

ASTER GROUP

NOTICE TO QUIT - Handing back your home to Aster Communities

Please return to: Aster Group, Sarsen Court, Horton Avenue, Devizes, SN102AZ

Details need to be based on the home you are leaving

I'm / We're letting you know that we no longer want to rent:

(Full address, including county and post code)_____

The tenancy is a weekly tenancy so I / We're giving you four full weeks written notice to end the tenancy. I understand that the four weeks will start from the Monday after Aster receives this notice and that Aster will confirm the official tenancy end date.

I / We understand that all keys for the above property need to be handed in by no later than 10am on the day after the tenancy end date.

If a key safe is fitted to the property, please leave an entrance door key in the key safe. Leave the other keys in a kitchen drawer. Please phone Aster Group on 0333 400 8222 by 10am on the Monday after the tenancy ends to confirm that you have moved out of the property and the key left in the key safe as agreed.

If a key safe has not been fitted, please take the keys to your nearest Aster Group office. Please label the keys, place them in an envelope and leave them in the post box by the main entrance.

Please make sure all keys and fobs are returned, including any given out to other people. Keys not returned on time will mean that Aster Group will continue to charge rent.

I / We understand that I / we need to continue to pay all rent, utility bills and council tax, including any arrears or other amounts owed, up to the end of the tenancy.

I'll / We'll clear the property and garden of all belongings and if I / we leave anything behind give permission for Aster Group to remove and dispose of it immediately. I / We understand that I'll / we'll be recharged if Aster Group need to clear anything left behind.

If keys are returned early I / We hereby confirm that Aster Group may enter the property before the tenancy end date to carry out any necessary works to get the property ready for re-letting

Both joint tenants should sign the Notice to Quit. If you are ending the tenancy because you have Power of Attorney, please provide a copy of the Property and Financial Affairs POA.

Signed:(tenant 1)_____ Signed:(tenant 2)_____

Name:_____ Name:_____

Date:_____ Date:_____

Forwarding Address_____

Please continue if you are ending the tenancy on behalf of a tenant that has passed away and to provide property information.

Ending the tenancy on behalf of a tenant that has passed away.

If there is a will and named executor, the named executor should complete this section. Please provide a copy of the pages of the will that confirms who the executor is. Please also confirm:

Date of decease:_____

Please provide a copy of the death certificate as soon as possible.

Please note that a tenancy does not end when a tenant passes away and four weeks' notice is still required to end the tenancy.

This notice should be signed by the person dealing with the tenancy and the tenants belongings.

Your name:_____

Your contact details:(email, phone, address)_____

Are You: Next of Kin: Yes / No Executor: Yes / No

If next of kin, please confirm your relationship to the tenant:_____

Signed_____

Please note that the estate of the deceased is responsible for paying any rent arrears and recharges. The next of kin or executor is not personally responsible for any rent arrears or recharges.

Please note that Aster will retain some of your information under the required rules about record-keeping (also known as 'Data Retention'). We will securely destroy any information that we no longer need to use in relation to you and which we are not required to keep under other legislation. Our standard retention period is 6 years, although for social housing tenants we will retain enough information to prove your length of tenancy status, should it be required. For more information and to view Aster's Privacy Notice please visit www.aster.co.uk/privacy

continue

Current Property Details: Please circle the correct answer

House / Bungalow / Maisonette / Flat / Bedsit Detached / Semi-detached / End terrace / Mid terrace	
Number of separate bedrooms: 0 1 2 3 4 5	Number of living rooms (Not including kitchen): 0 1 2
Floor level (if a flat): Ground 1st 2nd 3rd 4th 5th How many steps to the entrance:	Is there a communal entrance: Yes / No Is there a garden with the property: Yes / No
Bath only : Yes / No Electric shower over the bath: Yes / No	Cubicle shower only: Yes / No Walk in / level access shower: Yes / No
Do you have a garage as part of your tenancy: Yes / No	Do you have your own key safe: Yes / No If yes, please provide the code: _____
Electric supplier: Meter reading : Date of meter reading:	Do you pay: Quarterly / by key meter / card Please leave meter keys/cards in the property
Gas supplier: Meter reading: Date of meter reading:	Do you pay: Quarterly / by key meter / card Please leave meter keys/cards in the property
Do you have a smart meter: Yes / No Electric Yes / No Gas Yes/ No Please leave the smart meter monitors in the property	Do you have a water meter: Yes / No Meter Reading: Date of meter reading:

Please tell us the main reason you are leaving

Can't afford rent	Dislike area
Buying own home	Condition of property
Domestic violence	To move near family / friends
Need garden	Need ground floor accommodation
Ill health / disability	Need larger property
Neighbour problems	New relationship
Racial harassment	Relationship breakdown
Need smaller property	Need accommodation with support
To be nearer work	Bedroom tax
Deceased	
Other (please give details)	

Please tell us the type of property you are moving into:

	With friends / family		Mortgage/Shared ownership
	Council housing		Nursing home
	Prison		Another housing association
	Private rented		Residential care
	Tied accommodation		Transfer to another Aster property
	Deceased		
	Other (please give details)		

FURTHER INFORMATION

Please note we have an agreement with OVO, through Tenants Save Money (TSM) Utility Management Company, for them to be the supplier of gas and electricity to all our empty properties. Now we have been notified the tenancy is coming to an end, the transfer process of the gas and electricity supply to OVO has started.

