

Rent Charge changes from 2 April 2018



Changes to rent and service charges for 2018

The average weekly rent for Islington Council managed properties is reducing by £1.10 (minus 1%).

Service Charges

The weekly tenant service charge for caretaking and estate services increases from £12.44 to £12.87, up £0.43; this reflects the current cost of these services. From 2 April 2018 the charges are as follows:

	Current	New
Caretaking	£8.34	£8.71
Estate Services	£4.10	£4.16*

*Estate Services include communal lighting, communal estate repairs and grounds maintenance.

Refund Policy

A refund is paid for total loss of the caretaking service. Tenants may make a request to their Area Housing Office for a refund of the service charge for caretaking, where there has been a total loss of the caretaking service for more than 5 consecutive working days.

The refund rate from 2 April 2018 will be £2.09 per day from the sixth working day of the service loss until the restoration of the service.

Refunds will be paid into tenants' rent accounts (after any housing benefit adjustment).

Heating Charges

We have been able to freeze heating charges for 2018/19 for the 2nd year at 2016/17 rates. There will be no increase in heating charges.

There are nine blocks that receive heating but no hot water from the communal system. These blocks will receive a 40% discount.

Concierge Charges

For tenants that receive a concierge and CCTV service there are 4 levels of charging based on the below criteria of where a resident lives:-

Category A	In the same block as the concierge and uses the access which is covered by the concierge office
Category B	On the same estate as the concierge, but not falling within category A
Category C	Remote (multiple cameras)
Category D	Remote (a smaller number of cameras)

Charges have increased by 12% to more closely reflect the true cost of the service.

The weekly charges from Monday 2 April 2018 will be as follows:-

Category A	£10.46
Category B	£7.85
Category C	£4.72
Category D	£1.48

Digital TV

Following the switch off of the analogue television transmission in April 2012, the council has been installing digital TV aerials to enable the switch over to digital TV. The council introduced a new charge in 2008/9 for tenants to cover the installation and on-going maintenance costs of digital television. The charge will be applied to tenants' accounts on a rolling basis as the aerials are installed. The charge will apply for ten years.

The charge from Monday 2 April 2018 will increase to 33p per week.

How much should I pay from 2 April 2018?

The new charges are shown in your rent charge change letter.

The total weekly charges amount does not include any charges for parking/storage facilities and housing benefit entitlement (where applicable). The full breakdown of charges will be on your next rent statement which you will receive by the end of March 2018.

Parking Charges

Parking charges for rent and service charge payers and non-rent and service charge payers will increase in line with inflation in 2018/19 (3.9% Retail Price Index (RPI) at September 2017). Charges are based on a vehicle's carbon emissions and engine size.

The charges for **2018/19** are shown in the table below:

	EMISSION BANDS / CHARGES			
CARBON EMISSION & ENGINE SIZES:	BAND A	BAND B	BAND C	BAND D
Carbon CO2 Rating G/km (Grams per kilometre)	0 - 120	121 - 150	151 - 185	186+
Engine Size CC (Cylinder Capacity)	0 - 1100	1101 - 1399	1400 - 1850	1851+
	Weekly Charge £			
Standard Charges For Rent and Service Charge Payers:				
Garage	9.68	19.35	19.35	21.29
Car Cage	4.52	9.05	9.05	9.95
Parking Space	2.48	4.94	4.94	5.43
Internal Garage	6.68	13.33	13.33	14.68
Garages Used For Non-Vehicle Storage				21.29
Non-Rent and Service Charge Payers:				
Garage	20.16	40.28	40.28	44.28
Car Cage	9.46	18.83	18.83	20.72
Parking Space	5.54	11.81	11.81	16.25
Garages Used For Non-Vehicle Storage				44.28

When parking permits or garage letting agreements are renewed, we will check the vehicle emission band to make sure you are being charged the right amount. We will write to let you know if there are any changes. Concessions for Islington Council Disability Parking Blue Badge holders will remain the same, i.e. 50% or 100% concession depending on qualification criteria.

In addition to weekly estate parking charges, a levy of £99.65 per year (£1.92 per week) will be charged for all vehicles that use diesel fuel.

The above charges are applicable from Monday 2 April 2018. All tenants renting a parking facility will receive a separate letter detailing their specific charges.

The council is also continuing its policy to reduce estate parking charges by one band for registered taxi (black cab) drivers, to reflect that they have little choice in the vehicle they use. Parking is still free for electric vehicles on estates.

Housing Benefit

Tenants who receive Housing Benefit will receive a letter from the Benefits Service that will give details of the new benefit entitlement and the revised amount that should be paid each week. For Housing Benefit applications or enquiries please contact the Benefits Service on **0207 527 4990**.

You can download a Housing Benefit application form from the council website at **www.islington.gov.uk/benefits** and this can be printed at your local library.

Universal Credit

Tenants who receive Universal Credit must inform the Department of Work and Pensions of any changes in their rent charges.

Direct Debit Payers

Residents who pay by Direct Debit will receive a letter setting out the revised payment details with effect from Monday 2 April 2018.

Rent Statements

The next rent statement will be sent out in March and will include a full breakdown of the rent charges applicable from Monday 2 April 2018, as well as details of Housing Benefit entitlement (where applicable).

Residents should receive their rent statement and new payment calendar to record their payments by the end of March 2018.

Further assistance in working out the weekly amount payable is available by contacting the local Area Housing Office (contact details are on the back of this leaflet).

Support to help you cope with additional payments

We know that government changes to welfare benefits, plus other cost of living increases, are having a real impact on residents. We have done everything we can to keep increases in charges to a minimum.

If you are worried about how you are going to cope with additional payments, or loss of income from government benefits changes, please get in touch. We can help.

Please do not ignore your rent payments. Get in touch with the Income Recovery Teams at your area housing office (contact details are on back of leaflet) and they will help you make arrangements to manage your rent.

Paying your rent by Direct Debit



The easiest way to pay your rent is by Direct Debit. Most bank or building society current accounts including basic bank accounts can be used to make payments by Direct Debit to pay your rent each month. Some of the advantages of paying by Direct Debit are:

- Payments are made for you by your bank or building society
- No queuing at the post office or other pay points
- Your payments will be received on time each month
- No paperwork or postage costs

Switch to paying your rent by Direct Debit for the first time and we will credit your rent account with a £10 payment for switching.

Do you need this information in another language or reading format such as Braille, large print, audio or Easy Read?

Please contact your Area Housing Office

Holland Walk

020 7527 7480

St John Street

020 7527 6250

Upper Street

020 7527 5300