

1 Scope

- 1.1 This policy sets out our approach to the delivery of our responsive repairs service. These are the day-to-day repairs that are needed to keep our homes in good condition.
- 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. This includes East Borough Housing Trust, Central and Cecil Housing Trust, and Enham Trust.
- 1.3 This policy ensures compliance with the regulatory consumer Home Standard, the Decent Homes Standard as well as relevant legislation and best practice.
- 1.4 This policy does not cover:
 - Any repairs that are due within the first 12 months of handover on a new-build property, or otherwise covered under the developer's contractual obligations.
 - Planned maintenance such as servicing, decoration, replacement kitchens, bathrooms, windows, roofs, and external doors.
 - Aids and adaptations – major and minor alterations to enhance the quality of life and mobility around a customer's home will be dealt with separately in the Aids and Adaptations Policy
 - Neighbourhood improvement work such as fly tipping, graffiti and enhancements will be dealt with in the Neighbourhood Management Policy.

2 Policy Statement

- 2.1 We aim to provide a 'right first time' service that is reliable, of a good standard and provides customers with a safe, well-maintained home.
- 2.2 We aim to ensure that our service is accessible, meets the needs of all customers and achieves a good standard of customer care and satisfaction.
- 2.3 We will promote and deliver a safety-first culture, ensuring that the safety and wellbeing of customers and colleagues come first.
- 2.4 We will provide a good standard of workmanship using good quality materials that provide value for money and where possible using materials and methods that respect our environment and improve our environmental sustainability performance.
- 2.5 Customers are required to report any repairs, faults, or damage to us as soon as possible. Repairs can be report via:
 - MyAster portal / live chat for non-emergency repairs (where available)
 - Via email (for non-emergency repairs) to contactcentre@aster.co.uk
 - By telephone on 0333 400 8222

- 2.6 We may recharge customers if they have caused damage to a property in line with our Recharges Policy. We're not responsible for repairs where damage is caused by a customer, a person, or an animal living in or visiting the home.
- 2.7 We'll make sure we give customers reasonable notice if we need to come into their home to inspect or carry out repairs, this may be short notice if we are attending to an emergency. In line with tenancy agreements, we expect customers to provide access to their homes when necessary. Customers can refer to their tenancy agreement for further information on access to their property regarding repairs.
- 2.8 We prioritise responsive repairs based on urgency, risk, and statutory responsibility. We will consider information given to us at the time of reporting a repair and will prioritise vulnerable customers when there is a genuine need and assistance cannot be provided by others. Colleagues can find further detail in the Repairs Matrix.
- 2.9 When a customer contacts us about a repair, we may give them a higher priority if they are considered vulnerable and the repair affects their condition.
- 2.10 Timescales for response repairs are as follows:

Type of Repair	Description	Timescale
Critical Emergency	This is any situation that has the potential to endanger life or limb, cause major damage to the property, or affect a large number of customers.	Made safe within 4 hours
Emergency Repair	Puts health and safety, or security of customer or third party at immediate risk, or adversely affects the structure of the property and may consist of make safe only initially.	Completed within 24 hours
Routine repair	non-emergency repair to a property.	Completed within 20 working days
Batch Repair	Minor works repair or any defect typically larger in nature.	Completed within 60 days

- 2.11 These time frames might have some variations due to specific contractual obligations or regulations that need to be met.
- 2.12 We aim to offer customers appointments that are convenient for them. We will provide confirmation of the time and date of the appointment. We will then communicate with customers to keep them up to date with progress of their repair.
- 2.13 If customers would like to carry out improvements or alterations to their home, a formal request in writing must be submitted detailing the work proposed. If the request is approved, we will grant permission on the condition that the work is carried out at your own expense by a competent contractor. You may also need to contact the local authority in case planning consent is required in before commencing the work.
- 2.14 We recommend customers take out a home insurance policy to cover their possessions from damage due to fire, flood, or accident.

- 2.15 We are committed to being inclusive and accessible. We will endeavour to provide our communication and policies in accessible formats and in other languages when requested or required.

3 Consultation, Monitoring and Review

- 3.1 In reviewing this policy, we consulted with involved customers who have expressed an interest in giving us their views on customer service policies, as well as colleagues who are involved in the management of our homes.
- 3.2 Policy updates will be delivered to relevant teams to ensure the content and responsibilities are understood.
- 3.3 Performance against the agreed standards and within approved budgets will be monitored and reported to the Customer Service Operational Leadership Team.
- 3.4 The effectiveness of this policy will be continuously monitored, and the embedding of the policy scrutinised after 12 months by the *Customer Experience Panel*
- 3.5 This policy will be reviewed every 3 years unless business need, regulation or legislation prompts an early review.

4 Related Policies and Procedures

- Responsive Repairs Procedure and Repairs Matrix
- East Boro Tenants Handbook
- Mould and Condensation Procedure
- Lettable Standard
- Aster Group Health and Safety Policy
- Management of Contractors Procedure
- Aids and Adaptations Policy
- Neighbourhood Management Policy
- Leasehold and Freehold Management Policy
- Recharges Policy
- Living Roof Procedure
- Complaints Policy
- Compensation Policy
- Environmental Sustainability Policy
- Policy, procedure, and operational manuals will be maintained for specific functional areas such as empty homes, grounds maintenance, caretaking and cleaning and cyclical maintenance and service contracts.

5 Governance

Effective From:	05/10/2023	Expires:	05/10/2026
Policy Owner:	Regional Operations Director		
Policy Author:	Policy and Assurance Officer		
Approved by:	<i>Customer Overview Group</i>		
Delegation Matrix Reference:	R091	Version Number:	4.02