

ASTER GROUP

NOTICE TO QUIT - Handing back your home to Aster Communities

Please complete and return this form to the local lettings team at your local Aster Communities office or email it to new-noticequit@aster.co.uk

I'm / We're letting you know that we no longer want to rent
.....(insert address)

The tenancy is a weekly tenancy so I / We're giving you four weeks written notice to end the tenancy. I'll / We'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 / We 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 by Aster during the pre-termination inspection I/We will phone Aster Group by 10am to confirm that I/we have moved out of the property and the keys left in the key safe as agreed. Keys not returned on time will mean that Aster Group will continue to charge rent.

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

I'll / We'll clear the property and garden and if I / we leave anything give permission for Aster Group to remove and dispose of it immediately.

I / We realise 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 letting.

If you are joint tenants of a fixed term tenancy, both tenants must sign the Notice To Quit to end the tenancy.

If you are ending the tenancy on behalf of a tenant because you have power of attorney, please provide a copy of the power of attorney.

Address we're moving to(insert forwarding address)

The earliest date that Aster Group is likely to get the keys back is:
(tenancy end date)

My contact phone number is: **(insert contact phone number)**

Contact email address:(insert contact email address)

Signed: _____ Signed: _____

Name: _____ Name: _____

Date: _____ Date: _____

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. If you have a Permission to Share nominee associated with your account at the time of ending your tenancy with Aster, this will stay associated with your account for 12 months after the end of your tenancy or 6 months after the date of your last contact whichever is the later. For more information and to view Aster's Privacy Notice please visit www.aster.co.uk/privacy

I'm / We're leaving because: (please tick your main reason)

<input type="checkbox"/>	Can't afford rent	<input type="checkbox"/>	Dislike area
<input type="checkbox"/>	Buying own home	<input type="checkbox"/>	Condition of property
<input type="checkbox"/>	Domestic violence	<input type="checkbox"/>	To move near family / friends
<input type="checkbox"/>	Need garden	<input type="checkbox"/>	Need ground floor accommodation
<input type="checkbox"/>	Ill health / disability	<input type="checkbox"/>	Need larger property
<input type="checkbox"/>	Neighbour problems	<input type="checkbox"/>	New relationship
<input type="checkbox"/>	Racial harassment	<input type="checkbox"/>	Relationship breakdown
<input type="checkbox"/>	Need smaller property	<input type="checkbox"/>	Need accommodation with support
<input type="checkbox"/>	To be nearer work	<input type="checkbox"/>	Bedroom tax
<input type="checkbox"/>	Prison sentence	<input type="checkbox"/>	Permanent decant
<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	End of temporary accommodation

I'm / We're moving to (please tick the type of property you are moving into)

<input type="checkbox"/>	With friends / family	<input type="checkbox"/>	Mortgage/Shared ownership
<input type="checkbox"/>	Local authority housing	<input type="checkbox"/>	Nursing home / Residential Care
<input type="checkbox"/>	Prison	<input type="checkbox"/>	Another housing association
<input type="checkbox"/>	Private rented	<input type="checkbox"/>	Transfer to an Aster property
<input type="checkbox"/>	Tied accommodation	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	Other (please give details)		

**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

Cubicle shower only: Yes / No

Electric shower over the bath: Yes / No

Wet floor (walk in) shower: Yes / No

Do you rent a garage from Aster:
Yes / No

Do you have a key safe: Yes / No

Details:

If yes, please provide the code:
(insert code)

Name of Electric supplier: British Gas

Please leave meter keys/cards in the
property

Name of Gas supplier: British Gas

Please leave meter keys/cards in the
property

Do you have a smart electric meter: Yes / No

Do you have a water meter: Yes / No

Do you have a smart gas meter: Yes / No

Please leave all smart meter monitors in the
property

Does your property have any parking:

Off street: Yes / No

On street: Yes / No

Private car park: Yes / No

Allocated space: 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 month's notice for monthly tenancies.

Rent

We will charge the weekly rent until the end of the tenancy. If you do not return all your keys by the end of the tenancy, we will keep charging rent as stated in your tenancy agreement until keys are returned. You must pay all rent, including any arrears or other amounts owed, by the date the tenancy ends.

Housing Benefit/Universal Credit

If any rent is 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 and give them a forwarding address.

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 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 you.

Any shed, greenhouse or outbuilding that you have 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.

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

Repairs and alterations you have done yourself

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 will be recharged the

costs 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 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-noticetoquit@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 you have a parking permit(s) issued for your home (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.

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 telephone and reference number 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. You or the tenant's estate will be recharged for any debt we have to clear on a meter.

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 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 your 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.

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**