

Your Homes
Newcastle

Staff Guide to Rent and Service Charges

April 2012

Contents

1. The Income Team
2. Rent Reform & Convergence
3. Rent Increase
4. Service Charges Increase
5. Garage Rent Increase & VAT on Garages
6. Heating Charges & Increase
7. Rent Advice Notice
8. Rent Free Weeks
9. Tenants Home Contents Insurance
10. Charge Details on Current Revenue Accounts
11. Account Charge Details on Void Properties
12. Write Off of Former Tenant Arrears
13. Rent Statements Online
14. Payment Methods
15. Customer Incentive Schemes
16. Rechargeable Works Scheme and Accounts
17. Northgate House Keeping
18. End of Tenancy Considerations

Appendices

1. Tenants Home Contents Insurance Staff Briefing
2. Notice of Rent and Service Charges Increase Letter 2012-2013
 - a) Newcastle City Council
 - b) Leazes Homes
 - c) Byker Trust
3. Rent Advice Notice Letter 2012-2013
 - a) Newcastle City Council
 - b) Leazes Homes
 - c) Byker Trust
4. Garage Rent Advice Notice Letter 2012-2013
5. Rechargeable Works Compensation Application Form

1. The Income Team

| Management Team | | |
|-----------------------|--|------------|
| Anne Crute | Income Service Manager | |
| Maureen Grainger | Income Team Manager | |
| Vacant | Income Team Manager | |
| Business Support Team | | |
| Colin Green | Business Support Officer | Ext: 28659 |
| Colin Gray | Business Support Officer | Ext: 23887 |
| Coleen Sanderson | Business Support Assistant | Ext: 23886 |
| Jinnette Hatley | Business Support Assistant | Ext: 26611 |
| Email | business.support@yhn.org.uk | |
| Income Accounts Team | | |
| Ian Millican | Income Officer | |
| Lauren Edwards | Income Assistant | |
| Michael Gordon | Income Assistant | |
| Alan Hathaway | Income Assistant | |
| Rachael Legg | Income Assistant | |
| Sandra Oldham | Income Assistant | |
| Ian Pirie | Income Assistant | |
| Paul Wright | Income Assistant | |
| Sally Horn | Home Contents Insurance Officer | Ext: 23884 |
| Telephone | Ext: 27749 | |
| Email | incomeyhn@yhn.org.uk | |
| Debt Recovery Team | | |
| Angela Henderson | Income Officer | |
| Andrew Cartwright | Collections Assistant | |
| Donna Webster | Collections Assistant | |
| Shannon Dalton | Collections Assistant | |
| Kim Armstrong | Collections Assistant | |
| Stuart Colvin | Collections Assistant | |
| Telephone | Ext: 28757 | |
| Email | debtrecovery@yhn.org.uk | |

2. Rent Reform & Convergence

We increase rents & service charges using the Governments Guidelines on Rent Reform & Convergence (movement to target rent). Further details can be found on the YHN website at http://www.yhn.org.uk/tenancy_services/your_rent_account/policy.aspx

3. Rent Increase

We have increased the current basic rents by 6.1% and compared it to the target rents for 2012-2013. Including the movement to target rent (convergence), rents have increased by an average of £5.38 (8.2%) per week over 49 weeks. The exact increase for individual tenants will depend on how close their current rent is to the target rent.

The Government only allows us to increase individual rents by a maximum of 6.1% plus £2.

The rent increase letter will be delivered to all tenants by **2 March 2012**; a copy is attached in appendix 2.

4. Service Charges Increase

Charges in the Northgate System are divided into two categories;

a) Property Charges (charges that are attached to the property)

| Property Charge | Byker | Leazes | NCC |
|---|-------|--------|-----|
| Attached Garage/Parking Space | - | √ | √ |
| Basic Rent | √ | √ | √ |
| Building Cleaning | - | √ | - |
| CCTV Monitoring | - | √ | - |
| Communal Furniture | - | √ | - |
| Communal Lighting | - | √ | - |
| Communal Water Charges | - | √ | - |
| Concierge | √ | - | √ |
| Concierge Landlord Charge | - | √ | - |
| Concierge Supporting People (SP) Charge | - | √ | - |
| Furniture (fully furnished property) | √ | √ | √ |
| Grounds Maintenance | - | √ | - |
| Heating Communal Charge | √ | √ | √ |
| Heating Energy Charge (based on floor area) | √ | - | √ |
| Heating Infrastructure Charge | √ | √ | √ |
| Lift Telephony | - | √ | - |
| Management Fee | - | - | √ |
| Resident Concierge | - | - | √ |
| Security Alarm Maintenance | √ | - | √ |
| TV Aerial | √ | √ | √ |
| Wardens Landlord Charge | √ | - | √ |
| Wardens Supporting People (SP) Charge | √ | - | √ |
| √ applicable to those properties only | | | |

