

An important
notice about
your weekly
rental charge
from 5 April 2010



5 এপ্রিলি 2010 থেকে আপনার সাপ্তাহিক
ভাড়ার পরিবর্তনরে একটি গুরুত্বপূর্ণ
বজ্জ্ঞপ্তি (Bengali)

Σημαντική σημείωση για το
εβδομαδιαίο σας ενοίκιο από
5 Απριλίου 2010 (Greek)

Uma notificação importante relativa à
cobrança da sua renda semanal a partir
do dia 5 de Abril de 2010 (Portuguese)

Ogaysiis muhiim ah oo ku saabsan
isbedelada lacagta kiradaada ee isbuucii
laga bilaabo 5-ta Abril 2010. (Somali)

Una aviso importante sobre el cargo de
la renta semanal a partir del 5 de abril
de 2010. (Spanish)

5 Nisan 2010'den itibaren geçerli
haftalık kira ücretiniz ile ilgili önemli bir
duyuru. (Turkish)



The Government Standard

Rent Restructuring

The government has set out a rent restructuring system that encourages local authorities to set rents at a fixed level each year, to make them more comparable with local housing association rents. Each property has a 'target rent' which is moved towards every year.

2010 Rent and Service Charge Increases

The average weekly rent increase for all council homes will be 1.31%. The rent increase will be the lower of:

- each home's 'target rent' for next year,
- or the current rent plus the Retail Price Index (-1.4% at September 2009) plus 0.5% growth, plus a further £2 towards the 'target' rent.

This complies with the government guidelines for the phasing in of rent restructuring.

Unpooled Service Charges

The weekly standard charges for tenants receiving the service will be held at the same annualised rate as 2009-10 i.e. the charge over 52 weeks. This will mean a reduction in the caretaking & cleaning charge whilst the charge for estate services remains the same. The charges from 5th April 2010 are:

	Current	New
Caretaking	£7.19	£7.16
Estate Services	£1.19	£1.19*

*Estate services include communal lighting and the upkeep of communal gardens.

Refund Policy

A refund is paid for total loss of the caretaking service. Tenants may make a request to their Area Housing Office, for a refund of the service charge for caretaking, where there has been a **total loss of the caretaking service for more than 5 consecutive working days**.

The refund rate from 5th April 2010 will be £1.42 per day from the sixth working day of the service loss until the restoration of the service.

Refunds will be paid into tenants' rent accounts (*after any housing benefit adjustment*).

Heating Charges

The council is continuing to phase in the simplified charging system for tenants receiving heating, or heating and hot water, via a district heating system so that the only variation in charge is according to the size of the property and the full costs of providing the heating and hot water is passed on. This change is being phased in so as to limit the impact on tenants, 2010/11 will be the third year of this process. The maximum increase per household per week has been limited to RPI (-1.4%) plus £2.

Tenants receiving only the heating service will receive a 40% discount on the full charge.

The exact amount of your heating charge (where applicable) is shown on the rent increase letter.

Concierge Charges

The council introduced a simplified charging scheme in 2008/9 for tenants receiving a concierge and CCTV service with just three levels of charges based on the following criteria of where a resident lives:

Category A In the same block as the concierge and uses the access which is covered by the concierge office

Category B On the same estate as the concierge, but not falling within category A

Category C Elsewhere

The charges from Monday 5th April will be as follows:

Category A £5.90

Category B £4.42

Category C £2.66

Digital TV

Following the government's confirmation of its intention to switch off analogue television transmission by 2012 the council has begun installing digital TV aerials to enable the switch over to digital TV. The council therefore introduced a new charge in 2008/9 for tenants to cover the implementation and on-going maintenance costs of digital television. The charge will be applied to tenants' accounts on a rolling basis as the aerials are installed.

The charge from Monday 5th April will remain at 26p per week.

How Much Should I Pay From 5th April 2010?

The new charges are set out on the enclosed rent increase letter.

The total weekly charges amount is the total of the property charges only and excludes any charges for parking facilities or housing benefit entitlement (where applicable).

Parking Charges

It has been decided to hold parking charges at the 2009/10 annualised rate i.e. the charge

over 52 weeks. This means that there is a slight reduction in parking charges for 2010/11. The council is also continuing with the policy regarding registered taxi (black cab) drivers who have their estate parking charges reduced by one band group, to reflect the fact that they have little choice in the vehicle they use. Parking continues to be provided free for electrical vehicles on estates.

