

# Our lettings service promise

If you're interested in moving into one of our homes, you'll need to register with your local authority.

Once you have successfully bid on a property we'll be in touch to ask you to send us some information so we can review your application.

- We'll work with you, checking to make sure you're eligible for your new home and can afford the rent. You'll need to tell us about any changes that might affect your application, for example if your benefits or family circumstances change.
- We know you'll be excited to see the home you've applied for, and we have a range of ways you can do this, including a virtual video tour.
- We need to know as soon as possible if you're happy with the home we've shown you, as there will be other people who will be waiting to view it too.

Once you're happy to go ahead, we'll be in touch to talk about next steps and any up-front costs you need to pay before you move in – in most cases we need four weeks' rent before you move in.

Our team will arrange a time to go through the tenancy agreement with you and answer any questions about your new home.

If you're interested in moving into one of our homes, please speak to your local authority to ask if you're eligible.

- To find out more, read our lettings service policy, which you can find here: **Aster's Lettings Policy**.

