

# Moving Home

A guide to moving home

ASTER  
GROUP

# Are you looking to move home?

## Are you looking to transfer to another home? Thinking of registering on HomeSwapper for a Mutual Exchange?

If this is the case, your current home needs to meet a reasonable standard and be left in an acceptable condition as stated in your tenancy agreement.

If you'd like to transfer to another Aster home, your move could be refused if your current home is in poor condition. If anything is broken or damaged in your home please report this to the Contact Centre repairs team on **0333 400 8222** or you can report this on **MyAster**.

It's important that your home is left in a good state. If damage is caused you won't be allowed to move to another property and you'll be charged for any damage that has not been reported. You may also be charged for the clearance of any items or rubbish that are left.

# Gardens

**Gardens have to be well maintained and in good order**, this includes making sure they're safe and free from rubbish.



# Sheds, greenhouses, fencing and external structures

**All rubbish must be cleared and removed from both property and garden**  
- you will be recharged if items are left behind.

# Kitchens

**Your kitchen must be clean and in a good state of repair**, however general wear and tear is acceptable.



# Rubbish

**All rubbish must be cleared and removed from both property and garden**  
- you will be recharged if items are left behind.

# Walls and ceilings

**Walls and ceilings must be in good decorative order and damage free.**



# Floors

**Floors must be damage free and clean.** Carpets and other flooring including wood floorings must be removed unless you've agreed with the surveyor at your pre-term inspection that they can remain in place and are in excellent condition.



# Bathrooms

**Your bathroom must be clean and in good repair.**  
It should be damage free.



# Lofts, outhouses and garages

**These must be empty.** If we need to empty any rubbish after your keys have been returned, you will be recharged (see recharge details at the end of this leaflet).



## Electrics

**All electrics should be in good working order and undamaged.** If you've changed any fittings they must be returned to their original state.



## Doors, windows & woodwork

**These must be in good decorative order,** clean and damage free.





# Recharges

Below is a rough estimate of the costs that will be recharged to you if your home isn't left in good order after returning your keys.

**All costs are approximate** and are in line with the current industry standard schedule of rates. Prices are correct as of Summer 2021 but may be subject to change.

## Rubbish

Rubbish Clearance

**£60 - £275**

## Garden

Cost for garden clearance

**£151**

Shed/greenhouse removal

**£217**

## Clean & Decorate

Prices may vary

**£100- £600**

## Doors & Windows

Replacement of composite external door

**£654**

Forced entry external door

**£65**

Internal Door (renew)

**£131**

Reglaze Window over 1m

**£131**

## Kitchen

Kitchen unit door

**£72**

Kitchen unit drawer

**£64**

Worktop

**£60**

## Bathroom

Refix Basin

**£56**

Renew Basin

**£202**

**You can find more information** on ending your tenancy, moving to a new home and swapping your home on our website.