

# ASTER GROUP

## NOTICE TO QUIT - Handing back your home to Aster

Please complete and return this form to the local lettings team at your local Aster Group office or email it to [new-noticetoquit@aster.co.uk](mailto:new-noticetoquit@aster.co.uk).

I'm letting you know that I am ending the tenancy on behalf of the estate of .....

The tenancy is a weekly tenancy, so I am giving you four weeks written notice to end the tenancy. I'll give Aster Group vacant possession and understand that the four weeks' notice period starts from the Monday after Aster receives this notice to quit. The tenancy will end on the following date (please make sure it is a Sunday): .....

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

**If a key safe is fitted to the property I will phone by 10am to confirm that I have finished with the property and the keys left in the key safe. Keys not returned on time will mean that Aster Group will continue to charge rent.**

I understand that the estate of the deceased is responsible for paying any rent arrears and recharges raised. Please provide confirmation if there is no money in the estate.

Continued

Date of decease: ..... (insert date of death)

(Please provide a copy of the death certificate where possible)

Your name:..... (insert Next of Kin contact name)

Your address:

.....  
.....(insert Next of Kin contact address)

Your relationship to the tenant:..... (insert Next of Kin relationship)

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

My contact phone number is: ..... (insert Next of Kin phone number)

Contact email address: ..... (insert Next of Kin email address)

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

If keys are returned early, I 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

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

We will retain some 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 the tenant and which we are not required to keep under other legislation. Our standard retention period is 6 years. If there is a Permission To Share (PTS) nominee on this account, this will stay associated with the account for a maximum of 12 months For more information and to view Aster's Privacy Notice please visit [www.aster.co.uk/privacy](http://www.aster.co.uk/privacy)

**Property Details: Please helps us to maintain accurate records  
by circling the correct information for**

.....  
**(insert property address)**

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 lift? Yes / No	Is there a communal entrance: Yes / No Is there a garden with the property: Yes / No
Bath only: Yes / No Electric or other shower over the bath: Yes / No	Cubicle shower only: Yes / No Wet floor (walk in) shower: Yes / No
Did the deceased rent a garage from Aster: Yes / No Details:	Is there a key safe: Yes / No If yes, please provide the code: _____
Name of Electric supplier:	Please leave meter keys/cards in the property
Name of Gas supplier:	Please leave meter keys/cards in the property
Is there an electric smart meter? Yes / No Is there a gas smart meter? Yes / No Please leave the smart meter monitors in the property	Is there a water meter? Yes / No

# ASTER

## GROUP

### **Guide to Handing Back the Property – please keep this information**

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 don't 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. Please provide confirmation if there is no money in the estate.

#### **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 the estate will be recharged. If you cannot make this appointment, please contact us to rearrange.

#### **Cleaning and clearing the property**

The whole property needs to be cleared, including lofts, gardens, sheds and garages. If you leave anything behind, that we have not told you can stay, we will remove it and recharge 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, the tenant's estate will be recharged the cost of the work to bring them up to standard.

If you don't do the above things and we must clear or clean up after the property is returned to us, 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 windows.

Please complete and return this form to [new-noticetoguit@aster.co.uk](mailto:new-noticetoguit@aster.co.uk). Your front door key should be left in the key safe that will have been installed on your property prior to you leaving by no later than 10 am on the day after the tenancy ends (unless otherwise stated in your tenancy agreement). The remainder of the keys (including shed, garage, key fobs and door entry keys) should be left in a kitchen drawer.

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

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 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.

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.

We have an agreement with OVO, through Save Money (TSM) Utility Management Company, for them to be the supplier of gas and electricity to our empty properties.

Now we have been notified the tenancy is coming to an end, the process to transfer the supply to OVO has started.

When we receive this Notice to Quit back, we will advise OVO via 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 this date is changed, within 3 days of the last day, it may be too late to stop the transfer process and the gas and electricity supply will be transferred to OVO.

In these circumstances liability for paying the utility bills remains until the tenancy comes to an end. If we can't stop the transfer process you can either ask to transfer the supply back to the original supplier, remain with OVO or transfer to another supplier. In any instance it will be important to take meter readings to enable the utility accounts to be closed

**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](http://www.aster.co.uk)**