

A guide to your rent

আপনার বাড়ির ভাড়া সম্বন্ধে একটা নির্দেশিকা
租金指南

तमारा भाडा विशे मार्गदर्शिका

Przewodnik po czynszu

کرایہ سے متعلق رہنمائی



The Government Standard

A guide to your rent

When should I pay my rent?

Your tenancy agreement says you should pay the rent every week. You can also choose to pay fortnightly or monthly. Your rent is payable to Gloucester City Council. Gloucester City Homes manages your home on behalf of the city council.

We charge you rent either 48 or 49 weeks per year. This means you can have 4 rent free weeks a year as long as you are not in arrears. If you have arrears we expect you to use these weeks as a chance to pay the debt off. We send you

a rent calendar once a year so you know when the rent free weeks are (usually when there are 5 Mondays in a month).

When you sign up for your tenancy, if you are a joint tenant you both become responsible for the rent. You are still responsible for the rent even if one of you leaves your home, as long as you are still on the tenancy.

How are rent and service charges set?

Gloucester City Council sets your rent using a Government formula.

This aims to ensure that rents for similar homes in similar areas of the country are the same, regardless of whether the landlord is a council, or a registered provider such as a housing association. The Government aims to complete this rent restructuring by 2012. For more information contact the Department for Communities and Local Government on 0303 444 0000 or visit www.communities.gov.uk

Your rent normally changes every April. GCH Customer Forum approves the change. We then recommend the change to the city council who have the final decision. The change is normally an increase, although this is not always the case.

Supporting People charges

You pay Supporting People charges if you live in sheltered housing. The charge covers support services, including the help your Community Scheme Manager gives you.

This includes:

- regularly checking on your well-being
- responding to emergencies
- the cost of your emergency alarm system
- the on-call 24 hours-a-day duty managers, and
- the round-the-clock emergency call centre.

We base the support charges on the actual cost of the service and review them yearly. These charges may be paid by the Supporting People grant if you are on Housing Benefit. Otherwise we will arrange for a Financial Assessment Officer to visit you to see if you can get any help. If you don't qualify you will have to pay the charge yourself.

Other service charges

Your rent is made up of different charges depending on where you live and what type of home you live in.

You pay service charges for services like cleaning communal areas or cutting grass around flats. We base the charges on the actual cost of the service.

If you live in Westgate your home may be connected to the communal heating system. You will pay a weekly amount to cover the heating charge and then get an annual bill. If you have paid too much you will get a refund. If you have not paid enough you will need to pay the outstanding amount.

Some of these charges may qualify for Housing Benefit. Please contact us for more advice.

Telling you about any change in your rent or charges

We will tell you about any changes in your rent, Supporting People or service charge in late February or March each year. This gives you at least 4 weeks' notice of any change.

Service standards

We will:

- tell you when the rent-free weeks are each year in the leaflet we send you when we tell you of any changes in your rent or other charges
 - put the rent-free week dates on our website
 - give you at least 4 weeks' notice of any change to your rent or other charges
 - explain in any rent and service charge change letter how we set rents and service charges and why any changes are needed
- give you a leaflet that explains how rent and charges are being restructured in line with government guidelines
 - explain that if you disagree with the change in rent, you have the right to give us 4 weeks' notice if you intend to leave your home.

Please note this is not because we want you to leave. We have to tell you of your legal right to give notice in this situation.

We will give you a copy of the rent-free week calendar in 1 working day if you ask us for another copy.

For more information please contact us. Or visit our website www.gloscityhomes.co.uk or GCHTV on the Looking Local service.

Contacting us

Customer Services Team, Gloucester City Homes, Atlantic Suite,
Southgate House, Southgate Street, Gloucester GL1 1UB

Customer Services Line: 0800 408 2000 (freephone)
or 01452 530626 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452 396599 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu