Places for People

Affordable Housing Rent & Service Charge Policy

Policy Author: [REDACTED]	Policy Valid From: 01/12/2020
Policy Approved Date: 27/02/2023	Policy Review Date: 01/04/2027

Policy/Strategy Control Statement

1	Document Title	Affordable Housing Rent & Service Charge Policy
2	Date of Document (Created Date)	01/10/2020
3	Service Lead	[REDACTED]
4	Author	[REDACTED]
5	Date Approved and approved by who i.e. Service Delivery Project Board, Executive, Group Board, etc. Reviewed and approved by Homes Plus Rent & Service Charge Strategy & Policy Group Reviewed and approved by Katie Smart, Director Places for People Scotland and the Board of Places for People Scotland	07/01/2025
6	Date last reviewed	31/3/26
7	Amendment record	See below
8	Next review date (Planned review Date)	01/04/2027
9	Staff Consultation	Affordable Housing Rent & Service Charge Policy & Strategy Group
10	Other Services Consultation	Affordable Housing Finance (2020)
11	Customer Consultation	Not applicable
12	Equality Impact Assessment: insert priority as agreed with E/D team, Insert date copy of EIA sent to E/D team.	Approved

	Completed 16 October 2020 and sent to E/D team. Assessed as 'low'.	
13	Confirm that document meets current legislative requirements	Yes
14	Further Information/Comments	Devonshires LLP were consulted on the preparation of the English section of this policy. The Scottish section is as per policy previously agreed in consultation with customers of Castle Rock Edinvar HA Ltd.
15	Sign off of statement by Author and Service Lead (name and date):	[REDACTED] 31/3/26

Policy Applicable To

Business Area: Homes Plus Applicable to: Homes Plus

Amendment Sheet Record

Revision Date	Description of Changes	Approved By	Date Approved
27/02/23	Policy now refers to government-imposed rent cap for 2023/24, some tidying up in relation to job roles, fair rent protection provision added, and some additional guidance on setting shared ownership rents.	[REDACTED] Finance Director – Homes Plus	27/02/23

2/4/24	Policy revised for Scotland where rent and services are no longer a consolidated charge. Following PFPS Board approval and customer consultation the rent charge is now separate to services. Charges are apportioned at property level in line with the English Rent and Service Charge policy. These changes have been notified to the Scottish Housing Regulator.	[REDACTED]	2/4/24
4/4/25	Policy revised for Scotland, in terms of the way affordable housing rents in Scotland are calculated after 1 April 2025	[REDACTED]	7/1/25

Please summarise the current policy requirements and how this is changed in the new policy.

Consolidated policy for all landlord companies and incorporation of Regulator of Social Housing and Scottish Housing Regulator requirements

Please explain the reason for changes/improvements/new policy.

No material amendments made.

Please explain any new actions required to put the policy changes into practice.

For the attention of teams who set or revise rents

Table of Contents

1. Introduction and scope

1.1. This Affordable Housing Rent and Service Charge Policy sets out how Places for People's Affordable Housing businesses will set, review, and change rent and service charges for customers.

1.1. The Policy Statement is applicable to all properties managed and/or owned by the following Places for People Group Registered Providers in England (Places for People Living+ Limited, Places for People Homes Limited, and Rosewood) and its Scottish Registered Social Landlord subsidiary (Castle Rock Edinvar Housing Association Limited, trading as Places for People Scotland).

1.2. As the regulatory regimes in England and Scotland are different, this policy contains distinct sections relating to properties in England and Scotland. A set of definitions is included at the end of the England and Scotland sections for clarity. Any properties held by the Group in Wales will be treated in accordance with the England section of this policy.

2. Policy Statement

2.1. General statement

2.1.1. Places for People's Affordable Housing businesses will set and manage rent and other charges to customers in accordance with the following principles:

(a) Compliance with all relevant legislative obligations.
(b) Compliance with statutory guidance issued by government supervisory agencies including the Regulator of Social Housing, the Scottish Housing Regulator, the Ministry of Housing, Communities and Local Government, and any successors or other statutory or regulated agencies appointed in this area.
(c) Within the terms of tenancy contracts issued to customers.
(d) In a manner which ensures the financial viability of the Places for People Group.
(e) In a fair and equitable manner as regards the interests of customers.
(f) In consultation with customer representatives, where required.

2.2. Training

2.2.1. Training on the Affordable Housing Rent and Service Charge Policy will form part of the induction training for all new Housing Management and Development staff. Additional training will be provided for staff who deal specifically with the setting and review of rents and service charges. This document should be read in conjunction with relevant procedural guidance for colleagues as it relates to specific areas of operation.

2.3. Communication

2.3.1. Principles for rent setting and review will be made available to customers in an easily understandable form. A customer's Q&A section is reviewed annually and provided on the Places for People website for this purpose.

2.3.2. Details of how to appeal against a rent increase will be made available to those customers who have the right to appeal.

2.3.3. All customers will receive written notice of any proposed changes to their rent or other charges in line with the terms of their tenancy agreement and any statutory requirements.

2.3.4. Customers will not receive a rent increase more than once every 52 weeks.

2.4. Equal Opportunities

2.4.1. We will not discriminate in the operation of this policy on the basis of gender, race including colour, nationality, ethnic or national origin, religion or belief, age, disability, sexual orientation, pregnancy and maternity, marriage or civil partnership or gender reassignment. We aim to promote equal opportunities and comply with the requirements of the Equality Act 2010.

3. Rent Policy (England)

3.1.1. This section relates to rent charges for properties in England.

3.1.2. Where reference is made to the effective date for rent increases in April, this will be from the 1 April for monthly tenancies and the first Monday in April for weekly tenancies as determined by the tenancy agreement in place.

3.2. Social Rents

3.2.1. The rent on social rent dwellings in England shall be set in accordance with current government guidance, as set out in the Rent Standard (2026) and the associated Policy Statement on rents for social housing (2019), unless the Secretary of State for Housing, Communities and Local Government directs the Regulator of Social Housing on rent standards at any time, particularly to confirm the maximum amount social housing landlords can increase rents by during any given period, as well as associated directions. In this event, Places of People will adhere to such directions

3.2.2. Current government guidance will include any supported housing which is not classified as being exempt (see section on Exempt Supported Housing), under current guidance as set out in the Rent Standard 2026 and associated Policy Statement on rents for social housing (February 2019):

(a) Rents will be set at the level of the formula rent for these homes, subject to the rent flexibility level and rules on rent increases as set out below.

(b) Rents may be set at up to 5% above formula rent for general needs properties and 10% above formula rent for supported housing to make use of the rent flexibility level which gives discretion to Registered Providers to take account of local factors and affordability in the setting of rents.

(c) It is our policy to apply this rent flexibility for the majority of our social rented homes in England, unless this is inappropriate on the grounds of affordability, because the additional income this provides enables us to build more affordable homes and invest in communities. Our rental income also pays for investment in maintenance and repairs and housing management services. Making the most of our rental assets in this way supports us to meet the needs of our customers and achieve the objectives set out in our Business Plans each year.