b) Client Charges (charges made for services provided to individual tenants)

| Client Charge | Byker | Leazes | NCC |
|--|-------|--------|-----|
| Buildings Insurance | - | √ | - |
| Community Care Alarm | √ | √ | √ |
| Concessionary TV Licence | √ | - | √ |
| Furniture Pack | √ | √ | √ |
| Garden Care | √ | √ | √ |
| Garden Care (Payable) | √ | √ | √ |
| Heating Energy Charge (based on metered reading) | √ | - | √ |
| Home Contents Insurance | √ | √ | √ |
| √ applicable to those properties only | | | |

The client elements end when the tenancy is terminated.

Further details can be found on the YHN website at

http://www.yhn.org.uk/tenancy_services/your_rent_account/your_rent_account_-_other_char.aspx

5. Garage Rent Increase & VAT on Garages

Garage Rent Increase

The basic garage rent is £7.44, including of VAT £8.93.

Garage rent for tenants eligible for Disabled Persons Garage Allowance is £3.06 per week over 49 weeks. If liable for VAT, £3.67 will be payable.

VAT on Garages

Value Added Tax regulations state that VAT at 20% is payable on garages rented by Newcastle City Council to:

Non council tenants

- Council tenants who do not live in the neighbourhood where the garage is situated

Anyone living in a property rented from Newcastle City Council, but not the named tenant is also liable to pay VAT.

Note: At sign up it is the responsibility of Tenancy Services staff to determine if the tenant will be liable for VAT and for informing the Income Accounts Team accordingly.

Further details can be found in appendix 4.

6. Heating Charges & Increase

Heating charges apply when heating is supplied by a communal system. There are two types of heating charges, unmetered and metered. The charges are made up of three elements (all property elements in the Northgate System).

Unmetered

- Infrastructure - The charge for the operation and day to day running of the system and boiler
- Energy - The charge is determined by the floor area of the property. There are 7 price bands from 30 to 90 square meters
- Communal - The contribution towards the cost of heating communal areas. Not all properties are liable for this charge

Metered

- Infrastructure – The cost of the meter reads and a contribution to the investment required for the meter installation. Plus energy costs of maintaining the system availability 24 hours a day and loss of heat through circulation around the system, sometimes known as background heating loss.
- Energy - The estimated cost of the energy used. This charge is reconciled against the individual actual meter readings every year and reassessed accordingly
- Communal - The contribution towards the cost of heating communal areas. Not all properties are liable for this charge

If applicable, housing benefit can be claimed for the Infrastructure and Communal elements.

Further details can be found on the YHN website at

http://www.yhn.org.uk/tenancy_services/your_rent_account/your_rent_account_-_other_char.aspx

Heating Charge Increase

Heating charges for infrastructure, energy and communal have not been increased in 2012-2013.

7. Rent Advice Notice

The charges shown on the rent advice notice are the 49 week payable amounts less any Housing Benefit or Supporting People Subsidy.

Tenants should receive their notice by 31 March 2012 and are in appendix 3.

8. Rent Free Weeks

There are 3 free weeks for 2012/2013, these will be;

| | | | |
|-------------|----|-------------|----------|
| Week | 39 | Date | 24/12/12 |
| Week | 40 | Date | 31/12/12 |
| Week | 52 | Date | 25/03/13 |

9. Tenant Home Contents Insurance

Tenants can insure the contents of their home with any insurance company. But, to make it easier and more affordable, YHN and Newcastle City Council have procured a scheme through the Northern Housing Consortium with Royal & Sun Alliance, which is available to all tenants.

