



Title: Repairs and Maintenance - Group Policy

Business Function: All Functions across Sanctuary Group

Authors: Operations Director Maintenance
Head of Co-Regulation

Other Contributors: Programme Manager - Maintenance
Maintenance Senior Management team

Authorised by: Group Executive

Sanctuary Group:
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1. Policy statement

- 1.1 Sanctuary Group (the Group) 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 The Group's investment emphasis is on planned and preventative rather than reactive maintenance. However, providing focussed 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 The Group 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, the Group 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.

2. Roles and responsibilities

- 2.1 The Group Director - Housing and the Operations Director - Maintenance 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 - Housing and Support Policy and 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](#)
- [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](#)
- [Landlord & Tenant Act 1985](#) (Section 11)
- [Local Offers 2017-2020 \(see page 2\)](#)
- [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](#)
- [Voids, Allocations and Lettings - Housing Policy and Procedure.](#)

4. Impact on diversity

- 4.1 The policy review has been conducted alongside an Equality Impact Assessment to understand the potential impact of service delivery on the various diversity strands stated in the Equality Act 2010. This has enabled the Group to consider any disparities in service delivery and how best to negate these by understanding the needs of service users.
- 4.2 The Group 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 its '[Fairness for All](#)' Single Equality Scheme.

5. Resident consultation

5.1 Residents have influenced the policy in a variety of ways, including:

- the development of the Group's Local Offers for 2017-2020, which were based upon consultation responses from about 1,800 tenants;
- feedback from satisfaction surveys (more than 10,000 responses per year) including the for Survey of Tenants and Residents (STAR), and transactional surveys Repairs, Gas Servicing and Estate Services;
- the resident scrutiny structure actively involving more than 400 residents, constructively challenges the strategic priorities of Maintenance and Reinvestment, and has over the last year also undertaken a number of relevant practical scrutiny reviews including the position with first time fix performance, the effectiveness of call handling of our customer service centre for repairs and has worked with estates services colleagues to assess the condition of more than 500 of our estates since July 2017; and
- there has been resident led reviews of complaints covering responsive repairs and gas servicing to ensure the learning opportunities are maximised and wherever possible complaints prevented.

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 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 Group Director - Housing 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 Group's Group Executive.

8. Operational arrangements

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