

**Please contact:** Section 20 Officer  
**E-mail:** Observations@aster.co.uk

Date: 19 January 2026

Our ref: S20G0040

Your ref:

Dear

### **Section 20 Consultation – Stage 1- Technology Enabled Care (TEC) Services**

As your landlord we intend to undertake works as set out in the attached Notice.

Before we enter into the agreement, we need to make sure that you know about our plans, and you can share any comments or concerns. We need to do this in a particular way by law, which is known as a Section 20 (S20) consultation and is part of The Landlord and Tenant Act 1985 (as amended by the commonhold and Leasehold Reform Act 2002).

This letter is the first stage of the S20 consultation which is called the Notice of Intention.

You'll see that the notice uses some legal terms, which unfortunately we can't avoid because Section 20 legislation means we must give you information in a certain way.

We have some frequently asked questions on our website which we hope will answer any queries you have about this consultation and Section 20. <https://www.aster.co.uk/existing-customers/rent/section-20>

#### **What happens next?**

You now have until **23 February 2026** to comment on our plans. During the consultation period, between now and the closing date, you are also able to suggest a contractor. Details on how to make a comment and/or nominate a contractor can be found on the attached notice.

Finally, please note that this letter and enclosures are **not** a demand for payment. Any charges will be communicated to you separately and applied through your service charges.

Yours sincerely



Helen Daykin  
**Senior Section 20 & Managing Agent Officer**

**Please contact:** Section 20 Officer  
**Please respond in writing:**  
**E-mail:** Observations@aster.co.uk

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Dear

**Section 20 Notice of Intention to Enter into a Qualifying Long-Term Agreement (QLTA) (Landlord and Tenant Act 1985, Section 20 & 20ZA; Service Charges (Consultation Requirements) (England) Regulations 2003 – Schedule 2).**

We intend to enter into a Qualifying Long-Term Agreement (QLTA) for our hardwired alarms monitoring and maintenance and we are required to consult with you because, under your lease/tenancy, you may need to contribute to the cost of this agreement through your service charge. This consultation follows the procedure for contracts that must be publicly advertised.

The goods/services to be provided under the proposed agreement are:

- Lot 1: Hard-Wired & Digital Alarm Units (DAU) Maintenance of Call Monitoring Systems (Contract Value)
- Lot 2: Monitoring & Alarm Receiving Centre (ARC) Services.

If you would like a copy of the description, we can provide one on request please email Observations@aster.co.uk.

We consider it necessary to enter into the agreement as the current contracts are due to expire in September 2026. Commencing this procurement process at this stage will ensure continuity of service, allow sufficient time to test the market and secure competitive terms, and provide an opportunity to establish a robust and effective partnership that delivers best value for residents over the long term.

Due to the size and value of this contract, we are required to publish the opportunity on the Find a Tender Service (FTS) in line with public procurement rules. As this is a public notice route, residents are not invited to nominate contractors. You can still comment on the proposals.

We welcome your comments or questions. Please send any written observations within 30 days of the date of this notice. The consultation period will end on **23 February 2026**. You do not have to comment, but we cannot consider observations received after the consultation period closes.

Send observations to Section 20 Officer, Aster Group, Sarsen Court, Horton Avenue, Cannings Hill, Devizes, Wiltshire, SN10 2AZ or Email: [observations@aster.co.uk](mailto:observations@aster.co.uk), please quote the reference numbers at the top of this letter.

We understand that you may not currently have an alarm system installed at your property. This consultation is to ensure the contract is future-proof, should your needs change.

Yours sincerely



Helen Daykin  
**Senior Section 20 & Managing Officer**

This letter is important.

Please keep it in a safe place for future reference and if you are selling your property then make sure you supply it to your conveyancers so that they can make it available to your buyer. The information set out in this notice may be relevant for a buyer.