The charges for 2010/11 are shown in the table below:-

	Proposed Weekly Charge Band A & B	Proposed Weekly Charge Bands C, D & E	Proposed Weekly Charge Band F	Proposed Weekly Charge Band G
Standard Charges For Tenants:				
Garage	£7.58	£15.15	£15.90	£16.66
Car cage	£3.55	£7.08	£7.43	£7.79
Parking space	£1.94	£3.87	£4.06	£4.26
Integral garage	£5.22	£10.43	£10.96	£11.48
Non-Residents (Extra 50% Levy):				
Garage	£11.37	£22.73	£23.85	£24.99
Car cage	£5.33	£10.62	£11.15	£11.69
Parking space	£2.91	£5.81	£6.09	£6.39



When residents renew their parking permits or garage letting agreements, the vehicle emission band will be checked to ensure the appropriate charge is being raised. Any changes will be notified in writing. Concessions for Blue Disabled Badge holders will remain as at present, i.e. 50% or 100% concession depending on qualification criteria.

The above charges are applicable from Monday 5th April 2010. All tenants renting a parking facility will receive a separate letter detailing their specific charges and this amount should be added to the property charges to determine the total amount due each week.

Housing Benefit

Tenants in receipt of housing benefit will receive a letter from the Benefits Service that will give details of the new benefit entitlement and the revised amount that should be paid each week.

Direct Debit Payers

Residents will receive a letter setting out the revised payment details with effect from Monday 5th April 2010.

Rent Statements

The next rent statement will be sent out in March and will include a breakdown of the rent charges applicable from Monday 5th April 2010, as well as details of housing benefit entitlement (where applicable).

Residents should receive their rent statement along with the quarterly newsletter during week commencing Monday 29th March 2010.

Further assistance in determining the weekly amount payable is available by contacting the local Area Housing Office (for details see the attached rent increase letter).



This leaflet is about changes to your weekly rental charge from 5 April 2010. If you need a translation or more information in your own language, please contact your area housing office.

এই প্রচারপত্রটি 5 এপ্রিলি 2010 থেকে আপনার সাপ্তাহিক ভাড়ার পরিবর্তন সম্পর্কে। আপনার যদি অনুবাদে বা আপনার নিজের ভাষায় আরও তথ্যের প্রয়োজন হয় তাহলে অনুগ্রহ করে আপনার এলাকার হাউসিং অফিসের সাথে যোগাযোগ করুন। (Bengali)

Αυτό το φυλλάδιο εξηγεί αλλαγές στο εβδομαδιαίο σας ενοίκιο από 5 Απριλίου 2010. Εάν χρειάζεστε μετάφραση ή περισσότερες πληροφορίες στη γλώσσα σας, παρακαλούμε να επικοινωνήσετε με το στεγαστικό γραφείο της περιοχής σας. (Greek)

Este folheto refere-se a alterações na cobrança da sua renda semanal a partir do dia 5 de Abril de 2010. Se necessitar de uma tradução ou de mais informações no seu idioma, contacte o departamento de habitação da sua área. (Portuguese)

Warsidahaan daabacan wuxuu ku saabsan yahay isbedelada lagu sameeyey lacagta kiradaada ee isbuucii laga bilaabo 5-ta Abril 2010. Haddii aad u baahan tahay turjumaad qoraal ah ama warbixin dheeraad ah oo ku qoran luuqaddaada, fadlan la xidhiidh xafiiska guryaha ee xaafaddaada. (Somali)

Este folleto se trata de las modificaciones al cargo de su renta semanal a partir del 5 de abril de 2010. Si requiere de una traducción o más información en su propio idioma, por favor comuníquese con el departamento de vivienda de su localidad. (Spanish)

Bu yaprakçık haftalık kira ücretinize 5 Nisan 2010 tarihinden itibaren yapılacak olan değişiklik ile ilgilidir. Eğer bunun kendi lisanınızda bir çevirisine ya da daha fazla bilgiye ihtiyacınız varsa lütfen bölge konut ofisiniz ile temasa geçin. (Turkish)

If you would like this document in another language, LARGE PRINT, audio tape, Compact Disc or in Braille please contact your area housing office.

Old Street	020 7527 6250
Holland Walk	020 7527 7480
Lyon Street	020 7527 6880
Upper Street	020 7527 5300