Further details can be found in appendix 1 and on the YHN website at <http://www.yhn.org.uk/home/insurance.aspx>

For general enquiries contact the Income Accounts Team on ext: 23884. For claims and policy enquiries tenants should contact;

| | |
|-----------------|---------------|
| Claims Queries | 0845 671 8171 |
| Policy Queries | 0845 671 8172 |
| Premium Queries | 0191 278 7749 |

10. Charge Details on Current Revenue Accounts

You can view charges on a current revenue account by;

- 1) Accessing the Rents Module in Northgate
- 2) Clicking the Revenue Accounts Icon
- 3) Searching for the account
- 4) Clicking link to Account Charge Details
- 5) Viewing the rent by date tab, which can show future and previous charges
- 6) Searching the required date
- 7) Clicking on the box to right with green tick

Screen Image 1: View of Charges on a Current Revenue Account

The screenshot displays the Oracle Northgate Housing software interface. The main window is titled 'Account Charge Details' and shows the following information:

- Revenue Accounts:** A table with columns: Pay Ref, Name, Start, Rent, Acct, Balance, Htp, Tcy. The first row shows: 0000000000, Mrs Blogs, 0-APR-1973, 13.45, REN, 20.65, N, and a green tick in the Tcy column.
- Account Charge Details:** A sub-window showing details for the selected account.
 - Account No: 0000, Payment Ref: 0000000000, Type: REN
 - Name: Mrs Blogs, Prop Address: 909 Smith Street, Newcastle upon Tyne, NEE EEE
 - Start Date: 30-APR-1973, End Date: (blank)
 - Current Balance: 20.65, DR, Esc Susp: (blank), RTB: (blank)
 - Gross Rent: 71.60, Rebate: 58.15, SP Sub: 0.00, Net Rent: 13.45
 - Service Charge: 0.00, Total Charge: 71.60, Total Payable: 13.45
- Rent History:** A tabbed interface with 'Rent by Date' selected. It shows a table of charges:

| Charge Code | Attribute Code | Element Value | Reb | Tax Code | Rent Value | Debit Basis |
|-------------|----------------|---------------|-------------------------------------|----------|------------|-------------|
| BASIC_RENT | | 70.19 | <input checked="" type="checkbox"/> | | 70.19 | WEEKLY |
| INS_60_STD | | 1.41 | <input type="checkbox"/> | | 1.41 | WEEKLY |
| | | | <input type="checkbox"/> | | | |
| | | | <input type="checkbox"/> | | | |
| | | | <input type="checkbox"/> | | | |
| | | | <input type="checkbox"/> | | | |
| | | | <input type="checkbox"/> | | | |

The bottom of the window shows a status bar with 'Done', 'Start', 'Inbox - Mailbox - Hotely...', 'Northgate Housing - ...', 'Local intranet', '100%', and 'Income'.

11. Account Charge Details on Void Properties

To tell new tenants what the charges for a property are and also provide them with a payment reference number at sign up; you can view Void property charges by;

- 1) Accessing the Estates module in Northgate
- 2) Clicking on Properties Workspace
- 3) Searching for the property
- 4) Linking to Property Charge Details
- 5) Clicking Rent Elements tab
- 6) Querying element by date – click to show required date
- 7) Clicking on the box to right with green tick

Screen Image 2: View of Account Charges Details on a Void Property

The screenshot displays the Northgate Housing - HOULIVE application interface. The main window shows the 'Property Charge Details' for a void property. The property details include: Prop Ref: 0000, Address: 000 Smith Street, Newcastle upon Tyne, NEE EEE, Res: N, Ntp: VOID, Status: VOID, and Sub Type: LOW_RSE. The 'Rent Elements' tab is selected, showing a table of charges. The table has columns: Charge Code, Attribute, Element Value, Rbt, Tax, Rent Value, and Debit Basis. The first row shows 'BASIC_RENT' with an element value of 55.10 and a rent value of 55.10 on a weekly basis. The 'Query Elements By Date' is set to 20-MAR-2012. The 'Admin Unit' is CBL, and the 'Property Gross Rent' is 55.10. The interface includes a toolbar with various icons and a status bar at the bottom showing the system time as 16:09.

| Charge Code | Attribute | Element Value | Rbt | Tax | Rent Value | Debit Basis |
|-------------|-----------|---------------|-------------------------------------|-----|------------|-------------|
| BASIC_RENT | | 55.10 | <input checked="" type="checkbox"/> | | 55.10 | WEEKLY |
| | | | <input type="checkbox"/> | | | |
| | | | <input type="checkbox"/> | | | |
| | | | <input type="checkbox"/> | | | |
| | | | <input type="checkbox"/> | | | |
| | | | <input type="checkbox"/> | | | |
| | | | <input type="checkbox"/> | | | |

