

1<sup>st</sup> September 2015

Our ref:

Dear

### **Proposed change to your rent payment period**

As you may be aware, we often use feedback from our tenants about what works well and what we could do better, to improve our service.

Many of our tenants have said they find our current system of running a 48-week rent year confusing, and the rent statements we send make this even more difficult to understand. Basically, they say the payment period could be more logical and it would be easier if it matched the way they budget and pay for other household expenses.

We agree we can make things much clearer by spreading payments equally across the whole year and moving to a weekly system.

**This won't make any difference to the total amount you pay each year** – or the amount of money we receive – but it should make things more transparent and easier to understand.

We are therefore proposing to change the way we charge rent from next year. Instead of paying rent for 48 weeks and receiving four 'rent-free' weeks, your payments will be spread equally across the whole year.

Whilst you will still pay the same total annual sum, you will pay a lower weekly amount, as this example (which includes service charges) shows:

- Your current charge is **£82.07** per week. Spread equally across 48 weeks, you currently pay **£3,939.36** each year (**£82.07** x 48).
- Under the new arrangement, your weekly charge would be **£75.76** per week (**£3,939.36** divided by 52).

*NB There may be a slight difference between the figures as a result of rounding the figures up or down to the nearest penny.*

We believe this proposal should make household budgeting easier.

We have provided a few questions and answers with this letter which you may find useful but, if you wish to ask anything about this proposed change or make any comments, please contact us by calling 0800 316 0897 or by emailing [customerservices@2rh.org.uk](mailto:customerservices@2rh.org.uk) by **Monday 28 September 2015**.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jon Coe', with a large, stylized initial 'J' and a flourish at the end.

Jon Coe  
Corporate Director – Operations