

Residents' Frequently Asked Questions

New Rent and Service Annual Statements for 2024-2025

Your questions answered...

1. Why has my rent gone up?

Rent increases are applied every year in April which is the new financial year, unless your tenancy is a Secure Tenancy (sometimes referred to as a fair rent) in which case it is every 2 years.

2. How have you calculated the rent increase?

Rents are increased in line with Government policy, using the formula (Rent + Consumer Price Index + 1% = New Rent) CPI is used to measure inflation, and under the current inflation rates that would equate to an increase of 7.7%. The amount of increase will depend on the type of home you live in, and the size of your property. All of this is explained fully in the Changes to your Rent pack that you will have received in the mail.

3. Why do you need to increase rents?

By increasing rents, it means we can invest more into our homes. We plan to invest more to cover repairs, planned maintenance and building safety works.

4. What about service charges – why have they gone up?

We have worked hard to keep service charges as low as possible, but because of rising costs experienced by suppliers, we have had no choice but to review and increase in some areas.

5. What if I cannot afford the new charges?

Our Money Advice Team are running drop-in sessions that you can book onto or talk to a member of Johnnie Johnson Housing Team who will help you to access this service. There are also external agencies we can refer you to who can help with benefits advice/debt advice/downsizing and housing options.



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6. I pay by Direct Debit – what do I need to do?

You don't need to do anything. We will amend your direct debit and send you a letter to let you know what the new amount will be. If you have arrears on your rent account or are not 4 weeks in credit an extra £4.65 per week will be added to pay off any arrears or accumulate your 4 weeks rent in advance. This is subject to your tenancy agreement and is standard practice.

7. I am Housing Benefit – what do I need to do?

We have notified Housing Benefit, but we advise that you also inform them of the changes to apply to you.

8. What do I do with my Universal Credit?

If you receive Universal Credit you will need to complete a task on your journal after 1st April (not before) to update your rent and service charge figures.

9. I do not believe I am getting the service I am paying for/it is not value for money

We value your feedback on the services we provide, and if we have failed it is your right to make a complaint, however, we would always ask that in the first instance you tell us when something is wrong and give us the opportunity to put it right. ([See Talk To Us policy](#))