(d) Where an existing rent is at or below the current formula rent plus the rent flexibility, the rent will be increased at Consumer Price Index (CPI) (as at September in the previous year) + 1% from the effective date in April each year.

(e) Where the rent for a property exceeds the rent flexibility level, the rent will be increased by CPI only (as at September in the previous year) from the effective date in April each year. Such increases shall continue annually until the rent is at or below the formula rent level plus the relevant flexibility which will have increased at CPI + 1%, at which point the rent will increase at the rate appropriate for a rent at or below the formula rent plus rent flexibility level.

(f) All social rent properties shall be subject to an overall rent cap based on unit size as published by the Regulator of Social Housing for each year and no rents will be charged which breach this cap.

(g) While the rent caps will increase annually by CPI + 1.5%, the annual change in rent for the customer in a rent capped property shall be restricted to CPI +1% (unless the actual rent exceeds the formula rent plus rent flexibility level, in which case the rent will be increased by CPI only – see above).

(h) Service charges (fixed or variable in accordance with the tenancy agreement) may be added to (core) rents where properties are let on a social rent basis. Such charges are not included in the comparison with formula rents or rent caps and are set in accordance with the Group's policy on service charges (see section 4 below). Where the combined rent and service charges are likely to result in affordability issues, further consideration should be given to the appropriateness of applying the rent flexibility level and whether this should be adjusted down.

(i) Where a social rent property is re-let, it shall be let at the lower of the formula rent plus rent flexibility or the rent cap.

3.3. Secure Tenancies

3.3.1. Where a secure tenancy property is not subject to social rent regulations (e.g., pre 1989 Shared Ownership properties), the rent shall be the fair rent for the dwelling as set by the Rent Officer and increased in line with the lease agreement but subject to the cap of the registered fair rent.

3.3.2. Where a dwelling is let on a secure tenancy and is subject to social rent regulations, the rent shall be the lower of the fair rent set by the Rent Officer or the formula rent (subject to rent caps and the rent flexibility) for that dwelling in any given year.

3.3.3. Rents shall be increased on the anniversary of the last annual increase to the lower of:

(a) The existing rent + CPI (as at September in the previous year) + 1%
(b) The current formula rent (subject to rent cap, plus rent flexibility) for that dwelling + CPI (as at September in the previous year) + 1%
(c) The fair rent for the dwelling as set by the Rent Officer

3.3.4. Fixed service charges may be added to core rents where properties are let on a secure tenancy basis. Such charges shall be subject to approval by the Rent Officer and the registered fair rent will include the fixed service charge.

3.3.5. Variable service charges may be added to core rent where properties are let on a secure tenancy basis and the tenancy agreement states that services shall be provided on the basis of variable service charges. The registered fair rent will not include any variable charge.

3.3.6. The Group will apply for fair rents to be re-registered by the Rent Officer 21 months after the date of the last registration unless the existing registered fair rent exceeds the current rent by more than 20%. This will be monitored to ensure we apply in every instance where an increase in the registered fair rent would be required to be able to apply the relevant annual rent increase.

3.3.7. The application shall be based on:

$$\text{The current rent} \times \left(\frac{\text{Anticipated CPI in first year} + 1\%}{100}\right) \times \left(\frac{\text{Anticipated CPI in second year} + 1\%}{100}\right)$$

3.3.8. The anticipated CPI shall be agreed annually by the Rents and Service Charge Policy and Strategy Group following consultation with the Director of Finance & Business Improvement, Homes Plus This shall be based on a 10-year average of

CPI as a baseline.

3.3.9. In the case of fixed service charges, the budgeted cost of providing services will take account of inflationary increases anticipated in the coming two-year period and the most recently available information on the current cost of providing those services.

3.3.10. We will appeal against the Rent Officer's decision where the fair rent registered is less than the amount applied for by 5% or more.

3.3.11. Where a tenancy subject to fair rent protection ends and the property is re-let, that new letting should be at social rent (or Affordable Rent where applicable and permitted).

3.4. Domestic Violence Refuges, almshouses and other supported housing including sheltered housing

3.4.1. Where a unit is not classified as Exempt Supported Housing and the property has not been let on the basis of affordable rent housing:

3.4.2. Rents shall be set and increased in accordance with the rules and procedures for social rents above, except that:

(a) The formula rent for domestic violence refuges and almshouses shall take account of the appropriate variation in the calculation of formula rents as a result of them being excluded from rent reductions for the 4-year period (2016/17, 2017/18, 2018/19 and 2019/20) in accordance with the Welfare Reform and Work Act (WRAW) Act 2016.

(b) The formula rent for other supported housing, including sheltered housing, shall take account of the appropriate variation in the calculation of formula rents as a result of them being excluded from rent reductions in the first year only (2016/17) as required under the WRAW Act 2016.

(c) The formula rent shall be subject to +10% rent flexibility unless the Rents and Service Charge Policy and Strategy Group has determined that a lower addition should be made to the formula rent for a particular dwelling or group of dwellings on the grounds of affordability.

(d) Service charges (fixed or variable in accordance with the tenancy agreement) may be added to (core) rents.

(e) Service charges may include enhanced management charges in order to meet the additional costs of managing the property over and above the cost of basic property management which may arise as a result of the needs of residents for which the dwelling is intended.

3.4.3. Where a refuge, almshouse or other supported housing unit has been classified as affordable rent housing, the rents shall be set in accordance with the rules and procedures for affordable rents.

(a) Service charges, including enhanced management charges shall be included within the affordable rent.

(b) The formula rent should be calculated to establish a floor. Where the calculation of the affordable rent in relation to market rents would result in a rent lower than the formula rent, then the formula rent will apply which shall be subject to +10% flexibility and take account of the variation in calculation as a result of reductions in earlier years as required under the WRAW 2016. Service charges can be charged in addition to the formula rent.

3.5. Exempt Supported Housing

3.5.1. Supported housing which is considered exempt from the policy on social rents may be classified as Temporary Social Housing or Specialised Supported Housing.

3.5.2. Any classifications of new properties (acquired or developed) or subsequent changes in classification must be rigorously assessed in line with the regulatory guidance in force with supporting evidence gathered and stored to support classification and signed off by the Managing Director - Communities.

3.5.3. All rents for Temporary Social Housing and Specialised Supported Housing will take account of agreements with relevant local authorities and/or health authorities in respect of rent levels and increase arrangements.

3.5.4. The rent for dwellings let as Temporary Social Housing or Specialised Supported Housing shall be set in order to meet the costs of:

(a) Lease charges;

(b) Loan charges in respect of owned properties;

(c) Property maintenance, including dilapidations, cyclical and other planned maintenance;

(d) Property depreciation (in the case of owned / long leasehold)

(e) Basic property management including allocations and lettings, rent setting, rent accounting and arrears control and enforcing tenancy conditions as appropriate to needs of residents;

(f) An allowance for council tax on vacant units in the case of self-contained units.

