

Where each £ is spent

We invest any extra income back into your homes.

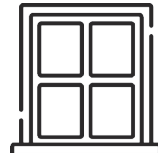
This year we fitted:



751
new
bathrooms



973
new kitchens



568
new sets of
windows

These figures are taken from our 22/23 Customer Annual Report



Worried about money? We can help!

If you're one of our customers you can use our free
Money Advice Service.

We can help you to:

- Claim benefits
- Resolve debt problems
- Budget your finances
- Access foodbanks
- Apply for reconsiderations
- Attend tribunals

For more information call us on 0345 60 20 540
or visit www.midlandheart.org.uk/moneyhelp



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, ব্রেল অথবা অন্যান্য ভাষায় আপনাদের সামনে পেশ করতে পেরে 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 كانت 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 जरूरत 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।

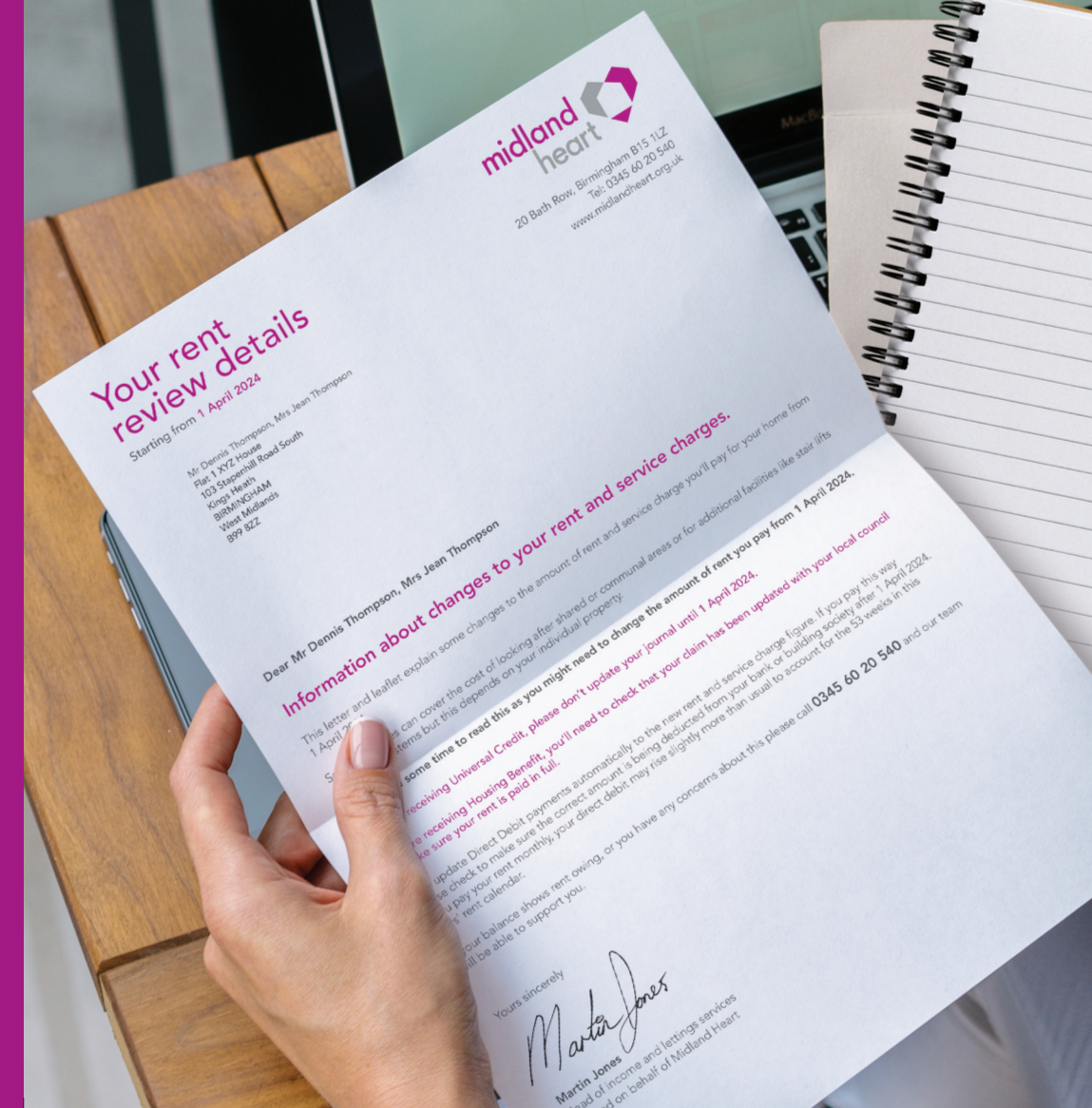
Waxaanu ku faraxsannahay in aan macluumaadkan ku diyaarino cajalad, daabacaad weyn, Luuqadda indhoolayaasha ama luuqado kala duwan. Waxa kale oo aan iska diiwaan gelinay adeegga tarjumaadda Language Line. Haddii aad caawimaad ugu baahato sidii aad noola xiriiri laheyd ama aad u fahmi laheyd mid kasto oo ka mid ah dokumeentiyaadeena, 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

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Understanding Your Rent Review Notification



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 1 April 2024.

4 Total new charge

Your new weekly charges for 2024-25.

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.

Rent and Service Charge review

Our Ref: REN_INC/26046245
Date: 24 February 2024

1 **Why have my rent and service charges changed?**
In line with government policy, social housing rents will increase by the consumer price index (CPI) plus 1%. This means your annual rent increase for 2024 – 2025 will be 7.7%.

2 **Your current rent including service charge is:** £96.28

3 **Your new charge from the 1 April 2024 will be:**

RENT	£87.08
SERVICE CHARGE	£9.11
Your new charge	£96.19

4 **Your service charge**

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

5 **Your total weekly service charge** £9.11

6 **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. For more ways to pay visit midlandheart.org.uk/waystopay

7 **Manage your repairs online**
You can now book, track and change your repairs on our app as well as managing your rent account. Type 'Midland Heart' into Google Play or the App Store to download or visit midlandheart.org.uk/app to find out more.

8 **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 midlandheart.org.uk/moneyhelp

9 **Form 4**
Landlord's Notice Proposing a new rent under an Assured Periodic Tenancy of Premises situation in England.

10 **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 1 April 2024.

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

To contact your rent team call 0345 60 20 540