



What does the  
rent increase  
mean for you?



Keeping our customers informed and providing value for money are both very important to us: which is why we have created this short guide to explain why your rent is going up and answer any questions.

### Why is your rent increasing?

For the past four years most of our customers have not had a rent increase. In fact, if you are a new Leeds & Yorkshire Housing Association customer, you may never have had an increase.

**From April 2020, however, we will be increasing our rents by 2.7% per year.** This reflects current government policy allowing housing associations to increase their rents by CPI\*+ 1% to help us improve our homes and communities and provide better services to you.

Almost all other UK housing associations will be increasing their rents by the same percentage this year too.

**Your enclosed letter provides an individual breakdown of your new monthly costs.**

*\*CPI (Consumer Price Index) is a measure of 'the rate at which the prices of goods and services bought by households rise and fall' (ONS - Office for National Statistics)*

### What about service charge?

Those LYHA customers who have shared interior or exterior areas also pay a monthly 'Service Charge'. This covers any services which you receive outside your home or that are shared with your neighbours, such as gardening or cleaning of communal areas. On a new estate, all residents make a contribution to overall estate management.

Service charge is calculated on a scheme by scheme basis and split between all the customers who receive these services. If this applies to you, there will also be a full breakdown of these costs included within your individual letter.

We have recently conducted a full review of our estate services, which included holding focus groups to give customers the chance to tell us how we're doing. We have now published updated cleaning and gardening service level agreements on our website: [www.lyha.co.uk/estate-services](http://www.lyha.co.uk/estate-services)



### How we spend your money?

LYHA is a not for profit organisation and all additional rent income will be invested in our homes and communities.

- In 2019/20 we have spent over £1 million on improvements to our existing homes and will spend another £1 million in 2020/21
- We are working hard to improve the energy efficiency, warmth and sustainability of our homes over the next ten years
- We are building new, affordable homes to help address the housing crisis in Yorkshire. Over the next five years we will build another 200 homes
- Health and safety is our top priority. In the last two years we have invested over £800,000 on ensuring we are fully compliant in all areas

### Last year for every £1 of rent and service charge we spent:



We are working hard to improve our services by listening to what you tell us and responding to your feedback.

Our latest customer satisfaction figures tell us that our improvements are making an impact. For example, 88% of customers have told us they were happy with their recent repairs and 80% of these repairs were completed at first visit.





## What do you need to do?

**Your new rent payment (and service charge if applicable) will be due on 1st April 2020.**

- **If you receive Universal Credit**, you will need to login to your DWP journal and 'Report a change' in your housing costs.
- **If you receive Housing Benefit**, you will need to tell your local council benefits team.
- **If you pay us by Direct Debit** you don't need to do anything. The amount will be automatically changed. Please check your statement.

However, if you pay by any other method (such as **online banking**, your **mylyha** account or **Post Office GIRO**) you will need to change the amount yourself. **Please make sure this is done in time for 1st April, when your new rent is due.**

Better still, why not set up a direct debit now? It's very easy to do, just visit our website: [www.lyha.co.uk/pay-direct-debit](http://www.lyha.co.uk/pay-direct-debit)

## What should I do if I am struggling with money?

If you are struggling to pay your rent and bills or worrying about spiralling debts, please call us straight away and ask to speak to an Income Officer. They can signpost you to the right sources of support to help you get your finances under control.

### Find out more

If you want further information about rent payments or have questions about anything else to do with your tenancy, please call us on Tel: **0113 278 3335** or Email: [info@lyha.co.uk](mailto:info@lyha.co.uk)

You can also visit our website: [www.lyha.co.uk](http://www.lyha.co.uk)