3.5.5. Subject to any rent increase formulas agreed with the relevant authorities, all rents on dwellings let as Temporary Social Housing or Specialised Supported Housing shall be increased by RPI (as at September in the previous year) + 1% from the effective date in April each year unless they have been subject to a review of costs and a revised rent has been approved in respect of that dwelling by the relevant Managing Director.

3.5.6. Service charges (fixed or variable in accordance with the tenancy agreement) may be added to (core) rents where properties are let as Temporary Social Housing or Specialised Supported Housing subject to agreed rent levels with the relevant authority – see above.

3.5.7. Service charges may include enhanced management charges in order to meet the additional costs of managing the property over and above the cost of basic property management which may arise as a result of the needs of residents for which the dwelling is intended.

3.6. Affordable Rents

3.6.1. Affordable rents are inclusive of service charges and shall be set at a level which is at 80% of the gross market rent for the area in which the home is located and shall be subject to a review of gross market levels when re-let. If the accommodation is re-let to the same customer as a consequence of a probationary tenancy coming to an end, the rent must not be re-set.

3.6.2. The gross market rent shall be the rent including service charges in the private sector, taking account of location, unit size and type, including the level of services provided. Please refer to procedural guidance for the method of determining and recording the relevant market rent level.

3.6.3. All affordable rents shall be increased by CPI (as at September in the previous year) + 1% from the effective date in April each year, unless the Secretary of State for Housing, Communities and Local Government directs the Regulator of Social Housing on rent standards at any time, particularly to confirm the maximum amount social housing landlords can increase rents by during any given period, as well as associated directions.

3.6.4. Where the affordable rent calculated in relation to market rents is lower than the formula rent for that dwelling, the rent shall be set at the level of the formula rent.

3.7. Market and Intermediate Rents

3.7.1. Intermediate rent properties which are grant funded (e.g., Rent to Buy, Rent to Save, some mortgage rescue – see list in the definitions) must be set and reviewed in line with the requirements set out in the Homes England Capital Funding Guide.

3.7.2. The following applies to all market rents, intermediate rents (which are not grant-funded) and commercial property leases that have rent review clauses, including those let to external organisations.

3.7.3. Rents shall cover appropriate costs and will be set to reflect the current market condition and to ensure the Group obtains the best rent possible, whilst also keeping void periods at a manageable level. Rents will be reviewed regularly through the marketing period to ensure they are competitive.

3.7.4. The rent will be reviewed regularly and in line with the clauses specified within the tenancy agreement. Regularly implemented rent reviews will help keep any increases more manageable for the customer and avoid any stress to the customer resulting from large or irregular increases. Annual changes in rents will be recommended by the Rents & Service Charge Policy and Strategy Group and approved by the relevant Managing Director. Any increase will be based, as a minimum, on the Retail Prices Index (RPI) as at the previous September.

3.7.5. When a property becomes void and is to be re-let, an assessment of local market rents will be completed by the Lettings & Marketing Team in discussion with housing management colleagues. Where the assessment indicates a reduction or increase in the rent of more than 5% this must be approved by the Head of Lettings & Marketing. This will ensure a balance between demand for the property, maximising income for the organisation and sustaining tenancies and neighbourhoods.

3.7.6. Rents for properties which are not directly managed by the Group shall be set in accordance with the Group's policy, and the managing agents instructed to charge rents accordingly.

3.8. Student Accommodation Rents

3.8.1. Rents shall cover appropriate costs and will be set to reflect the current market condition and to ensure the Group obtains the best rent possible, whilst also keeping void periods at a manageable level. Rents will be reviewed regularly through the marketing period to ensure they are competitive.

3.8.2. All rents will be reviewed in line with terms set out within tenancies.

3.9. Shared Ownership Rents

3.9.1. New rents for shared ownership homes will be determined on a scheme-by-scheme basis and comply with rent levels agreed in section 106 or other relevant agreements. This approach is to be taken as we are a national organisation and operate in many different local housing markets. We will assess the affordability of each scheme, taking into account local factors. No set figure is applied but the rent is set within the limits of the Group's Eligibility and Affordability Policy.

3.9.2. All rents will be reviewed annually or bi-annually in line with terms set out within individual leases, unless external economic factors, such as exceptionally high inflation, mean that consideration of a cap on rental increases is required. Where the terms of the lease are deviated from, approval for this will be sought from the Executive Team.

3.9.3. For homeowners whose lease does not contain a specific term concerning the annual rent increase, annual changes in rents will be agreed based on the Retail Prices Index (RPI) as at the previous September as well as the prevailing external economic climate referred to in the above paragraph. Any recommendations in relation to this made by the Rents and Service Charge Policy and Strategy Group will be subject to approval by the Executive Team.

3.9.4. Rents in the case of surrender and re-grant (where the previous customer was not an assured tenant) and newly developed properties will be set based on the remaining equity of the property value.

3.9.5. Rents for properties which are not directly managed by the Group shall be set in accordance with the Group's policy, and the managing agencies advised accordingly.

3.9.6. Customers will be advised of their rights regarding appeals against rents, internally and to the First-tier Tribunal (where permitted), and of our policies regarding rent abatement or reduction, compensation and repayment as required.

3.10. PFI Social Housing Rents

3.10.1. Private Finance Initiative (PFI) rents will be set in accordance with the project agreement documentation. Usually but not exclusively, this will be in line with the government rent guidance.

3.10.2. Rents are to be reviewed annually from the effective date in April each year with a minimum of 28 days' notice to the customer.

3.10.3. Where social rent guidance applies, new let rents may be set at up to 5% above formula rent to make use of the rent flexibility level which gives discretion to Registered Providers to take account of local factors in the setting of rents.

3.11. Mortgage Rescue Rents

3.11.1. Whilst we have a number of Mortgage Rescue properties, it is not currently the policy of Places for People to enter into new lets for mortgage rescue properties so no policy on setting rents is required.

3.11.2. For existing mortgage rescue properties, the rent will be reviewed in line with the terms stated in the tenancy. Where the RPI or CPI to be used is stated as February, the nearest month available will be used. This will allow for the rent review process to be applied in time for the implementation on the 1 April or first Monday in April depending on whether it is a monthly or weekly charge.

3.11.3. Annual changes in rents will be agreed based on the RPI or CPI level as at September as approved by the relevant Managing Director.

3.12. Garage, Store and Car Park Rents

3.12.1. Garage, store, and car park rents are set to a level that will maximise income at a competitive rent level. Rent setting will be flexible to reflect local markets and to charge appropriate rents for those not using garages for the purpose of storing a motor vehicle.

3.12.2. Garage rents will be reviewed annually and set to ensure that garage rents are sufficient to ensure that the company's investment in refurbishment can be sustained.

3.12.3. VAT will be charged on those garages rented by people who are not customers of a Places for People Group registered provider subsidiary.

