Anchor Property Holdings Ltd
Easy Read Rent Policy

Introduction

This document explains how we work out our contractual charges.

Contractual charges mean the rent and service charges we charge tenants.

Calculating Contractual Charges

Rent

Rents are based on things like how much a property is worth, the rents other people charge for similar properties and the rates of housing benefit the local authority set for similar sized properties.

Rents also include how much it costs us to manage a property and how much we think we will spend on maintaining the outside of a property.

Service Charges

Service charges cover the costs of the housing services we provide – things like the maintenance, gardening and cleaning services.

We estimate how much we think we are going to spend on a property in 12 months and then split the costs equally between the units in a property.

For shared properties the service charges include the utility

bills (gas, electric, water and communal TV Licence).

Reviewing Contractual Charges

We review our charges every year. We look at all of the figures we set before and see if they are still accurate and fair.

We give tenants notice if we are going to change their contractual charges.

Charging and Paying Rent

Tenants are charged rent and service charges from the day they move into a property to the day they move out.

Tenants are given Rent Schedules so they know how much they need to pay for each charging period and when they need to make their payments by.

Tenants with a Licence to Occupy - Shared Housing

- Charging periods are four weeks

- Payments are due within seven days of the end of the charging period

- A Rent Schedule is issued on the 1st May each year

- An amended Rent Schedule is issued if there are any changes to the amounts that need to be paid

Tenants with a Tenancy Agreement – Sole Occupancy

- Charging periods are monthly

- Payments are due within seven days of the end of the charging period

- A Rent Schedule is issued on the 1st May each year

- An amended Rent Schedule is issued if there are any changes to the amounts that need to be paid

If a tenant's housing benefit is paid directly to us we deduct the amount of their award from their contractual charges and they will have to pay us the shortfall (the difference). Rent Schedules show how much a tenant's contractual charges and housing benefit are.

We will issue an amended Rent Schedule if there are any changes to the amounts that a tenant needs to pay.

Tenants can make their payments by cash, cheque or standing order – more details about payment methods can be found in the Tenant Handbook or on our website.
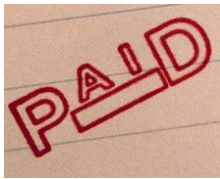
Tenants can request a statement of their rent account at any time – it will show all of the charges due, payments received and the balance of their account.

New Tenants

When a new tenant moves in we will estimate how much housing benefit we think they will be awarded and how much they will need to contribute towards their charges.

If they are awarded a different amount of housing benefit we will amend their Rent Schedule and let them know the balance of their rent account.

Rent Arrears

When someone is behind with their payments it is called arrears.

We will do our best to stop tenants from getting behind with their payments.

Tenants should let us know if they are having trouble managing their money or if they cannot afford to pay all of their bills.

We check rent accounts on a regular basis and we will let

tenants know when they are behind with their payments. We will try to help tenants if we can but if full payment is still not received further action may be taken.

Further action may include:

- more letters being sent out
- the tenant being contacted by telephone or a home visit
- the tenant being invited to the office for a meeting with the Housing Team

Tenants may be given the opportunity to set up a repayment plan so arrears can be repaid over a period of time.

Legal action is taken if we are unable to reach an agreement with a tenant or if an agreement is broken.