

Where each £ comes from



86%
rent



14%
service charge



Where each £ is spent



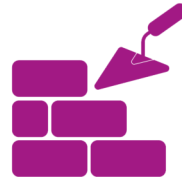
22%
managing your homes



17%
looking after your schemes and neighbourhoods



48%
improving the quality of your homes



15%
building new homes

We invest any extra income back into your homes or use it to build more affordable homes.

The figures above are based on our 2019/20 financial statement.

This is important information about paying your rent. If you would like help to understand any of this information call us on 0345 60 20 540 or email us at contact@midlandheart.org.uk

To są ważne informacje o płaceniu czynszu. Jeżeli potrzebujesz pomocy w zrozumieniu tego tekstu, zadzwoń pod 0345 60 20 540 lub wyślij email na contact@midlandheart.org.uk

هذه معلومات هامة عن دفع ايجارك. إذا أردت المساعدة في فهم أي من هذه المعلومات اتصل بنا على 0345 60 20 540 أو ارسلنا بالبريد الإلكتروني على contact@midlandheart.org.uk

این جزوه اطلاعات مهمی درباره پرداخت اجاره بهای شما ارائه می‌دهد. اگر مایلید برای درک هر قسمت از این اطلاعات به شما کمک شود، به شماره تلفن 0345 60 20 540 با ما تماس بگیرید یا به نشانی contact@midlandheart.org.uk ایمیل بزنید.

Kani waa war muhiim ah oo ku saabsan bixinta kiradaada ama ijaarka. Haddii aad rabtid gargaar si aad u fahamtid warkan naga soo wac 0345 60 20 540 ama iimayl noogu soo dir contact@midlandheart.org.uk

Đây là những chi tiết quan trọng về việc trả tiền thuê nhà. Nếu bạn cần được giải thích gì từ những thông tin này xin liên lạc số 0345 60 20 540 hoặc gửi thư điện tử cho chúng tôi tại contact@midlandheart.org.uk

এই মূল্যবান তথ্যটুকু আপনার রেন্ট পরিশোধ সম্পর্কে। এর যে কোনো কিছু বুঝতে সাহায্যের দরকার হলে আমাদেরকে 0345 60 20 540 নাম্বারে ফোন করুন অথবা contact@midlandheart.org.uk এ্যাড্রেসে ইমেইল করুন।

Il s'agit d'informations importantes concernant le paiement de votre loyer. Si vous souhaitez que l'on vous aide à comprendre ces informations, appelez-nous au 0345 60 20 540 ou envoyez-nous un e-mail à contact@midlandheart.org.uk

ਇਹ ਤੁਹਾਡੇ ਕਿਰਾਏ ਦੇ ਭੁਗਤਾਨ ਬਾਰੇ ਜ਼ਰੂਰੀ ਜਾਣਕਾਰੀ ਹੈ। ਜੇ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਤੁਹਾਨੂੰ ਕਿਸੇ ਤਰ੍ਹਾਂ ਦੀ ਮਦਦ ਦੀ ਲੋੜ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ 0345 60 20 540 ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ ਜਾਂ ਇਸ ਪਤੇ 'ਤੇ ਈ-ਮੇਲ ਭੇਜੋ: contact@midlandheart.org.uk

نہمہ زانیاری گرنگہ یو تو دربارہی کریدان. ننگہر پیویستیت بہ یارمندی ہمہ یو تیگہیشنن لہ ہر کام لہم زانیاری بیانہ تملیفونمان یو بکہ بہ ژمارہ تملیفونی 0345 60 20 540 یان نیمایلمان یو بنیرہ یو contact@midlandheart.org.uk

اپنا کرایہ ادا کرنے کے متعلق یہ اہم معلومات ہیں۔ اگر آپ کو ان معلومات کے سمجھنے میں مدد درکار ہو تو 0345 60 20 540 پر ہم سے رابطہ کریں یا اس پتے پر ای میل کریں: contact@midlandheart.org.uk

Midland Heart
20 Bath Row,
Birmingham, B15 1LZ
tel: 0345 60 20 540
midlandheart.org.uk

Understanding Your Rent Review Notification

Your rent and service charge review

Effective from 5th April 2021

MR DENNIS THOMPSON, MRS JEAN THOMPSON
Flat 1, 2 House
103 St. Hill Road South
Kings Heath
BIRMINGHAM
West Midlands
B99 8ZZ

To: MR DENNIS THOMPSON, MRS JEAN THOMPSON

This leaflet explains the rent you will pay for your home from April 2021. It will also explain how the service charges you pay for your home are broken down. Service charges cover costs relating to homes with shared common parts. It can also be applied to individual homes with special facilities such as a chair lift or warden control system.

Keep your Housing Benefit Office updated or the Department for Work and Pensions if you are claiming Universal Credit.