3.13. Staff accommodation

3.13.1. Charges for staff accommodation will be set in accordance with the individual agreements in place. Where not otherwise specified in individual agreements, annual changes in rents will be agreed based on the Retail Prices Index (RPI) or CPI level as at September as approved by the senior executive team and board.

3.14. Rent Free Properties

3.14.1. A rent-free period may be offered in the case of a temporary decant in accordance with the Decant Policy.

3.14.2. All other circumstances under which a property may be offered on a rent-free basis (e.g., a let to a community organisation or a let of premises to an internal company for storage etc.) must be considered on a case-by-case basis and approved by the relevant Regional Director and supported by a demonstrable business case.

3.15. Use and occupation charges

3.15.1. Where use and occupation charges apply, these will be charged in line with the previous tenancy type and rent of that property.

3.16. Properties re-let in February and March

3.16.1. New customers commencing their tenancy in February or March before the April increase will be charged the current re-let rent at the commencement of their tenancy and informed at the start of their tenancy that their rent and service charges will be increased from the effective date in April and annually thereafter.

3.16.2. Customers will be required to sign a letter confirming that they understand the charges that apply at the start of their contract and the change in amounts which will apply from the effective date in April. As the new tenant will be confirming their acceptance of the new charges from April when entering into contract, there is no need to issue a notice of a rent increase.

4. Service Charge Policy (England)

4.1. Service Charges

4.1.1. This section relates to service charges for properties in England.

4.1.2. Fixed or variable service charges are paid by customers as part of, or in addition to, rent and/or ground rent to meet the cost of any communal services provided by us and/or our agents or the agents of superior landlords. (See definitions) We will ensure that customers are charged fairly and transparently for the services they receive.

4.1.3. The services provided will be clearly identifiable to residents and set out in occupancy agreements which include tenancy agreements, leases, and other relevant documentation.

4.2. Method of calculation

Homeowner

4.2.1. A homeowner is charged the relevant share of a communal service and will pay a management fee based on the number and complexity of the services received. The management fee will be reviewed on an annual basis to determine if an inflationary increase is required. Homeowners are also responsible for a share of the maintenance costs for common parts, depending on the terms of their lease or transfer documents, and in the case of shared ownership and other leaseholders, an insurance charge. The lease may also determine a requirement to contribute to a maintenance reserve and/or a sinking fund, for the long-term maintenance programme for the development.

Social Rented

4.2.2. A social rented customer is charged their share of the common services and management fee calculated as an additional percentage of their total charges.

Market Rented

4.2.3. For the majority of market rented properties, the rent includes services, however, the number of market rented customers sharing a service is included in the total unit numbers when calculating the apportionment of a cost in a mixed tenure development.

4.3. Surplus/Deficits

Fixed Service Charges

4.3.1. Estimated costs are used to prepare fixed charges for the year, provided they are fair and reasonable. At the end of the accounting period, if actual costs incurred to deliver the service are higher than estimated, no additional charge can be applied to the customers to cover this cost. Conversely if costs are lower than anticipated, there is no requirement to refund the customer.

4.3.2. At the end of the accounting period, actual costs incurred will be compared to the original estimates and any material difference will be used to inform future estimates.

Variable Service Charges

4.3.3. At the end of the accounting period, the actual service costs incurred will be compared to the original estimate and the difference (surplus/deficit) will be calculated.

4.3.4. Notice of the actual costs incurred will be given to individual customers with their annual service charge statements along with the relevant statutory notice.

4.3.5. If a deficit has been calculated, a demand for payment will be issued with the annual service charge statement of account.

4.3.6. Where there is a service charge surplus, credits will be applied to individual customer rent accounts for their share of the over charge.

4.3.7. All adjustments, demands and notices will be issued within 6 months of the accounting year end, in line with Section 20B of the Landlord and Tenant Act 1985.

4.4. Service Charge Consultation

4.4.1. There are certain circumstances under which formal consultation of service charges are required, which include:

(a) Providing new or additional services

(b) Prior to entering into long term qualifying contracts (i.e., for more than 12 months and a cost greater than £100 per household per year)

(c) Before the commencement of works costing more than £250 per unit

4.4.2. Other consultation meetings may be held as required where it is deemed to be good practice or appropriate, for example where there is likely to be a change in the level of service being delivered.

Definitions in English Regulatory System for information

Term	Definition
Affordable Rent	Affordable rent housing means accommodation that is: (a) provided by a registered provider pursuant to a housing supply delivery agreement between that provider and the Homes and Communities Agency (now known as Homes England) or the Greater London Authority and the accommodation is permitted by that agreement to be let at an affordable rent; (b) provided by a registered provider pursuant to an agreement between a local authority and the Secretary of State and the accommodation is permitted by that agreement to be let at an affordable rent; or (c) provided by a local authority and the Secretary of State, Homes England or the Greater London Authority has agreed that it is appropriate for the accommodation to be let at an affordable rent.
Enhanced management charge	Enhanced Management Charge is the charge associated with providing enhanced (or intensive) housing management services. These services are Housing Benefit eligible tasks that go beyond normal housing management functions due to the greater needs of customers in supported housing (and general needs housing in some circumstances).
Fair Rent	'Fair Rent' is set by the rent officer for Secure Tenancies. A customer who enjoys 'fair rent' protection must not be charged more than the lower of the 'fair rent' or the formula rent (subject to the rent caps and rent flexibility).
Formula Rent	The initial rent on properties to be let at social rent must not exceed the 'formula rent'. The weekly formula rent is: • 70% of the national average rent • Multiplied by relative county earnings • Multiplied by bedroom weight Plus • 30% of the national average rent • Multiplied by the relative property value. The relative property value is the only variable which is not provided by the RSH and should be arrived at in accordance with RICS Red Book valuation methodologies. Formula rents increase annually by CPI + 1%, unless the Secretary of State for Levelling Up, Housing and Communities directs the Regulator of Social Housing on rent standards at any time, particularly to confirm the maximum amount social housing landlords can increase rents by during any given period, as well as associated directions.
General Needs	General needs accommodation is social rent or affordable rent accommodation not designated for specific purposes or classed as supported housing.

