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Ref: HHL Rent Increases

## **Herefordshire Housing – Low rents; great services!**

### **Lowest rent increase ever for Herefordshire Housing tenants**

Herefordshire Housing tenants have just been informed what their new rent will be. The good news is that the rent increase is the smallest ever – with some tenants seeing their rent go down!

HHL Chief Executive, Peter Brown says that during the recession, this low rent increase will help all families living in a Herefordshire Housing home.

“Herefordshire Housing has managed to contain the average rent increase to 69p per week,” says Peter, “The recession makes it difficult for everybody. If you’re on a low income, keeping the rent increase small makes a big difference. And if anybody is struggling to pay, they must contact us – we may be able to help.”

Despite this lower rent increase, Herefordshire Housing is continuing to invest in improving homes and delivering services that tenants want. This year £11.4m will be spent improving homes, £3.3m on Housing Management and controlling anti-social behaviour and £3.5m on repairs.

Satisfaction with Herefordshire Housing has seen a year on year increase and has now reached 84%. The housing association aims to continue to improve on levels of satisfaction, developing and improving services that tenants want.

**Notes to Editor**

As of March 2009, Herefordshire Housing rents for general needs properties were between £5 and £16 cheaper than other registered providers renting homes in the county.

Rent for 2010-11 has been calculated following Government guidelines which are based on each home having a 'target' rent. All Registered Providers, like Herefordshire Housing, and local authorities set their tenants' rents using the same target rent rules. The target rent is worked out using figures supplied by Government and is also affected by the value of your home and the number of bedrooms.