

Rent charges April 2025 - March 2026 Frequently asked questions

Why is the rent for my home increasing by 2.7% this year?

Like all housing associations in England, we work within government policy when setting rent charges. Annual changes are calculated using a specific formula that takes the consumer price index ('CPI') from the previous September and adds 1%. CPI measures how the price of goods and services are changing over time. In September 2024, the CPI was 1.7%. In April 2025, your rent will therefore increase by 2.7% (1.7% + 1%).

Why is the increase lower than last year?

There have been steep rises in inflation over the past few years which meant increased costs to many individuals and businesses. In September 2024 the CPI dropped to the lowest it had been since April 2021, meaning your rent increase will be much lower than in recent years.

How are my service charges calculated?

Service charges may go up or down depending on actual costs incurred in the previous year. If you have any questions regarding your service charges, please contact your neighbourhood manager. You can find out who your neighbourhood manager is on our website.

What if I can't afford my new rent?

If all your rent charge is currently paid by housing benefit or the housing element of Universal Credit, and your circumstances don't change, this increase will be covered by your benefits.

If you're worried about paying your rent, there is support available:

- Check that you're receiving all available financial help using an online benefits calculator. We recommend the following sites:
benefits-calculator.turn2us.org.uk
entitledto.co.uk
- Visit our 'Help paying your bills' webpage which has links to a range of local and national support schemes:
selwoodhousing.com/advice-and-support/money-advice/help-paying-your-bills





- We can't provide financial advice directly, but organisations like Citizens Advice and StepChange may be able to help:
citizensadvice.org.uk
stepchange.org

- If you still have concerns, talk to us. You'll find contact details for your rent account manager at:
selwoodhousing.com/your-home/rent/our-account-managers

What action do I need to take if I receive housing benefit?

Please keep hold of your letter, outlining your new rent charge.

If you claim housing benefit from Wiltshire Council, and the payment comes directly to Selwood Housing, we will inform them of your new weekly charge. If housing benefit is paid to you directly, you will need to inform the benefits department at Wiltshire Council of the change.

If you claim housing benefit from Bath & North East Somerset Council or Somerset Council you will need to inform their benefits departments of your new weekly charge. They will then write back to you to confirm your new housing benefit award.

What action do I need to take if I receive Universal Credit?

Please keep hold of your letter outlining your new rent charge.

If you claim the housing element of Universal Credit, you will receive a 'Confirm your housing costs' to-do item in your online journal at the beginning of April.

Please complete this to-do item once received. You will not need to notify Universal Credit before the to-do item has appeared.

If you have any questions, the Universal Credit telephone helpline is 0800 328 5644 (option 2).

The image shows three sequential screenshots of a web form titled 'Confirm your housing costs'.
1. **Date of change**: Asks 'Did your housing costs change on 7 April 2025?' with radio buttons for 'Yes' (selected) and 'No'. A green 'Continue' button and a blue 'Back' link are at the bottom.
2. **Changes to your rent**: States 'You previously told us the total rent for your property is £150.00 per week.' and 'Your landlord should have written recently with details of changes to rent or eligible service charges.' It asks 'Are you still charged weekly for your rent?' with radio buttons for 'Yes' (selected) and 'No'. It then asks 'How much is your new rent per week?' with a text input field and a green 'Continue' button. A blue 'Back' link is at the bottom.
3. **Changes to your service charges**: States 'You previously told us the total eligible service charges for your property are £5.00 per week.' and 'Your landlord should have written recently with details of changes to rent or eligible service charges.' It asks 'Are you still charged weekly for your service charges?' with radio buttons for 'Yes' (selected) and 'No'. It then asks 'How much are your new eligible service charges per week?' with a text input field and a green 'Continue' button. A blue 'Back' link is at the bottom.

Example of a 'Confirm your housing costs' to-do item





How do I change my standing order?

You'll need to let your bank know what your new rent payment will be and that it will start on 7 April 2025. If you don't receive housing benefit, you will be charged the amount stated on the enclosed letter.

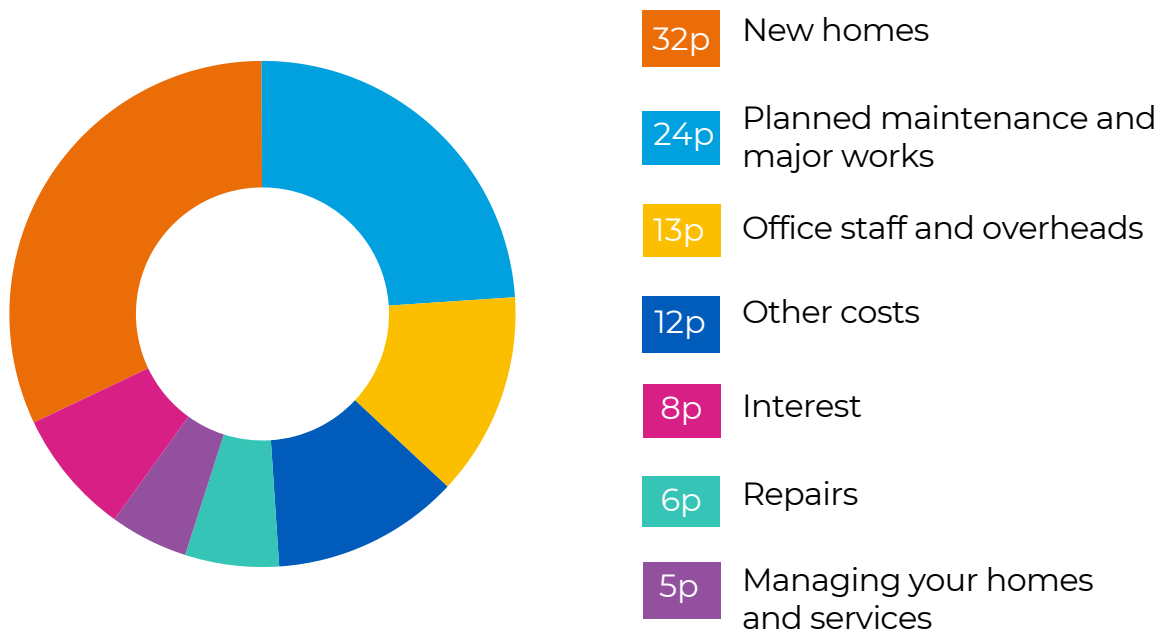
How do I change my direct debit payment?

We will change your direct debit for you. This is why paying by direct debit is the easiest way to pay your rent. We'll let you know what the new amount is five working days before your direct debit is due.

How is my rent spent?

The rent we receive is invested back into our homes, to ensure they are safe, secure and in good condition. We also build new affordable homes in the local area so we can support more people in housing need. Last year we built 171 new homes for rental and shared ownership.

In 2023/24, every £1 of income we received was spent in the following ways:



Who should I contact if I have more questions?

Please call customer support on 01225 715 715 or email info@selwoodhousing.com.

