



staffordshire
HOUSING ASSOCIATION

How rents are set



We are able to have some information translated into other languages. Please ask for more information about this

ENGLISH

‘የተወሰኑ መረጃዎችን ወደሌሎች ቋንቋዎች እንድትተረጎሙ ማድረግ እንችላለን። ይህንን አስመልክቶ ተጨማሪ ማብራሪያ ከፈለጉ እባክዎን ይጠይቁን።’

AMHARIC

‘نحن قادرون على الحصول على بعض المعلومات التي ترجمت إلى لغات أخرى. الرجاء طلب مزيد من المعلومات حول هذا.’

ARABIC

‘আমরা কিছু তথ্য অন্য ভাষায় অনুবাদ করতে সক্ষম। এই বিষয়ে অনুগ্রহ করে আরোও তথ্যের জন্য জিজ্ঞাস করুন।’

BENGALI

Nous tenons à votre disposition les renseignements traduits dans différentes langues. Merci de nous contacter pour plus d'information

FRENCH

‘ਅਸੀਂ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਪੁੱਛੋ।’

PUNJABI

Możemy przetłumaczyć informacje na inne języki. Prosimy pytać o więcej szczegółów na ten temat

POLISH

Podemos traduzir algumas informações noutras linguas. Solicite mais informação sobre este tema

PORTUGUESE

‘ہم کچھ ایسے معلومات حاصل کرنے کے اہلیت رکھتے ہیں جو دیگر زبانوں میں ترجمہ شدہ ہے۔ اس کے بارے میں مزید معلومات کے لئے براہ کرم پوچھیں۔’

URDU

‘ما می توانیم بعضی اطلاعات را که به زبان های دیگر ترجمه شده اند، فراهم کنیم. لطفاً برای اطلاعات بیشتر در این مورد تقاضا کنید.’

FARSI

Waxa aanu awoodnaa in aanu hayno warbixino ku turjuman luuqadaha kale. Fadlan waydii wixii warbixin dheeraad ah ee ku saabsan arrinta

SOMALI

نیمسەدەتوانین هەندێن زانیاری تر وەرگیرێسەوسەر زمانەکانی تریش. تکایەبۆ دەستەبەسکردنی زانیاری زۆرتەر، پەیوەندیمان پێوەبکەن.

KURDISH

Tokoki kobongola kamwa makambo na minoko mosusu. Sala osenga mayebisi mosusu na maye matali likambo oyo

LINGALA

ብኻልኦ ቋንቋታት ዝተተርጎሙ ገለ ሓበሬታ ክህልዎና ክኢልና ኣሎና። ብዛዕባኹ ዚምልከት ተወሳኺ ሓበሬታ ንምርካብ ድግ ብኻብረትኩም ከተቱና።

TIGRINYA

Tinogona kuti zvimwe zvinyorwa zviiswe mune mimwe mitauro. Ndapota kumbira ruzivo rwakawedzerwa pamusoro peizvi.

SHONA

This document is also available in:



Large print



Audio CD



Braille



Other languages

If you are an assured tenant, your rent is set by SHA.

If you are a secure tenant, your rent is set by the Rent Service (a government agency). Your tenancy agreement will state which type of tenancy you have.

Assured tenants.

We have a rent setting policy which we follow when setting your rent. The policy follows the rules of our regulatory body, the Housing Corporation. We review rents every year.

Rents are set by taking into account the value of the property, the property size and the average earnings of manual workers in the area. This ensures that your rent is classed as 'affordable'.

When setting rents, we use the following principles:

- Your annual rent increase will not increase by more than the increase in the Retail Price Index plus 0.5% plus £2.

- Rents for new properties will be set in line with existing rents.
- Any property becoming empty will have a new rent set at the level for the following financial year. For example, a property coming empty in 2007/2008 will be re-let using the rent for 2008/2009.
- You will be given one month's notice of a rent increase.

Secure tenants.

After consultation with you, the Rent Service will set a rent which it considers to be a fair rent. Your fair rent will take into account the age, character and location of the property, and will be guided by fair rents for similar accommodation in the area.

Your rent will be reviewed at two yearly intervals. When the new rent has been set you will be given 4 week's notice of the change in rent. If you disagree with the rent set by the rent officer you can appeal to the Rent Assessment Committee who will review the rent and make a final decision.

What your rent pays for.

We have to make sure that the rent covers our costs.

Our main costs include repaying loans taken out to develop new properties, the cost of maintenance and improvements, housing management and costs of running the association.

Service charges.

If you have a tenancy where we provide extra services, your weekly rent will include a service charge. Please see our separate leaflet on estate services and service charges for more information.

How to contact us

Phone.

- To report a repair call 0800 00 99 00
- To report an emergency repair out of office hours call 0800 00 99 00
- To report anti-social behaviour out of office hours call 0845 680 5105
- For all other enquiries, call our main switchboard on 01782 744533

Email.

mailbox@staffshousing.org.uk

Address.

Staffordshire Housing Association
308 London Road
Stoke on Trent
ST4 5AB

Website.

www.staffshousing.org.uk

Office opening hours.

Our office is open from 8.30 am to 5.30 pm from Monday to Friday.