

Quick Read: Your rent and service charge

Your rent

Rent is the money that you pay to My Space, as your landlord, so that you can live in your home.

You are responsible for paying your rent on time.

If you receive Housing Benefit or Universal Credit, this will cover some or all of your rent. If the benefit that you receive does not cover the whole of your rent, you will need to pay the difference.

Spotlight: Your rent does not include your Council Tax. It is your responsibility to pay this, along with regular household costs like your electricity, gas and water bills, your TV licence and internet.

How we calculate your rent

We are committed to providing value for money and set your rent based on things like the size, location and facilities of your home, as well as the kind of support that you receive.

Each year we review the amount of rent payable for your home, with increases linked to measures of inflation set out in your lease agreement.

Rent changes are always communicated clearly to our tenants, social workers and commissioners.

Your service charge

Most of our tenancies also include a service charge. The range of services vary by individual property but can include things like:

- Furniture
- Gardening
- Security
- Cleaning

- Maintenance
- Intensive housing management
- Insurance

Service charges are fixed for 12 months and reviewed each year to make sure that they stay accurate and fair. If your tenancy agreement includes a service charge, we will provide a list of everything that this pays for.