



How your rent is calculated



creating communities to be proud of

If you would like to receive this information in another language or in another format such as large print, Braille or audio, please contact communications on 0845 849 2000 or email communications@shorelinehp.com.

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What does my rent pay for?

We rely on you paying your rent regularly and quickly so that we can pay for housing management costs and for repairs and improvements to our properties including your own.

How do you work out my rent?

In 2001 the Government introduced its rent restructuring rules. These rules require us to calculate your rent using a Government formula. Before March 2012, we are required to move your rent to a new level, known as a 'target rent'.

Your rent is based on;

- the average earnings for the area compared to the national average;
- the number of bedrooms in your home;
- the value of your home in January 1999;
- the national average housing association property value in January 1999.

The change in your rent will depend upon the amount of rent you pay now compared with the new target rent. The Government has set a limit on rent increases which are moving towards their target rent setting. This limit is set at a maximum increase of;

the rate of inflation + 0.5% + £2 per week.

Once a property reaches its target rent the Government limit on its annual rent increase is;

inflation + 0.5%.

If you have previously paid more than the target rent your rent will have been adjusted and you will now be paying the target rent.

Every year, our Board which includes four tenant representatives approves our budget including rent levels and rent increases.

So, how does that work out?

Here are a few examples;

If a property has already reached its target rent:

If the rent on a property is £70 and inflation is 3.5% your new rent will be;

$$£70 + \text{inflation} + 0.5\% = £72.80$$

If a property hasn't reached its target rent:

If your rent is below the target rent and the rent on a property is £60, your rent increase is limited to inflation + 0.5% + £2 per week

$$£60 + 3.5\% + 0.5\% + £2 = £64.40$$

What are service charges?

If you live in a property that shares facilities such as a block of flats, a multi-storey or a sheltered scheme you may have to pay additional service charges. These charges cover the costs of maintaining communal areas.

If you do have to pay a service charge, you will receive a separate statement showing you what is included within the charge.

When will I have to start paying a new rent?

Your rent will be introduced from the first Monday of April each year. We will write to you in advance to let you know how much your rent increase is and when you will need to begin paying your new rent.

What happens if I'm not happy with my new rent?

If you think your rent has been calculated incorrectly please contact us before the new rent begins so that we can investigate the matter. If you think your rent has been increased unfairly you may be able to appeal to the Rent Assessment Committee (RAC). You must apply for an appeal before the date that your rent is due to increase. Please be aware that the RAC can put your rent up as well as down if they consider your rent to be too low. If you wish to appeal to the RAC, you should contact your local Citizens Advice Bureau.

When do I normally pay my rent?

Your rent is due on a Monday and you must pay it no later than the following Friday otherwise you will fall into arrears.

Rent free weeks

Every year you pay your rent over 48 weeks. There are four weeks where we do not charge tenants who are up-to-date with their rent payments. These are two weeks over Christmas, one at the beginning of April and one at the end of August. If you are in arrears with your rent you must make payments during these weeks. If your tenancy finishes at the end of a rent free week you will not have the right to a refund.

Rent statements

We will send you a statement of your account every three months so that you can see all of the rent payments that you have made.

How do I pay my rent?

You can pay your rent in many different ways;

- by Direct Debit
- using an allpay swipe card
- by telephone
- by text
- via the internet
- in person
- by Standing Order
- by post

For more information please see a copy of our 'easy ways to pay your rent' leaflet, visit www.shorelinehp.com, telephone 0845 849 2000, visit one of our offices or email info@shorelinehp.com.

What do you think of our service?

If you have a problem with our service, you feel you have not been treated correctly or you have any suggestions as to how we can improve our service please let us know. We use customer feedback to improve the services we provide. To make a complaint, compliment a service or make a suggestion please telephone 0845 849 2000, email letusknow@shorelinehp.com, visit www.shorelinehp.com or complete a 'let us know' form available from any of our offices.

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Registered in England and Wales: Number 4997871
Registered Charity Number: 1107876
Housing Registration Number: L4442

June 2008