Changes in your rent and service charge may affect your housing benefit payment. If you receive housing benefit you need to keep your local housing benefit office updated, or the Department for Work and Pensions if you are claiming Universal Credit, of these changes.

check that your local housing benefit/DWP details for you and keep them updated of any circumstances.



Understanding your rent and service charge review

- 1 Payment reference**
Shows your payment reference number – you can quote this when you contact us to help us deal with your enquiry.
- 2 Current charges**
Shows your current rent including any service charges.
- 3 New charges**
This shows the new rent and service charges from 5 April 2021.
- 4 Total new charge**
Your new weekly charges for 2021-22.
- 5 Service charges**
This area provides you with a breakdown of all the services attached to your property.
- 6 Ways to pay**
Displays all the different ways in which you can pay your rent and service charge. Direct Debit is the most popular method of payment with our customers. If you currently pay by Direct Debit, your charge should automatically change. If you notice it hasn't please get in touch.
- 7 Service charge total**
The sum of all charges including management charges.
- 8 Form 4**
This is a mandatory form set by legislation. The form cannot be changed by any housing association when issuing rent reviews.

Need a hand managing your money?
Our money advice team can help you with debts and unpaid bills, benefits and budgeting. Get in touch to see if we can help. www.midlandheart.org.uk/moneyhelp

RENT AND SERVICE CHARGE REVIEW
Our Ref: REN_INC/26046245
Date: 25 February 2021

Your current rent including service charge is:		£96.28
Your new charge from the 5 April 2021 will be:		
RENT	£87.08	
SERVICE CHARGE	£9.11	
Your new charge will be:		£96.19

WHY HAVE MY RENT AND SERVICE CHARGES CHANGED?
In line with government policy, social housing rents will increase by the consumer price index (CPI) inflation plus 1%.
You can find out more about where our money comes from and how we spend it in the leaflet enclosed.

Your service charge
Please see 'Form 4' opposite and the guidance notes on the back page for more information. Please note, your new rent charge shown above will apply from 5 April 2021.

Communal Electricity	£0.71
Contract Gardening	£2.78
Emergency Fire Light	£3.16
Mobile Caretaker	£0.41
Tree Lopping	£0.70
TV Aerial	£0.16

Ways to pay
There are lots of ways to pay your rent. The simplest is to set up a direct debit so it's paid every month without you having to do anything or you can pay via our app 24/7.
For more ways to pay, visit midlandheart.org.uk/payingmyrent to find the payment option right for you.

10 Signed and dated
Signed on behalf of Midland Heart Ltd, giving a minimum of one calendar months notice.

9 Housing Act 1988 section 13(2)
This refers to the rules regarding rent increases. Further notes are on the reverse of your Rent and Service Charge Review. These notes are set out by the Housing Act and cannot be changed by any housing association.
In these notes paragraphs 1-6 explain how you can seek independent advice and how to appeal against the rent and service charge review. If you want to appeal your charges you must submit an application to appeal to the the first tier property tribunal before the review date. They are there for you to make your appeal to and act independently to you and us. The ruling will be used to adjust the charges if these are reduced.
If you dispute your charges after the increase date has passed, we won't make any changes to the charges.

8 Form 4
Landlord's Notice Proposing a new rent under an Assured Periodic Tenancy of Premises situation in England.
Housing Act 1988 Section 13(2), as amended by the Regulatory Reform (Assured Periodic Tenancies) (Rent Increases) Order 2003
The notes over the page give Guidance Notes to both landlords and tenants about this notice.
To: **MR DENNIS THOMPSON, MRS JEAN THOMPSON**
of: Flat 1, XYZ House, Stapenhill Road South, Kings Heath, Birmingham, West Midlands, B99 8ZZ
From: Midland Heart Limited [Landlord], 20 Bath Row, Birmingham B15 1LZ
Tel: 0345 60 20 540

1 This notice affects the amount of rent you pay. Please read it carefully.
2 The landlord is proposing a new rent of **£96.19 per week**, in place of the existing one of **£96.28 per week**.
3 The first rent increase date after 1 February 03 is: 5 April 2021 (see note 11 on enclosed Guidance Notes)
4 The starting date for the new rent will be 5 April 2021 (see notes 14-18 on enclosed Guidance Notes).
5 Certain charges may be included and separately identified in your rent. The amounts of the charges (if any) are: (see note 12 on enclosed Guidance Notes.)

Charges	In the existing rent	In the proposed new rent
Council tax	£0.00	£0.00
Water charges	£0.00	£0.00
Fixed service charges	£8.33	£9.11

6 If you accept the proposed new rent, you should make arrangements to pay it. If you do not accept it, there are steps you should take before the starting date in paragraph 4 above. Please see the notes over the page for what to do next.

7 Your total weekly service charge **£9.11**
If you have any queries regarding your rent review charge, please get in touch.

Signed: *Marta Jones* [Landlord]* (see note 13 on enclosed Guidance Notes)
Date: 25 February 2021

To contact your rent team call
0345 60 20 540