

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 regularly.

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 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 a 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 attends to stop the leak and needs to return for follow-on work, then it can be amended to another priority (e.g., urgent or routine depending on circumstances).

Priority Guidance:

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	Maintenance Team	No	If due to customer action	No – Shared Owner	Yes Yes	Routine (20 working days)	
Chimneys	Maintenance Team	No	If due to customer action	Not in shared ownership houses, flats only	Yes Yes	Batch (60 working days)	
Cookers	Customer	No	Not applicable	No Yes Yes	No Response		
Decoration (Internal)	Customer	No	Not applicable	No Yes Yes	No Response		
Doors (Additional Keys/Fobs)	Customer	Rechargeable	Rechargeable	Yes Yes	No Response		
Doors (Forced Entry/Lock Replacement)	Maintenance Team	Rechargeable if due to lost keys or customer damage.	No response for Leaseholders/Shared Owners	Yes Yes	Emergency (24 hours)		