

Aster 3 FAQs – 2021 transfer

What is Aster 3 Ltd?

Aster 3 Ltd is part of the Aster Group. It is one of three Registered Providers that operate under the Aster Group. The other two Registered Providers are Aster Communities and Synergy Housing.

What is a Registered Provider?

A Registered Provider is a company designed to provide affordable housing for local people which is regulated by the Regulator of Social Housing.

Why are you moving my home over to Aster 3 Ltd?

Across the UK we are facing a housing crisis and part of our role is to help develop ways to end it – giving as many people as possible an opportunity to have a home to live in which they can afford.

We have already committed to building as many new homes as possible. By moving a select number of homes over to Aster 3 Ltd we can unlock additional funding to help us build more new homes for people that need them across a range of tenures.

What does this mean for me?

Other than the change of name on the tenancy agreement you have with us, nothing.

You won't see any changes to the way your tenancy is managed. The terms of your tenancy agreement will remain the same, the way your home is maintained will remain exactly the same and you will continue to contact us in the same way as you have before.

How many homes are you moving over?

We already have 827 registered to Aster 3 Ltd. We plan to move a further 156 homes over to Aster 3 Ltd by 31 December 2021.

Can I choose for my home not to be transferred to Aster 3 Ltd?

We are currently in the consultation phase and welcome your feedback. Please email lauren.heydenrych@aster.co.uk to let us know your thoughts. The consultation will close on 5 December 2021.

Will you be changing my tenancy?

Yes. But only the name on the tenancy agreement. Instead of Aster Communities or Synergy Housing you will see Aster 3 Ltd instead. Everything else will remain exactly the same.

Do I have to call a different number to report a repair?

No. You can still call the contact centre on 0333 400 8222 or report an issue online via MyAster or by completing a form on www.aster.co.uk.

Will my Neighbourhood Officer stay the same?

Yes. The team and the services you receive will remain exactly the same under Aster 3 Ltd as it was under Synergy Housing or Aster Communities.

Will you be transferring over any more properties?

We may consider transferring more homes over to Aster 3 Ltd in the future.