



Your tenancy agreement



ASTER
GROUP



Repairs

We will repair:

- The roof, drains, guttering and external pipes
- Outside walls, outside doors, window sills, windows and glass
- Inside walls, skirting boards, doors and door frames, door jambs, threshold, floors and ceiling
- Paths, boundary walls, steps, ramps and stair lifts
- Water pipes and tanks, gas pipes, electrical wiring, electrical sockets, light fittings, smoke detectors, basins, sinks, baths, showers, toilets, waste pipes, boilers, radiators and kitchen units
- Entrances, walk ways, rubbish collection areas, lighting and entry phone systems

Any repair that is found to be tenant damage or third-party damage e.g. caused by a visitor could be recharged to the customer.

Your tenant responsibilities:

- You must pay your rent in full and on time
- Tell us as soon as possible about faults or damage to the property or communal area
- Live in your property as your main home
- Not have more people living in the property than stated in your tenancy agreement
- Tell us in writing about anyone moving in or out of the property
- Keep the property in a good clean condition
- Not to store or use flammable materials in the property
- Let us know if you're going to be away from the property more than 28 days
- Keep both the front and back garden tidy if applicable to your property

Items in the property that you are responsible for:

- Toilet roll holder, towel rail, bathroom mirror, shower curtain, rotary line, coat hooks, recycling bin and compost bin



Access:

- Please allow our officers, agents and workers to enter the property after we have given 24 hours' notice, to inspect or carry out work to the property or property next door
- Every 12 months we will carry out an annual gas service and will require access to your property
- If you do not provide us with access to the property, we may apply to court which could result in you paying costs



Rent and service charges:

- Your rent could go up or down. If your rent does change, we will write to you to tell you the new amount and the date the new rent will be charged from
- Service charges could also increase or decrease. Written notice will also be given if there is a change in service charges





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Mutual exchange:

- It is not possible to do a mutual exchange in the first 12 months of your tenancy
- To carry out a mutual exchange follow our mutual exchange process and contact your Neighbourhood Officer

You need to meet the following conditions before the exchange can go ahead:

- You do not owe any rent
- The property and garden are in a good condition
- If you have made improvements or alterations without our agreement please return the property to how it was before



You and your neighbourhood:

- You are responsible for your own behaviour and the behaviour of those who live at the property or visit the property
- We have a zero-tolerance policy on harassment, victimisation or nuisance by anyone living in the property or your visitors
- You must not damage buildings in the estate, leave rubbish in shared areas, smoke in internal communal areas or interfere with safety equipment. Please do not obstruct fire exits or leave unroadworthy vehicles or repair vehicles on the estate
- When you leave your property, it must be left in a clean and tidy state and be clear of rubbish. Any rubbish left will be collected and you could be recharged



Ending your tenancy:

Whilst we will do all we can to help you to stay in your home, there are some occasions where we may be forced to end your tenancy:

- If you're on a starter tenancy, we could end your tenancy for any of the reasons stated in your tenancy agreement. We will normally give you at least two months' notice if we do this
- After your starter period is over, we could evict you for any of the reasons allowed by law. If we have to do this we'll give you at least four weeks' notice. (Please see 'grounds for possession' in your tenancy agreement for more information)
- If you decide to end your tenancy please provide at least four weeks' notice. When your notice is up, hand in the keys to the property by 10am the following Monday morning



Pets:

- Tenants in flats and maisonettes are able to keep small caged animals, birds or reptiles only
- Any pets you do have must not cause a nuisance to anyone
- If you want to keep more than two pets please contact us

Contact:

 0333 400 8266

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 www.aster.co.uk

 my.aster.co.uk

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