Intermediate Rent	Intermediate rent accommodation means low-cost rental accommodation which satisfies either (a), (b) or (c) below: (a) The accommodation: i. was built or acquired by the private registered provider without public assistance; ii. is provided on an assured shorthold tenancy (other than an assured shorthold tenancy that is expressed to be a probationary or starter tenancy) or licence, either— • to a tenant who is not a person nominated by a local housing authority under section 159(2)(c) of the Housing Act 1996, or • to a tenant nominated by a local housing authority under section 159(2)(c) where any conditions set by the local housing authority regarding the circumstances in which the registered provider may grant a tenancy of intermediate rent accommodation are satisfied in respect of that accommodation, iii. has not previously been let on a social rent basis, and iv. is not affordable rent housing. (b) The accommodation is low-cost rental accommodation which was funded wholly or in part by public assistance under a programme identified by the Regulator as an intermediate rent accommodation enabling programme and any conditions under that programme regarding the circumstances in which the accommodation may be let as intermediate rent accommodation are satisfied. (c) The accommodation is key worker housing. Grant-funded intermediate rent accommodation which must adhere to rules regarding rents set out in Homes England's Capital Funding Guide includes those funded under: (a)Keyworker Living Programme 2004 – 2010, (b)National Affordable Homes Programme 2008 – 2011, (c)Rent to Buy loan within the Affordable Homes Programme 2015 – 2018, (d)Rent to Save within the London Mayor's Housing Covenant Programme 2015 – 2018, (e)Rent to Save within the Homes for Working Londoners Programme 2013 – 2017, (f)Rent to Save within the Building the Pipeline Programme 2013, (g)Rent to Buy grant funding within the Affordable Homes Programme 2016 – 2021, (h)London Housing Bank Programme; (i)Mortgage Rescue Scheme within the Affordable Homes Programme 2011 – 2015, (j)London Living Rent within the Homes for Londoners: Affordable Homes Prog. 2016 – 21, (k)The London Housing Zones programme
Market Rent	Market rent properties are properties for rent in the private rental market. They do not have social housing grant attached and are exempt from the Rent Standard.
Mortgage Rescue	Some properties were acquired historically by the Group to support mortgage rescue schemes whereby a property was purchased by the Group and the occupier became a tenant of the Group. Mortgage rescue is a type of intermediate rent.
PFI Social Housing	Low cost rental accommodation which satisfies either (a) or (b) below: (a) Accommodation built, provided, or refurbished under a private finance initiative scheme contract where: i. one of parties ('the public sector party') to the contract is a local authority;

	ii. the consideration received by the public sector party includes • the building, provision, or refurbishment of the social housing for the purposes of, or in connection with, the discharge of its functions in relation to social housing, and • the provision of services for the purposes of, or in connection with, the discharge of those functions; and iii. the contract contains a statement that it is entered into under the private finance initiative. (b) Accommodation built, provided, or refurbished under a private finance initiative scheme contract where: i. the public sector party to the contract is not a local authority; ii. the consideration received by the public sector party includes • the building, provision, or refurbishment of the social housing for the purposes of, or in connection with, the provision of housing to persons working for the public sector party, and • the provision of services for the purposes of, or in connection with, the provision of housing to those persons; and iii. the contract contains a statement that it is entered into under the private finance initiative.
Re-let	When a property is re-let to a new customer, it must be let at the appropriate social rent (subject to any relevant rent cap) or affordable rent which may be higher than the rent paid by the previous customer.
Rent Cap	The rent cap applies as a maximum ceiling on the formula rent and depends on the size of the property (the number of bedrooms it contains). Where the formula rent would be higher than the rent cap for a particular size of property, the rent cap must be used instead.
Rent Flexibility	RPs have discretion to set rents at up to 5% (social) and 10% (supported) above formula rent. If applying this flexibility to new rents, RPs should ensure that there is a clear rationale for doing so.
Secure Tenancy	Secure Tenancies are subject to 'Fair Rent' requirements. They are sometimes referred to as protected tenancy contracts and apply to lettings made prior to 15th January 1989, or transfers of secure tenants who enjoy these rights after that date.
Service Charges	Service charges usually reflect additional services which may not be provided to every customer, or which may be connected with communal facilities rather than being particular to the occupation of a dwelling. Service charges are subject to separate legal requirements and are limited to covering the cost of providing the services. In the case of social rent properties, providers are expected to identify service charges separately from the rent charge. Service charges are included in the overall rent for affordable rent properties. **Fixed Service Charge**

<table>
<tr><td></td><td>Fixed service charges are those where Places for People sets the charge based on its own estimate of costs for the upcoming charge period. These charges are changed no more than once in a 12-month period, unless the tenancy agreement or lease permits a change, following consultation and notification.

Deficits and credits cannot be carried forward and are absorbed by the landlord.

Secure tenants can appeal against a fixed service charge at the time their fair rent comes up for re-registration. Other tenants do not have a right of appeal against a fixed service charge.

Variable Service Charge

The statutory definition of a variable service charge appears in Section 18 of the Landlord and Tenant Act 1985, which states that “Service charges mean an amount payable by a tenant of a dwelling in addition to the rent: a) Which is payable……for services, repairs, maintenance, insurance or the landlord’s cost of management, and b) The whole (or part) of which varies or may vary according to the relevant cost. The relevant costs are those costs or estimated costs incurred by or on behalf of the landlord in connection with matters for which the service charge is payable. For this purpose, costs include overheads and costs are relevant costs in relation to a service charge for which these are incurred, or to be incurred in the period for which the service charge is payable or in an earlier or later period.”

Note: Case law has established that it is the ability of a service charge to vary according to the actual costs incurred in the year that determines whether it is fixed or variable.

There is no legal definition for a fixed service charge and as such, anything that does not meet the definition of a variable charge will be fixed.

Appeals against a variable service charge should be raised with the First Tier Tribunal (FTT: formerly known as the Leasehold Valuation Tribunal).

Within Places for People, those contracted with a lease (homeowners), are on a variable service charge and those with a tenancy agreement (rented customers) are on a fixed service charge.</td></tr>
<tr><td>Social Rent</td><td>All low cost rental accommodation including supported housing excluding the following exempt categories:
Affordable Rent
Shared ownership low cost rental accommodation
Intermediate rent accommodation
Specialised supported housing
Relevant local authority accommodation
Student accommodation
PFI social housing
Temporary social housing
Care homes</td></tr>
<tr><td>‘Social Rent Rate’</td><td>This refers specifically to the rate which applies during the period of rent reduction and is calculated by using the formula rent for 2015 to 2016 and applying a 1% reduction in each relevant year.</td></tr>
</table>

Specialised Supported Housing (SSH)	This is a specific category of supported housing which is exempt from the Rent Standard. It means supported housing (see below): (a) which is designed, structurally altered, refurbished or designated for occupation by, and made available to, residents who require specialised services or support in order to enable them to live, or to adjust to living, independently within the community; (b) which offers a high level of support, which approximates to the services or support which would be provided in a care home, for residents for whom the only acceptable alternative would be a care home; (c) which is provided by a private registered provider under an agreement or arrangement with a local authority or a health service (within the meaning of the National Health Service Act 2006); (d) for which the rent charged, or to be charged, complies with the agreement or arrangement mentioned in paragraph (c); and (e) in respect of which at least one of the following conditions is satisfied: i. there was no, or negligible, public assistance, or ii. there was public assistance by means of a loan (secured by means of a charge or a mortgage against a property).
Supported Housing	The term 'supported housing' means low cost rental accommodation provided by a registered provider that: (a) is made available only in conjunction with the supply of support; (b) is made available exclusively to households including a person who has been identified as needing that support; and (c) falls into one or both of the following categories— (i) accommodation that has been designed, structurally altered or refurbished in order to enable residents with support needs to live independently; and (ii) accommodation that has been designated as being available only to individuals within an identified group with specific support needs. For the purposes of this definition, 'support' includes: • sheltered accommodation • extra care housing • domestic violence refuges • hostels for the homeless • support for people with drug or alcohol problems • support for people with mental health problems • support for people with learning disabilities • support for people with disabilities • support for offenders and people at risk of offending • support for young people leaving care • support for teenage parents

