

## **Changes to your rent – Tenants 2025/26**

As a social housing provider, we follow rules set by the government when we calculate any changes to your rent.

The government usually allows your core rent (not including service charges) to increase based on the Consumer Price Index (CPI) for September, plus 1%.

The CPI is a commonly used measure of inflation which measures changes in the prices of goods.

This year the CPI was **1.7%** meaning that our core rents will rise by **2.7%**.

If you receive benefits to pay your rent, please make sure that you tell your Housing Benefit authority or Universal Credit what your new rent and service charge will be.

### **How will the money be used?**

We are a not-for-profit organisation, so all of the money we make is invested back into homes and services. Increasing rents means that we can keep providing you with high quality repairs, maintenance and other services, as the prices we pay for these have gone up too.

### **Service charges**

Your service charges are based on the expected cost during the year ahead. Most charges have increased by 5% or less with some being slightly more. If you have any queries, please contact your Regional Housing Officer.

### **Support with cost of living**

We know that many people will be facing financial difficulties now because of rising prices and some of you may be worried about the Government's plans to change benefits.

If you are struggling to pay your rent or service charge, please speak to us as soon as possible, by contacting your Regional Housing Officer or Outreach Worker.

There is also lots of useful information on our cost-of-living website page:  
[www.advanceuk.org/existing-customers/cost-of-living](http://www.advanceuk.org/existing-customers/cost-of-living).

### **Advance Hardship Fund**

Advance currently operates a Hardship Fund to support people who are struggling with the cost of living or have life events which are causing financial hardship.

If you are struggling with the day-to-day cost of living and experiencing financial difficulty you can apply for a one-off amount of funding to assist with essential items such as:

- Utility Costs
- Food
- Clothing

Your Regional Housing Officer or Housing Outreach Worker will also be able to help you to apply.