

Why is my rent changing?

Changes to your individual rent and service charges (if applicable) are detailed in your personalised letter included.

Rents and service charges are reviewed annually in accordance with the Rents and Service Charges Standard 2020-2025 (rolled over to include 2026) set by Welsh Government which are then approved by our Board of Management in accordance with our policy.

For 2025/26, the maximum increase permitted by Welsh Government is 2.7%. We have consulted with you on the affordability of our rents, value for money, and the type/size of home you live in, asking for your thoughts on what we should include in our Rent Policy from April. This has helped inform our decision on the rent increase of 2.7% from April 2025.

Why do we need to increase our rent?

In order to decide how much rents need to increase by, we consider all of the costs of providing services, repairs and maintenance to homes. We also complete a detailed assessment of the affordability of our rents for our residents to understand which homes might be most affected by a rent increase.

Has the merger / change to Beacon Cymru affected your rent?

On 2nd January 2025 RHA Wales and Coastal Housing merged to form Beacon Cymru. As our annual rent setting calculations are worked out before this date, your rent and service charge were set by the Board of either RHA Wales or Coastal. However, the rent increase across all properties was approved at 2.7% for 2025/26 by both Boards of Management.



Rent survey

In November 2024, we consulted all tenants on the affordability of our rents to help us to make a decision about how to set rents from April 2025.

The survey went live on 4th November 2024 until the 18th November. The survey was promoted on our social media accounts, details included in a mailout to every resident in November and a text message link was sent to all residents with a registered mobile phone number.



We received **214 responses** to the survey in total (**9% of our total residents**)



Overall, **159 residents (74%)** felt that their rent and service charge is affordable



This compares to **78% of respondents** last year



33% of respondents said they would like to know more about what rent is used for



We also asked you to tell us what you thought we should take in to account when setting rents in the future:



You told us

33% of tenants who responded said that they would like more information about what rent pays for.

You told us about the factors you think should be considered when setting rents e.g. age of property, condition and location.

Some people who felt that their rent was not affordable told us that this was related to the cost of service charges.



We are doing

We will include this information in rent statements and in our next resident magazine.

We considered these suggestions and they informed our overall decision. They will be kept under review and looked at as part of the rent setting process for 2026/27.

We have capped any increase in service charges to £3 per week.

We thank everyone who took the time to give us their views.

For support and advice – Scan here





What do you need to do?

- If you pay your rent by Direct Debit (DD), we'll automatically start collecting the new amount from **26th March 2025**. It's a lot easier to pay by DD so to set up one up call us on **01443 424200** and press option one to speak to our Customer Advice team.
- If you receive Universal Credit, you'll need to complete a 'to-do' with your new rent details on or after **3rd April 2025** within your online Universal Credit account. We recommend you check your Universal Credit statement to ensure the increase has been applied.
- If you receive Housing Benefit payments and these are sent directly to us, **Beacon Cymru**, we'll inform Housing Benefit of the new rent amount. However, you need to check the rent amount in your Housing Benefit letter matches the new rent in your Beacon Cymru letter, so please keep this letter safe. If these are different, please call us.
- If you receive your Housing Benefit direct, you'll need to inform them that your rent is changing.
- If you pay your rent another way, then from **3rd April 2025** you'll need to pay the new amount shown in your enclosed rent letter.

If you are worried about your rent then we are here to help

If you are worried about paying your rent and/or charges, please talk to us at the earliest opportunity. We know making the first step to ask for help can be daunting but please speak to us as soon as you become concerned.

Although we are now **Beacon Cymru**, your Payment Advisor or Housing Officer hasn't changed and the way you contact us also remains the same. So you can call us on **01443 424200** and we will offer support and advice.