

CHANGES TO YOUR RENT

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www.rooftopgroup.org
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enquiries@rooftopgroup.org



I'm Boris Worrall

Group Chief Executive

We understand that this is still a difficult time for many, as the cost of living remains high.

As the costs of maintaining and repairing homes continue to rise, this annual increase is necessary so that we can continue to provide essential services, carry out repairs and maintain the quality of your home. Rooftop is a not-for-profit organisation which means the rent we collect pays for our services to you, including repairs, and investment in your homes.

In setting the rent we have followed the standard Government formula for social housing by taking the previous September's Consumer Price Index (CPI) rate, which was 3.8% in September 2025, and adding 1% to it.

This year's rent increase was agreed by the Board in line with the Government formula. The Board also considered the average incomes in the areas where we work against the levels of rent to ensure that rents remain affordable. Our average rent this year is £133 a week.

You told us that your needs for repair services have changed, so we took the decision to search for a new property maintenance and estates services contractor. The new contractor will be in place and delivering services from the summer.

You have also consistently told us that investing in existing homes is a priority. Therefore, in March we will be taking proposals to our Board to substantially increase the amount we aim to spend on planned property improvements and maintenance next year.

Subject to this budget and Financial Business Plan approval, the major increase in planned maintenance spending will deliver:

-  A new re-wiring programme
-  An expanded door replacement programme
-  An expanded kitchen and bathroom replacement programme
-  Upgrades to the energy efficiency of more than 200 homes

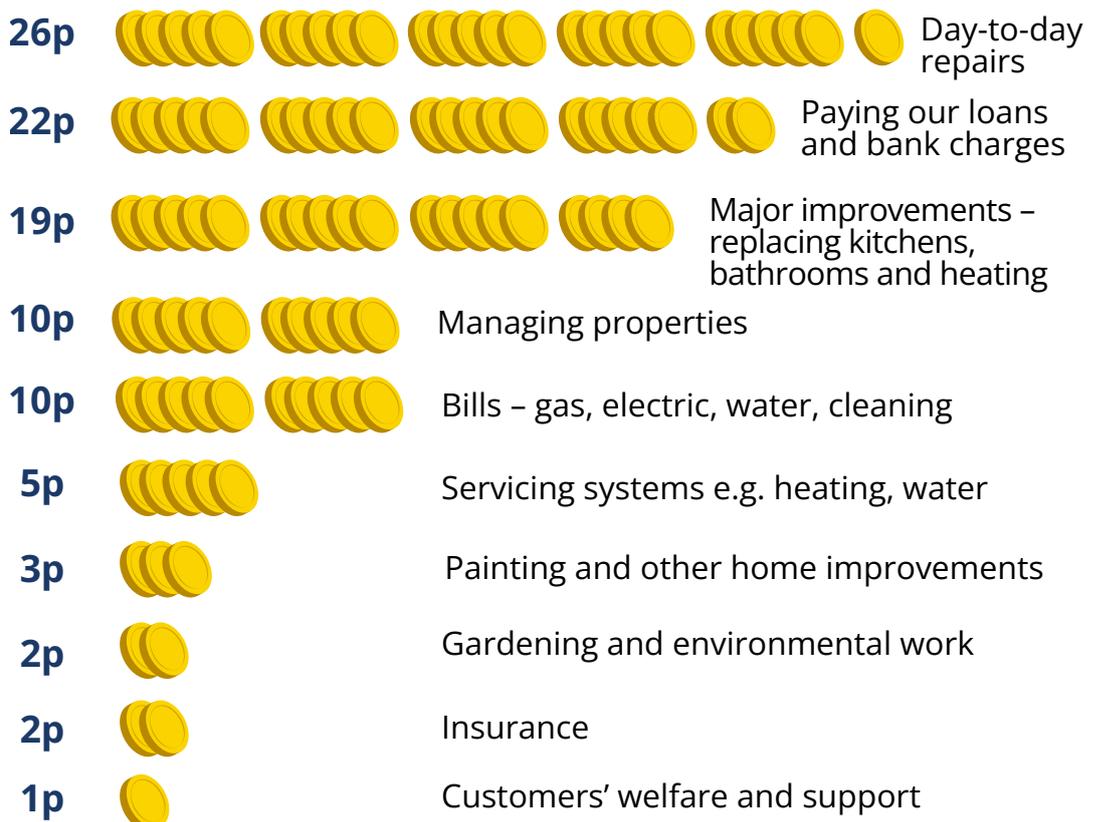
The rent increase will also enable us to continue to:

-  Allocate around £800,000 to tackling damp, mould and condensation
-  Improve response times to property safety and hazards
-  Continue to ensure we have a team to tackle ASB
-  Fund key customer service roles including complaints

Boris

Value for money

For each £1 received, this is how your money is spent:





Here to help and useful contacts

If you are struggling with your finances, our team may be able to help you check the right benefit entitlements or maximise your income. We may also help you explore other support options outside of Rooftop including charitable grants or make referrals for debt advice.

