

Changes to your rent

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

Your lease allows your core rent (not including service charges) to increase based on the Retail Price Index (RPI) for September, plus 0.5%.

As you are a shared owner you have a lease agreement with Advance which would mean that Advance should increase your rent by 13.1%. We have decided that due to the cost of living we will only increase your rent by 11.1% which is in line with what we are increasing rents to our tenants.

If you use Housing Benefit, Universal Credit or another form of benefits to pay your rent, you will see these payments rise from the first Monday in April onwards. Please make sure that you inform your Housing Benefit authority or Universal Credit of your new rent and service charge.

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. Some of these have increased by inflation (10.1%) or less.

Support during the cost-of-living crisis

We know that many people will be facing financial difficulties at the moment because of rising prices and energy bills.

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 webpage:
www.advanceuk.org/existing-customers/cost-of-living.

Please turn over ...

Advance Hardship Fund

From April 2023 we are introducing a hardship fund for the first time. If you are struggling with the day-to-day cost of living and experiencing financial difficulty you will be able to apply for a one-off amount of funding to assist with essential items such as:

- Utility Costs
- Food
- Clothing

The details are currently being finalised and will be published on the Advance website before 1st April. Follow us on Facebook (@AdvanceUK.org) for updates Your Regional Housing Officer or Housing Outreach Worker will also be able to help you to apply.