

## OUR LETTINGS SERVICE PROMISE



We offer a wide range of affordable homes for rent across Devon and Cornwall, Dorset, Hampshire, Somerset, West Berkshire and Wiltshire.

Our properties include family-sized houses, homes for single people and couples, and accommodation specifically for customers aged 55 and above.

If you're interested in moving into one of our homes, you need to speak to your local authority and have your name added to the housing register.

Customers for our homes are selected by the local council, usually through a choice-based lettings scheme where you 'bid' for properties. Details of the bidding process can be found [here](#).

### WHEN YOU APPLY FOR ONE OF OUR HOMES, WE WILL:

- Contact you within two days after receiving your nomination from the local authority
- Carry out pre-tenancy and affordability checks and assess your ability to sustain your tenancy
- Contact you in a way that best suits you, with digital being the default
- Arrange a suitable time and date for you to view the property
- Make the property available for you to move into as soon as it's ready

### DURING YOUR VISIT WE WILL:

- Show you round the property
- Ask you whether you would like the home, and advise you of any implications if you don't want it
- Show you where you can turn the water off and the position of the utility meters
- Let you know if there's a decoration allowance
- Let you know of any repairs that will be done before and any that will be done after you have moved in
- Make the property available for you to move into as soon as it's ready



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### IF YOU ARE OFFERED AN ASTER HOME, WE WILL:

- Provide an electronic copy of your tenancy agreement
- Tell you how much rent you will need to pay and any up-front costs you'll need to pay before you can move in
- Agree the date you can move in

### BEFORE YOU MOVE IN, WE WILL:

- Make sure the home is clean
- Remove any rubbish or furniture left by the previous occupants
- Check the loft insulation and upgrade it if necessary
- Check that the gas, heating system and electrics are safe
- Make sure all cupboard doors and drawers open and close properly
- Change the locks on all outside doors and check door seals and draught excluders
- Give you two sets of keys per property
- Check floors, stair treads and hand rails to make sure they are safe
- Check kitchen and vinyl floors to ensure that they are waterproof

- Check the bath, hand basin and toilet for cracks and stains and check the condition of the tiles and sealant around the bath and hand basin
- Make sure the smoke alarm works properly

### WHEN YOU ARE READY TO PROCEED, WE WILL:

- Explain the terms and conditions of the tenancy agreement clearly before you sign it
- Advise you how to report a repair, when and how to pay your rent and how to contact us in an emergency
- Give you the contact details of key members of our team
- Advise you how to contact the gas, electricity and water companies so that you can set-up your own accounts with them
- Take a copy of your photographic ID and take your photo
- Tell you if work still needs to be carried out, including planned major works (such as kitchen or bathroom upgrades), and give you an approximate timescale for completion

### ONCE YOU HAVE MOVED INTO YOUR HOME, WE WILL:

- Contact you within six weeks of your tenancy starting to check that you've settled in, and answer any questions you may have
- Carry out any repairs and maintenance work within the timescales we have agreed with you