

## Where each f comes from







service charge

## Where each **f** is spent



19% managing

your homes



22% looking after your schemes and neighbourhoods





41% improving the quality of your homes



18% building new homes

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 invest any extra

We are happy to make this information available on tape, large print, Braille or in a different a 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, ব্রেলে অথবা অন্যান্য ভাষায় আপনাদের সামনে পেশ করতে পেরে আমরা আনন্দিত বোধ করছি। আমরা Language Line অনুবাদ/দোভাযী পরিয়েবাও ব্যবহার করে থাকি। আপনাদের যদি আমাদের সঙ্গে কোন কারণে কথা বলা বা যোগাযোগ করার প্রয়োজন হয় অথবা আমাদের কোন দলিল বা ডকুয়েন্ট বোঝার জন্য কোন সাহায্যের প্রয়োজন হয়, তাহলে আপনাদের সাহায্য করার জন্য আমরা একজন Language Line-এর দোভাযী বা অনবাদকের ব্যবস্থা করতে পারি

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

بسعدنا أن نوفر هذه المعلومات على أشرطة كاسبت، 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 مماً لدينا من وثائق ومستندات، يمكننا ترتيب خدمة الترجمة الفورية أو التفسير عبر الهاتف. إذا كانت أي من هذه الخدمات ستفيدكم، الرجاء الاتصال بنا على هاتف رقم 540 20 60 60 0845.

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.

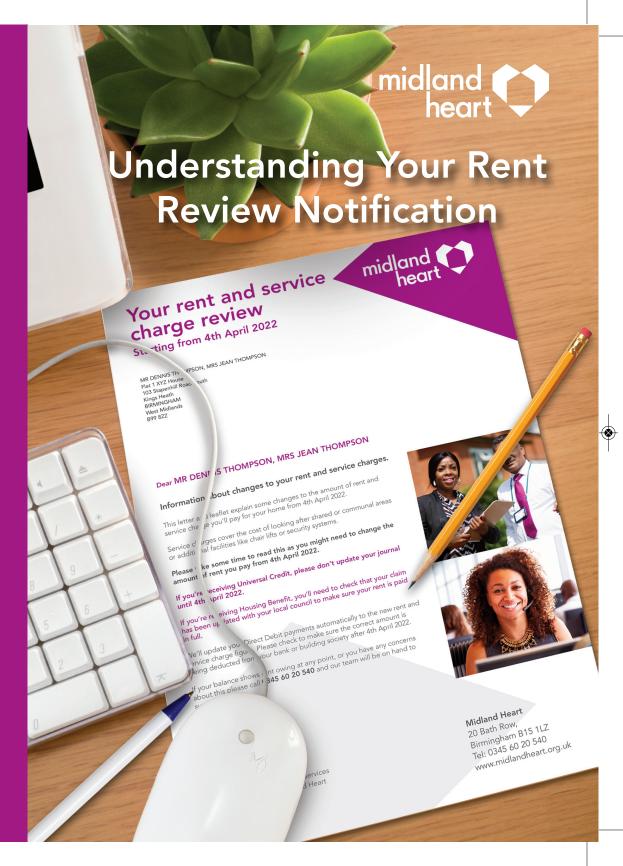
हमें यह सचना टेप, बड़े अक्षरों, ब्रेल या किसी भिन्न भाषा में उपलब्ध कराने में प्रसन्नता है। हम Language Line दुभाषिया सेवा के भी ग्राहक हैं। अगर आपको हमारे साथ सम्पर्क करने या हमारे किसी भी दस्तावेज को समझने में सहायता की ज़रूरत है, तो हम आपकी मदद करने के लिए Language Line दुभाषिए या अनुवादक की व्यवस्था 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 macluumadkan ku diyaarino cajalad, daabacaad weyn, Luuqadda indhoolayaasha ama luuqado kala duwan. Waxa kale oo a<u>an iska diiwaan qelinay</u> adeegga tarjumaadda Language Line. Haddii aad caawimaad ugu baahato sidii aad noola xiriiri 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 xiriir 0845 60 20 540.

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









## Understanding your rent and service charge review

Payment reference

Shows your payment reference number – you can quote this when you contact us to help us deal with your enquiry.

**Current charges** 

Shows your current rent including any service charges.

**New charges** 

This shows the new rent and service charges from 4 April 2022.

Total new charge Your new weekly charges for 2022-23.

Service charges

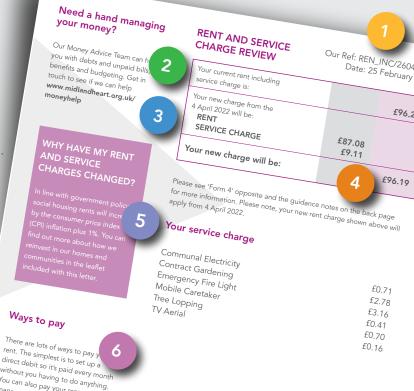
This area provides you with a breakdown of all the services attached to your property.

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.

Service charge total The sum of all charges including management charges.

Form 4 This is a mandatory form set by legislation. The form cannot be changed by any housing association when issuing rent reviews.



Our Ref: REN\_INC/26046245 Date: 25 February 2022 £96.28

hout 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/payingmyren





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.

Landlord's Notice Proposing a new rent under an Assured Periodic Tenancy of Premises situation using Act 1988 Section 13(2), as amended by the Regulatory Reform (Assured Periodic Tenancies)

The notes over the page give Guidance Notes to both landlords and tenants about this notice. Flat 1, XYZ House, Stapenhill Road South, Kings Heath, Birmingham, West Midlands, B99 8ZZ

01. Fiat 1, Δ12 Flouse, Stapenniii κοασ South, Kings Heath, Birmingham, We From: Midland Heart Limited [Landlord], 20 Bath Row, Birmingham B15 1LZ

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

3. The first rent increase date after 1st Feb 03 is: (see note 11 on enclosed Guidance Notes)

(see note 11 on enclosed Quidance Inotes)

4. The starting date for the new rent will be 4 April 2022 (see notes 14-18 on enclosed 5. Certain charges may be included and separately identified in your rent. The amounts of the

Water charges In the proposed new rent £0.00 £0.00

6. If you accept the proposed new rent, you should make arrangements to pay it. If you do not 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

····.. [Landlord]\* (see note 13 on enclosed Guidance Notes)

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.

Signed and dated

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

To contact your rent team call 0345 60 20 540

