

A young woman with brown hair and glasses is looking down at a tablet computer. She is wearing a blue denim shirt over a white t-shirt. The background is a blurred indoor setting.

# £ Your Rent

## 2024/25 Explained

**REACH**  
*Out*

Are you struggling?  
We can help!

£

£

£



**Halton**  
Housing



## Your Rent

**Our mission is to improve people's lives, this means more than just providing the bricks and mortar of your home.**

We re-invest 100% of our surpluses into Halton Housing to continue to improve services we provide for you, the homes that you live in and the places where you live. We aim to provide good 'value for money' for the rent that you pay.

For 2024 — 2025, rent will increase by 7.7% (CPI + 1%) and 9.4% (RPI + ½%) for shared ownership — under government rent-setting policies.

This increase will take effect from 1st April 2024.

**Despite the increase, our rents remain amongst the lowest in Halton and the Northwest of England.**

# How every £1 of rent is spent

As published in our recent Annual Report, this diagram illustrates how every £1 of rent is spent:

- Management costs
- Repairs & maintenance
- Interest costs
- Improvement works
- Service charge costs
- Other Costs
- Bad Debts



## Your rent pays for these services

### Repairs, maintenance and buildings

The safety of our customers and homes is one of our key priorities. We are proud to say that we have an excellent safety and compliance record.

We are committed to managing the significant cost pressures we are facing in this area by taking on additional resources.

### Investment in your home and neighbourhood

We are committed to continuing to provide you with a safe and well-maintained home.

We are continually exploring how we can invest and improve the look and feel of your neighbourhoods.

### Customer and community support

We are here to support you should you need it. We know how difficult it has been and continues to be for many as the cost of living continues to rise. Our specialist teams can help you if you are struggling to manage your money or access food and supplies. They can signpost you to specialist services in the community.



### Neighbourhood management

Our Neighbourhood Teams are there to provide you with help and assistance for 'all things' related to your tenancy with us and are your dedicated person.

We continue to work with agencies and local police to tackle anti-social behaviour in your neighbourhoods.

### Social impact within Halton

As well as ensuring that our homes are safe and secure, we play an active part in our local community. As the largest landlord in borough, we recognise our responsibility. We work with local contractors, charities, and social enterprises to ensure that our neighbourhoods are places to be proud of.

# Here to support you

We are committed to supporting you when you face financial difficulties. We always encourage customers to tell us straight away if they are experiencing problems paying their rent and there is a range of help available.

## Acting compassionately and quickly where people are struggling

We will only take legal action in serious circumstances and as a last resort where a customer will not agree a plan with us to pay their rent. This also includes when there are instances of domestic abuse or serious anti-social behaviour that is putting other residents or the community at risk.

## Helping you to get the support you need

Our specialist teams are here to support you and agree affordable repayment plans and provide specialist advice on claiming benefits, maximising income, managing debt and money advice. Get in touch with our Welfare Benefit/Money Advice Team or Debt Recovery Team on **0303 333 0101**.

## Have your Say

We appreciate that you may have lots of questions about your new rent costs. We want to be open and transparent and answer any questions or concerns you may have.

Please contact us at [welfare@haltonhousing.co.uk](mailto:welfare@haltonhousing.co.uk) or via the contact options on app or MyHaltonHome which you can access/register on the home page of our website

You can also visit our website [www.haltonhousing.co.uk/rentincrease2024](http://www.haltonhousing.co.uk/rentincrease2024) where you can submit questions about your new rent. We'll also post answers to your questions on here too.

