



Your rent - frequently asked questions

Why are you increasing my rent?

We are increasing rents in line with the terms of customers' tenancy agreements and the Government's decision to cap rents at 7%. We are committed to making a positive difference in our neighbourhoods and delivering excellent services for our customers. Changes to rents will help us to continue to manage and maintain homes, and invest back in our neighbourhoods. The details of the rent increase will be within the letters sent to you in February 2023.

How have you calculated the increase?

Onward will apply this cap in 2023/2024 to social, affordable, older persons, extra care and shared ownership rents. We have reached this figure as it strikes a balance between the need to maintain our services and deliver value for money, whilst recognising the challenging environment that we operate in currently. Rents for market rented homes, supported and Rent to Home Buy customers are outside the rent cap, so will increase by a different amount.

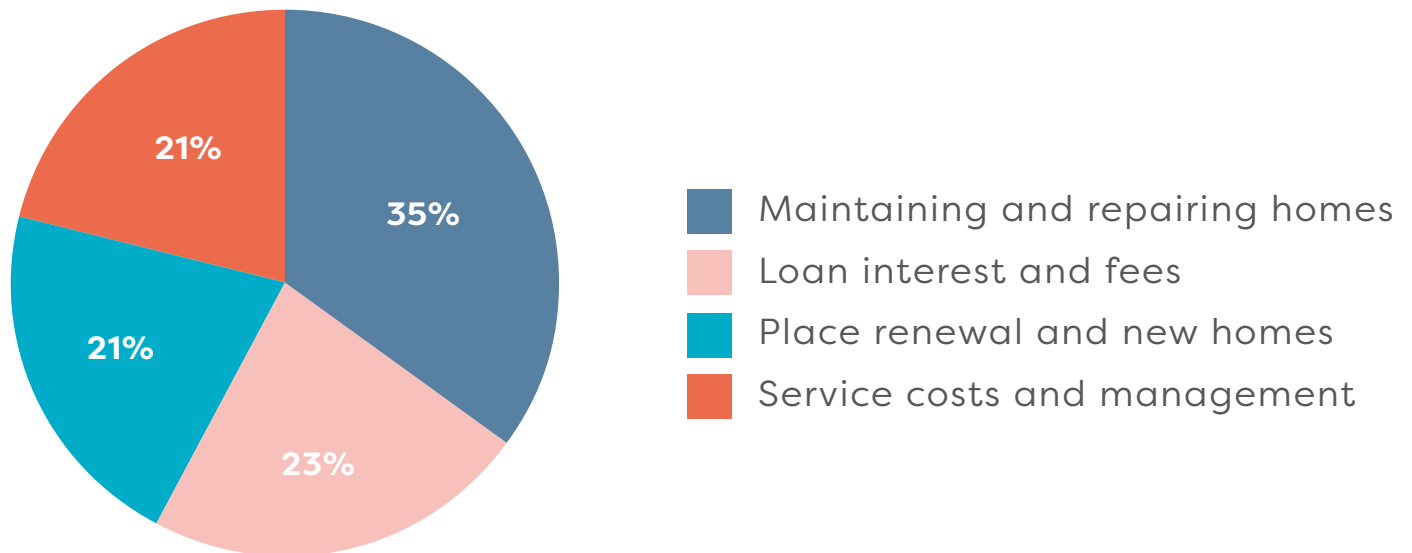
When are rents going up?

Rents will be increased from 1st April 2023 for monthly, quarterly and annual charge accounts. Rents will go up from 3rd April 2023 for weekly charge accounts.

How do you spend income from rent?

Changes to rents will help us to continue to manage and maintain homes, and invest back in our neighbourhoods. The chart below provides an overview of how we have spent your money this year.

How we have spent your money this year:



I claim Universal Credit. Do I need to do anything?

Once your rent has changed, you will need to get in contact with the Department for Work & Pensions via their online portal. It is important that you don't do this until your rent has actually changed to make sure there are no issues with receiving your benefits. If you need help doing this please get in touch with our Income Team.

If you do not manage your Universal Credit via the online portal then you will need to contact the DWP by phoning the helpline on 0800 328 5644.

I claim Housing Benefit. Do I need to do anything?

If your Housing Benefit is paid directly to you, then you will need to inform Housing Benefit of your rent before the new charges become effective to make sure you receive the correct payments.

If your Housing Benefit is paid directly to Onward, you do not need to take any action. Onward will inform Housing Benefit of your new rent.

What do I do if I can't afford the increase?

If your Universal Credit allowance or Housing Benefit isn't enough to cover the additional rent increase, please contact our Income Team who will be able to advise on the options that are available.

If you think you will struggle to pay your rent, please let us know as soon as you can. You can get in touch with a member of the team by calling **0300 555 0600** or by emailing financialinclusionteam@onward.co.uk. Click [here](#) to visit the 'Support Services' section of our website to find out more about the services that are available.

What if Universal Credit and Housing Benefit doesn't cover the increase?

If your Universal Credit allowance or Housing Benefit isn't enough to cover the additional rent increase, please contact our Income Team who will be able to advise on the options that are available.

What if I am affected by the under-occupancy charge?

You will need to make sure that your payments cover your benefit shortfall. You may find that your payments must increase to avoid falling into arrears. If you have any questions, please speak to our Income Team.

Do I need to update by Direct Debit or Standing Order?

Your Direct Debit will be adjusted automatically by our Income Team – you don't have to do anything. We may increase your Direct Debit by an additional amount on top of your usual payments if you are not paying fully in advance.

However, if you make rent payments by Standing Order you will need to contact your bank to amend the amount before the changes become effective.

Getting in touch.

If you have any questions, please get in touch in one of the following ways:

Email	Financial Inclusion Team financialinclusionteam@onward.co.uk
	Income Team income@onward.co.uk
Call	0300 555 0600
Online	via the My Onward portal
Writing to us at	Onward, 2 Christie Way, Renaissance Court,

If you or someone else you know would like a printed copy of this document please get in touch.

Interested in getting involved?

Would you like to work with us to improve our services? If so, we'd love to hear from you! Please get in touch to discuss joining our Customer Engagement Community by emailing customerengagement@onward.co.uk