



A quick guide to

Your Rent and Service Charges

The way rents and service charges are calculated is complicated, that is why we have sent you this quick guide.

If, after you have read this guide, you still have questions to ask, you can contact Link on 0845 606 6565 or 0161 772 2120 and speak to a Customer Services Advisor or ask to speak to the Rent and Service Charge Officer or your Neighbourhood Officer.

This information is available in large print, on audio tape, or electronic format. We also offer a translation service to people whose first language is not English. Customers with a hearing disability can call the mini-com number on 18002 0161 772 2156

ہم یہ معلومات آپ کی ضرورت کو پورا کرنے کیلئے قابل صورتوں میں فراہم کر سکتے ہیں۔ بشمول ٹیلیفون ڈراما، سروس۔
دوسری زبانوں میں پرنٹ، ای ڈی، سمرٹے، حروف میں لکھائی یا الیکٹرونک میں۔ ہمارے دو ماہرین جنہیں سختی سطح پر
ہمارے سہی کام 18002 0161 772 2156 پر سہی قانون کر سکتے ہیں۔

Możemy udostępnić te informacje w innych formatach zależnie od twoich potrzeb, między innymi tłumaczenie przez telefon, druk w innych językach, CD, duży druk lub format elektroniczny. Klienci z problemami ze słuchem mogą kontaktować się z nami poprzez minicom pod numerem 18002 0161 772 2156.



Your Rent and Service Charge Explained

If you have a service charge, this is what we charge towards the day-to-day running costs of the property where you live, and is made up from a whole range of things, including:-

- servicing equipment
- grounds maintenance
- cleaning / lighting of communal areas

Fixed Service Charge

A fixed service charge is the amount we charge each week or month, and can only be changed once during a rent year by giving one month's notice in writing, unless we change the actual services provided. If we introduce new services we will also give one month's notice. It is based on what we know, or believe, to be a reasonable amount to provide services at your property. We calculate these charges based on the charges from the previous year. Any shortfall will be met by St Vincent's, but any overpayment will not be refunded. We will keep you informed through the customer newsletter about service charges, including how we are dealing with TV aerials

Questions and Answers

What does the paperwork mean?

We want to be open and transparent and send you all the relevant information to explain how we have arrived at any rent or service charge increases.

In this pack, you will have received a letter setting out your new rent and service charge (where applicable), plus a Section 13 Notice and guidance which we are required to give to you by law.

How is my rent calculated?

Your rent is made up of three parts:-

- 1 The net rent
- 2 The service charge
- 3 Other charges

St Vincent's has to calculate rents in line with Government legislation, which means your net rent is increased using the following formula:-

$$\text{Your new net rent} = \text{Your current rent} \times \text{RPI}^* + 0.5\% \text{ plus or minus Up to } \pounds 2 \text{ per week}$$

* Retail price index at September

The service charge is excluded from this calculation.

The majority of our rents have been increased using this calculation, but there are some exceptions, depending on the tenancy agreement and local circumstances.

Customers should be assured that we are working hard to achieve value for money on all of our service contracts.

I claim Housing Benefit, do I need to let them know my rent has changed?

We will let Housing Benefit know of any changes to your rent or service charge, but it is your responsibility to make sure they have received, and changed your benefit accordingly.

What if I don't agree with the rent increase

You can appeal by referring your case to an independent Rent Assessment Committee. The Rent Assessment Committee is an independent committee who will review the case. To do this you must make a written application to them.

You must make your application on the relevant forms, available at www.rpts.gov.uk or by telephoning 0845 600 3178.

If you are struggling to pay your rent, get in touch with our Money Management Officer - we may be able to help. Ring 0161 772 2120.

Customers can compare the rents in their area by visiting the TSA website at www.tenantservicesauthority.org, or contacting us and we will send you some details.