

Repairs & Maintenance

Approved by:	<i>Executive Board</i>		
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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** These broad objectives will be achieved by:
- Making sure that all customers have equal access to the repairs service;
 - Carrying out repairs on time and to a good standard of workmanship using good quality materials;
- 2.3** Discussing with our customers and arranging for works to be carried out at a convenient time;
- 2.4** Complying with all relevant legislation and best practice;
- 2.5** Investing in the repair and maintenance of our properties to protect and improve them;
- 2.6** Adopting operational procedures that respect the environment and using methods and materials that improve sustainability.
- 2.7** Making sure that any repairs and maintenance activities being planned fit with the objectives of the Aster Group Asset Management Strategy;

3 Performance Standards

- 3.1** Performance standards will be agreed having regard to the Aster Standards and will be reviewed annually.

3.2 Performance against the agreed standards will be monitored and reported:

- Monthly to SLT/HLT
- Quarterly to Group Leadership Team

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

4 Appendices

4.1 Repairs & Maintenance Procedures

5 Reference documents

5.1 Procedures and operational manuals will be maintained for specific functional areas including:

Responsive Maintenance
Planned Maintenance
Cyclical Maintenance and Service Contracts
Void properties
Aids and Adaptation.