12. Write Off of Former Tenant Arrears

Before letting a property staff need to check for any former tenant arrears. This includes both;

- BBF (balance brought forward) transactions, which is arrears information brought forward from the old mainframe system
- WOFF (write off) transactions, which is used to write off outstanding arrears

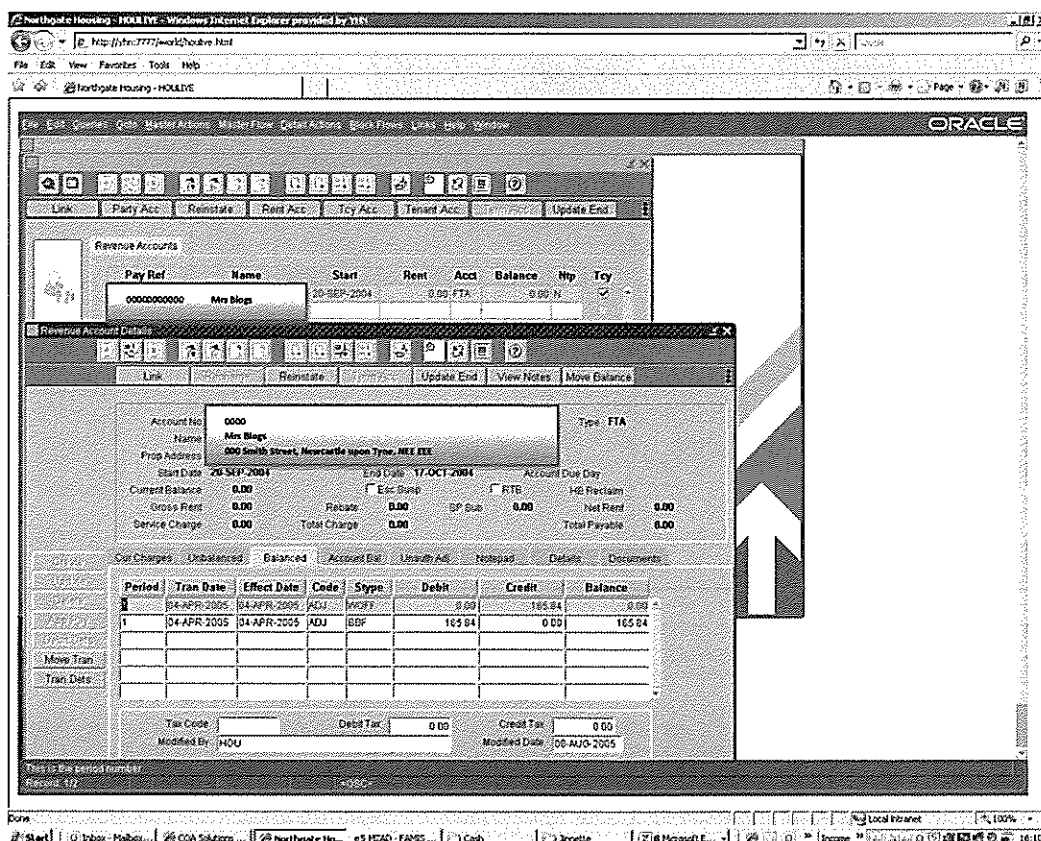
A tenant is still liable for any former write off arrears and this will be reinstated if they wish to register as a new tenant.

You can view account arrears by;

- 1) Accessing the Rents Module in Northgate
- 2) Clicking on Revenue Accounts Icon
- 3) Searching for the account
- 4) Clicking the link to Revenue Account Detail
- 5) Clicking on the balanced tab

Note: For accounts showing a former write off arrears, staff should inform the Debt Recovery Team on ext: 28757 or debtrecovery@yhn.org.uk to arrange for the debt to be written back onto the account using a WON (write on) transaction.

Screen Image 3: View of Account Arrears (BBF and WOFF)



Linked Accounts

Staff must also check for any linked accounts as they may have similar arrears transactions.

