

Working Hours Repair Obligations & Classification Technical Guide

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This document details the repair obligations for the Maintenance Team within Aster Group's tenancy agreements. It includes the services provided to customers, leaseholders, and shared ownership scheme owners. A brief version of this matrix is available in customer and leaseholder handbooks.

Response times are categorized by repair priority, with special considerations for vulnerable and disabled customers. These priorities, set by a customer focus group, are regularly reviewed.

Aster's safety-first culture is emphasized in this guide. For repairs not listed, seek advice from your line manager. Priorities can be adjusted based on professional judgment as necessary.

Priority Guidance:

Response Level	KPI Classification	Time Scale	Description
Critical Emergency	E4	4 Hours	Endangerment to life, major property damage, or large customer impact.
Emergency	E	24 Hours	Immediate health, safety, or structural risk.
Next Working Day	NWD	36 Hours	For a continuously beeping smoke alarm.
Urgent	U	---	Non-emergency but potential for future issues.
Routine	R	20 Working Days	Non-urgent, can be deferred without significant impact.
Batch	60	60 Working Days	Larger repairs or recent deterioration, planned repairs.

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 customer has lost the key	No response from Maintenance – will be advised to contact locksmith.	Yes	Yes	Critical Emergency 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

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.

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.