

Our **3** staged approach to **turning** services back



stage

1

- Essential only repairs inside your home*
- Some neighbourhood inspections
- Repairs outside your home
- Repairs to communal areas
- Routine grounds maintenance work
- Routine gas servicing and stair lift safety inspections*
- Letting general needs homes to allow people to move home
- Urgent repairs inside your home.*

*Work subject to access, taking into account customers who are shielding, self-isolating or otherwise affected by COVID-19.

stage

2

- Processing mutual exchanges of homes
- Backlog of non-essential repairs already reported
- Major internal works resume.

stage

3

- Full programme of non-essential repairs inside your home resumes
- Restart lettings in Independent Living schemes and extra care schemes
- Re-open communal areas in our Independent Living schemes
- Re-open guest rooms in Independent Living schemes
- Kitchen and bathroom replacements
- New mutual exchange applications.

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