You can view linked tenancy account details by;

- 1) Accessing the Rents Module in Northgate
- 2) Clicking Revenue Accounts Icon
- 3) Searching for the account
- 4) Clicking on Tcy Acc (Tenancy Accounts Details)

Screen Image 4: View of Linked Tenancy Account Details

Northgate Housing - HOULIVE - Windows Internet Explorer provided by YHN

http://yhn.7777/jworld/houlive.html

File Edit View Favorites Tools Help

Northgate Housing - HOULIVE

ORACLE

Rents

Party Acc Rent Acc Tcy Acc Tenant Acc Tenancy Acc

Revenue Accounts

| Pay Ref | Name | Start | Rent | Acct | Balance | Rtp | Tcy |
|------------|------------|-------------|-------|------|---------|-----|-------------------------------------|
| 0000000000 | Mrs Blogg | 02-MAY-2005 | 49.26 | REN | 0.00 | Y | <input checked="" type="checkbox"/> |
| 1111111111 | Mr Blogg | 08-OCT-2007 | 0.00 | CCO | 0.00 | N | <input checked="" type="checkbox"/> |
| 9999999999 | Miss Blogg | 21-JUL-2009 | 0.00 | REN | 0.00 | N | <input checked="" type="checkbox"/> |
| | | | | | | | <input type="checkbox"/> |
| | | | | | | | <input type="checkbox"/> |
| | | | | | | | <input type="checkbox"/> |
| | | | | | | | <input type="checkbox"/> |
| | | | | | | | <input type="checkbox"/> |
| | | | | | | | <input type="checkbox"/> |
| | | | | | | | <input type="checkbox"/> |

End Date: Account No: 60094227 AR Ref:

Contact Address: 000 Smith Street, Newcastle upon Tyne, NE5 1EE

Prop Address: 000 Smith Street, Newcastle upon Tyne, NE5 1EE

Total Charge: 55.00 Prepaid: 55.00 Last Arrears Action: CLRD

Last Balance: 0.00 Balance Date: 04-MAR-2012 ☒ Current Tenancy

Account Status: Active ☐ RTB ☐ Direct Payment

Close...

↑northgate

This is the Payment Reference

Record: 3/3 <DBC>

Done

Start | Inbox - Mailbox - Hately... | Northgate Housing - ...

Local intranet 100% 13:58

You can view linked revenue account details by;

- 1) Accessing the Rents Module in Northgate
- 2) Clicking Revenue Accounts Icon
- 3) Searching for the account
- 4) Clicking on Rent Acc (Revenue Account Details)

Screen Image 5: View of Linked Revenue Account Details

The screenshot shows a web browser window titled 'Northgate Housing - HOLLIVE' with the URL 'http://yhn7777/world/hollive.html'. The application interface includes a menu bar (File, Edit, View, Favorites, Tools, Help) and a toolbar. The main content area displays the 'Tenancy Account Details' window, which is overlaid on a larger application window.

Tenancy Account Details

Property Ref: 000000
Property Address: 000 Smith Street, Newcastle upon Tyne, NEE EZE
Contact Address: 000 Smith Street, Newcastle upon Tyne, NEE EZE
Corres Name: Mrs Blogg
Start Date: 21-JUL-2008
End Date:
Num Properties: 1
Total Balance: 0.00
Notepad: N
Residential: ☒

Tenancy Accounts

| Pay Ref | Last Bal | CD | Date | C-Bal | CD | Type |
|-------------|----------|----|-------------|-------|----|------|
| 00000000000 | 0.00 | | 04-MAR-2012 | 0.00 | | REN |
| 11111111111 | 0.00 | | 04-MAR-2012 | 0.00 | | REN |
| 99999999999 | 0.00 | | 04-MAR-2012 | 0.00 | | HBO |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Northgate

This is the account payment reference
Record: 1/3

13. Rent Statements Online

We send out rent statements at the end of every quarter. Customers can register on the YHN website to view their account on line at

http://www.yhn.org.uk/housing_services/paying_your_rent.aspx

14. Payment Methods

Swipe Cards

The Income Accounts Team can order swipe cards for any current and new tenant and the Debt Recovery Team for former tenants. Every Monday and Thursday a file is sent to PCS Systems to produce and post out cards within 3 working days.

Swipe cards can be used at any Pay Point, Post Office and Customer Service Centre and the tenant will receive a receipt showing the customer reference number, amount paid and their balance, if paid for at a customer service centre.

Note: To ensure that the card is received within the first week of tenancy, the tenancy and rent account must be created by the Friday prior to tenancy start date. The new contact address start date needs to be the date the tenancy is created, not the actual start date.

By Telephone

Payment can be made using the automated payment line 0845 1114199 and choosing YHN payment option. A payment reference number and a valid debit or credit card is required. Telephone payments during office hours can also be made by calling 0191 2777208. Staff must ensure when transferring a call that they have the customer's reference number and the amount they wish to pay. Customers can also pay via telephone at any Local Community Housing Office.

