



## Your rent - frequently asked questions

### Why has my rent increased?

You pay rent on the share of your property that Onward own. Your rent is reviewed annually and increased in line with the terms of your lease.

### When will the rent increase take effect?

Your new rent amount will be charged from 1st April 2026.

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

Once you've received the letter confirming your rent charges in February, you will need to inform the Department for Work and Pensions (DWP) of the new amount via their online portal after the rent increase has been applied. You can do this [here](#).

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, so you should do this on the day of or the days following your rent changing. If you do not manage your Universal Credit by the online portal, then you will need to contact the DWP by phoning the helpline on **0800 328 5644**.

For support doing this contact our Money Advice team by calling **0300 555 0600** or emailing [moneyadviceteam@onward.co.uk](mailto:moneyadviceteam@onward.co.uk).

### 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 new rent amount before 1st April 2026 to make sure you receive the correct payments. To do this you will need to contact your Local Authority and ask to speak to the Housing Benefit department. 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 amount.

## I am concerned about how I will afford to pay the new amount. Who do I contact?

If you think you will struggle to pay your rent, please let us know as soon as you can. Our Money Advice Team is here to help.

You can get in touch with a member of the team by calling **0300 555 0600** or by emailing [Homeownership-CustomerAccounts@onward.co.uk](mailto:Homeownership-CustomerAccounts@onward.co.uk).

## Do I have to change my Direct Debit mandate or Standing Order?

Your Direct Debit will be adjusted automatically by our Customer Accounts 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 1st April 2026.

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07418 344 603**, or send an email to **customerservices@onward.co.uk**.

Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń do nas na numer 0300 555 0600, wyślij nam wiadomość na WhatsApp na numer 07418 344603 lub wyślij e-mail na adres [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk).

إذا كنت بحاجة إلى أي مساعدة في فهم هذه الوثيقة، فيرجى الاتصال بنا على 0300 555 0600، أو أرسل رسالة إلينا على [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk) رقم الواتس 07418 344603 أو أرسل رسالة بريد إلكتروني إلى

এই নথিটি বুঝতে আপনার যদি কোনো সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের 0300 555 0600 নম্বরে একটি কল করুন, আমাদের হোয়াটসঅ্যাপ -এ 07418 344603 নম্বরে একটি বার্তা পাঠান বা [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk).

اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 03005550600 تماس بگیرید، از طریق واتساپ به [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk) شماره 07418 344603 برای ما پیام بفرستید یا یک ایمیل به

如果您在理解本文件时需要任何帮助，请致电 0300 555 0600，通过 WhatsApp 发送信息至 07418 344603，或发送电子邮件至 [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk)。

Haddii aad u baahan tahay in lagaa caawiyo fahamka dokumentigan, fadlan naga soo wac lambarkan 0300 555 0600, fariin noogu soo dir lambarkan WhatsApp-ta 07418 344603, ama email noogu soo dir [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk).

اگر آپ کو اس دستاویز کو سمجھنے میں کسی مدد کی ضرورت ہے، تو براہ کرم ہمیں 0300 555 0600 پر کال کریں۔ [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk) ہمیں واٹس ایپ پر 07418 344603 پر پیغام بھیجیں، یا

Si vous avez besoin d'aide pour comprendre ce document, appelez-nous au 0300 555 0600, envoyez-nous un message sur WhatsApp au 07418 344603, ou envoyez un e-mail à [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk).

ئەگەر پێویستت بە یارمەتی هەیه بۆ تیگەیشتن لەم بەلگەنامەیە، تکایە پەيوەندیمان پێوه بکە بە ژمارە تەلەفۆنی 03005550600، لە واتسئەپ پەیامیکمان بۆ بنێره بە ژمارە تەلەفۆنی 07418 344603 یان ئیمەیلیکمان بۆ بنێره بۆ [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk).

Se necessitar de ajuda para compreender este documento, contacte-nos para o número 0300 555 0600, envie-nos uma mensagem para o WhatsApp para o número 07418 344603, ou envie um email para [customerservices@onward.co.uk](mailto:customerservices@onward.co.uk).