



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 sliding scale of charges for non-residents renting parking spaces will be introduced from 4 April 2011 for all new permits issued and will be phased in for existing non-residents as their permits are renewed.

The charges on the previous page are applicable from Monday 4 April 2011. 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 work out 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 payments

Residents will receive a letter setting out the revised payment details with effect from Monday 4 April 2011.

## Rent statements

The next rent statement will be sent out in March and will include a breakdown of the rent charges applicable from Monday 4 April 2011, 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 28 March 2011.

Further assistance in working out the weekly amount payable is available by contacting your local area housing office (for details see the attached rent increase letter).



This leaflet is about changes to your weekly rental charge from 4 April 2011. If you need a translation or more information in your own language, please contact your area housing office.

এই প্রচারপত্রটি 4 এপ্রিলি 2011 থেকে আপনার সাপ্তাহিক ভাড়ার পরিবর্তন সম্পর্কে। আপনার যদি অনুবাদ 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 4 Απριλίου 2011. 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 4 de Abril de 2011. 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 4-ta Abril 2011. 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 4 de abril de 2011. 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 ücretiniz 4 Nisan 2011 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.

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

An important notice about your weekly rental charge from 4 April 2011



improving housing through partnership

4 এপ্রিলি 2011 থেকে আপনার সাপ্তাহিক ভাড়ার পরিবর্তনকে একটা গুরুত্বপূর্ণ বজ্রপত্নি (Bengali)

Σημαντική σημείωση για το εβδομαδιαίο σας ενοίκιο από 4 Απριλίου 2011 (Greek)

Uma notificação importante relativa à cobrança da sua renda semanal a partir do dia 4 de Abril de 2011 (Portuguese)

Ogaysiis muhiim ah oo ku saabsan isbedelada lacagta kiradaada ee isbuucii laga bilaabo 4-ta Abril 2011. (Somali)

Una aviso importante sobre el cargo de la renta semanal a partir del 4 de abril de 2011. (Spanish)

4 Nisan 2011'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 local housing association rents. Each property has a 'target rent' which is moved towards every year.

## 2011 rent and service charge increases

The average weekly rent increase for all council homes will be 7%. 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 (4.6% at September 2010) 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.

## Service charges

The weekly standard charges for tenants receiving the service will be increased by 4.6% from 4 April 2011. The details are:

	Current	New
Caretaking	£7.16	£7.49
Estate Services	£1.19	£1.24*

\*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 five consecutive working days.**

The refund rate from 4 April 2011 will be £1.49 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

Following consultation in September 2010 with tenants and leaseholders receiving communal heating, new charges were introduced from 3 January 2011. For 2011/12 it is expected that the cost of purchasing fuel will remain approximately the same. This means that the charges for tenants will remain at the rate introduced from 3 January 2011. There are nine blocks that receive heating but no hot water from the communal system. These blocks will continue to receive a 40% discount.

## 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:

<b>Category A</b>	in the same block as the concierge and uses the access which is covered by the concierge office
<b>Category B</b>	on the same estate as the concierge, but not falling within category A
<b>Category C</b>	elsewhere
The charges from Monday 4 April 2011 will be as follows:	
<b>Category A</b>	£6.17
<b>Category B</b>	£4.62
<b>Category C</b>	£2.78

## 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 4 April 2011 will be 27p per week.

## How much should I pay from 4 April 2011?

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

The total weekly charges amount excludes any charges for parking facilities, pram sheds or housing benefit entitlement (where applicable).

## Parking charges

In November 2010 HFI consulted residents on a number of changes to estate parking policy. Based on feedback from housing panels the following changes have been agreed:

- reduce the number of emission bands from seven to four
- allow garages to be used for non-vehicle storage
- increase parking space charges for most non-residents beyond the current 50% surcharge
- extend the issuing of fixed penalty notices for Blue Badge parking misuse to all estates

The council is also continuing with its 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 2011/12 are shown in the table below:-

CARBON EMISSION and ENGINE SIZES:	Emission bands / charges			
	BAND A (formerly bands A and B)	BAND B (formerly band C)	BAND C (formerly bands D and E)	BAND D (formerly bands F and G)
Carbon CO2 rating g/km (grams per kilometre)	0-120	121-150	151-185	186+
Engine size CC (cubic centimetres)	0-1100	1101-1300	1301-1850	1851+
	Weekly Charge	Weekly Charge	Weekly Charge	Weekly Charge
Standard charges for tenants:				
Garage	£7.93	£15.85	£15.85	£17.43
Car cage	£3.71	£7.41	£7.41	£8.15
Parking space	£2.03	£4.05	£4.05	£4.46
Internal garage	£5.46	£10.91	£10.91	£12.01
Non-residents (extra 50% levy):				
Garage	£11.89	£23.77	£23.77	£26.14
Car cage	£5.57	£11.11	£11.11	£12.22
Parking space (existing non-resident charges)	£3.04	£6.08	£6.08	£6.68
Parking space*	£3.04	£6.48	£7.08	£8.91
*Charges for all new non-residents and existing non-residents renewing permits	Tenant charge plus 50%	Tenant charge plus 60%	Tenant charge plus 75%	Tenant charge plus 100%
Garages used for non-vehicle storage				£26.14