



Your rent 2021 – 2022 explained



Halton
Housing

What we do with your rent



Our mission is to improve people's lives, this means more than just providing the bricks and mortar of your home.

Any surpluses that we make are re-invested into Halton Housing to continue to improve services we provide for you, the homes that you live in and the places where you live. We aim to provide good 'value for money' for the rent that you pay.

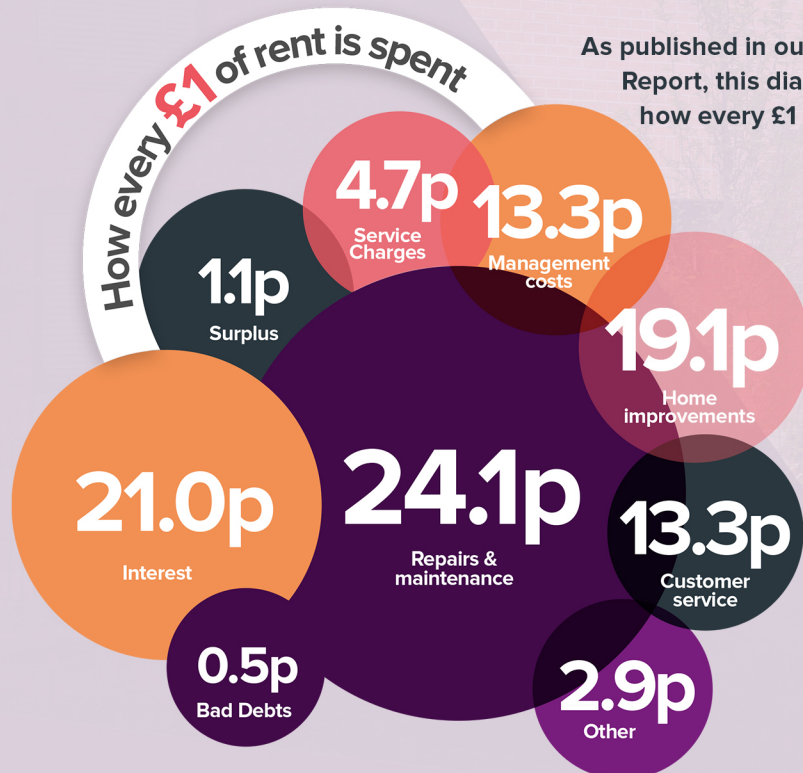
For **2021 – 2022**, rent will increase by **1.5%** (1.6% for shared ownership) – in accordance with government rent setting policies.

Our rents remain amongst the lowest in Halton and the North West of England.



What your rent is used for

As published in our recent Annual Report, this diagram illustrates how every £1 of rent is spent:



Your rent pays for these services:



We will be investing **£72m** in our homes and neighbourhoods over the next 5 years.

Repairs, maintenance and buildings

- The safety of our customers and homes is one of our key priorities. We are proud to say that we have an excellent safety and compliance record.
- We provide a friendly and reliable repairs service to you.

Customer and community support

- We have improved the digital experience for you. This year we have launched our new customer area 'MyHaltonHome', your one stop shop for managing your tenancy with us. We have also refreshed our smartphone app. Look out for the brand-new website which will be launching in the spring.
- We are here to support you should you need it. We know how difficult it has been and continues to be for many of you during the coronavirus pandemic. Our specialist teams can help you if you are struggling to manage your money or access food and supplies. They will help you to access specialist services in the community.

Investment in your home and neighbourhood

- We are committed to continuing to provide you with a safe and well-maintained home.
- We are continually exploring how we can improve the look and feel of your neighbourhoods.

Neighbourhood management

- Our Neighbourhood Teams are there to provide you with help and assistance for 'all things' related to your tenancy with us.
- We continue to work with agencies and local police to tackle anti-social behaviour in your neighbourhoods.



Here to support you

We are committed to supporting you when you face financial difficulties, especially during the challenging period we have all faced over the last 12 months with coronavirus. We always encourage customers to tell us straight away if they are experiencing problems paying their rent and there is a range of help available.

Helping you to get the support you need

Our specialist teams are here to support you and agree affordable repayment plans and provide specialist advice on claiming benefits, maximising income, managing debt and money advice. Get in touch with our Welfare Benefit/Money Advice Team on **0151 510 5024** or Debt Recovery Team on **0151 510 5240**.

Keeping you secure at home

No one will be evicted from their home as a result of financial hardship caused by coronavirus, where they are working (or engaging) with us to get their payments back on track.

Acting compassionately and quickly where people are struggling

We will only take legal action in serious circumstances and as a last resort where a customer will not agree a plan with us to pay their rent. This also includes when there are instances of domestic abuse or serious anti-social behaviour that is putting other residents or the community at risk.

Have your Say

We appreciate that you may have lots of questions about your new rent costs. We want to be open and transparent and answer any questions or concerns you may have.

Please contact us at

welfare@haltonhousing.org or via the contact options on our app or **MyHaltonHome**.

You can also visit our website **www.haltonhousing.org** where you can submit questions about your new rent. We'll also post answers to your questions on here too.

