

# 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.

#### ***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.