



# Understanding your Rent and Service Charge Increase for 2024/2025

We are writing to you to let you know about your new rent and service charge payment, which will be effective from 1 April 2024. MSV's rents are set using government guidelines which ensures that rent levels remain affordable.

## How much are rents increasing?

For the rent year 2024/2025 we will be increasing your rent by 7.7% in line with the Government's Rent Standard. An example of this would be a rent charge of £80 a week would increase by £6.16 per week.

The reason for this level of increase is:-

- we need to ensure we can continue to deliver essential services, such as repairs
- we need to invest in customers' homes to ensure they are safe and warm
- we also need to ensure rents remain affordable and that customers can continue to pay.

**MSV is a not-for-profit organisation and we use customer's rent money for investing in homes, neighbourhoods and services.**

## How have we calculated the rent increase?

Your new rent has been calculated by combining a 'cost of living' increase which is set using the Consumer Price Index (CPI) measure of inflation at September 2023 which was 6.7%, plus 1% giving an increase of 7.7%.

## What happens to the additional rent you pay?

We do our best to keep rents and service charges as low as possible, but we do need to be able to deliver services to certain standards and improve homes. As such MSV is increasing rents by 7.7% in line with the Government's Rent Standard. This allows us to maintain homes, deliver services and invest in new and existing homes, now and in the future, despite our costs increasing at the rate of inflation.

Our priorities have always been to maintain and improve existing homes and support customers and communities. These priorities are unchanged and, as a not-for-profit organisation, we reinvest all income generated through rent increases back into providing quality homes and services. Without the rent increase, this would not be possible bearing in mind our costs are subject to significant increases.

In terms of improvements to existing homes, we publish our major works programme on our website. If you would like to see what we are planning, please visit the website and navigate to the You and Your Home page, then select the Replacement/Repairs Programme page. We know that repairs and maintenance are big priorities for customers.

## What about my service charges?

Service charges have previously been maintained at the same level for a number of years at MSV with any increases either not applied or phased to reduce impact on customers. However, due to rising costs of providing services, particularly in respect of utilities, service costs have once again increased this year. This impacts on MSV as well as customers.

We are mindful of the impact of applying large increases to customers, particularly during these difficult times. After careful deliberation it has been decided that service charge increases will be applied to homes such as yours and a full breakdown of those charges is shown in the attached schedule.

The reality is that the costs of services, particularly utilities, has risen significantly. We need to recoup these costs as our costs are increasing too. Subsidising them this year isn't sustainable and would impact on services to all customers including those who do not pay service charges.

Please note that service charges do not apply to all customers and where an increase does apply, new charges will generally be eligible for housing benefit.

## What will my new rent be?

Enclosed with this leaflet is the formal notification of your new weekly rent which takes effect on 1 April 2024. If you pay a service charge, you will also receive a summary schedule detailing the new charges and a breakdown.

## Universal Credit or other benefits

If you are in receipt of Universal Credit or other benefits please log into your journal and inform the DWP of the new rent.

**IMPORTANT: Please do not do this before 1 APRIL 2024.**

## Need help or further information?

Please contact our Customer Support Team if you would like to discuss your rent or if you have any concerns about being able to make rent or service charge payments.

We have a dedicated money management team who can offer you free confidential advice and support with managing your money. We can help all customers, in work or claiming benefits, with rent arrears and give advice on gas, electricity, water and council tax arrears.

We are here to help so if you are struggling or are concerned in any way, please get in touch.

## Contact us



CustomerSupportTeam@msvhousing.co.uk



Log in to your 'My MSV' account on the MSV website



Call 0161 226 4211 and speak to The Customer Support Team

[www.msvhousing.co.uk](http://www.msvhousing.co.uk)



If you would like this information in another format, for example large print, or you wish to access our translation service, please get in touch.

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