	• support for refugees Some supported housing is classified as exempt from the Rent Standard. See Temporary Social Housing and Specialised Supported Housing.
Target Rent	Under the process of rent restructuring instigated by government from 2002 to 2012, 'target rents' were the rents that RPs were aiming to get to so that all social rented properties were charged on a comparable basis. When rent restructuring ended, target rents became known as formula rents. Formula rents are calculated in exactly the same way as target rents.
Temporary Social Housing (TSH)	Temporary Social Housing or TSH means low cost rental accommodation made available to a person who is homeless (within the meaning of the Housing Act 1996) either: (a) by a private registered provider under an assured shorthold tenancy agreement or a licence where: i. a local authority has nominated that person as a tenant of the accommodation on a temporary basis, ii. that local authority owes a duty under Part 7 of the Housing Act 1996 to that person, and iii. the registered provider holds the social housing on a lease or a licence which has a term of more than two years and fewer than 30 years, or holds the social housing on a lease with a term of 30 years or greater, or holds the freehold title to the social housing, and acquired the social housing without public assistance; or (b) by a local authority under a licence where: i. that local authority owes a duty under Part 7 of the Housing act 1996 to that person, ii. the accommodation provided is accommodation to which the account held pursuant to section 74(1) of the Local Government and Housing Act 1989 (duty to keep Housing Revenue Account) does not relate, and iii. the local authority holds the social housing on a lease or a licence which has a term of more than two years and fewer than 30 years.

5. Rent and Service Charge Policy (Scotland)

This section relates to rent and service charges for Places for People Group Affordable Housing properties in Scotland.

5.1. General Principles

5.1.1. The Social Housing Charter outcomes for rents and service charges in Scotland seek to ensure that:

a. A balance is struck between the level of services provided, the cost of those services and how far current and prospective tenants and other customers can afford them
b. Tenants get clear information on how rent, service charges, and other money is spent

5.1.2. Guidance contained in the Social Housing Charter will be followed, unless the Scottish Government introduces legislation that sets aside, however temporary, the terms and conditions of the Charter. This legislation could take the form of time-limited rent caps and freezes on levels of rent.

5.1.3. This rent and service charge policy applies to all our rented, residential leased, and shared ownership properties in Scotland.

5.1.4. The level of rent to be charged for each property, where a new tenancy agreement is issued, is based on a property's relative value, relative local income levels, with weighting applied based on the number of bedrooms in that property. Between 1995 and 31 January 2024, the level of rent to be charged for each property was based on a rent points system and balanced with different affordability calculations. These base calculations will still be applicable for existing customers.

5.1.5. Affordability is calculated by individual local authority measures to ensure a balance between average earnings and average rents. In line with Scottish Federation of Housing Associations (SFHA) guidance, households should, on average, spend approximately 30% of household income on rent regardless of tenure, size, amenities and level of services to common areas. The average income measurement we use is sourced from the SFHA's sophisticated datasets.

5.1.6. The rent setting policy will be used to determine rent levels and will be the basis for submitting proposed fair rent levels to the Rent Officer for former secure tenants with pre-January 1989 tenancies.

5.1.7. Rents do not include charges for any services we provide for communal areas, such as cleaning of stairs and grounds maintenance. Service charges are applied separately to the rent charge.

5.2. Client Group and Affordability

5.2.1. We aim to provide social rented housing for customers at a rent level they can afford.

5.2.2. Affordability is based on the idea that there is some proportion of a household's income that could be paid in rent and services for a dwelling of a given quality standard without causing hardship.

5.2.3. When setting rent levels for a customer signing a new tenancy agreement, we use 70% of the median household earnings at the relevant local authority level. The precise equation is outlined below at Paragraph 5.4. Prior to 31 January 2025, we chose to measure affordability using likely income based on (ONS) produced data for “elementary occupations”, “bottom decile earnings” and minimum wage rates. We measure our rents against these earnings and deem rents to be affordable if the rents are 25% - 30% of earnings.

5.3. Required Rental Income

5.3.1. Rent setting describes the process of working out the total amount of rent we have to charge, in order to cover all costs. They are common costs shared by all tenants. The costs that have to be covered by rental income include:

(a) **Housing Management Costs** - these are costs associated with the provision of Housing Management services.

(b) **Voids and Bad Debts** - these are the amounts of rental income lost when a property is empty or when rent arrears cannot be recovered.

(c) **Property Maintenance costs** - these are costs associated with the provision of a day-to-day repairs service and a cyclical maintenance programme.

(d) **Planned Maintenance** - these are costs associated with improving or replacing building components. We have a life cycle costing system which enables the actual costs of renewals and replacements to be determined.

(e) **Indirect and overhead costs** - these are costs associated with support services that enable day-to-day services to deliver and are outside the Housing Management costs e.g. information technology.

(f) **Interest charges** - these are costs associated with the private loans taken out to fund the building or the improvement of the housing stock. The cost of a private loan will depend on the amount borrowed, the length of time it was borrowed for, and the interest rate charged by the lender.

(g) **New Development** – these costs are associated with our development pipeline to build new affordable housing across Scotland.

5.4. Rent Calculation

5.4.1 Rent is calculated by using 30% of the property's relative value, 70% of the relative local income levels and applying a weighting based on the number of bedrooms so that smaller properties will have lower rents. This rent calculation is equivalent to England, but using Scottish data equivalents detailed below.

Weekly Rent = 70% x Average Rent (County Earnings x No Bedrooms)
+
30% x Average Rent (Property Valuation)

1. National Average Rent = £97.06
   Source: Scottish Housing Regulator

   Average weekly rents 2022/23 by Landlord only as it provides a more definitive average as it takes into consideration the weighting of properties across all LA's

2. Relative County Earnings
   Source: ONS / Annual Survey of Hours and Earnings (ASHE)

   Median earnings as recommended by the ONS for statistical analysis and is used for their analyses. When using the mean average the to prevent skewing the distribution of earnings.

3. Bedroom Weight
   Source: NEC (PFP Data)

   The bedroom weight refers to the number bedrooms within a self-contained property.

4. Property Value - Existing Use Valuation
   Source: Treasury (PFP Data)

   The most appropriate housing valuation for the purposes of rent setting would be the Existing Use Valuation, however is not comparable with the national average property valuation available. The most appropriate and comparable valuation to the ONS HPI valuation is the MV-VP valuation. As such this dataset was used for each property value.

5. National Average Property Value
   Source: ONS

The most appropriate housing valuation for the purposes of rent setting would be the Existing Use Valuation however this information isn't available as a national average figure for Scotland. We engaged with the SHR to ask if they had this information and they confirmed it wasn't readily available.

