

# rent and service charge policy

The following document provides you with a brief summary of our Rent and Service Charge Policy and sets out the level of service you can expect from believe housing.

It is the policy of believe housing to set rents and other applicable charges that:

- comply with current guidance and legislative requirements
- are affordable and are at levels that can be reached by those in receipt of low income
- maintain the financial stability and viability of the organisation

## rent and service charge

### believe housing

- We will set rents and other applicable charges in line with current guidance and legislative requirements.
- We will ensure that our rents are affordable and that the rent levels can maintain the financial stability and viability of the organisation.
- We will give tenants four weeks' notice of any change in rent before the change taking effect.
- Social rents are calculated using the formula rent calculation set out in the RSH Rent Standard.
- Rents will be reviewed annually to ensure no rents exceed the rent cap level for the size of the property.
- Affordable rents will also be subject to the Government policy and will initially be set at a maximum of 80% of market rent for an equivalent property of that size and location. This figure is inclusive of service charges.
- Rent to Buy property rents will be set at an intermediate rent that must not exceed 80% of the current market rent inclusive of service charges. Intermediate rents are exempt from the RSH Rent Standard.
- Service charges will be set to ensure they are no higher than the cost of the services provided and will be reviewed and set annually in accordance with the tenancy agreement and communicated to tenants four weeks before any change in the charge taking effect.
- Valuations for rent setting will be undertaken in accordance with a Royal Institution of Chartered Surveyors recognised method and will follow any guidance issued by the RSH on valuation for affordable rent tenancies.

### customers

- You are required to pay your rent on time to avoid arrears.
- You should tell us if you are experiencing difficulties that impact you paying your rent.



## how to contact believe housing

You can contact believe housing in a variety of ways at a time and place that suits you.

- App: **click here to download**
- Call: **0300 1311 999**
- Email: **hello@believehousing.co.uk**
- Visit: **www.believehousing.co.uk**

You can view our rent and service charge policy on our website at: [www.believehousing.co.uk/policies](http://www.believehousing.co.uk/policies)