Sanctuary

Repairs and maintenance

Customer information

Overview

We want your home to be safe and in good condition. If something needs repairing, please tell us as soon as you can. You can report it in the way that works best for you. We'll look at what has happened, explain how quickly we aim to respond and keep you updated. We'll also consider your needs when we arrange the repair.

This information is for tenants, residents and other customers who can use our repairs service.

What you can expect from us

- A repairs service that is easy to use, fair and good value for money.
- Repairs completed as quickly as we can, and in one visit where possible.
- A clear priority and response time, based on the repair you report.
- Appointments for inspections and repairs at a time we agree with you.
- Updates on your repair, including if plans or timescales change.
- A service that considers your needs and follows legal and regulatory requirements.
- Repairs to the structure and exterior of your home, and to installations we have provided, where these are our responsibility.
- If we can't do something we will explain why not.

What we ask you to do

- Report repairs as soon as you can.
- Look after your home.
- Let us or an appointed contractor into your home for an inspection or repair.
- Deal with small jobs, such as sink plugs, light bulbs, toilet seats and minor blockages in sinks or toilets.
- Tell us at least one day before your appointment if you need to move it. We'll offer another suitable time.
- If you miss an appointment, please contact us. We will offer one further appointment.
- Ensure pets are locked away and notify us if our engineers need special access to your property.
- Make sure someone over the age of 16 is present in your home to allow access.

We look at each repair and give it a priority. Emergency repairs are for serious risks to people, homes or property. On our first visit, we may make the situation safe. We may need another appointment to finish the repair.

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Type of repair	What we aim to do
Emergency housing repairs in England	Attend and make your home safe within 24 hours of your report.
Emergency repairs in Scotland	Aim to attend and make the situation safe within six hours.
Routine appointed repairs outside Scotland	Aim to complete the repair within 30 working days.
Major repairs	These may take longer because of their size, cost or complexity. We'll talk to you about the plan and may use a temporary repair. We aim to complete major repairs within 90 calendar days.
Urgent repairs in Scotland	Aim to complete the repair within 3 working days.
Routine repairs in Scotland	Aim to complete the repair within 28 calendar days or 20 working days.
Routine repairs for customers who need extra support	Enhanced service aiming to complete the repair within 28 calendar days.
Routine repairs for Sanctuary Supported Living customers	Aim to complete the repair within 28 calendar days.

Some examples of emergency repairs include:

- Total loss of electricity, water or gas.
- Partial loss of power, such as no lights or no drinking water.
- A serious plumbing or gas leak.
- A serious roof leak or major structural failure.
- Your heating breaks down in winter (October - March) or a member of your household is elderly, disabled, chronically sick or you have children under the age of five.
- If your heating breaks down in non-heating season (April - September), this will be logged as a routine repair and attended within 45 days.
- You need to secure your home following an incident of fire, domestic violence, police activity or if the property becomes empty.
- Any other repair that puts you or others around you in danger.

Examples of issues that would be treated as a routine repair include:

- Minor plumbing leaks
- Tap which cannot be fully turned off
- Brickwork
- Guttering repairs
- Repairs to light pendants and electrical fittings
- Minor carpentry repairs
- Minor fence repairs
- Failure of extractor fans

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Different services

Some services have different response times.

Type of repair	What we aim to do
Sanctuary Care, Commercial and Sanctuary Supported Living: immediate health and safety risk, or significant damage to the site	Attend within four hours.
Disruption that affects daily use at Sanctuary Care, Commercial or Sanctuary Supported Living sites	Initial attendance: within 24 hours. Further work or resolution: within five or seven days, depending on the service.
Standard repair at Sanctuary Care, Commercial or Sanctuary Supported Living sites, with no disruption to daily use or immediate health and safety risk	Attend within 28 calendar days.
Sanctuary Student Accommodation and Keyworker: immediate health and safety risk, or significant damage to the site	Attend within two hours.
Disruption that affects daily use at Sanctuary Students or Keyworker sites	Initial attendance: within 24 hours. Further work or resolution: within five or seven days, depending on the service.
Standard repair at Sanctuary Students or Keyworker sites, with no disruption to daily use or immediate health and safety risk	Attend within 28 calendar days.

Damp and mould

- If you report significant damp and mould that is not an emergency, we'll confirm an inspection appointment date within five working days.
- We'll complete the inspection within 10 working days of your report. We'll send you a written report within the next 3 working days.
- If the inspection confirms significant damp and mould, we'll start the work within 5 working days.

Appointments, inspections and updates

- If you report an emergency by phone, we'll offer and confirm an appointment during the call.
- For routine repairs, or repairs reported online, by email or in person, we'll offer an appointment after we raise the repair order if we need access to your home.
- If we need to inspect the repair first, we'll explain why. We may need a separate appointment to complete the repair.
- If we need to change an appointment, we'll contact you to agree another time.
- If we need specialist parts or contractors, we'll keep you updated and tell you when we expect the work to be done.
- During unexpected events, we may need to prioritise emergency work and move routine appointments. We'll give you as much warning as we can.
- We may arrange another inspection after the work is done to check quality or cost. We'll contact you to agree the appointment and explain why it is needed.

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Access in an emergency

In an emergency, we may need to enter your home without your permission to remove an immediate risk to people or property. We will take reasonable steps to contact you first and will act in accordance with legal and contractual requirements.

Who pays for a repair

- We are responsible for repairs caused by normal wear and tear, repairs to the structure or outside of the property and repairs to installations we provided.
- Some repairs may not be our responsibility. This may include damage caused by vandalism, pets, accidents, blocked toilets or sinks, lightbulb replacements, lost keys or another person. We will explain who is responsible and whether any charge applies before work proceeds, where possible.
- If it is not clear who is responsible, we may arrange an inspection.
- You are responsible for damage caused by neglect or because a repair was not reported.
- You may be able to claim on your home insurance for damage to your own belongings. If our action, or lack of action, caused the damage, we'll investigate this as a complaint.
- If an out-of-hours emergency is reported deliberately or falsely, you'll be expected to pay the call-out costs.

Support for your needs

We'll consider your needs and how serious the repair is. We may change the repair priority or adjust the service, depending on the situation. Our aim is to be fair and flexible for customers with vulnerabilities.

Right to Repair in Scotland

If you have a Scottish Secure Tenancy, the Right to Repair Scheme covers some small urgent repairs. These are called qualifying repairs. They must be completed within set timescales, and conditions apply.

Your feedback

After a repair, we may invite you to take part in a satisfaction survey. Your feedback helps us understand what went well and where we need to improve.