The ONS regularly publish information regarding the average property value per the Housing Price Index which includes information by country including Scotland which is equivalent to the Open Market Value (OMV). Per the latest publication in June 2023 the average property value in Scotland was £189,000.

5.4.2 The above principle was applied to all our properties in April 2025 when the basis of the current Rent Policy was introduced. Our present policy, in consultation with our customers is that annual increases be no more than the Consumer Price Index (CPI) in September + 1% each year.

5.5. Occupancy Charge Calculation

5.5.1 Occupancy charge for shared ownership homes will be determined on a scheme-by-scheme basis and comply with rent levels agreed. This approach is to be taken as we are a national organisation and operate in many different local housing markets. We will assess the affordability of each scheme, taking into account local factors. No set figure is applied but the occupancy charge is set within the limits of the Group's Eligibility and Affordability Policy.

5.5.2 All rents will be reviewed annually or bi-annually in line with terms set out within individual leases, unless external economic factors, such as exceptionally high inflation, mean that consideration of a cap on rental increases is required. Where the terms of the lease are deviated from, approval for this will be sought from the Executive Team.

5.5.3 For homeowners whose lease does not contain a specific term concerning the annual rent increase, annual changes in rents will be agreed based on the Retail Prices Index (RPI) as at the previous September as well as the prevailing external economic climate referred to in the above paragraph. Any recommendations in relation to this made by the Rents and Service Charge Policy and Strategy Group will be subject to approval by the Executive Team.

5.5.4 Occupancy charges in the case of surrender and re-grant (where the previous customer was not an assured tenant) and newly developed properties will be set based on the remaining equity of the property value.

5.5.5 Occupancy charges for properties which are not directly managed by the Group shall be set in accordance with the Group's policy, and the managing agencies advised accordingly.

5.5.6 Customers will be advised of their rights regarding appeals against rents, internally and to the First-tier Tribunal (where permitted), and of our policies regarding rent abatement or reduction, compensation and repayment as required.

5.6. Service Charges

5.6.1. Please refer to **Section 4** of the Policy for guidance on service charge methodologies. Our approach is aligned across Scotland and England.

5.7. Rent and Service Charge Reviews and Increases

5.7.1. The rents and services charges for our properties will be reviewed on an annual basis. These reviews will take into account our expenditure in the previous financial year and any known or reasonably anticipated changes in costs. They will also take into account the affordability of rents to our typical client groups and our business plan objectives.

5.7.2. Any increase in rent will be applied on 1 April. The rent for a leased property will be increased according to the provisions in their agreement. The rents of customers subject to fair rents are set by the Rent Officer (as detailed above) and the rate of increase up to the full registered rent is determined by legislation.

5.7.3. Any increase in service charge will be applied on 1 April. The service charge for a leased property will be increased according to the provisions in their agreement.

5.7.4. All customers will receive written notice of the proposed rent and/or service charge increase in line with the terms of their tenancy agreement. This will include a breakdown of any remaining service charges.

5.7.5. We will consult with customers annually on our proposals for rent and service charges. We will use their feedback to inform our policy for the following financial year. The Places for People Scotland Board (the trading name of Castle Rock Edinvar) will review and approve the final decision.

5.8. Complaints

5.8.1. All tenants and agencies with leased properties have the right to make a complaint if they feel that an issue relating to their rent has not been dealt with properly. Our Complaints Policy is available free of charge at any of our offices.

5.9. Appeals

5.9.1. Fair Rent tenants can appeal to the private rented housing panel if they do not agree with the rent set by the Rent Officer.

5.10. Rent Arrears

5.10.1. The Scottish Government requires that every registered Scottish landlord should adopt and implement a formal policy for arrears prevention and control. This requirement can be found in a separate Rent Arrears Policy which is available free of charge from all of our offices.

5.11. Availability of Rent and Service Charge Policy (Scotland)

5.11.1. Additional copies of this Rent and Service Charge Policy (Scotland) are available on request and free of charge. A summary of the Rent and Service Charge Policy can be made available in a number of other languages and digital and printed media formats, if required.

5.12. Review of Rent and Service Charge Policy (Scotland)

5.12.1. This Rent and Service Charge Policy (Scotland) which forms part of the wider Affordable Housing Rent & Service Charge Policy has been approved by Places for People Scotland Board. The Board has agreed that the Rent and Service Charge Policy (Scotland) be reviewed on an annual basis, to ensure that the aims of the Policy are being achieved. This review will include consultation with customers in accordance with the Association's Participation Strategy. No major changes will be made without consultation with tenants.

Definitions in Scottish Regulatory System for information

Term	Definition
Abandoned House	An empty house where a tenant has stopped living in the house without informing the landlord.
Affordability	The level of rent landlords/government believes a tenant can pay without causing hardship.
Affordable Housing	Housing that is available to buy or rent at a level below the local market level. This can include low cost home ownership, mid-market rented homes or homes that are rented from a Local Authority or Registered Social Landlord.
Affordable Housing Supply Programme (AHSP**)**	The Scottish Government's programme for providing grants to Local Authorities and Registered Social Landlords to support the delivery of new affordable housing, to meet needs in their area.
Allocation Policy	The Landlord's rules for deciding who should get priority in the allocation of houses when they become available for let. Every Local Authority and Registered Social Landlord is legally obliged to have such a policy and must publish it and regularly review it.
Annual Assurance Statement	Social landlords must submit an Annual Assurance Statement to the Scottish Housing Regulator each year providing assurance that their organisation complies with the relevant requirements of chapter 3 of the Regulatory Framework. This includes regulatory requirements that apply to all social landlords and the Standards of Governance and Financial Management that apply to Registered Social Landlords (RSLs). The Statement should be made and submitted by the RSL's governing body, or the relevant local authority committee which has been delegated authority to complete the Statement by the local authority.
Annual Return of the Charter	Each year, every Registered Social Landlord must complete a report that details how they perform against each of the outcomes in the Scottish Social Housing Charter. They submit this report to the Scottish Housing Regulator (SHR) and they must publish it for their tenants too.

Average cost Per Unit	This is worked out by taking the total cost and dividing it by the number of houses involved. Average or unit costs are used in business planning for things like day-to-day repairs and housing management costs.
Factoring	A term most commonly associated with the provision of services connected to the management and maintenance of the common parts of lands/buildings owned by two or more persons, which can include the RSL, and used to any extent for residential purposes. It may involve the RSL providing and instructing repairs to common parts of a tenement. For example: the roof/common close/common garden.
Fair Rent	A fair rent can apply to accommodation in the RSL and private rented sector which was let before 2 January 1989 without a resident landlord. A rent officer will set a rent level based on a range of information about the property. The rent officer's determination can be challenged by application to First Tier Tribunal Housing and Property Chamber.
General Needs	Houses provided to meet the needs of families and other households without any special design features. Sometimes known as mainstream housing.
Housing Association	A not-for-profit landlord that is registered with and monitored by the Scottish Housing Regulator (SHR) whose membership is open to tenants amongst others. There can be non-registered housing associations using the name; therefore, tenants need to ensure the housing association is registered with the SHR.
Low Cost Home Ownership	Houses built and sold at a price that is lower than the local market value.
Mid Market Rent	Mid-market rent homes charge rents that are higher than the social rented sector but lower than the market rent for a particular area.
Registered Social Landlords (RSLs)	An independent landlord (including housing associations, housing cooperatives, Abbeyfield societies and co-ownership societies) registered with the Scottish Housing Regulator (SHR), which owns and manages houses on a not-for-profit basis. It must be established to provide housing and that it must operate in Scotland.

