



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 1st June 2009. 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

If you are in receipt of housing benefit, you will receive a letter from the Benefits Service that will give details of your new benefit entitlement and the revised amount you should pay each week.

Direct Debit Payers

You will receive, as normal, a letter setting out your revised payment details with effect from Monday 1st June 2009.

Rent Statements

As you know we are now sending out rent statements twice a year in September and March. However, we will be sending a mini-rent statement in May, for the period 16th March – 17th May 2009, which will include a breakdown of the rent charges applicable from Monday 1st June 2009, as well as details of housing benefit entitlement (where applicable).

You should receive your rent statement by Saturday 30th May 2009.

If you require any further assistance in determining the weekly amount payable you should contact your local Area Housing Office (for details see the attached rent increase letter).



This leaflet is about changes to your weekly rental charge from 1 June 2009. If you need a translation or more information in your own language, please contact your area housing office.

এই প্ৰচাৰপত্ৰটি 1 জুন 2009 থেকে আপনার সাপ্তাহিক ভাড়ার পরিবর্তন সম্পর্কে। আপনার যদি অনুবাদ করে 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 1 Ιουνίου 2009. 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 1 de Junho de 2009. 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 1 Juun 2009. 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 1 de junio de 2009. 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 1 Haziran 2009 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.

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

An important notice about your weekly rental charge from 1 June 2009



improving housing through partnership

1 জুন 2009 থেকে আপনার সাপ্তাহিক ভাড়ার পরিবর্তনের একটি গুরুত্বপূর্ণ বজ্জ্ঞপ্তা (Bengali)

Σημαντική σημείωση για το εβδομαδιαίο σας ενοίκιο από 1 Ιουνίου 2009 (Greek)

Uma notificação importante relativa à cobrança da sua renda semanal a partir do dia 1 de Junho de 2009 (Portuguese)

Ogaysiis muhiim ah oo ku saabsan isbedelada lacagta kiradaada ee isbuucii laga bilaabo 1 Juun 2009. (Somali)

Una aviso importante sobre el cargo de la renta semanal a partir del 1 de junio de 2009 (Spanish)

1 Haziran 2009'den itibaren geçerli haftalık kira ücretiniz ile ilgili önemli bir duyuru. (Turkish)



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 housing association rents. Each property has a 'target rent' which is moved towards every year.

2009 Rent and Service Charge Increases

The average annual weekly rent increase for all council houses will be 3.1%. 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 (1.9% at January 2009) plus 0.5% growth, plus a further £2 towards the 'target' rent,

However, the rent increase will not be put into place until 1st June 2009. To recover the rental income due but not charged for April and May 2009 the rent increase over the months June 2009 to March 2010 will increase from an average of 3.1% to 3.7%.

Unpooled Service Charges

The weekly standard charges for tenants receiving the service will be increased from 1st June 2009. The average annual increase will be 3.1%. However we will be collecting the charges over a reduced period from June 2009 – March 2010 therefore this will increase the average to 3.7%. The details are:

	Current	New
Caretaking	£6.94	£7.19
Estate Services	£1.15	£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 1st June 2009 will be £1.43 per day (currently £1.38 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

It was agreed last year that the charging arrangements for council tenants receiving heating or heating & hot water via a district heating system was complex and inequitable. The council therefore decided to introduce a simplified charging system so that the only variation is according to the size of the property. This change was to be phased in over 3 years. However the council has now decided to phase in the charges over a 5 year period in order to limit the impact on tenants, 2009/10 will be the second year of this process.

Tenants receiving the heating service will receive a 40% discount on the full charge for only receiving part of the heating and hot water service.

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 last year for tenants receiving a concierge/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 1st June will be as follows:-	
Category A	£5.93
Category B	£4.45
Category C	£2.67

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 last year 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 1st June will be 26p per week.

How Much Should I Pay From 1st June 2009?

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

Last year it was decided to introduce estate parking charges that vary according to the DVLA

7 band vehicle carbon emissions rating system and engine size categories adopted by the council for street parking. This resulted in a 4 tier pricing structure.

For 2009/10 the council has also decided that registered taxi (black cab) drivers should have their estate parking charges reduced by one band group, to reflect the fact that they have little choice in the vehicle they use.

The charges for 2009/10 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	£7.62	£15.23	£15.98	£16.75
Car cage	£3.57	£7.12	£7.47	£7.84
Parking space	£1.95	£3.89	£4.08	£4.28
Integral garage	£5.25	£10.49	£11.02	£11.54
Non-Residents (Extra 50% Levy):				
Garage	£11.43	£22.84	£23.98	£25.13
Car cage	£5.35	£10.68	£11.21	£11.76
Parking space	£2.92	£5.83	£6.13	£6.42