

## Translation

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العربية **ARABIC**  বাংলা **BENGLALI**

إذا أردت هذه الوثيقة بلغة أخرى فالرجاء  
وضد - - - - - المربع أعلاه وإعادة هذه

যদি আপনি এই ডকুমেন্ট অনুবাদ আকারে পেতে চান,  
তাহলে দয়া করে উপরের বাহুরে টিক দিন এবং এই ফর্মটি  
আমাদের নিকট ফেরৎ পাঠান।

中文 (繁體字) **CANTONESE**  فارس **FARSI**

如果你希望我們把本文件翻譯成上述文字，請在方框中打勾，然後將本表格寄回給我們。

اگر مایل هستید که این مطلب ترجمه شود،  
لطفاً در مقابل باکس علامت بزنگرد و بر ایمان  
برگردانید.

ગુજરાતી **GUJARATI**  हिन्दी **HINDI**

श्री तमने आ दस्तावेजनी तरेजुमो (प्रो-सलेशन्)  
श्रीतुती छेय तो, कृपा करी उपर ओकसमां  
निशानी करी अने आ होम अमने रवाना करी.

इस दस्तावेज का अनुवाद यदि आपको चाहिए  
तो उपर बने खाने में टिक का निशान लगा कर  
कृपया यह फार्म वापिस हमें भेजें।

كوردی **KURDISH**  中文 (简体字) **MANDARIN**

ئەگەر حەزەتەکانیەت ئەم بەلگەنامەییەت بۆ تەرجومە بکەیت،  
تەنیا بەلگەنامەکانیەت لەناو ئەو بۆشاییەیی سەرەویدا داخستنی و  
ئەم فۆرمەشمان بۆ بنێرەو.

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Polski **POLISH**  Português **PORTUGUESE**

Jeżeli chcesz przetłumaczyć ten dokument,  
zaznacz opcje powyżej i zwróć do nas ten formularz.

Se desejar uma tradução deste documento,  
queira assinalar o caixilho mais acima e  
devolver-nos este impresso.

ਪੰਜਾਬੀ **PUNJABI**  Русский **RUSSIAN**

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤਰਜਮਾ ਪੰਜਾਬੀ ਵਿਚ  
ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਵਿਰਧਾ ਕਰਕੇ ਉੱਪਰ ਵਾਲੇ ਡੱਬੇ  
ਵਿਚ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਾ ਕੇ ਇਹ ਫਾਰਮ ਸਾਨੂੰ ਵਾਪਸ ਭੇਜ  
ਦਿਓ।

Если вы хотите получить перевод этого  
документа, поставьте выше галочку и  
верните нам формуляр.

Soomaali **SOMALI**  Türkçe **TURKISH**

Haddii aad jeceshahay in dokumentigaan  
laguu turjimo fadlan calaamad saar  
sanduuqa kor ku xusan kadibna foomkaan  
inoo soo celi.

Bu belgenin Türkçe'ye çevrilmesini  
istiyorsanız, lütfen yukarıdaki kutuyu  
işaretledikten sonra bu formu bize gönderin.

اردو **URDU**  Tiếng Việt **VIETNAMESE**

اس دستاویز کا ترجمہ اگر آپ کو درکار ہو تو اوپر سہنے خانے  
میں تیکس کا نشان لگا کر برائے مہربانی یہ فارم واپس ہمیں بھیجیے

Nếu bạn muốn tài liệu này được chuyển  
dịch sang tiếng Việt, xin đánh dấu vào ô  
trên và chuyển bản khai này cho chúng tôi

## Contact Us

If you require further information about this leaflet, please contact us by letter, email telephone or visit our website.

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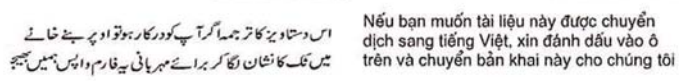
This leaflet is available in other languages, braille or large print on request.

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# RENT AND service charge



This Leaflet applies to Signpost tenants only. Leaseholders and Shared Owners should refer to the terms of their lease for their charges.

The amount of rent and service charges you pay, and when payments are due, is set out in your Tenancy Agreement.

## Rent

The rent you pay to Signpost is used to pay for:

- The housing service;
- Repairs to your home;
- Improvements such as replacement kitchens and bathrooms;
- Loans taken out to build affordable homes such as the one you live in.

At Signpost, rent is paid over 48 weeks with 4 rent-free weeks each year UNLESS you are in arrears when rent is payable throughout. If you are an ex-Western Challenge tenant who has transferred to Signpost, your rent is paid over 52 weeks.

We will send a rent statement to you each quarter. You may also request one at any other time.

## How your rent is calculated

Since 1988 the Government has expected social housing providers to keep their rents within the reach of people who are in low-paid employment.

If you are an Assured Tenant, your rent is assessed once a year with any increases taking effect in either April or October. All rent reviews are done in line with the Tenant Services Authority Regulatory Code and Guidance and changes are approved by the Associations' Boards.

Changes to the rent payable can only be made after you have received 28 days notice of any change.

If you would like a copy of the current year's Rent Setting Policy, please contact the Association.

## Service Charges

These are in addition to your rent and pay for specific services that you may receive such as:

- Cleaning of communal areas;
- Gardening of common areas;
- Heating and Lighting;
- Fire alarm servicing;
- Lift maintenance;
- Assets provided for the residents' benefit such as laundry equipment;
- Any carpets, furniture and furnishings provided by the Association.

The service charge is added to your basic rent to form the total amount payable to Signpost each week.

These charges only apply where the service is received. Your Housing Officer can provide details of the services provided to you on request.

## Changes to your service charges

Your service charges are reviewed once a year. They are designed to cover the costs of that service in the year they are charged. These costs may be known (e.g. where we have a fixed price) or estimated (where the cost may vary depending on usage, such as heating).

Changes to service charges can only be made after you have received 28 days notice of any change. Signpost may also decide, after consultation with residents, to stop a service or to provide extra services where it believes it is necessary to do so.

At Signpost, service charges are paid over 48 weeks with 4 rent-free weeks each year UNLESS you are an ex-Western Challenge tenant who has transferred to Signpost in which case your service charge is payable over 52 weeks.

## Other Useful Leaflets

Ways to Pay Your Rent and Service Charges  
Understanding Your Rent Statement  
Understanding Your Service Charge Statement  
What Happens if I am in Arrears?