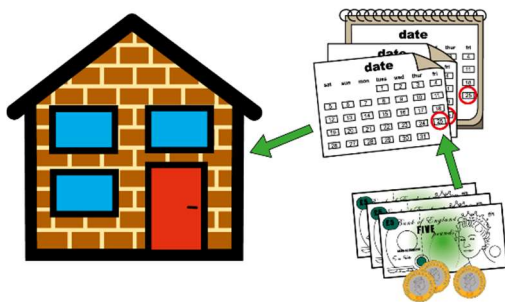


Rent and Service Charge Policy



This is an Easy Read document about how your landlord manages rent and service charges.

rent

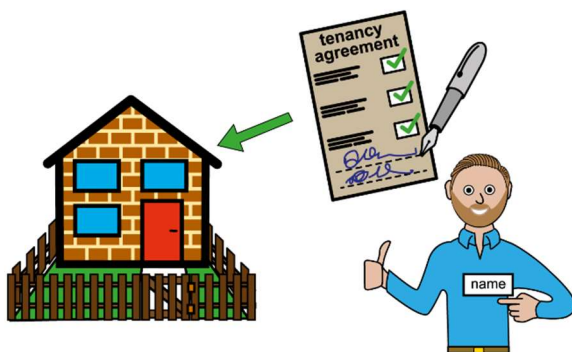


As a tenant you need to pay rent.

Your rent is made up of a mixture of housing and service costs.

This pays for the costs towards your home.

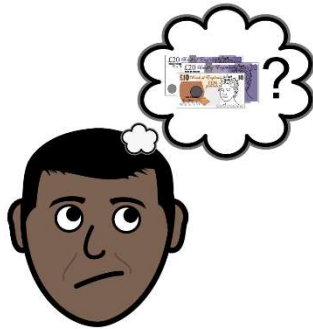
tenancy



Rent and service charges can be paid by Housing Benefit or by tenants themselves.

We will let you know how you will pay your rent when you sign your tenancy agreement.

how much



Will my rent go up?

Every year we review our rents to make sure they still cover the cost of running your property.

Sometimes this means that we need to increase your rent.

Will you tell me if my rent goes up?

We will let tenants, their Support Workers and Social Workers know what their rent will be each year.

If you pay by Housing Benefit, you do not need to do anything.

pay

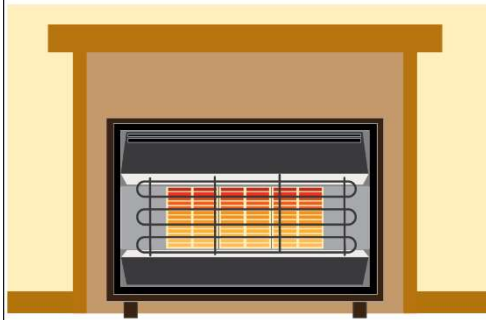


What is a service charge?

Service charges are different for each property. They can include:

- Gardening
- Cleaning
- Washing machines, cookers, fridges
- Furniture
- Safety checks

heating

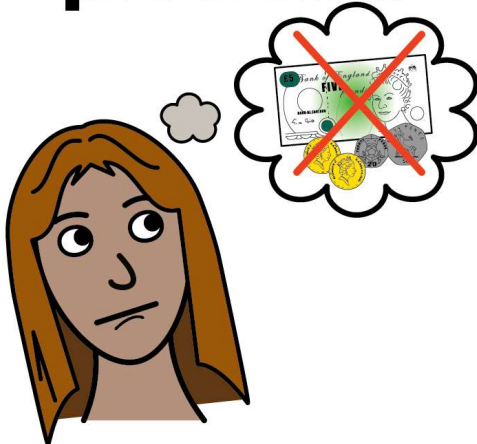


Is there anything else I need to pay?

Tenants are also asked to pay towards their electricity and heating bills.

This is £20 per week.

problems



What if I ever have a problem?

If you are ever worried about your rent and service charges, please contact your Housing Officer who can help you.

Please contact us if you have any questions about this policy.