

Repairs

To report a repair please phone:
0333 400 8266 or email
pfi.repairs@aster.co.uk.

Please ring this number for all
repairs, including emergencies,
even if we're closed.

Check the Repairs Handbook
for detailed information
about our repairs service.

ASTER
GROUP



Aster Group, Sarsen Court
Horton Avenue, Cannings Hill,
Devizes, Wiltshire SN10 2AZ.

**PFI
Caretaker role**

Service information



Your **service charges** explained

Caretaker role

Our PFI Caretaker, has a very important role within our PFI team as well as in the community. You may notice him undertaking site inspections around all the areas.

During these inspections he will:

- Ensure that each site is kept clean and safe
- Perform some repair and maintenance activities
- Make sure the bin stores are tidy and in a good condition
- Make sure the estates are kept clean and looking nice by litter picking, sweeping up all the leaves and doing ground maintenance
- Report repairs to the PFI team.

When you notice he is out and about, and you have any questions please do have a chat with him as he is more than happy to help and offer advice as well as reporting repairs to the PFI team.

Grounds maintenance and cleaning

Communal grounds maintenance

This covers grass cutting and the maintenance of areas of shrub and bedding. This work won't always be carried out on grounds directly surrounding your home. This also involves litter picking within the estate.

Tree maintenance

For routine or unscheduled maintenance of trees in a shared area. A tree that's included in your charges may not be directly near to or visible from your property.

Communal cleaning

This covers the cleaning service we provide to internal and external communal areas.

Communal window cleaning

This covers cleaning communal windows. This does not cover the cost of cleaning the windows in your property.

Utilities

Electricity

This covers the cost of providing electricity in communal areas. This is normally in stairwells and corridors, but also includes external lighting in the car park and the bin store.

Water

This covers the cost of water in communal areas. It includes standing charges and how much water is used.

Communal water safety testing

The cost of testing the water supply for Legionella bacteria, which is a legal requirement and keeps communal water supplies safe.

Equipment maintenance

CCTV

This covers the servicing, repair and telephone line (if available off-site) of the communal areas monitored by a CCTV system. This can also cover any repairs carried out.

Door entry

This covers a contract for the maintenance of the door entry system which will cover call-outs and repairs.

Fire/smoke alarm maintenance

This covers the annual servicing and maintenance of the fire alarm and smoke detection and weekly testing as required by law. This also incorporates the dry riser, automatic ventilation systems and emergency lighting.

Staffing

Other staffing

This includes staff time involved in reading the utility meters and recharging residents for their usage.