**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 |
| 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 | Routine  20 working days |
|  |
| Chimneys  Repairs to chimney pot, cowl or stack | Maintenance Team | | No | Not in shared ownership houses, flats only | Yes | Routine  20 working days |
| Batch 60 working days |
| Cookers  Connection of cookers | Customer | No | Not applicable | No | Yes | No Response |
|  |  |
| Decoration  Internal decorations | Customer | No | Not applicable | No | 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 | No Response |
|  |  |
| Doors  Gain access if keys lost – i.e. force entry & repair or replace lock | All customerswill 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 waivered in exceptional circumstances by Housing team | **No response** from Maintenance Team - will be advised to contact locksmith. | 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 | 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 | **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 | Critical Emergency  4 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.