

# RENT AND SERVICE CHARGE PROPOSALS 2024/25 FEEDBACK SUMMARY

We recently invited you to comment on the proposed rent and service charges from April 2024. Thank you to everyone who took part and gave feedback on the proposals.

## WE RECEIVED 521 RESPONSES.

We have contacted each person individually if they raised concerns about rising energy costs and financial struggles to discuss the support available through our energy and money advice services.

We identified some key themes from the comments we received. We have summarised these here and provided further information.



## YOU SAID: THE PROPOSED INCREASE IS HIGH. WHY IS THIS?

The Government set a limit on how much rents can increase each year. This is based on the Consumer Price Index (CPI) in September each year, plus 1%. The CPI figure in September 2023 was 6.7%, resulting in a proposed rent increase by 7.7%.

In the previous year, CPI was much higher and as a result the Government changed their approach and imposed a cap on rent increases for 2023/24, but this is not the case for 2024/25.

## YOU SAID: WHAT WILL BE DONE TO MAINTAIN AND IMPROVE SERVICES?

We always try to provide high quality services, but we know we don't always get it right. We improve services by asking for your feedback, using performance data, benchmarking against other organisations and seeking accreditations.

If you would like to discuss concerns you have about a service, then you can contact our **Customer Feedback Team** by emailing us at [feedback@stockporthomes.org](mailto:feedback@stockporthomes.org) or calling us on **0161 217 6016**.

If you left us comments on this survey about a specific service and your contact details, then that service should have already been in touch with you. If you are unhappy with the response, then you can make a complaint by filling in the complaints form on our website [here](#) or calling us on **0161 217 6016**.

## YOU SAID: WHERE WILL THE MONEY BE SPENT?

The proposed increases in rents will be used to maintain and improve housing and neighbourhoods. The service charge proposals will be spent on delivering the range of services covered by service charges.



## YOU SAID: HOW DOES THIS IMPACT MY SERVICE CHARGES?

Service charges represent the expected costs of providing a range of specific services. The service charge proposals are based on how costs are expected to change over the next year. Some service charges are proposed to decrease and some to increase depending on the specific service.



## YOU SAID: WILL MY BENEFITS INCREASE IN LINE WITH A RENT INCREASE?

If you receive help with your Housing Costs from either Housing Benefit or Universal Credit, the amount of benefit you receive will increase at the same rate as any increase in rent and any eligible service charges. It is important you let Universal Credit know about the change in your Housing Costs when prompted to do so.

If you manage your claim online this will be a 'to-do' you will receive on or after 1st April 2024.

# YOU SAID:

## I'M CONCERNED ABOUT THE PROPOSALS GIVEN THE INCREASE IN THE COST OF LIVING AND EXISTING BUDGET CUTS. WHAT SUPPORT IS AVAILABLE?



We know that money is a big worry for many households. You are not alone in trying to deal with this and there is help and advice available.

If you would like any help or advice, then you can contact the **Money Advice Team** on 0161 217 6016, option 3 then option 4, email them at [moneyadvice@stockporthomes.org](mailto:moneyadvice@stockporthomes.org) or complete the online form on our website [here](#).



If you are worried about **high energy bills**, are not sure if you're on the best tariff, or if you are running up fuel debt, then our dedicated **Energy Solutions Advisors** may be able to help you.

You can get in touch with the Energy Advice team on 0161 217 6016 [energy.advice@stockporthomes.org](mailto:energy.advice@stockporthomes.org).

You can find more information about the range of cost-of-living support on our website [here](#).

## YOU SAID: I AM IN FULL TIME OR PART TIME EMPLOYMENT. I AM CONCERNED THAT RENT WILL INCREASE WHILE MY SALARY DOES NOT. IS THERE ANY SUPPORT FOR ME?



Stockport Homes Money Advice team are a specialist service that can provide a full assessment of your finances and ensure your income is fully maximised and that you are aware of any additional support or grants that might be available to you, and how to access these.

If you feel you might benefit from this free, confidential service please get in touch:



0161 217 6016, option 3 then option 4



[moneyadvice@stockporthomes.org](mailto:moneyadvice@stockporthomes.org)



Complete the online form on our website [here](#).

## YOU SAID: IF CUSTOMERS FEEDBACK THAT THEY DO NOT WANT THE INCREASE, WILL IT BE INCREASED ANYWAY?

Your feedback on the proposed rent and service charges will go to elected members (Councillors) who will make final recommendations to the Council's Scrutiny Committee and Cabinet in February 2024. It is the Councillors who will have the final say on the proposal.



Please note that this is a summary of the comments we received on the proposals only.

**Any changes to your rent and service charges will be sent to you via letter and will not take effect until April 2024.**