

Contacts

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Castle Morpeth

Housing

Quality homes,
thriving communities

Our approach to Setting Rents and Service Charges



Part of the Isos Group

Introduction

At Castle Morpeth, part of the Isos Housing Group, we aim to provide high quality services to the communities we serve. We have Customer Service Standards, which explain the level of service you can expect from us to ensure we have a fair and consistent approach to setting our rents and service charges for our tenants and leaseholders.

This leaflet explains how we decide the level of your rent and service charges.

This leaflet is available in other formats, languages, large print, Braille and audio tape on request.

For advice and support please contact our Customer Services Team on 0845 117 0020.

Setting rent levels

The rent that you pay is our main source of income. We use it to carry out repairs and improvements and provide a customer focused management service.

Most rents are set by following the government's 'rent restructuring formula'. This is to ensure that all housing associations charge similar rents, and by 2012 rent for similar properties in similar areas should be much the same regardless of who the landlord is. The rent formula is calculated on the size, condition and location of the property and local earnings.

Rent increases

Most rents go up in the first Monday of April each year.

We will write to tell you the level of increase at least 28 days before the increase is applied.

We will only ever increase your rent once a year except during the first year of your tenancy.

Your tenancy agreement includes more information on how rent increases are calculated.

Other charges

A service charge is a payment made by a tenant, leaseholder or a freeholder towards the costs of providing and maintaining services.

Depending on where you live, you may have a service charge to pay. These could include:

- grounds maintenance/gardening
- general cleaning in communal areas
- warden call service
- window cleaning
- communal facilities, such as heating and lighting
- the services of estate based staff such as caretakers
- ground rent and insurance (leaseholders only).

The service charge forms part of your total charge and will be reviewed at the same time as your rent each year.

We will set service charges by taking into account:

- the full cost of the service provided
- maintenance and replacement of equipment.

Our Customer Service Standards

As part of our commitment to you we will provide the following service as set out in our service standards.

We will aim to keep rent and service charges affordable by:

- supplying clear information and consulting you about any changes (such as renewing or replacing) to services or items that you pay a service charge for – we aim to ensure that good quality services are provided and that the service charge you pay covers our costs
- telling you in writing at least **28 calendar days** in advance if there will be any changes in the rent and service charge
- giving leaseholders a service charge schedule showing what you will have to pay for the year ahead, agreed after consultation with you
- giving leaseholders an annual statement showing the actual costs of services provided to your scheme in the previous financial year – this will show whether there is excess to pay or credit brought forward on your account.

If you would like this document translated please contact the number below giving your full contact details:

"إذا كنت ترغب في هذه الوثيقة مترجمة بلغتك الخاصة الرجاء الاتصال بالرقم أدناه:"

আপনার মাতৃভাষায় এই তথ্যপত্রের অনুবাদ চাইলে অনুগ্রহ করে নিচের নাম্বারে ফোন করুন:

“如果你希望將這份文件翻譯成你的母語，請撥打以下的電話號碼，進行聯係。”

“Ako želite da ovaj dokument prevedemo na vaš jezik, molimo vas da nas pozovete na broj:”

"اگر مایلید این جزوہ بہ زبان شما ترجمہ شود لطفاً با شمارہ تلفن ذیل تماس بگیریڈ۔"

« Si vous souhaitez recevoir ce document traduit dans votre langue maternelle, veuillez contacter le numéro ci-dessous ».

यदि आप इस दस्तावेज़ का हिन्दी में अनुवाद चाहते हैं तो कृपया नीचे दिये नम्बर पर सम्पर्क करें।

„Jeżeli chciałby Państwo uzyskać tłumaczenie tego dokumentu na Państwa język, prosimy o kontakt pod poniższym numerem:”

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਪੰਜਾਬੀ ਵਿਚ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖੇ ਨੰਬਰ ‘ਤੇ ਸੰਪਰਕ ਕਰੋ।

“Ако желите да овај документ преведемо на ваш језик, молимо вас да нас позовете на број:”

“Bu dokümanın dilinize çevrilmesini istiyorsanız lütfen aşağıdaki numaradan temasa geçiniz:”

"اگر آپ اس دستاویز کا اپنی زبان میں ترجمہ کروانا چاہتے ہیں تو برائے مہربانی مندرجہ ذیل نمبر پر رابطہ کریں:"

If you would like this form in another language, large print, Braille or audio tape please call Customer Services on 0845 117 0020 (local rate).