Rooftop Benefits and Income Advisor



01386 420800



moneyadvice@rooftopgroup.org



Talk to our Benefits and Income Advisor

General support

Trussell Trust Foodbanks

01722 580180

www.trusselltrust.org

Severn Trent Water's Big Difference scheme

www.stwater.co.uk

British Gas Energy Trust

0121 348 7797

www.britishgasenergytrust.org.uk

Food and bills

Royal British Legion

0800 802 8080

www.britishlegion.org.uk

Citizens Advice

0800 144 8848

www.citizensadvice.org.uk

Debt advice

MoneyHelper

0800 138 7777

www.moneyhelper.org.uk/en/contact-us

National Debtline

0808 808 4000

www.nationaldebtline.org

StepChange Debt Charity

0800 138 1111

www.stepchange.org

Take a look at your local council's website, many of them have pages to help with the cost of living crisis.

SCAN ME!



Independent benefits calculator

You can use an independent, free and anonymous benefits calculator on this government link to check what you could be entitled to. It will give you an estimate of the benefits you are eligible for and how much better off you might be in work. You can also see how changes in your household budget can affect your income.

Link: <https://www.gov.uk/benefits-calculators>



Local Advice



You can check with a local benefits advisor to find out what you could be entitled to. Enter a postcode on the website and choose an advice topic to find links to tailored information for your area.

Link: <https://advice.local.uk/>

Understand Universal Credit

This government website provides information you need to know about Universal Credit, including eligibility and how to make and manage your claim.

Link: <https://www.understandinguniversalcredit.gov.uk/>





Frequently asked questions (FAQs)

01

I claim Universal Credit (UC), what do I have to do?

You will need to inform the Department for Work and Pensions (DWP) of your new charges, but not just yet. You cannot report a future change to the DWP, and so you can only give them this information after 6 April 2026. Do not report before this date as it will not be applied and you will have to do it again. Keep this letter and set a reminder to update your online claim through your journal anytime from 6 April 2026.

02

What if I don't claim Universal Credit but I do claim other benefits?

Some people are better off on Universal Credit. You can go to this government link www.gov.uk/benefits-calculators (you can scan the QR code on p.5) and use the benefits calculator to check if you are better off.

03

I'm concerned about the increase - what help and support is available?

If you're worried about affording the increase, please get in touch with us as early as possible, our benefits and income advisor may be able to help you check your benefit entitlement, maximise your income or explore other support options.

04

I pay a service charge, do the same increases apply?

As a responsible landlord we will only recover service charges in line with our policy, which is to cover our costs - there are no hidden charges; however, you may notice that some service charges are higher due to the increased costs of providing the services to you.



05

Will I see any benefits in my home and local community?

We're committed to ensuring that your home meets the requirements of the Decent Homes Standard, that your home is energy efficient and that we provide quality services that meet your needs. We want to be visible and accessible, and this year we have been talking to communities about how we can really help with local priorities. We will continue to provide quality homes that are affordable, and continually improve grounds maintenance and cleaning services.

06

Do I have to adjust my Direct Debit with my bank?

Don't worry, your Direct Debit will be changed automatically by our team – you don't have to do anything. This change will be confirmed in writing.

07

What about my Standing Order?

If you pay your rent via a Standing Order you must change the amount with your bank. If you wish to set up a Direct Debit for future payments, please contact our Income Team. Tel: 01386 420800 or Email: income@rooftopgroup.org You can always check your balance and make other changes using the MyRooftop app.

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If you have a question that is not listed above, scan the QR code below, fill out the form and we will get back to you.



Update your information

We know life can be challenging, and sometimes you may need a little extra support. If you're feeling vulnerable or need additional support, or adjustments made either temporarily or permanently, please let us know. We're here to help.

That's why it's important to share your personal information with us, so we can support you better. We'll use your details to tailor our services to work for you.

We're now running our digital survey to collect your personal information. If you receive the link by email or text, please take a few minutes to complete the form by the closing date, and you'll be entered into our prize draw.

Every completed form will be entered into a fortnightly prize draw for a £50 shopping voucher. All eligible entries will also be included in the grand prize draw for a brand-new PC tablet worth £300.



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Multilingual Chat Service

If you are a non-English speaker and would like to discuss your rent, click on the Multilingual Chat Box on 'Your rent' page on our [website](#).

You can ask us questions in 20 different languages.

Download 'PayRooftop App'

To make it easier for you to pay your rent in the palm of your hand, download the 'PayRooftop' App.

You can:

- make rent payments
- view your payment history
- save bank card details
- schedule recurring rent payments

The App is available in the Apple App Store and in Google Play, just search PayRooftop.