

Our rent & service charge promise

We want to make managing your home simple and easy. We'll make sure you know how much your rent and service charge are, and we'll keep you informed about any changes to your account.

- Service charges are reviewed each year and are set at the level needed to cover the cost of the services provided.
- You'll be kept informed each year of any changes and we'll make sure the information we provide is clear and easy to understand.
- Every lease or tenancy is different, so our service charges vary based on the services we supply.
- Unless you're in temporary accommodation you'll pay a variable service charge for the services we supply, which means they can go up or down.
- We'll publish information on our website about how you can pay your rent and service charges on time.

If you claim benefits such as Universal Credit to help pay your rent, remember it's your responsibility to make sure you have spoken to your local authority or the Department for Work and Pensions about this.



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- We know life can be challenging so if times get tough and you find yourself having problems paying your rent or service charges, we're here to talk, so please get in touch with us as soon as you can as we may be able to help.
- We have a financial wellbeing team who work in close partnership with other agencies that may be able to support you, so if you find yourself in financial hardship, please talk to us as soon as possible.
- To find out more, read our rent policy which you can find here: **Aster's Rent Policy**.
- For service charges, you can find more information here: **Aster's Service Charge Policy**.

