

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.

