

# Our repairs & maintenance promise

We're passionate about providing well maintained, safe homes, but we know that sometimes things may break or go wrong. When that happens, we're here to fix the problem.

- You can raise repairs and book appointments through the MyAster self-serve portal or call **0333 400 8222**.
- We'll work together to ensure your safety, and that of our colleagues / contractors comes first.
- We'll try to resolve the issue in the first visit, however sometimes it might take longer.
- If it does, we'll tell you how long it'll take and keep you informed about appointments.
- If you need to change the time or day of your appointment, it's important that you let us know.

Sometimes damage might be caused accidentally in your home by you, or your visitors and if this happens, we ask that you take responsibility and arrange for the damage to be fixed. If you are unable to do this, we can organise the repairs for you, but you will be charged.



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- To help keep you safe, you'll need to allow us access to carry out essential gas, lift and electrical safety inspections.
- To give you peace of mind, we'll always show ID at every visit and ensure we leave all areas clean and tidy.

If you need us to make changes to your property, like installing grab rails or a wet room to help you to continue to live comfortably in your home, or if you want to ask permission for home improvements, please call us on **0333 400 8222** to find out how we may be able to help you.

- To find out more, read our repairs policy which you can find here:  
**Aster's Repairs & Maintenance Policy.**

