



## What is included in my rent?

Your rent is in two main parts:

1. The core rent ✓
2. Property-related service charge ✓



## Core rent

Core rent pays for the management and maintenance of your home, the repayment of any loans taken out to purchase or improve your home and other homes owned by Progress Housing Group, and to cover additional running costs.

## Services charges

Service charges pay for services that provide a benefit over and above the simple right to occupy your home.



## How is the core rent calculated?

The majority of Progress Housing Group's supported living rents are considered exempt from the 'Rent Standard'. The 'Rent Standard' is set by a government body called the Regulator of Social Housing and they specify the formula to be used by social landlords for calculating the rent. Most supported living properties like yours are not subject to this standard as they are classed as 'specialised supported housing'.

Most supported living properties will follow the government's guidance using the Consumer Price Index in September (6.7%) plus 1%. We are proposing an increase of 7.7% for the following reasons:

- Our rent levels are reasonable and in line with what other providers charge
- We continue to invest in our existing properties
- We want to develop more housing for people with support needs.

## What are property-related service charges?

Service charges pay for those things which provide a benefit over and above the simple right to occupy your home. Examples include communal decoration and gardening services. All service charges incur an administrative charge that contributes to the Group's cost of managing the services provided.

## How are the property-related service charges calculated?

Property-related service charges are calculated on actual expenditure or a percentage increase such as the Consumer Price Index or contractual increases, to cover the cost of providing the service in the following year.

There are two types of property-related service charges; these are fixed or variable.

Most tenancies have a 'fixed' property service charge; this means that the service charge is set for the year regardless of what it costs Progress Housing Group to deliver.

If you have a variable property service charge, Progress Housing Group could carry forward any undercharges from you if the service has cost more to provide than anticipated. If the service costs less to deliver Progress Housing Group would look to adjust the service charge in the following year and use monies previously collected.

**Any queries? Please get in touch by using our live chat service on our website, [www.residewithprogress.org.uk](http://www.residewithprogress.org.uk), by email [RWPenquiries@progressgroup.org.uk](mailto:RWPenquiries@progressgroup.org.uk) or calling 0333 320 2675.**



### What should I do if I receive Universal Credit?

If you are entitled to Universal Credit, it is your responsibility to pass the increase information on to the Department of Work and Pensions. You can do this by signing in to your Universal Credit online account if you have one or call the Universal Credit service centre on **0800 328 9344** (Monday to Friday - 9am to 4pm). You will need to provide the following information on or soon as possible after the 1 April 2024 - the new rent, the new property-related service charge and confirm the charges are weekly.

### What should I do if I receive Housing Benefit?

It is your responsibility to inform Housing Benefit of any changes to your rent. However, we will also notify the local council of the change in your rent if your Housing Benefit is paid to us as your landlord. They will continue paying Housing Benefit to us on your behalf unless your circumstances change.

You should continue to pay any personal charges such as personal heating, water charges or specialist equipment, where this is included in your rent, as these costs are not included in your Housing Benefit entitlement.

If you have not received written confirmation from the local council of your new benefit entitlement by mid-April, please contact your local benefits office at the local council for details.

### Housing Benefit pays part of my rent; how do I work out how much to pay?

#### To work out the amount you have to pay:

- Look for your total rent figure in the letter we have sent to you
- Take away the amount of Housing Benefit you receive, and the remainder is what you should pay.

Please contact your housing officer if you would like help with this.

#### I have to pay some or all of my rent. What should I do now?

If you pay by Direct Debit, we will automatically increase your payments and send a letter during March to confirm the new amount payable.

You may continue to use your existing swipe card to make payments at the Post Office or PayPoint outlet for the new amount payable.

If you pay through the internet online or by telephone, you should ensure that the amount you pay reflects your rent changes.

### What date does the new rent start?

**From Monday 1 April 2024**



### When are the rent-free weeks? Current year (2023/24)

**Monday 4 March 2024**  
**Monday 11 March 2024**  
**Monday 18 March 2024**  
**Monday 25 March 2024**



### New financial year (2024/25)

**Monday 10 March 2025**  
**Monday 17 March 2025**  
**Monday 24 March 2025**  
**Monday 31 March 2025**



Under your tenancy agreement 'rent-free' weeks are provided because the annual rent is calculated and divided over 48 weeks. This allows tenants whose rent accounts are clear to have 'rent-free' weeks.

However, if you are in arrears, you must make a payment to reduce the arrears during these weeks. If you are finding it hard to pay your rent, then please let us know. Our friendly team are here to help.

The financial year 2024/25 is a 53-week year (based on the number of Mondays in the financial year; as per your tenancy agreement, rent is due and payable each Monday). The calculations have been based on 53 weeks; you will pay your charges over 49 weeks.

**Any queries? Please get in touch by using our live chat service on our website, [www.residewithprogress.org.uk](http://www.residewithprogress.org.uk), by email [RWPenquiries@progressgroup.org.uk](mailto:RWPenquiries@progressgroup.org.uk) or calling 0333 320 2675.**