

# Working Hours Repair Obligations & Classification Technical Guide

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

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

Aster's safety-first culture is a key focus in this guide. For repairs not listed, refer to your line manager for further advice. Priorities can be adjusted based on professional judgment.

#### Priority Guidance:

Response Level	KPI Classification	Time Scale	Description
Critical Emergency	E4	6 Hours	Endangerment to life, major property damage, or large customer impact.
Emergency	E	17 Hours	Immediate health, safety, or structural risk.
Next Working Day	NWD	32 Hours	For a continuously beeping alarm.
Urgent	U	---	Non-emergency but potential for future issues.
Routine	R	22 Working Days	Non-urgent, can be deferred without significant impact.
Batch	60	45 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	TARGET PRIORITY
<b>CEILINGS RE-PLASTERING OR PATCH REPAIRS TO CEILINGS</b>	Maintenance Team		If damage is due to customer action	No – Sharedowner Leaseholder – refer to buildings insurance on service now	Yes	Routine 20 working days
<b>CHIMNEYS REPAIRS TO CHIMNEY POT, COWL OR STACK</b>	Maintenance Team		No	Not in shared ownership houses, flats only	Yes	Routine 20 working days Batch 60 working days
<b>COOKERS CONNECTION OF COOKERS</b>	Customer	No	Not applicable	No	Yes	No Response
<b>DECORATION INTERNAL DECORATIONS</b>	Customer	No	Not applicable	No	Yes	No Response
<b>DOORS ADDITIONAL KEYS / FOBs FOR COMMUNAL ENTRANCE DOORS DOORS GAIN ACCESS IF KEYS LOST – I.E. FORCE ENTRY &amp; REPAIR OR REPLACE LOCK</b>	Customer but extra keys are usually obtained from Housing team at a charge  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	Rechargeable	Yes	No Response
			Rechargeable for general needs and vulnerable customers. Recharge may be waived in exceptional circumstances by Housing team	<b>No response</b> from Maintenance Team - will be advised to contact locksmith.	Yes	Emergency 24 hours
<b>DOORS PERSON LOCKED IN</b>	Maintenance Team		<b>Yes</b> - if lock is in working order but customer has lost the key	<b>No response</b> from Maintenance – will be advised to contact locksmith.	Yes	Critical Emergency 4 hours (If only one door for access)
<b>DOOR RE-SECURE FRONT OR BACK DOOR TO DWELLING</b>	Maintenance Team		If damage is due to customer action	No	Yes	<b>Critical Emergency 4 hours</b> - Unable to close shut (door ajar) - Unable to lock and no chain or deadbolt <b>Emergency</b> - Unable to lock but there is a chain <b>Routine</b> - Unable to lock but they have a deadbolt which secures it & can access/ exit the property via another door <b>CRITICAL EMERGENCY 4 HOURS</b>
<b>AUTOMATIC DOORS REPAIRS TO AUTO DOORS</b>	<b>SERVICING TEAM</b>		<b>IF VANDALISM IS IDENTIFIED</b>	<b>YES – COMMUNAL</b>	<b>YES</b>	

### ***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.