

Repairs & Maintenance Policy

Approved by:	Customer and Community Network		
Effective date:	30/11/2017	Review date:	30/11/2019
Author & responsible officer:	Maintenance Director		
Status:	<i>Approved</i>	Version:	2.00

1 Introduction

- 1.1 Providing a quality repairs and maintenance service is essential to ensure high levels of customer satisfaction and to protect the value of the homes owned and managed by the Aster Group.

2 Policy statement

- 2.1 Properties will be kept in good repair and to a modern standard by taking a planned approach to their maintenance.
- 2.2 We will ensure that all customers have equal access to the repairs service and prioritise the needs of vulnerable customers.
- 2.3 We will promote and deliver a “Safety First” culture ensuring that Customer and employee safety always comes first.
- 2.4 Repairs will be carried out on time and to a good standard of workmanship using good quality materials and in a safe manner.
- 2.5 We will contact our customers to arrange a convenient time for works to be carried out.
- 2.6 We will comply with all relevant legislation and best practice.
- 2.7 We will invest in the repair and maintenance of our properties to protect and improve them.
- 2.8 We will seek to adopt operational procedures that respect the environment and use methods and materials that improve our environmental sustainability performance.

- 2.9 We will ensure that any planned repairs and maintenance activities fit with the objectives of the Aster Group Asset Management Strategy.
- 2.10 We will support Aster's digital vision to develop self-serve solutions for its customers.

3 Policy Implications

3.1 Service/Performance Standards

Monitoring of the Policy will be carried out by:

- Monitoring Repairs and Maintenance Service Standards
- Customer engagement and feedback
- Learning outcomes from complaints

3.1.1 Performance against the agreed standards and operating within approved budgets will be monitored and reported:

- Monthly to Senior Leadership Team/Housing Leadership Team
- Quarterly to Group Leadership Team

3.1.2 Performance will be compared with other organisations of a similar type with the aim of being among the top performing twenty five per cent of providers.

3.2 Risk

3.2.1 The development of a robust and effective policy together with continuous monitoring of performance and risk appetite will ensure that risks are effectively managed.

4 Reference documents

4.1 Policy, procedures and operational manuals will be maintained for specific functional areas including:

Repairs Handbook
Repairs and Maintenance
Planned Maintenance
Cyclical Maintenance and Service Contracts
Void properties
Aids and Adaptations
Grounds Maintenance
Caretaking & Cleaning