Rent Officer	A government official employed by Rent Service Scotland who determines and registers rents for houses let on regulated tenancies, sets the Local Housing Allowance (LHA) for a local area, and adjudicates on rent increases for tenants with a private residential tenancy.
Rent Structure	The system by which different rents are charged for different properties owned by a landlord. Often it is worked out based on house size and type, but might also include area, level of amenity and quality of the environment.
Scottish Housing Regulator	The independent regulator of social housing services in Scotland. They are responsible for assessing and reporting on how all landlords are performing (including local authority landlords), and the financial wellbeing and standard of governance of RSLs. They can intervene to secure improvements where necessary.
Scottish Secure Tenancy (SST)	Introduced on 30 September 2002, 1 December 2017, the Scottish Secure Tenancy replaced the secure tenancy and became the new standard tenancy for all new tenancies in the social rented sector. The government have provided a model SST agreement which can be used by local authority or registered social landlords when creating the tenancy setting out the rules that allow a tenant to occupy the house and describing the rights and responsibilities of the tenant and landlord.
Short Scottish Secure Tenancy (SSST)	A short form of the Scottish Secure Tenancy which can only be used in a limited a range of circumstances by the landlord, these include where prospective tenants have previously been evicted for antisocial behaviour; where prospective tenants or others who will reside with the tenant have been subject to an antisocial behaviour order or have previously behaved in an antisocial manner; creation of temporary lettings; and properties leased by the landlord from another body. The SSST will initially run for a fixed period which can be either six months or 12 months depending on the reason used for its creation. These periods can be continued although any continuation in respect of SSSTs which have been created owing to previous antisocial behaviour cannot extend the length of the SSST beyond 18 months. Tenants in SSSTs have limited protection from eviction and have no rights of succession.

APPENDIX ONE

Shared properties - Rent Structure

The below rent structure for shared properties applied between 1995 and 31 March 2025. From 1 April 2025, this rent structure only applies for existing tenancies. On relet and for new build handovers, the new rent calculation outlined in paragraph 1.4 will be applied

1. We have a number of properties which are let to more than one household, the majority of which are single people sharing accommodation. Many of these shared properties are let under leases or management agreements to agencies who provide support to people in housing need. In the main, these properties are covered by the rent structure outlined above, as the sharing households are housed in our standard accommodation.

2. There are, however, a number of shared leased properties which have been purpose built or adapted for an agency or for us. It would be difficult to lease these properties in the future to a single household. These properties have also cost more to build or rehabilitate.

3. The Board has agreed that the rent of these properties be calculated according to the rent structure for individual properties. However, points will only be awarded for one single bedroom and for one bathroom or WC, to reflect the amenity of the property enjoyed by an individual. The size of the living-room will be calculated according to the total number of people (tenants and resident staff) sharing the accommodation.

4. As facilities within the property are shared, a deduction will be made from the points total, according to the number of people (tenants and resident staff) sharing.

No. sharing	Points deduction
2	20
3	25
4	30
5	35
6	40
7	45
8	50
9	55

5. The resulting points value for the shared leased property will then be multiplied by the number of people (tenants and resident staff) sharing, to produce the final points value for the property.

APPENDIX TWO

The below rent structure applied between 1995 and 31 March 2025. From 1 April 2025, this rent structure only applies for existing tenancies. On relet and for new build handovers, the new rent calculation outlined in paragraph 1.4 will be applied.

The main objective of a rent structure is to determine the amount of rent to be charged for each different type of property. It is a method of apportioning the total amount of required rental income between our different property sizes and types.

The rent level for each individual property is set according to a points system. The number of points allocated to each property type depends on the size and the amenities within the property. It is assumed that all properties are new build, or have undergone rehabilitation, so points are deducted for unimproved properties.

House Type		**Points 2018**	
Detached house	RPDETACHED	74	
Semi-detached house	RPSEMIDET	73	
Terrace house	RPTERRACE	72	
4-in-a-block (street entrance)	RP4INSTREE	68	
Main-door flat	RPMDOORFLT	67	
4-in-a-block stair entrance	RP4INSTAIR	64	
Flat off common stair	RPFLAT	63	
Size			
*Living-room 1 person	RPLIVRM01	4	
2 person	RPLIVRM02	7	
3 person	03	19	
4 person	04	22	
5 person	05	28	
6 person	06	31	
7 person	07	38	
8 person	08	41	
9 person	09	46	
10 person	10	50	
Additional public/utility room(s) RPADDPUBRM		4	
Each additional bathroom/WC	RPADDBTH1	2	
additional dining room	RPADDDINE	2	
Box room, natural light	RPBOXROOM	2	

Integrated living room/dining/kitchen RPLKITDINE	2	
Gas CH new build RPCENTGAS	2	
Amenities		
Lift RPLIFT	2	
Own Garden RPGARDEN	1	
Private play areas RPPLAYAREA	1	
Communal Area Services Depends on the size of the area, the number of properties, the nature of the work and how often it is carried out		
Grounds Maintenance RPAMENITY0	1	
RPAMENITY1	2	
RPAMENITY2	4	
RPAMENITY3	7	
Depends on the size of the area, the number of properties and the level of service provided		
Stair and common area cleaning, common area utility charges		
RPCOM0	1	
RPCOM1	2	
RPCOM2	4	
RPCOM3	7	
RPCOM4	12	
RPCOM5	25	
RPCOM6	9	
Alarm call System RPALARM	3	
Usually applicable to communal lounges and laundries		
Depreciation of furniture and equipment		
RPCOMDEP0	3	
RPCOMDEP1	10	
RPCOMDEP3	2	
WIFI communal RPWIFI	1	
Deductions:		
Bed-sit RPBEDSIT	-6	
Unimproved stair RPUNIMSTR	-1	
Integral Kitchen (no window) RPINTKITNW	-1	
Integral Kitchen (not separate) RPINTKITCH	-1	

Internal Bathroom (no window)	RPINTLBATH	-1	
Electric CH	RPCENTELEC	-1	
Single Glazing	RPSINGLAZE	-1	
EPC Band D EPC Band E EPC Band F EPC Band G	RPEPCD RPEPCE RPEPCF RPEPCG	-1 -2 -3 -4	

1.1.1. The end result of the rent structure calculation is a points value for each individual property.