

Information about rent increases

Q. Why are rents going up?

A. The proposed increases in rent have been set in accordance with government rent setting guidelines. These guidelines require us to make sure that the rent you pay for your home is in line with the rent paid by other people living in social housing in our district.

Q. What happens to all the money I pay in rent?

A. The rent you pay to the Council is used to pay for the housing service you receive. Specifically this is in respect of investing in the housing stock, building more Council houses, repairs and maintenance of the houses and covering the costs of running the service.

Q. What should I do if I am having difficulty paying my rent?

A. You should contact an Income Recovery Officer on 01476 406080 and select the Rents option to discuss your circumstances. Also, you may consider contacting the Citizens Advice Bureau as they will be able to help you with money and debt advice.

You may wish to consider applying for Housing Benefit to help you pay your rent. Please contact the Benefits Service on 01476 406080 to talk to a benefit assessor. The assessor will discuss your circumstances with you and tell you if you are entitled to any help with your rent.

Q. What if I decide I don't want to pay more rent?

A. If you are unhappy with your rent increase, you have the right to terminate your tenancy and move to alternative accommodation at any time. If you want to give up your tenancy you must write to us and give us four weeks notice.

To avoid paying the new rent amount your written notice must arrive with us by Friday 20th March 2015 for your tenancy to be terminated on Sunday 19th April 2015.

Q. What if I refuse to pay the increase?

A. You must pay your rent or you will be in breach of your tenancy agreement and you may ultimately lose your home.