

FACTSHEET

5.

OUR TENANCY SERVICE PROMISE



ASTER
GROUP

There are several ways we can support you, from home visits to discuss your tenancy, to supporting you should you need to find more suitable accommodation.

We're here if you need to talk to us about carrying out home improvements, tenancy successions, or even if you were thinking about getting a pet.

You can help us by familiarising yourself with the details of your tenancy agreement, and keeping to the tenant responsibilities within the agreement.

You can find lots more information in your tenancy agreement, but if you have any questions contact your Neighbourhood Officer or call us on **0333 400 8222**.



Anthony Daniels, Aster Customer

OUR TENANCY SERVICE PROMISE



WHEN PROVIDING TENANCY ADVICE, WE PROMISE TO:

- Provide free access to our mutual exchange service, including assessing the suitability of any existing available properties we have that might be right for you in conjunction with our local authority partners
- Publish the names and contact details of our neighbourhood officers on our website
- Acknowledge all requests for tenancy succession and arrange to visit you within 10 working days
- Make a decision on the succession within 20 working days of the visit
- Visit the property and the Next of Kin within one month of the notification of a death, unless we are requested to do so sooner
- Visit you at least every five years to update our records on who lives in the property, and to ensure that we have up to date contact details and photos on your tenancy file
- Carry out a full property inspection at this visit and provide advice on any support services should you need them
- Acknowledge any requests for home improvements or to keep a pet within five working days
- Allow you to keep a domestic pet as long as your rent account is in credit and the animal doesn't cause any nuisance or issues for others in the area. Unfortunately, we can't allow cats or dogs to be kept in flats other than an accredited assistance dog
- Allow you to carry out any reasonable, approved home improvements if your rent account is in credit
- Serve a Notice to Quit, or a Notice of Seeking Possession if there has been a serious breach of tenancy