

## Further information

If you have any further questions about how your rent is set, please contact Mosscares Housing's Finance Team on: **0161 226 4211**.



Contact us if you would like a copy of this publication in large print, Braille, audio format or another language.

### Arabic

إذا كنت ترغب في الحصول على نسخة من هذا المنشور باللغة الصومالية، يرجى الاتصال بالهاتف على الرقم 0161 226 4211 أو إرسال رسالة إلى العنوان التالي:  
Mosscares Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

### French

Si vous souhaitez une copie de cette publication en Français, veuillez téléphoner au 0161 226 4211 ou écrire à :  
Mosscares Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

### Gujarati

જો તમને આ પ્રકાશનની ગુજરાતી ભાષામાં નકલની આવશ્યકતા હોય કૃપા કરી 0161 226 4211 પર ટેલીફોન કરો અથવા આ સરનામે લખો "The Mosscares Housing Group, 101 Great Western Street, Moss Side, Manchester, M14 4AA"

### Polish

Jeżeli chciałbyś otrzymać kopię niniejszej publikacji w języku polskim, prosimy skontaktuj się z nami pod numerem telefonu 0161 226 4211 lub napisz do nas na adres:  
Mosscares Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

### Somali

Haddii aad af Soomaali ku rabtid nuqulka daabacaddaan fadlan soo wac telefoonka 0161 226 4211 ama u soo qor:  
Mosscares Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

### Urdu

اگر آپ کو اس اشاعت کی ایک نقل اردو میں چاہیے تو فون نمبر 0161 226 4211 پر رابطہ کریں یا ہمیں لکھیں:  
Mosscares Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

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Moss Side  
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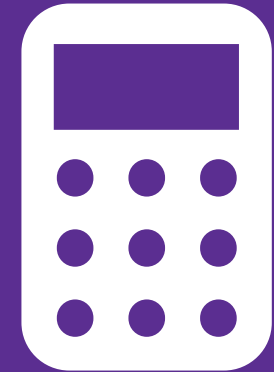
**Textphone for all offices: 0161 226 2222**

Registered Charitable Housing Association No. 18877R.  
Registered with the Tenant Services Authority.



# A guide to how your rent is set

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# A guide to how your rent is set

## How is your rent set?

We set our rents in accordance with The Housing Act 1988. This divides tenants into two types:

Secure tenants from before 1989	Assured tenants from after 1989
If you have been a Mossclare Housing tenant from before 15 January 1989:	If you first became a Mossclare Housing tenant on or after 15 January 1989:
<ul style="list-style-type: none"> <li>You are known as a 'secure tenant'. Your rent is known as a 'fair rent'</li> </ul>	<ul style="list-style-type: none"> <li>You are known as an 'assured tenant'</li> </ul>
<ul style="list-style-type: none"> <li>Your rent is controlled by the Rent Officer Service. This service is independent of the Mossclare Housing</li> </ul>	<ul style="list-style-type: none"> <li>Your rent is set by Mossclare Housing</li> </ul>
<ul style="list-style-type: none"> <li>You will keep this status if you transfer to another Mossclare Housing property or exchange properties with another secure tenant</li> </ul>	

## How is the rent for assured tenants set?

- The Government has set a formula to calculate rents for our properties to make sure that they are affordable
- These are based on the value of the property, the number of bedrooms and the average earnings of people in the area
- We must gradually bring our rents in line with this formula over the next few years
- We cannot increase your rent by more than inflation plus ½% plus £2 each year
- It is possible that your rent may decrease rather than increase
- Your rent will only increase on the first Monday in April each year, if you have been a tenant for at least a year. We will always give you one month's notice of this
- If you are not satisfied with your new rent, you have the right to appeal to the Rent Assessment Committee  
Telephone 0845 600 3178

## Services charges

- You might also pay a service charge for extra services such as window cleaning or gardening. This charge will be no more than the cost to us of providing the service

## How is a fair rent for secure tenants set?

- We apply to the Valuation Office Agency once every 2 years. They set the 'fair rent' to cover both rent and services
- The Valuation Office Agency considers the age, location and state of repair of your property when considering the rent
- We must gradually bring all our rents, including 'fair rents', in line with the Government formula over the next few years, but cannot increase your rent above the 'fair rent' at any time
- You will be given 28 days' notice of any change to your rent
- If you are not satisfied with the agreed rent, you have the right to appeal to the Rent Assessment Committee

## Supported tenants

- If you live in a supported housing scheme where you receive a higher level of care and support your rent may be set in a different way

