

Repairs, Maintenance and Improvements Policy – Enhanced repair service for vulnerable customers

Aspire staff are required to follow the Repairs, Maintenance and Improvements Policy when assessing all requests for repairs to be completed. However, where it has been identified that a customer has a vulnerability or need that would require a prioritised response or directly impacts on their ability to carry out a repair themselves, Aspire will assess the case on its merits, and may prioritise the repair or agree to carry out the repair on their behalf.

This flexible approach allows colleagues to offer a more responsive or extensive service, ensuring the needs of our most vulnerable customers are taken into account.

Decisions made by staff that divert from the repairs policy will require authorisation from a Team Leader/Manager.

Vulnerable customers who may require an enhanced repair service are defined as those whose household contains:

- Someone who suffers with an illness related to old age i.e. dementia, macular degeneration, arthritis
- Someone at risk of falling (if a specific repair is not completed)
- Someone at risk of hypothermia (if a specific repair is not completed)
- Someone who is chronically sick, has a life threatening illness or is terminally ill
- Someone who is severely disabled;
- A baby less than 6 months old – heating only

This household information will need to be captured and recorded to ensure the correct approach is taken.

Useful information re medical conditions:

Emphysema & COPD: These conditions can be exasperated due to cold air. Cold dry air causes air ways to narrow, restricting airflow in and out of the lungs and making it difficult to breathe.

Chronic Eczema & Dermatitis: Many of these conditions require daily bathing but if they are in localised areas this can still be done by washing rather than bathing. You need to establish the severity and the areas effected to determine if the customer needs to bathe every day.