

Our tenancy promise

Once you've moved into your new home, we'll be in touch within six weeks to see how you're settling in and answer any questions you may have about your home or tenancy agreement.

- We want to make sure it's easy for you to contact us, so we'll let you know about all the ways you can do that, including where to find details of our neighbourhood team on our website.
- We'll ask you how you're finding the MyAster self-serve portal to manage your tenancy or raise repairs and show you how to use it if you've not yet registered.
- Occasionally we will visit you in your home to talk to you about any changes in circumstances or support you may need.
- To find out more, read our tenancy policy which you can find here: **Aster's Tenancy Policy**.

