

## 1 Scope

- 1.1 Providing a quality repairs and maintenance service is not only the right thing to do, it is essential to ensure high levels of customer satisfaction and to protect the value of the homes owned and managed by the Aster Group.
- 1.2 This policy applies to properties owned and/or managed by Aster Group; and Aster colleagues, contractors, and customers affected by repair and maintenance activities.
- 1.3 This policy ensures compliance with the regulatory consumer homes standard, the [Decent homes standard](#), and relevant best practice.

## 2 Policy Statement

- 2.1 We will always endeavour to keep properties to the required standards by taking a planned approach to their maintenance.
- 2.2 We will ensure that all customers have appropriate 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 Aster colleague safety and wellbeing always comes first, in line with Aster’s group Health & Safety Policy.
- 2.4 We would expect and require customers to report any faults or damage as soon as possible, and keep the property in a good and clean condition, in line with their respective tenancy agreement, lease, or licence.
- 2.5 We will always endeavour to carry out repairs in the time agreed, to the required standard of workmanship using good quality materials and in a safe manner.
- 2.6 Timescales for response repairs are set out as guidelines in the Repairs matrix, which is available for Aster colleagues on Asternet.
  - For example, an emergency repair is any reported repair that puts the health, safety or security of the customer or third party at immediate risk or adversely affects the structure of the property and may well consist initially of Make Safe only. It should be completed within 24 hours.
  - Urgent repairs are a non-emergency but likely to cause further issues if left e.g. containable leak or faulty mains door entry system. These should be completed within 5 working days.

- Routine repairs are any reported repair that can be deferred without serious discomfort, inconvenience or nuisance to the Customer or a third party, and should be completed within 20 working days.
- 2.7 We will work with customers and have a range of options in place to allow them to book a convenient time for works to be carried out, including digital self-serve through the customer MyAster portal.
- 2.8 We will invest in the repair and maintenance of our properties to protect and improve them.
- 2.9 We will seek to adopt operational procedures that respect the environment and use methods and materials that improve our environmental sustainability performance.
- 2.10 We will ensure that any planned repairs and maintenance activities fit with the objectives of the Aster Group Asset Management Strategy, with a consideration to cost effectiveness and value for money.
- 2.11 Any repairs that are due within the first 12 months of handover on a new-build property will ordinarily be dealt with in line with the Defects procedure.

### 3 Monitoring and Review

- 3.1 Monitoring of the Policy will be carried out by:
- Monitoring Repairs and Maintenance Service Standards
  - Customer engagement and feedback
  - Learning outcomes from complaints
  - Neighbourhoods teams conducting estate inspections and tenancy checks
- 3.2 Performance against the agreed standards and operating within approved budgets will be monitored and reported:
- Monthly to Senior Leadership Team
  - Monthly to Corporate Performance & People Panel.
- 3.3 Performance will be benchmarked on an annual basis alongside other organisations within the sector.

### 4 Related Policies and Procedures

- 4.1 [Repairs Matrix](#) (Repairs obligation and Classification Technical Guide)
- 4.2 Repairs Handbook
- 4.3 Responsive repairs procedure
- 4.4 Lettable standard

- 4.5 Group Health & Safety Policy
- 4.6 Planned Maintenance procedure manual
- 4.7 Aids and Adaptations Policy
- 4.8 Estate Management Policy
- 4.9 Leasehold Management Policy

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

- Repairs and Maintenance
- Cyclical Maintenance and Service Contracts
- Void properties
- Grounds Maintenance
- Caretaking & Cleaning

<b>5 Governance</b>			
<b>Effective From:</b>	09/03/2020	<b>Expires:</b>	08/03/2023
<b>Policy Owner:</b>	Maintenance Director		
<b>Policy Author:</b>	Policy Officer		
<b>Approved by:</b>	Customer Community Network		
<b>Delegation Matrix Code:</b>	R091	<b>Version Number:</b>	3.00