

Rent and Service Charges



What your rent pays for

We maintain about 7,000 properties, mainly across Worcestershire and Gloucestershire and our team are out and about on a daily basis, working in your homes and in your communities.

Your rent covers the use and occupation of your home, however, there are lots of services we offer which are also funded by your rent which may benefit you directly or indirectly.

The list below is a breakdown of some of the services your rent covers. If you are a shared owner, **the services marked * are not included in your rent.**

- **Delivering repairs***

With our partners we deliver about 20,000 repairs each year. Our emergency repairs service is available 24 hours a day for out of hours emergencies to make sure your home stays safe.

- **Property Upgrades***

We upgrade our homes regularly through our maintenance programme. This is for things like replacing your bathroom, kitchen, or windows.

- **Servicing gas, electrical and other heating systems***

There are lots of things in your home which will need regular checks to make sure they are safe and efficient. We use our qualified teams and contractors to check and maintain these items on a regular basis so that they comply with national safety standards and keep you safe.

- **Managing customer contacts**

Our call handlers deal with over 50,000 calls each year, as well as emails, letters, and social media contacts, making sure that these are actioned quickly.

- **Dealing with complaints**

We recognise that things do not always go well. We have a dedicated team to make sure that we can deal with your complaint effectively and learn from any mistakes that we have made.

- **Tenancy management and support**

When you rent a home with us, our Neighbourhood Housing Officers and other teams are on hand to make sure you are supported, and that you know where to go if you have any questions or issues.

- **Providing money advice**
We offer support for any customer who feels they need support with managing their money. The Income team can provide advice on managing your finances, budgeting, and claiming benefits.
- **Managing anti-social behaviour**
We have a team of experts who work with customers and other partners such as the police and respond to cases of ASB.
- **Co-ordinating home aids and adaptations***
We support all our customers who need additional support to help them live comfortably in their homes, either directly or through other agencies.
- **Processing permissions for changes**
You might want to make changes to your home, such as having a pet or taking in a lodger. We make sure that these requests are processed and managed fairly for all our customers in a timely way.
- **Managing mutual exchanges***
Our housing team can support you with this to make the process as smooth as possible.

- **Listening to your views and acting on them**

We want to make sure that we give customers every opportunity to help shape our services. We have a range of ways for people to get involved and a team who have expertise in this area.

To provide these services (and more), we need to make sure that we have the right team, with the right training, and the right equipment. This includes not only those people who you see in our communities, but also colleagues who are making sure our IT systems work well, that we are efficient, that we manage our finances and other responsibilities that the regulator requires us to fulfil through their consumer standards.

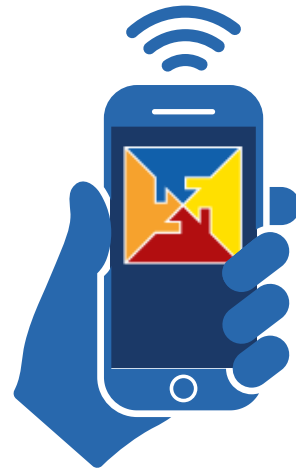
Because we are a not-for-profit organisation, all the money we receive is put back into the business so that we can continue to build and manage our properties.



Your rent

Most people find that Direct Debit is the easiest and most convenient way to pay. You can choose a payment frequency that suits you, either weekly or monthly. Your first rent payment must be paid when you take on the property and your Direct Debit will be set up to collect all future payments. If you wish to set up a new Direct Debit or to make changes to your existing arrangement, please contact the Income Team.

If you can, we always encourage a slight overpayment each month, it means that if your circumstances change (if you need to make a new Universal Credit Claim for example) you won't immediately fall into rent arrears, and it gives more peace of mind. If your rent is going to change, we will give you at least four weeks' notice in writing.



You can also use **PayRooftop**, (our payment app), to make managing your payments easy and you can control other aspects of your tenancy through the app. You can find all the details on our website: www.rooftopgroup.org/advice-guidance/portal-guidance

Alternatively, if you need to check your rent balance, give one of our team a call on **01386 420 800** and we will be happy to give you those details.

If you can't pay your rent by Direct Debit, please discuss this with your Neighbourhood Officer or contact the Income Team and we'll be happy to work with you to find a solution.



Housing Benefit and Universal Credit

Universal Credit (UC) has replaced Housing Benefit, Income-based Jobseeker's Allowance, Income Support, and a number of other benefits. You might be able to get UC if you are not working or you are on a low income. UC works differently from the old benefits – so it's important to know the differences.

The biggest differences are:

- you can get Universal Credit if you are unemployed but also if you are working
- you will usually get a single payment each month, rather than weekly or fortnightly
- your rent will usually be paid directly to you as part of your monthly payment
- if you are not sure if you are eligible for UC (or any other benefits), please contact us



If you are in arrears

If you are finding it hard to pay your rent or keep up with bills, you may qualify for additional benefits and support, depending on your circumstances.

Our Income Team are here to help. Contact us before things get too tough. We are here to support and not to judge. Call **01386 420 800**.

Accessing support

Working out what benefits and financial support you are entitled to can be difficult, especially when there are changes to welfare. Our Income Team can help you find the right support by signposting you to organisations outside of Rooftop including charitable grants or make referrals for debt advice.

If you need help finding the right support, please get in touch:
enquiries@rooftopgroup.org

Service Charges explained

In many cases you may be required to pay a service charge on top of your rent. The service charge covers the cost of services that we provide to you as part of your tenancy, lease, or licence agreement.

Usually, these charges are for servicing or maintaining specific areas of the building you live in, such as lifts, lighting, fire alarms, CCTV, cleaning, and grounds maintenance, including any shared outdoor areas such as car parks and gardens.

As part of the Service Charge, a management fee is included to cover our costs in organising and monitoring the service, managing the service charge accounts throughout the year, and issuing your service charge statement.



Any Service Charges will be explained to you in detail before you move into your home, and you will receive a detailed breakdown each year alongside your rent statement.

When repairs are required to the communal parts of the building, the costs are included in your rent. Leaseholders must pay their share of the costs as an additional charge.

If you have any questions about your service charge, please contact us: **enquiries@rooftopgroup.org**

How to contact us



You can email us at:
enquiries@rooftopgroup.org



Or call us on: **01386 420 800**



Or write to us at:
Rooftop Housing Association
70 High Street
Evesham
Worcestershire
WR11 4YD

Service requests, complaints, and the Housing Ombudsman

It is important to us that you are happy with the service we provide, but sometimes things do go wrong. When this happens, we want to ensure we put things right promptly and that we learn from your experiences.

Our approach is based on the
Housing Ombudsman's dispute
resolution principles

- Be fair
- Put things right
- Learn from outcomes

Any staff member can raise a complaint for you. Alternatively, you can email us at **enquiries@rooftopgroup.org**.

If you aren't happy with the outcome of a complaint, you can ask the Housing Ombudsman to intervene on your behalf.



Rooftop Housing Group

70 High Street
Evesham
Worcestershire
WR11 4YD

Tel: 01386 420800

Email: enquiries@rooftopgroup.org

www.rooftopgroup.org

First Edition: August 2025