



Customer charge review 2026/27

Your questions answered

GNE





Introduction

Each year, we review the charges you pay for your home – as is outlined in your agreement. We do this to make sure we can continue to look after your home and community.

This year, we've had to make the hard decision to increase our charges. This comes as we continue to face challenges, like rising costs.

We understand this may feel difficult, and we want you to know we haven't taken this decision lightly.

We'd like to reassure you that, as a not-for-profit organisation, all surplus money goes straight back into our homes and services.

Inside this pack is a letter that shows your new charges and what this means for you.

This booklet also includes answers to some questions you might have.

If you still have questions or concerns after reading through this pack, please get in touch as soon as possible. Call us on **0800 111 4013** – our team is ready and waiting to help you.

Customer charge review

Why are you increasing my charges?

We understand that any increase to your rent and/or other charges isn't good news. However, to enable us to keep up with rising costs, we need to increase rents and service charges for the year ahead. Increasing our charges is essential to making sure that we, as a social housing provider, can continue to fulfil our responsibilities to keep our customers safe and secure, as well as continuing to provide – and improve – essential services, while also delivering more much-needed affordable housing.

How much is my rent increasing by?

For most customers with a tenancy agreement, rent increases are set in accordance with government rent policies, which is the Consumer Price Index (CPI) as at the previous September plus one percent. This means there is an increase of 4.8 percent from April 2026.

For tenancies that are not included in the government rent policies or licence agreements, 4.8 will be applied or follow the agreement charge increase clause.

How is my rent spent?

All of the rent we receive from our customers is reinvested into our business. This helps us to maintain our homes, improve the services we provide and build more affordable housing.

Much of the money we receive is spent on housing management costs and improving repairs and other key services.

A proportion of our income is also spent on repaying loans from investors who've provided funding to help us to grow and deliver more homes.

Do I get any rent-free weeks?

For our customers who are on a 48-week tenancy, there are four rent-free weeks in the 2026/27 financial year. These will be:

Week 38 - 21 to 27 December 2026
Week 39 - 28 December 2026 to 3 January 2027
Week 51 - 22 to 28 March 2027
Week 52 - 29 March to 4 April 2027

The majority of our customers are on a 52-week agreement, so this may not affect you.

I pay a service charge, do the same increases apply?

Service charges may increase but the same formulas won't apply. Please be assured that we'll only set service charges in line with your agreement and our service charge policy.

The revised service charge is based on market trends, expected inflationary changes and changes in prices for contracts. For responsive services it is based on previous years actual costs.

If you have a service charge, this will be on your letter with a charge breakdown detailing the services that make up this charge. You will also find a glossary of terms at the end of this booklet.

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

We know it's been a challenging few years and that people are facing a range of financial pressures, including an increase in energy and food costs as well as household bills. As always, our priority is to support customers to sustain their tenancies and licenses as we want to help prevent rent arrears as much as you do.

We have a highly-skilled and dedicated Financial Wellbeing Team who are trained to ensure you maximise your benefits, help

you manage your finances and support you through any change in circumstance.

Please use the contact details on page 8 to take advantage of this service now and help you prepare ahead of the rent increase.

What happens if I refuse to pay?

We understand that you might be unhappy with these increases and consider refusing to pay.

However, your rent is legally considered to be a priority bill and should be paid before other bills such as gas, electricity and water.

If you decide not to pay your rent, it'll result in arrears building up on your account and we'll then have to take action to recover the money that's due. This can affect your credit rating and even put you at risk of losing your home.

We want to avoid this unnecessary situation as it may mean you face more debt and possibly legal fees, which would only make your financial circumstances more difficult.

We appreciate times are tough and people may be struggling to pay their bills which is why we follow a firm but fair procedure

when it comes to missed rent payments or rent arrears.

If you miss a payment or fall into arrears, you must get in touch with our Payment Support Team as early as possible to discuss any difficulties and arrange an affordable repayment plan based on your income and expenditure. If you're struggling, we'd also encourage you to speak to our Payment Support Team to discuss your situation or to take advantage of our specialist Financial Wellbeing Team. Please contact one of our trained advisors to explore how they may be able to help you. For more on our Financial Wellbeing Team, visit our website on the link below, call **0800 111 4013** or speak to your Housing Officer or Scheme Manager, if applicable.



amplius.uk/moneyadvice

I'm on Universal Credit – what do I need to do?

You must inform the Department for Work and Pensions (DWP) as soon as possible after these changes have taken effect.

You can do this by reporting a change of circumstances in your Universal Credit journal account.



It's crucial that you don't update your Universal Credit journal until 6 April or soon after. It's important to report the change as soon as possible after it's taken effect otherwise you might miss out on payments.

I'm on Housing Benefit – what do I need to do?

You must immediately tell your local council's Housing Benefit Team about this increase before the change takes effect.

You can do this by taking the charge notification letter included in this pack to your benefits office. The benefit team may also be able to accept a scan or photo of your charge review notification as evidence.

