

Where each £ comes from



86%
rent



14%
service charge



Where each £ is spent



19%
managing
your homes



22%
looking after your
schemes and
neighbourhoods



41%
improving the
quality of your
homes



18%
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 2020/21 financial statement

We are happy to make this information available on tape, large print, Braille or in a different language. We also subscribe to the Language Line Interpretation service. If you need help communicating with us or understanding any of our documents, we can arrange for a Language Line interpreter or translator to help you. If any of these services would benefit you, please contact us on 0845 60 20 540

এই তথ্যটি টেপে, বড় হরফে, ব্রেল অথবা অন্যান্য ভাষায় আপনাদের সামনে পেশ করতে পারে আমরা আনন্দিত বোধ করছি। আমরা Language Line অনুবাদ/দোভাষী পরিষেবাও ব্যবহার করে থাকি। আপনাদের যদি আমাদের সঙ্গে কোন কারণে কথা বলা বা যোগাযোগ করার প্রয়োজন হয় অথবা আমাদের কোন দলিল বা ডকুমেন্ট বোঝার জন্য কোন সাহায্যের প্রয়োজন হয়, তাহলে আপনাদের সাহায্য করার জন্য আমরা একজন Language Line-এর দোভাষী বা অনুবাদকের ব্যবস্থা করতে পারি।

এই পরিষেবাগুলির মধ্যে থেকে যে কোন একটির দ্বারা আপনারা যদি উপকৃত হন, তাহলে অনুগ্রহ করে আমাদের সঙ্গে এই নম্বরে 0845 60 20 540 যোগাযোগ করুন।

يسعدنا أن نوفر هذه المعلومات على أشرطة كاسيت، أو مطبوعات كبيرة، أو بطريقة برايل للمكفوفين أو بأي لغة أخرى. كما أننا مشتركون بخدمة الترجمة الفورية الهاتفية. فإذا كنت تريد الحصول على المساعدة في الاتصال بنا أو فهم أي مما لدينا من وثائق ومستندات، يمكننا ترتيب خدمة الترجمة الفورية أو التفسير عبر الهاتف. إذا كنت أي من هذه الخدمات ستفيدكم، الرجاء الاتصال بنا على هاتف رقم 0845 60 20 540.

Ces informations sont également disponibles dans les formats suivants : cassette audio, gros caractères, Braille ou traduction dans une autre langue. Nous disposons également des services d'interprétariat de Language Line. Si vous avez besoin d'aide pour communiquer avec nous ou pour comprendre certaines informations, nous pouvons faire en sorte qu'un interprète de Language Line vienne vous aider ou nous arranger pour faire traduire les informations en question. Si vous avez besoin de l'un des services susmentionnés, veuillez nous contacter au 0845 60 20 540.

हमें यह सूचना टेप, बड़े अक्षरों, ब्रेल या किसी भिन्न भाषा में उपलब्ध कराने में प्रसन्नता है। हम Language Line दुभाषिया सेवा के भी ग्राहक हैं। अगर आपको हमारे साथ सम्पर्क करने या हमारे किसी भी दस्तावेज़ को समझने में सहायता की ज़रूरत है, तो हम आपकी मदद करने के लिए Language Line दुभाषिए या अनुवादक की व्यवस्था कर सकते हैं।

अगर इनमें से किसी सेवा से आपको लाभ होगा, तो कृपया हमसे 0845 60 20 540 पर सम्पर्क करें।

Waxaanu ku faraxsannahay in aan macluumaadkan ku diyaarino cajalad, daabacaad weyn, Luuqadda indhoolayaasha ama luuqado kala duwan. Waxa kale oo aan iska diiwaan gelinay adeegga tarjumaadda Language Line. Haddii aad caawimaad ugu baahato sidii aad noola xiriihi laheyd ama aad u fahmi laheyd mid kasto oo ka mid ah dokumeentiyadeena, waxaanu diyaarin karnaa tarjume ka socdo Language Line ama fasire ku caawiyo. Haddii mid ka mid ah adeegyadan faa'iido kuu leeyihiin, fadlan nagala soo xiriiir 0845 60 20 540.

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

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Understanding Your Rent Review Notification

midland heart

Your rent and service charge review
Starting from 4th April 2022

MR DENNIS THOMPSON, MRS JEAN THOMPSON
Flat 1 XYZ House
103 Stapenhill Road, South
Kings Heath
BIRMINGHAM
West Midlands
B99 8ZZ

Dear MR DENNIS THOMPSON, MRS JEAN THOMPSON
Information about changes to your rent and service charges.

This letter and leaflet explain some changes to the amount of rent and service charge you'll pay for your home from 4th April 2022.

Service charges cover the cost of looking after shared or communal areas or additional facilities like chair lifts or security systems.

Please take some time to read this as you might need to change the amount of rent you pay from 4th April 2022.

If you're receiving Universal Credit, please don't update your journal until 4th April 2022.

If you're receiving Housing Benefit, you'll need to check that your claim has been updated with your local council to make sure your rent is paid in full.

We'll update your Direct Debit payments automatically to the new rent and service charge figure. Please check to make sure the correct amount is being deducted from your bank or building society after 4th April 2022.

If your balance shows you're owing at any point, or you have any concerns about this please call 0345 60 20 540 and our team will be on hand to help.

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

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 4 April 2022.

4 Total new charge

Your new weekly charges for 2022-23.

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.

9 Housing Act 1988 section 13(2)

This act sets out the rules for rent increases, which can't be changed by any housing association. There is more information about this on the back of your rent and service charge review.

Paragraphs 1-6 explain how you can seek independent advice and how to make an appeal against your charges.

If you want to make an appeal, you must submit an application to the first tier property tribunal, who act independently for both of us, before the 4 April 2022.

Any 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 charge increase.

10 Signed and dated

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

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 2022

Your current rent including service charge is:		£96.28
Your new charge from the 4 April 2022 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 how we reinvest in our homes and communities in the leaflet included with this letter.

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 4 April 2022.

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. You can also pay your rent and manage your account on our app 24/7. For more ways to pay, visit midlandheart.org.uk/payingmyrent.

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

Your total weekly service charge £9.11

If you have any questions about your rent review or service charge, please give us a call on 0345 60 20 540.

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 1st Feb 03 is: (see note 11 on enclosed Guidance Notes)
4. The starting date for the new rent will be 4 April 2022 (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.)

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.

Signed: *Marta Jones* [Landlord]* (see note 13 on enclosed Guidance Notes)
Date: 25 February 2022

To contact your rent team call
0345 60 20 540