

We don't think this is the fairest way to charge for services when we asked tenants in 2003, they agreed.

As a result, we will be changing the way we calculate service charges.

From Spring 2005 we will work out the charge based on what we have actually spent providing the services and so they might go up, but they could also go down if we save money. We will also give you better information and will ask at least once every year if you are happy with the services provided.

If you want to know more about this, please contact us.

**Please phone or write to:**

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Cumbria CA14 4EH  
☎ 01900 842100**

**Impact Housing Association  
47 Nelson Street  
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**Impact Housing Association  
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**Impact Operates as a Charity**

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# Rents & Service Charges



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audio. Please—Just Ask**

# Rents & Service Charges

## Rent

Everyone who lives in an Impact property is charged rent to live there. The rent we collect pays for: -

- Repairs and Maintenance of your home
- Management costs - These include staff's wages, postage and other administrative costs
- To help to pay back the money we borrow to build and modernise properties.

In some properties, you may also pay a service charge. A service charge can be for communal gardening, electricity in shared areas, cleaning of a shared hallway and so on.



## How is the rent decided?

In 2002 the Government introduced a new system of fixing rents. All Councils and Housing Associations are now using this to work out the rent on properties. We use a calculation based on the value of your home and local and national wage levels to decide a Target Rent for the property. The Target Rent might be higher, lower or the same as the rent you now pay. If it is higher, then we will increase your rent each year over 10 years to get to the Target rent.

The rules say that we cannot increase it in any year by more than the Retail Price Index plus  $\frac{1}{2}$  a percent plus £2.00.

If the rent is less than the target rent, then we will need to reduce your current rent over the 10 years. If it is

the same, then your rent will go up each year by the Retail Price Index only.

These rules effect all Residents, whether you are a Fair rent or Assured tenant or even if you live in shared housing. If you want to know more, please contact us.

## Service Charges

If you live in a property with a shared area, we may provide services, like cleaning, electricity for lighting, the service of the Fire Alarm system and so on. Impact pays for these things and then collects the charge from you each week as a service charge.

At the moment, all the service charges we collect are 'fixed'.

This means that we estimate what the charge will be when a scheme is first built and then each year we increase the charge by the Retail Price Index.