employees, or causing significant damage to the site, will be attended to within four hours. • Service disruptions affecting daily service use will be attended to within 24 hours and those causing significant inconvenience or risk will be attended to within five days. • Standard repairs presenting no immediate disruption to services or health and safety will be attended to within 28 days. Sanctuary Student Accommodation and Keyworker customers will be attended to within the following agreed timescales: • Serious incidents and service disruptions posing an immediate health and safety risk to residents or employees, or causing significant damage to the site, will be attended to within two hours. • Service disruptions affecting daily service use will be attended to within 24 hours and those causing significant inconvenience or risk will be attended to within seven days. • Standard repairs presenting no immediate disruption to services or health and safety will be attended to within 28 days. All other emergency repairs must be attended to and made safe within 24 hours of receipt of the repair request. In CQC/CI/Ofsted regulated or contracted settings, the operational requirement is to reinstate the service as rapidly as possible; where critical services remain unavailable beyond 48 hours, regulator notification may be required.	

Step	Action	Timescale
	All appointed routine repairs aim to be remedied within 45 calendar days, with an enhanced service of completion within 28 days for residents with vulnerabilities, as set out in section 5.5 of this procedure. All responsive repairs to be remedied within 90 days. For Scotland routine repairs are to be completed within 28 calendar days / 20 working days. Sanctuary must attend all appointments agreed with the customer unless an alternative appointment has been agreed in advance. However, if an unforeseen situation delays or prohibits attendance, the CH must contact the customer as soon as practicable to advise of the delay and agree a suitable way forward. Where it appears that timescales cannot be met, this should be escalated to the responsible operations manager for appropriate prioritisation in line with customer needs. Where a customer fails to keep an appointment, a second appointment will be offered when the customer re-contacts the CH.	
7. Pre - inspection of property	If the repair cannot be fully diagnosed at the first point of contact, the CH must log all known information about the repair so that an initial assessment can be made by the Designated Officer - Maintenance. Any additional information or actions must be noted on the system by the Surveyor. A suitable appointment must be allocated by the CH between the customer and the Designated Officer - Maintenance, with the customer kept informed at all stages of the process (Appendix 4 - Pre-inspection process guidance). Where a customer is unable to accept an appointment within the timescale, the appointment can be extended further. Likewise, if the Designated Officer requires additional time due to availability, the target date can be extended for a suitable appointment to be arranged. If criminal or other damage is suspected, the Surveyor must assess the damage that has been caused. (Appendix 5 - Criminal or unforeseen/accidental damage guidance).	Arranged and completed within 10 working days of works being requested.

Step	Action	Timescale
8. Assessment of damage	Where the damage has been caused through vandalism, the Designated Officer - Housing, must be informed by the Surveyor who completed the pre-inspection, and action must be taken in accordance with the Antisocial behaviour (ASB) - Housing and Support Policy and Housing Procedure by the Designated Officer - Housing, or Local Officer - Sanctuary Supported Living. Where damage has been caused by an infestation of pests, the responsibility may lie with the customer unless it is in a communal area or due to a repair requirement that is the responsibility of Sanctuary. Managers have discretion to request treatment for infestations where there is a high risk of the issue spreading or recurring; for example, on discovery of bed bugs in blocks of general-needs flats or within a supported housing scheme. Where the damage has been caused by unforeseen or accidental damage, such as roof damage caused by severe weather, Sanctuary must claim back the cost of the work through Insurance - Group. 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 customer. (Appendix 8 - Rechargeable repairs). Where damage has been caused to items belonging to the customer, the customer may claim on their home insurance. If damage is a result of Sanctuary action or inaction this will be investigated as a complaint. 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 Sanctuary's building insurance. For further information visit the Home - Insurance Services page. The customer must be kept informed at every stage of the process by the Surveyor.	Assessment must be completed within 10 working days

Step	Action	Timescale
9. Variation Orders (external contractors only)	For extra works costing less than £150, the contractor should proceed with the works, complete a first-time fix, and advise on the additional work (specifying the relevant repair code). Anything over the £100 limit then the contractor is required to submit a quotation, with the exception of emergencies. Emergencies should be called through to the contractor uplift line on 01482 487266, where a member of the team will verify the emergency work and uplift the order to allow the contractor to progress. For extra works over £100, for all stakeholders and budgets, the contractor should submit an extra works request using the template (Appendix 6) to CSC Extra Works and Quotes via: CSCExtraWorksandQuotes@sanctuary.co.uk. There are exceptions to self-authorisation limits in the case of commercial gas contractors, where the limit is £300, and out of hours Fire and Security contractors, where the limit is £250.	Refer to Sanctuary's Contract Management Framework for timeframes.
10. Works completed	Completion dates are reported by contractors to the CH via weekly reports. These are input onto the system within 24 hours by the CH In the case of completions by a Property Services Operative, these must be updated in real time via the mobile device. Where Operatives do not have a mobile device, the completions are communicated by phone and entered directly onto One Property	
11. Post inspections	Post inspections are generated as per Sanctuary's Post inspection process guidance (Appendix 7). Contact must be made with the customer to agree an appointment and explain the need for a post inspection by the Designated Officer - Property Services, who must log all information, correspondence and actions on OneProperty.	See Appendix 7 for timeframes and responsibilities.

Step	Action	Timescale
12. Follow up to completion of work	In addition, where any discrepancies in costing or quality of work become apparent, the Surveyor must carry out a post inspection as per Appendix 7 - Post inspection process guidance. Where a customer is unable to accept an appointment within the timescale, the appointment can be extended further. Likewise, if the Designated Officer requires additional time due to availability, the target date can be extended for a suitable appointment to be arranged. 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.	Arranged and completed within 10 working days Once the initial emergency repair has been completed.
13. Satisfaction surveys	Following the completion of responsive repairs, a sample of customers will be contacted to participate in a satisfaction survey. Findings are reported and used to drive service improvements.	Within one day
14. Invoice process	All invoices dealt with by the CH must have been assigned the correct codes at the point the order was raised (for example, recharge or homeownership), with the correct payment terms adhered to as per Sanctuary's Contract Management Framework.	Upon receipt