



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?

Your home was developed as part of a Private Finance Initiative (PFI), this means that your core rent will change each year based on the calculation agreed at the start of the project with Leeds City Council.

The maximum we can increase your rent is using the Consumer Price Index (CPI) in September (6.7%) plus 1%, which equates to 7.7% this year.

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 services provided.

How are the property-related service charges calculated?

Some of your 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. This applies to the following services:

- Provision of heat and light
- Water charges
- TV Licences
- Telephone line rental and CCTV monitoring connection.

The remaining services you receive, such as furniture and equipment and garden maintenance are increased using a fixed formula agreed when the scheme was developed. The cost of these services is increased by the Retail Price Index (RPI) each year.

Any queries? Please get in touch by using our live chat service on our website, www.residewithprogress.org.uk, by email 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 TV licence, 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:

- a) Look for your total rent figure in the letter we have sent to you
- b) 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



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 your weekly rent, and you will pay your charges over 53 weeks.

Get in touch

By using our **live chat** service on our website,
www.residewithprogress.org.uk



By **emailing**

RWPenquiries@progressgroup.org.uk

By **calling**

0333 320 2675