Please check with your benefit office how they'd like to receive this.



IMPORTANT: Intentionally failing to report a change in your circumstances that entitles you to less benefit can constitute fraud.

Do I have to adjust my Direct Debit or will you do this?

Don't worry, your Direct Debit will be adjusted automatically. You'll receive a separate letter from Allpay in March confirming the change. Please check your Direct Debit has been adjusted as you'd expect, and contact us if you wish to query the calculation.

I'm struggling financially, how can you help me?

Many people have struggled financially or found themselves in debt and experienced the emotional pressure it can cause. If you have financial concerns, it's important not to panic, but you can't ignore them either – they won't go away.

If, because of this increase, you believe that you'll be unable to pay your charges on the due dates, you should contact us as soon as you can. We may be able to help with alternative payment arrangements and can signpost you to our additional support services, such as our in-house Financial Wellbeing Team.

There's also a range of resources on our website to support your financial wellbeing, including access to independent debt advice. Don't suffer in silence. We're here to help.



amplius.uk/cost-of-living

Service charge FAQs

What is a service charge?

Your service charge is the money you pay towards the communal day-to-day running costs of your estate, block or both. Your charge covers many different services, depending on where you live.

A fixed service charge means that you pay the same amount every week or month during the financial year (April to March). This charge is based on how much we know or estimate it'll cost to provide services on your estate, block or both.

If the service charges don't cover the actual cost of the services provided, we'll make up the shortfall, however, any surplus won't be refunded.

How do we calculate a fixed service charge?

Your service charges are reviewed annually. We'll make this review of your service charge as accurate as we can – and use information about what's been spent in previous years and the contracts we've entered into for the coming year.

Can I choose not to use the services provided?

The total cost of the services provided are shared in line with everyone who benefits for them, and their customers agreement permits to charge.

Customers can't opt out of these services. For example, if the service charge contributes to maintaining a lift in a block of flats, you can't opt out of the service charge by saying you always use the stairs.



Service charge items explained



CCTV maintenance

This is the estimated/contract cost of any repairs to any security camera monitoring system.



Communal cleaning

This is usually for the cleaning of the communal areas and floor cleaning in a block of flats.



Communal electricity rates

We pay the utility supplier for communal lighting and heating.



Communal grounds maintenance

This covers the cost of maintaining the communal gardens at your scheme.



Communal heating rates

We pay the utility supplier for communal gas and hot water. Where a heating system also supplies the gas and hot water to your home, you'll have a separate charge for this in addition to your service charge.



Communal TV aerial maintenance

This is the estimated cost of any repairs to the communal TV aerial system.



Communal water rates

This is where there's a communal water supply – such as a communal tap – and we pay the water supplier.



Door entry costs

This covers the service and maintenance of communal door entry systems.



Fire Detection and Safety

This includes the cost of servicing fire appliances, emergency lighting, the servicing and maintenance of alarm systems, smoke alarms and the cost of any out of hours security arrangements.



Intensive Housing Management

We offer an enhanced level of housing management to some customers. The service helps them sustain their tenancy or license agreement and live independently.



Laundry equipment

This covers the costs of providing communal laundry facilities.



Lift servicing and maintenance

This covers the cost of maintaining a lift, including insurance.



Management charge

This is the management overhead for delivering services to you. It's charged at 15 percent of the total direct cost of services. A management charge is not added to the renewals allowance.



Renewals and depreciation

This covers the future replacement costs of facilities such as lifts, fire alarms, door entry systems, CCTV equipment, communal TV aerials and communal furniture.



Communal car park service/maintenance

This covers the cost of the communal car park barrier service and maintenance.



Communal PAT testing

This is the estimated cost of any PAT testing we're required to do at your scheme.



Communal repairs

This is the estimated cost of any communal repairs to your scheme.



Management company costs

This covers the cost of a third party management company that looks after the communal areas of your estate.



Pest control

This is the estimated cost of any pest control work we're required to do at your scheme.



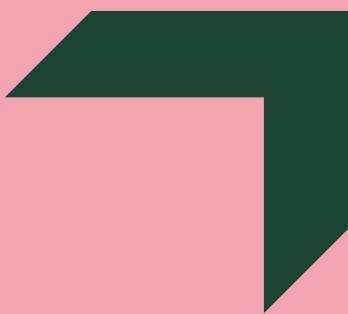
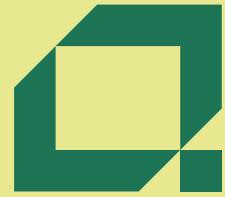
Refuse disposal/Fly-tipping

This covers the cost of any routine refuse disposal we have to do at your estate, or any ad-hoc fly-tipping we have to do at your estate.



Window cleaning

This service is provided to communal windows and/or property windows where applicable.



For all enquiries

Amplius, K2, Timbold Drive, Kents Hill,
Milton Keynes MK7 6BZ

0800 111 4013

amplius.co.uk

Further information relating to Amplius can be accessed via our website: amplius.co.uk