



Working Hours Repair Obligations & Classification Technical Guide

Repairs Obligations & Classification Guide

The matrix below is a detailed guide to the repair obligations that the Maintenance Team has under the Aster Group's tenancy agreements. The guide details what repairs the Maintenance Team will carry out for customers, leaseholders and owners under the shared ownership scheme. A condensed version of this matrix is contained within the customers' and leaseholders handbooks.

The matrix gives response timescales based on the repair priority. The repair priorities have been enhanced for vulnerable and disabled customers, where appropriate. The priorities have been developed by the customer focus group and will be reviewed on a regular basis.

Aster follows and promotes a safety first culture, and the guide has been created with this in mind. If additional guidance is required regarding a specific repair which is not listed, please refer to your line manager for further advice. Depending on the circumstances, Aster can increase the priority of the repair if required using their professional judgement.

The repairs policy matrix should be used in conjunction with the following:

- Repairs & Maintenance Policy
- Repairs Re-charge Policy
- OOH Procedure
- Void Standard
- Business Continuity Plan

Vulnerabilities - When a customer contacts us about a repair, we may give them a higher priority if they are considered vulnerable and the repair affects their condition.

The Repairs handbook states:

If you have total loss of your heating and/or hot water we will come out within 24 hours. If we can't fix your boiler during this appointment we will offer you temporary heating.

One Job Approach

In line with Aster's one job approach, if we attend to a job and carry out an initial repair, then it is possible that this same job can be amended to a new priority appropriate for the follow on works. For example, if an emergency is raised for a burst pipe and Aster attend to stop the leak and need to return for follow on work then it can be amended to another priority (e.g. urgent or routine depending on circumstances).

Priority Guidance:

Response level	KPI Classification	Time scale	Description
Critical Emergency	E4	4 Hours	Critical repair is Make Safe: any defect or situation that has the potential to endanger life or limb, cause major damage to the dwelling or affect a large number of customers.
Emergency	E	24 Hours	Emergency repair is: any defect that puts the health, safety or security of the customer or third party at immediate risk or adversely affects the structure of the property and may well consist initially of Make Safe only. Normally a single dwelling.
Next Working Day	NWD	36 Hours	NWD repair is: only for a beeping smoke alarm. If this is continually sounding, this is an Emergency.
Urgent	U		Non emergency but likely to cause further issues if left to a R such as, containable leak (plumbing/roof leak), mains door entry system, WC not flushing (if second WC is available)
Routine	R	20 Working Days	Routine repair is: any defect that can be deferred without serious discomfort, inconvenience or nuisance to the Customer or a third party.
Batch	60	60 Working Days	Planned one-off repair or any defect typically larger in nature & has resulted from recent deterioration with a medium or high priority. These work requests must come from a team leader or surveyor. Works that need to be completed low priority would form a programme request.

Vulnerable Customers:

If it is discovered that a customer has incorrectly claimed vulnerability to obtain additional repairs, Aster will charge them with the cost of any repairs undertaken as a result of the incorrect claim.

Rechargeable to customer:

Repair costs for any damage caused by the customer or their family or visitors will be recharged to them. This excludes repairs resulting from normal wear and tear.

Reportable by Leaseholders & Shared Owners:

Repairs that Aster are responsible for variances according to the leases. This list covers the majority of leases. Leaseholders should not request repairs that are listed here as a customer responsibility.

Reportable by Private Rent:

Private Rent customers pay higher than average rent meaning that Aster will be responsible for nearly everything within these properties.

Reportable by Intermediate Rent:

Intermediate Rent properties are old shared ownership properties which have been sold. The majority of repairs are the same as general needs properties.

Target Priority:

The priority levels can be raised if required based on professional judgement or where large number of customers may be affected, such as sheltered housing communal areas.

TYPE OF REPAIR	Who is Responsible	Additional for Vulnerable Customers	Rechargeable to Customer	Reportable by Leaseholders & Shared Owners	Reportable by Private rent	Reportable by Intermediate rent	Target Priority
Ceilings Re-plastering or patch repairs to ceilings	Maintenance Team		If damage is due to customer action	No – Sharedowner Leaseholder – refer to buildings insurance on service now	Yes	Yes	Routine 20 working days
Chimneys Repairs to chimney pot, cowl or stack	Maintenance Team		No	Not in shared ownership houses, flats only	Yes	Yes	Routine 20 working days
							Batch 60 working days
Cookers Connection of cookers	Customer	No	Not applicable	No	Yes	Yes	No Response
Decoration Internal decorations	Customer	No	Not applicable	No	Yes	Yes	No Response
Doors Additional keys / fobs for communal entrance doors	Customer but extra keys are usually obtained from Housing team at a charge		Rechargeable	Rechargeable	Yes	Yes	No Response
Doors Gain access if keys lost – i.e. force entry & repair or replace lock	All customers will be advised to contact locksmith in the first instance. If unable to do this Maintenance Team will attend but customer will be recharged for the visit.		Rechargeable for general needs and vulnerable customers. Recharge may be waived in exceptional circumstances by Housing team	No response from Maintenance Team - will be advised to contact locksmith.	Yes	Yes	Emergency 24 hours
Doors Person locked in	Maintenance Team		Yes - if lock is in working order but	No response from Maintenance – will	Yes	Yes	Critical Emergency

TYPE OF REPAIR	Who is Responsible	Additional for Vulnerable Customers	Rechargeable to Customer	Reportable by Leaseholders & Shared Owners	Reportable by Private rent	Reportable by Intermediate rent	Target Priority
			customer has lost the key	be advised to contact locksmith.			4 hours (If only one door for access)
Door Re-secure front or back door to dwelling	Maintenance Team		If damage is due to customer action	No	Yes	Yes	Critical Emergency 4 hours - Unable to close shut (door ajar) - Unable to lock and no chain or deadbolt Emergency - Unable to lock but there is a chain Routine - Unable to lock but they have a deadbolt which secures it & can access/ exit the property via another door
Automatic Doors Repairs to auto doors	Servicing Team		If vandalism is identified	Yes – communal	Yes	Yes	Critical Emergency 4 hours
Door Repair or replace defective locks to external doors	Maintenance Team		If needed as a result of keys being lost or through customer damage. Free for domestic violence cases (If referred via ASB Team)	No - communal doors only	Yes	Yes – recharge possible if customer damage	Emergency 24 hours