

FACTSHEET

13.

OUR HOMEOWNER SERVICE PROMISE



ASTER
GROUP

Buying your home is an exciting time, so once you've moved into your dream home we want to make it as easy as possible for you to contact us should you need to.

We'll let you know what your legal and financial responsibilities are as well as ensuring you understand what we'll take care of for you, things like buildings insurance for example, if you're buying a flat in one of our residential blocks.

We'll always try to be really clear, and we'll take the time to explain things to you if you don't understand.

There is loads of advice on our website at www.aster.co.uk so be sure to take a look.



Anna Ross, Aster Customer

OUR HOMEOWNER SERVICE PROMISE



AS PART OF OUR HOMEOWNER SERVICE, WE PROMISE TO:

- Send you welcome information once you've bought your home
- Respond to your enquiry about any leasehold matter within 10 working days whether your contact was by phone, email, via our website or by letter
- Offer a suitable appointment with a member of the team if this would be helpful
- Provide support and signpost you to other support and advice services should you need them
- Publish regular information regarding leaseholder matters on our website
- Send you a regular email update on things we're doing that would be useful for you to know unless you opt out
- Communicate with you in the way that you prefer wherever possible
- Consult with you if we're going to complete any major work likely to cost more than £250 in line with Section 20 legislation
- Consult with you about any new long-term agreement that is planned to last longer than 12 months
- Let you know before the start of the financial year if your property is in the programme of planned work for that year, giving you a brief description of the work to be completed
- Attend resident meetings during the consultation period and once works are underway for any major works to a block
- Provide flexible ways for paying your annual charges including monthly instalments by direct debit
- Offer payment services on line wherever we can
- Depending on your financial circumstances we may be able to offer a range of payment options for meeting the cost of major works
- Listen to your views and involve you in the decisions we make
- Let you know of changes we make to our service because of your feedback
- Try to provide the best service we can and get things right first time but sometimes we get things wrong. When this happens, we will listen to you and try to put things right quickly and learn from any mistakes
- Maintain the structure and communal areas of the building if you live in a flat and pass on costs for this in line with the terms of your lease
- Give you reasonable notice if we need to come into your home to complete a repair. This will usually be at least seven days notice unless there is an emergency