



**Yorkshire
Housing**

About your rent and service charge

What you need to know



About your rent and service charge

We review your rent every year. It is set in line with Government policy. If you pay a service charge we look at whether that needs to change based on how much we estimate the services we provide will cost.

We want to let you know what this means for you and explain how the rent and service charges apply to you. This will depend on your own circumstances, whether you pay any service charges and whether you receive any benefits such as Universal Credit or Housing Benefit. Have a look at the information here – we're on hand to help if you're worried about paying your rent or if you're not sure about anything. Contact us online at www.yorkshirehousing.co.uk or call us on **0345 366 4404** (Mon-Fri 8.00am-6.00pm)

Your total weekly charge

The total weekly charge for renting your home from Yorkshire Housing is generally made up of two elements; rent and service charges. **Rent** is the charge which you pay to live in your home. **Service charges*** are paid for direct services you receive, e.g. gardening and cleaning of communal areas or land.

Service charges

Yorkshire Housing estimates the service charge cost by looking at the changes in the level of service required, this can include changes in contract pricing, VAT and other external factors i.e. the Retail Price Index and utility prices. Your lease or tenancy agreement sets out your service charges. Please note that not every home has a service charge.

Service charges and eligibility

This relates to Housing Benefit and Universal Credit eligibility. Some service charges are in-eligible, for example a water supply to your property. These charges are not covered by Housing Benefit or Universal Credit and must be paid for by you.

**All homes attract a rent charge, however your home may not be subject to any service charges. Please refer to your rent increase letter for details of how your total charge is made up.*

Ways to pay

Self service:

Pay any time using a debit or credit card on the secure Allpay website. You can access this through **www.yorkshirehousing.co.uk**. Register your details online to help speed up making future payments.

Pay over the telephone anytime using our automated payment line. Please dial 0345 366 4404 and select option two followed by option one. You will need your payment reference number in order to self serve.

Housing Benefit:

If housing benefit pays all of your rent direct to Yorkshire Housing you don't need to do anything. If you are paid housing benefit direct, please send your annual rent review letter to the housing benefit department at your local council.

It is your responsibility to ensure your housing benefit award is correct and that your rent is paid in full.

Universal Credit:

If you receive Universal Credit, please contact the Department for Work and Pensions through your online portal or your Job Coach at your local job centre.

If you are making an application for Universal Credit please ensure you make it clear on the application form how much your rent is. This will help to ensure your rent is paid.

Yorkshire Housing's bank details:

Account Number: 00636452

Sort Code: 56-00-54

Address: Nat West, Leeds City Office, 8 Park Row, Leeds LS1 5HD

Money worries - we can help you

Supporting you with your debts:

The cost of living crisis is making everyday items and utility bills much more expensive. We understand you might be worried and we want you to know we're here to help.

Our money coaches can help you budget and apply for benefits and grants. You can get in touch with them by calling **0345 366 4404**. We've also got more advice and support on our website, just visit **www.yorkshirehousing.co.uk** and search 'cost of living'.



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Housing**

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