



## Understanding your 2025/26 Rent and Service Charge Increase

**At MSV, we set rents based on government guidelines to ensure that they remain affordable.**

### What is the rent increase for 2025/2026?

For the rent year 2025/2026, we will be increasing your rent by 2.7%, in line with government guidelines. For example, if your current rent is £80 per week, this will increase by £2.16 per week. The reason for this increase is to:

- Continue providing essential services, such as repairs.
- Invest in homes to ensure they are safe, warm, and up to date.
- Keep rents affordable while making sure customers can continue to pay.
- MSV is a not-for-profit organisation, and the money from rents is reinvested into homes, neighbourhoods, and services.

### How is the rent increase calculated?

Your new rent is determined by a combination of:

- The Consumer Price Index (CPI) measure of inflation at September

Watch a short animation about your rent increase by scanning the QR code or visit 'Pay My Rent' on the MSV website



2024, which was 1.7%.

- An additional 1% increase.

Together, this results in a 2.7% increase.

### What happens to the additional rent you pay?

We strive to keep rents and service charges as low as possible, but in order to continue delivering high-quality services and maintain homes, we must implement this increase.

The additional rent enables us to:

- Maintain and improve homes.
- Deliver services now and in the future, despite inflation-driven cost increases.

As a not-for-profit organisation, we reinvest all rent income into improving homes and providing services. Without this increase, we would not be able to continue meeting these goals. You can view our major works programme on our website, which outlines the planned improvements for existing homes. Visit the "You and Your Home" page and select "Planned Improvement Works" for more details.

## What about my service charges?

Your service charges reflect the costs of providing services to you. These charges are based on what we reasonably expect to pay over the next 12 months.

These charges are only calculated from what we think they will cost and do not include any other amounts like under-recovery from past years or subsidies for other costs. If you pay service charges a full breakdown of these charges is included in the attached schedule

## What will my new rent be?

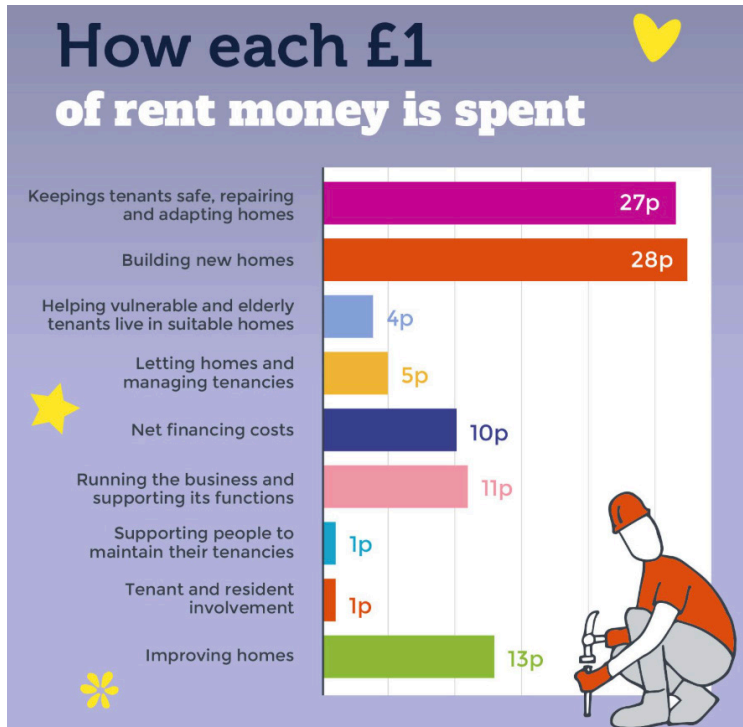
Enclosed, you'll find the formal notification of your new weekly rent, which will take effect from 1 April 2025. If you are subject to a service charge, you will also receive a detailed breakdown of the new charges.

## Need help or more information?

If you have any questions or concerns regarding your rent or service charges, or if you're worried about being able to make payments, please contact our Customer Support Team as soon as possible. We have a dedicated team ready to assist with money advice and support.


## Universal Credit or Other Benefits

If your housing costs are covered by Universal Credit, you will receive a "To do" item on your UC portal in April to confirm your housing costs. Please use the details in the attached letter to complete this task by the due date. No additional contact with Universal Credit is required.



## Contact us

 [CustomerSupportTeam@msvhousing.co.uk](mailto:CustomerSupportTeam@msvhousing.co.uk)

 Log-in to your 'My MSV' account on the website

 Call The Customer Support Team on 0161 226 4211

[www.msvhousing.co.uk](http://www.msvhousing.co.uk)

If you would like this information in another format, for example large print, or you wish to access our translation service, please get in touch.

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