

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 **2 April 2018**. We have also included the new water charges, applicable from 2 April 2018 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 each home for the next financial year. We then divide that figure by 50, so you pay rent to us for 50 weeks each year.

Notice of Variation -

The total rent you pay each week will change as follows:

Tenancy and Details	Weekly Charge
Address	
Basic rent	
Block caretaking	
Block electrics	
Block repairs	
Grounds maintenance charge	
Window cleaning charge	
Water charge	
Pest control	
Management fee	
Administration charge	
Service charge capping	
Total payable each week from 2 April 2018	

For further explanation of the rent changes, 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 02 April 2018

If you have questions relating to the rent increase or wish to discuss any aspect of this notice further, please do not hesitate to contact the Customer Service Centre at Daneshill House on 01438 242666. If you need to apply for Housing benefit or notify the Housing benefit services of your rent increase contact them on 01438 242440 or 01438 242707 and Department of Works Pensions - Job Centre Plus on 0845 6043719.

Please remember that paying your rent is the most important thing you can do to protect your tenancy. If you are having difficulties paying your rent, would like to find smaller accommodation please contact us as soon as possible for support. You can contact us, by email **income@stevenage.gov.uk**, via our website **www.stevenage.gov.uk** or call us on 01438 242666

If you are claiming Housing Benefit or housing costs as part of your Universal Credit and are struggling to pay your rent and/or council tax, and have financial difficulties, you may be eligible for a Discretionary Housing Payment (DHP). These are temporary payments available to anyone in receipt of Housing Benefit, partial or full, and are designed to cover a shortfall in customers' income. If you are considering finding employment and would like assistance with this, you can contact us, by email **income@stevenage.gov.uk**, via our website **www.stevenage.gov.uk** or call us on 01438 242666

Many of our customers would like to be able to pay their rent directly to us at their convenience and, in response; we now have the online payment facility which is faster and easier for you to make payments to the council. You can check your balance and make payments, simply log on to: www.stevenage.gov.uk/pay and follow the prompts.

You can check the transaction history on your rent account by going online to: www.stevenage.gov.uk and clicking onto Customer accounts at the top of the page. You can access your account 24 hours a day; 7 days of the week. If you don't have an online account, why not sign up for one now using the above link?

You can now pay your council tax, housing rent, garage rent, leasehold charges, business rates (NNDR) and invoices directly through our website. If you would like to start paying us by direct debit please contact us by email **income@stevenage.gov.uk**, or call us on 01438 242666

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)

