



# RENT AND SERVICE CHARGES

A simple guide to what your rent pays for, how service charges work, and how to pay your rent.





## RENT

### WHAT DOES MY RENT PAY FOR?

Your rent pays for the property you live in, the housing and repairs service you receive, including administration and management costs and your service charges. What your rent covers and the amounts are set out in your rent schedule. We are committed to providing all our tenants with value for money, quality services and do not make a profit from the money we collect.



## SERVICE CHARGES

### WHAT ARE SERVICE CHARGES?

Service charges are an amount that you pay to cover the cost of providing communal and shared services to your home. These costs must be paid for and ensures your home is safe and maintained.

### IF YOUR RENT IS PAID FOR BY HOUSING BENEFIT

If you claim Housing Benefit entitlement, some of your service charges are paid for within your rent; these are called eligible service charges. Some of the common services are:

- Communal heating and lighting
- Window cleaning
- Gardening and ground maintenance
- Communal furniture and white goods
- Building insurance

Ineligible service charges are the charges Housing Benefit will not pay for, and include your individual water, heating, gas, or electricity charges.

The services will vary depending on where you live.

**YOU ARE RESPONSIBLE FOR PAYING INELIGIBLE SERVICE CHARGES.**





## HOW ARE COSTS CALCULATED?

Each service charge is based on the actual amount it cost in the previous year and any upcoming charges that we know of.

The prices for gas and electricity are constantly changing in the UK. We have tried our best to keep you on the lowest possible tariff.



## RENT INCREASE

### WHY IS YOUR RENT INCREASING?

Most rents increase every year in accordance with the Consumer Price Index (CPI). The Government has continued to apply a rental cap on social housing rents of CPI at 1.7% plus 1%.

Your home is exempt from the cap as you live in Specialist Supported Housing, and we set the rents in accordance with the true costs.



### PAYING YOUR NEW RENT AMOUNT

Please arrange for your new rent amount to be paid to us from 7 April 2025.

- Standing Order: If you pay by Standing Order, please complete the form attached and submit this to your bank
- Online banking: Change your monthly online payment to your new rent amount
- Direct Debit: We can set up a direct debit for you without you going to your bank. Please get in touch with our Income Team
- Debit or credit card: Pay your bills quickly and easily using your debit or credit card, either in person with a member of our team or by calling our Income Team



## NEED HELP?

If you have any questions or would like more information:  
Call: 0330 390 0517 or email: [contactus@encircleha.co.uk](mailto:contactus@encircleha.co.uk)



## CONTACT US

If you have any questions or would like some help and advice, please get in touch:

**Call: 0330 390 0517**

**Email: [contactus@encircleha.co.uk](mailto:contactus@encircleha.co.uk)**

**To report a repair call: 0330 094 0142**

**Email: [repairs@encircleha.co.uk](mailto:repairs@encircleha.co.uk)**

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