We will advise OVO, through Save Money (TSM), of the tenancy end date. OVO will request to take over the supply from the current supplier on the planned tenancy end date. If the tenancy end date is changed within 5 days of your last day, it will be too late to stop the transfer process and the gas and electricity supply will still be transferred to OVO. In these circumstances liability for paying the utility bills remains until the tenancy comes to an end. You would be responsible for either transferring the supply back to the original supplier, remaining with OVO or transferring to another supplier.

Guide to Handing Back the Property

Here are some important notes about handing back the property to us.

Notice period

You need to give us four weeks written notice to end the tenancy, ending on a Sunday for weekly tenancies and one months' notice for monthly tenancies.

Rent

We will charge the rent until the end of the tenancy. If you do not return all the keys by the end of the tenancy, we will keep charging rent as stated in the tenancy agreement until keys are returned. Please note that the estate of the deceased is responsible for paying any rent arrears and recharges raised.

Housing Benefit/Universal Credit

Please note that, if rent has been paid by housing benefit or universal credit, please get in touch with them to let them know when the tenancy is coming to an end. Housing benefit and universal credit payments may stop on the Monday after the date of decease.

Inspecting the property

We will book an appointment to carry out an inspection of the property. This will check its condition and advise you of any work that needs to be done before the tenancy ends and what you or the estate will be recharged. If you cannot make this appointment, please contact us to rearrange.

Cleaning and clearing the property (please refer to the Moving Home leaflet)

The whole property needs to be cleared, including lofts, gardens, sheds and garages. If you leave anything behind, that that we have told you cannot stay, we will remove it and recharge you or the tenant's estate.

Any shed, greenhouse or outbuilding that has been put up must be removed unless we agree that it can stay.

You also need to make sure you hand back the property in a clean condition including windows, window frames, doors, kitchen cupboards (inside and out) marks on walls, ceilings and woodwork. Any stickers or posters should be removed.

All carpets and laminate flooring and underlay should be removed unless we have told you they can stay. If there have been dogs or cats in the property, we will expect carpets to be removed. All curtains and curtain rails should be removed.

Please leave the garden clear of rubbish, pet waste and tidy, with grass and hedging cut. Any ponds should be emptied and filled in.

DIY repairs and alterations

All DIY modifications should be removed and made good, including shelves, nails in walls, satellite dishes, electrical installations etc. Any damage should be made good.

If there have been alterations or repairs made to the property without permission being granted by Aster Group and they are not up to a good standard, you or the tenant's estate will be recharged the cost of the work to bring them up to standard.

If you do not do the above things and we must clear or clean up after the property is returned to us, you or the tenant's estate will be recharged the cost of the work and the recharge will include VAT and an administration charge.

Handing in your keys

Make sure you lock all doors and close all windows and let Aster Group know you have moved out.

If a key safe is fitted then please place the door key in the key safe and leave all other keys and fobs in a kitchen drawer.

If no key safe is fitted then please bring all the keys (including shed, garage, key-fobs and door entry keys) to your local office by no later than 10 am on the Monday after the tenancy ends. Please put the keys in the letterbox – making sure the keys are labeled with the address of the property. (Please leave any keys or cards for gas / electric meters in the property)

If there is a parking permit(s) issued for the property (including visitor permits) please ensure these are returned to us, along with your keys. Failure to return any parking permit(s) may result in recharges being made to replace these.

Alarm system

If there's a telecare alarm system in the property, you'll need to get in touch with our Independent Living Team on 0333 400 8222 to cancel this service.

Death certificate

Please provide a copy of the death certificate.

Disabled aids

If there any disabled aids in the home, e.g. walking frame, bath aids, hospital bed or wheelchair, please arrange for them to be sent back to the supplier. The contact telephone number and reference should be found on a sticker on the item.

Gas and electric

Please let us know the name of the gas and electric supplier.

Please leave all meter cards, keys for gas and electric meters in the property.

Please leave all smart meter monitors in the property.

All utility bills should be paid and up-to-date and no money left owing. The tenant's estate will be recharged for any debt we have to clear on a meter. In any instance it will be important for you to take meter readings to enable the utility accounts to be closed.

Please be aware that the property will be advertised for re-letting.

We want to be able to let all our homes as quickly as possible. If you leave the property clean and tidy you will be helping the next person to move in without delay.

**If you want to ask any questions about ending the tenancy,
please contact us on 0333 400 8222 or visit our website www.aster.co.uk**