

Strategic Director (Community)

Matthew Partridge

Your Ref:
Phone: 01438 242666
E-mail: csc@stevenage.gov.uk
Date:

Dear (insert tenant/s name/s)

FORMAL NOTICE OF A CHANGE TO YOUR RENT

Below you will find the changes to your rent, effective from **01 April 2019**. We have also included the new water charges, applicable from 01 April 2019 for those who pay their water charges to Stevenage Borough Council. If you are eligible for housing benefit, please note that this is not included in the calculations below.

The council calculates the rent due on your home for the next financial year. We then divide that figure by 51, so you pay rent to us for 51 weeks each year.

Notice of Variation -

Total rent payable each week from 01 April 2019 is £XXX.XX

Below is the breakdown of your rent and service charges payable each week;

Tenancy and Details	Weekly Charge
Address	
Basic rent	
Block caretaking	
Block electrics	
Block repairs	
Estate Charge	
Grounds maintenance charge	
Window cleaning charge	
Water charge	
Pest control	
Management fee	
Administration charge	
Service charge capping	

For further explanation of the rent changes and the above charges, please visit www.stevenage.gov.uk/council-housing where you will find information that explains the charges, what the charges cover and contact details for other organisations that offer advice and support. Hard copies are available on request.

EFFECTIVE DATE

The variation to your rent will become effective from 01 April 2019

Also enclosed with this letter is Leaflet with information on all the other personal charges that may apply to you.

If you

- would like to start paying by Direct Debit which is our preferred method of payment ,please email income@stevenage.gov.uk or call us on 01438 242666.
- have questions relating to your rent change or wish to discuss any aspect of this notice further, please contact the Customer Service Centre at Daneshill House on 01438 242666.
- need to apply for Universal credit (UC) housing costs and housing benefit or notify the Department of Works and Pensions(DWP)/Job Centre plus and Housing benefit services of your rent change, contact them on 01438 242440 or 01438 242707 and Department of Works Pensions - Job Centre Plus on 0845 6043719.
- are having difficulties paying your rent and would like to find smaller accommodation or are considering finding employment and would like assistance with this, please contact us for support as soon as possible by email income@stevenage.gov.uk, via our website www.stevenage.gov.uk or call us on 01438 242666.
- have financial difficulties and are claiming Housing Benefit or housing costs as part of your Universal Credit and you are struggling to pay your rent and/or council tax, you may be eligible for a temporary Discretionary Housing Payment (DHP) to cover a shortfall in your income. Please email income@stevenage.gov.uk or call us on 01438 242666.

For customers who would like to pay their rent directly to us and check balances at their convenience, we now have the online payment facility which is faster and easier. Simply log on to: www.stevenage.gov.uk/pay and follow the prompts.

You can access your account 24 hours a day; 7 days of the week and check your transaction history by going online to: www.stevenage.gov.uk and clicking onto customer accounts at the top of the page. If you don't have an online account, why not sign up for one now using the above link? You also pay your council tax, garage rent, leasehold charges, business rates (NNDR) and invoices directly through our website.

You are entitled by law to terminate your tenancy; by doing this you would avoid any rent increase. You would need to give written notice to the council one month before the effective date of the rent increase and move out of the property before the increase takes effect. We hope that you do not wish to do this; however, we are required to inform you of your statutory right.

Yours sincerely,

Matthew Partridge
Strategic Director (Community)

Councillor Mrs Jeannette Thomas
Executive Councillor (Housing)