

How we calculate what you pay:

Your monthly charge is made up of rent and service charges. These charges vary depending on the type of accommodation and services you receive. They are explained below:

RENT COMPONENTS	SERVICE CHARGES
BASE RENT—Currently £318.64 for everyone.	HOUSING SUPPORT—alarmed, sheltered or enhanced.
PROPERTY SIZE—based on the number of rooms.	LAUNDRY FACILITIES
ACCOMMODATION TYPE—based on the level of service received.	LANDSCAPING
PROPERTY TYPE—based on whether it is a house or a flat.	COMMON AREA EXPENSE
	CATERING
	CENTRAL HEATING —based on number of bedrooms and only applicable to those not paying for their own.

This proposed rent increase takes into account a range of measures of inflation from August this year. At this time measures ranged from 1.7% to 2.6%.

The rent consultation runs from 22 November until 31 December 2019. Please let us know what you think about this proposal and this will help inform our Board's decision in early 2020.

Thank you for taking the time to give us your views

Rent and Service Charges

Proposal 2020/21

For 2020/21 we are proposing a

2%
Increase
in your
rent

This would mean that your rent would increase by between £6.37 and £10.89 per month depending on the size and type of property you live in.

Most Service Charges will increase by 2%

but heating and hot water charges will decrease. See inside for details.

Common area expenses will increase by more than 2% - This means an increase of £1.44 per month

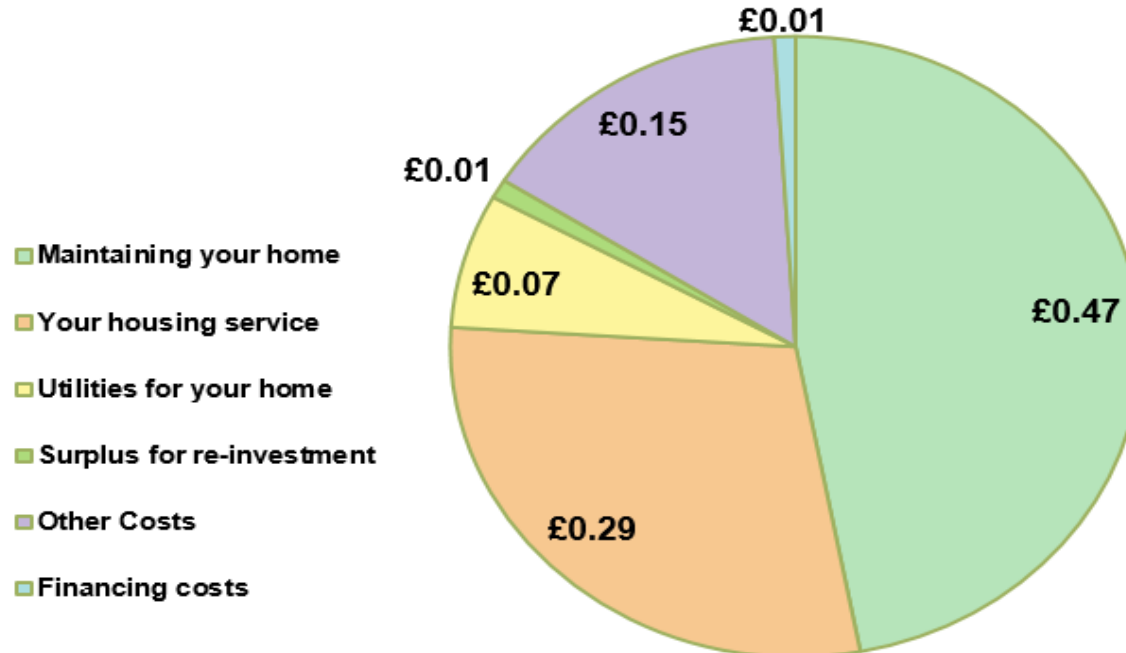
This leaflet forms part of our annual rent consultation and has been designed with the help of Viewpoint tenants. We hope it gives you useful information about the services delivered for your rent and the proposed changes for April 2020. A supplementary information leaflet is available from your Coordinator, Housing Officer or the Viewpoint website www.viewpoint.org.uk.

Please have your say by filling out the questionnaire with this leaflet

The proposed increase will allow us to deliver current services and to deliver enhancements such as:

- Increased expenditure on our empty properties:
- Upgrades to fire alarms, lighting and water systems :
- Increase expenditure on laundry equipment and gardening:
- Re-introduction of Handyperson service:
- Increased expenditure on paths and boundary walls: and
- Planned investment in stock of £2.1 million.

This is how every £1 received from you is spent



Maintaining your home
This includes the cost of organising and providing day to day repairs and planned maintenance programmes.

Your housing service
This includes staff costs related to providing our housing management and housing support services, gardening, cleaning and common area spend.

Utilities for your home
This includes the cost of gas and/or electricity.

Surplus for Reinvestment
This is the amount we have left over from our income once our expenditure is taken into account.

Other costs
This includes the cost of services and infrastructure which provide business support such as IT systems

Financing costs
This includes interest payable.

Reduction in Heating and Hot Water Costs

We are proposing to reduce the current service charge for central heating. We are also proposing to introduce a new service charge for central heating and hot water for tenants who receive both.

Our current service charge for central heating for a 2 bedroom property is £43.18 per month.

Our Housing Budget

The estimated income for 2020/21 is £8,247,570 £7,044,623 (85.4%) of this income is provided from your rent

£1,006,973 (12.2%) is provided from service charges

£195,974 (2.4%) is provided from Supporting People grant

New proposed charges for 2020/21 (2 bed property)

- Central Heating only—£29.62 per month
- Central Heating and Hot water—£34.62 per month