

Working Hours Repair Obligations & Classification Technical Guide

Repairs Obligations & Classification Guide

The matrix below outlines the repair obligations of the Maintenance Team under Aster Group's tenancy agreements. It specifies the repairs provided for customers, leaseholders, and owners under the shared ownership scheme. A summary is also included in the customer and leaseholder handbooks.

The matrix includes response times based on repair priority. Priorities are enhanced for vulnerable and disabled customers. These priorities, developed by a customer focus group, are reviewed regularly.

Aster promotes a safety-first culture, and this guide reflects that. For unlisted repairs, refer to your line manager for guidance. Aster can adjust repair priorities using professional judgment as needed.

Priority Guidance:

Response Level	KPI Classification	Time Scale	Description
Critical Emergency	E4	4 Hours	Immediate threat to life, significant damage, or affecting many customers.
Emergency	E	20 Hours	Health, safety, or structural risk, often initially make-safe.
Next Working Day	NWD	36 Hours	For a beeping smoke alarm.
Urgent	U	---	Non-emergency but could cause further issues.
Routine	R	18 Working Days	Deferrable without serious discomfort or nuisance.
Batch	60	60 Working Days	Planned one-off repair or recent deterioration.

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.