**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 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 | 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.