



Your rent - frequently asked questions

Why has my rent increased?

Our rent increases are set within a limit that is set by the Government called the Government Rent Standard. Under this, rents can be increased by inflation (Consumer Price Index) plus 1%. CPI is a measure of inflation that reflects changes in the cost of living.

Rental income helps housing associations to balance the needs of their customers and maintain properties against the economic environment they operate within.

How is the rent increase calculated?

Rents are set each year based on the Consumer Price Index figure in September, which was 1.7% in September 2024, plus 1%. Based on this, rents will increase by 2.7% for social, extra care and older persons properties, in line with the Government Rent Standard.

We have reached the decision to increase rents because it means that we can continue to invest in customers' homes, our neighbourhoods and in improvements to our services. We believe in particular there is more investment needed to improve the standard of homes for the long term. We do recognise that the cost of living is a challenge and are here to help customers that might need extra support

When will rents go up?

Rents will change from 1st April 2025 for monthly, quarterly, and annual charge accounts. Weekly rents will change from Monday 7th April.

I claim Universal Credit. Do I need to do anything?

Once you've received the letter confirming your rent charges in February, you will need to inform the Department for Work and Pensions (DWP) of this via their online portal after the rent increase has been applied. You can do this [here](#).

It is important that you don't do this until your rent has actually changed to make sure there are no issues with receiving your benefits, so you should do this on the day of or the days following your rent changing. If you do not manage your Universal Credit by the online portal, then you will need to contact the DWP by phoning the helpline on **0800 328 5644**.

For support doing this contact our Money Advice team by calling **0300 555 0600** or emailing moneyadviceteam@onward.co.uk.

I claim Housing Benefit. Do I need to do anything?

If your Housing Benefit is paid directly to you, then you will need to inform Housing Benefit of your rent before 1st April 2025 to make sure you receive the correct payments. To do this you will need to contact your Local Authority and ask to speak to the Housing Benefit department. If your Housing Benefit is paid directly to Onward, you do not need to take any action. Onward will inform Housing Benefit of your new rent.

What do I do if I can't afford the increase?

If you think you will struggle to pay your rent, please let us know as soon as you can. Our Money Advice Team is here to help.

If you are in receipt of Universal Credit allowance or Housing Benefit and this isn't enough to cover the additional rent increase, we can advise on the options that are available. You can get in touch with a member of the team by calling **0300 555 0600** or by emailing moneyadviceteam@onward.co.uk.

Do I have to change my Direct Debit mandate or Standing Order?

Your Direct Debit will be adjusted automatically by our Customer Accounts Team – you don't have to do anything. We may increase your Direct Debit by an additional amount on top of your usual payments if you are not paying fully in advance.

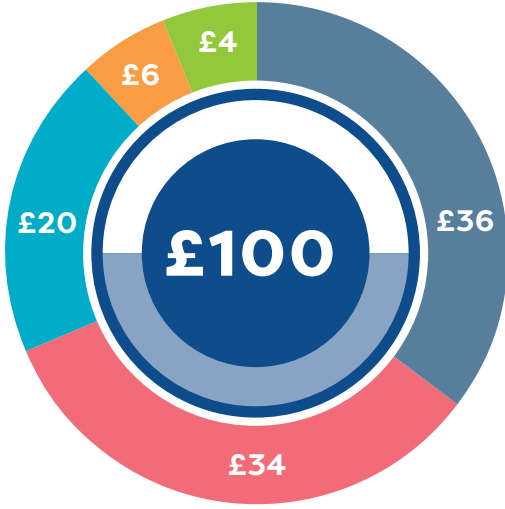
However, if you make rent payments by Standing Order you will need to contact your bank to amend the amount before 1st April 2025.

What if I am affected by the under-occupancy charge?

You will need to make sure that your payments cover your benefit shortfall. You may find that your payments need to increase to avoid falling into arrears. If you have any questions, please speak to our Money Advice Team.

How is the money from rents spent?

Income from rents means that we can continue to manage and improve our customers' homes and invest back into our neighbourhoods. In the last twelve months, for every £100 of rental income we have spent:



- Maintaining, repairing and investing in customers' homes
- Investing in new homes and communities
- Managing and delivering our services
- Interest and fees for loans
- Set aside for future spend i.e, improvements to homes or new developments

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07793 795882**, or send an email to customerservices@onward.co.uk.

Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń do nas na numer 0300 555 0600, wyślij nam wiadomość na WhatsApp na numer 07793 795882 lub wyślij e-mail na adres customerservices@onward.co.uk.

إذا كنت بحاجة إلى أي مساعدة في فهم هذه الوثيقة، فيرجى الاتصال بنا على 0300 555 0600، أو أرسل رسالة إلينا على customerservices@onward.co.uk رقم الواتس 07793 795882 أو أرسل رسالة بريد إلكتروني إلى

এই নথিটি বুঝতে আপনার যদি কোনো সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের 0300 555 0600 নম্বরে একটি কল করুন, আমাদের হোয়াটসঅ্যাপ -এ 07793 795882 নম্বরে একটি বার্তা পাঠান বা customerservices@onward.co.uk.

اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 03005550600 تماس بگیرید، از طریق واتسآپ به customerservices@onward.co.uk شماره 07793795882 برای ما پیام بفرستید یا یک ایمیل به

如果您在理解本文件时需要任何帮助，请致电 0300 555 0600，通过 WhatsApp 发送信息至 07793 795882，或发送电子邮件至 customerservices@onward.co.uk。

Haddii aad u baahan tahay in lagaa caawiyo fahamka dokumentigan, fadlan naga soo wac lambarkan 0300 555 0600, fariin noogu soo dir lambarkan WhatsApp-ta 07793 795882, ama email noogu soo dir customerservices@onward.co.uk.

اگر آپ کو اس دستاویز کو سمجھنے میں کسی مدد کی ضرورت ہے، تو براہ کرم ہمیں 0300 555 0600 پر کال کریں۔ customerservices@onward.co.uk ہمیں واٹس ایپ پر 07793 795882 پر پیغام بھیجیں، یا

Si vous avez besoin d'aide pour comprendre ce document, appelez-nous au 0300 555 0600, envoyez-nous un message sur WhatsApp au 07793 795882, ou envoyez un e-mail à customerservices@onward.co.uk.

نہمگر پیوستت به یارمندی همیه بو تیگهیشتنن لهم بهلگننامیه، تکایه په یومندیمان پیوه بکه به ژماره تلهفونی 03005550600، له واتسآپ په ایمیکمان بو بنیره به ژماره تلهفونی 07793795882 یا نهمه یلیکمان بو بنیره بو customerservices@onward.co.uk.

Se necessitar de ajuda para compreender este documento, contacte-nos para o número 0300 555 0600, envie-nos uma mensagem para o WhatsApp para o número 07793 795882, ou envie um email para customerservices@onward.co.uk.