On Line: www.newcastle.gov.uk

Payment can be made by selecting the You Can Do It Online, Pay for it Option, then YHN payment option. A payment reference number and a valid debit or credit card is required.

Direct Debit

Direct Debits are set up and managed by the Income Accounts Team. Three payment options are available weekly every Friday. For those tenants with a clear or in advance rent account balance, monthly payments on the 5th or the 20th of the month are available.

Note: If there is an existing payment method of Direct Debit please do not input an arrangement without first contacting the Income Accounts Team. This can affect the way in which the Northgate system collects payment and we may not receive the amount expected. It is also important not to update an existing Direct Debit arrangement as this will also affect the amount collected.

Supplies of Direct Debit booklets can be accessed from the Income Accounts Team ext: 27749 and direct debit mandates can be downloaded from YHN website
<http://www.yhn.org.uk/pdf/DD%20-%20Mandate%20Dec%202010%20update.pdf>

Standing Order

Standing order forms can be printed as a D.T.I. letter in Northgate via contact reports.

Cheques or Postal Orders

Payments should be sent to the City Treasurer, Newcastle City Council, Civic Centre, Newcastle upon Tyne, NE99 2PT or can be taken to Local Community Housing Office's to forward them on. Cheques or Postal Orders must be made payable to Newcastle City Council. The payment reference number and address should be written on the back of the cheque.

In Person

Payments can be made (including cash) at selected YHN Local Community Housing Offices and Newcastle City Council Customer Service Centres as shown below:-

YHN Walker Local Community Housing Office

Address: Airey Terrace, Church Walk, Walker, NE6 3HR

Opening Monday, Tuesday, Thursday and Friday 8.30am to 4.30pm

Hours: Wednesday 8.30am to 3.00pm

Closed Monday to Friday 12noon to 1pm

NCC Customer Service Centres

Address: Civic Centre, Sandyford Road, NE1 8PU

Address: Outer West C.S.C Denton Park Shopping Centre, NE5 2QZ

Address: East End C.S.C, Shields Road, NE6 1DN

Address: Kenton C.S.C Hillsview Avenue, NE3 3QJ

Address: Gosforth C.S.C and Library, Regent Farm Road, NE3 3HD

Address: West End C.S.C, Condercum Road, NE4 9JH

Opening: Monday to Friday 8.30am to 4.30pm

Further details can be found on the YHN website at
http://www.yhn.org.uk/housing_services/paying_your_rent.aspx

15. Customer Incentive Schemes

There are incentive schemes to encourage tenants to pay by a cost effective payment method and have a clear balance rent account.

To put the cost of these schemes into context, £1600 per year will be paid in prizes. The rent & service charges debit is more than £100 million.

We will also save money by using the Direct Debit scheme and could reduce outstanding arrears by encouraging tenants to clear their account balance by the date of the next draw.

Scheme 1: Direct Debit Payers will be included in a monthly draw for a cash prize of £50

Scheme 2: Tenants with Clear Rent Accounts will be included in a draw for a cash prize of £250 at the end of every quarter (weeks 13, 26, 39 & 52)

16. Rechargeable Works Scheme and Accounts

The rechargeable works scheme covers certain improvement works that tenants pay for to have carried out on their property through YHN. All tenants must complete 'A Request for Rechargeable Works' form via their Local Community Housing Office. Further details of the scheme can be found on the YHN website at

[http://www.yhn.org.uk/tenancy_services/reporting_repairs/repairs - rechargeable works.asp](http://www.yhn.org.uk/tenancy_services/reporting_repairs/repairs_-_rechargeable_works.asp)

X

The Income Accounts Team create rechargeable work accounts in Northgate once work is complete. These are separate sundry party accounts with account type 'RWK'. Direct debits can be set up for these accounts. Their payment reference numbers are similar to rent accounts but they begin with '90'. You can search these accounts in the Northgate system by:

- 1) Accessing the Rents Module
- 2) Clicking on Revenue Accounts Icon
- 3) Searching by payment reference
- 4) Clicking the link to Revenue Account Detail
- 5) Clicking on the balanced tab

Screen Image 6: View of Rechargeable Works Account

Northgate Housing - HOULIVE - Windows Internet Explorer provided by YHN

http://yhn.7777/world/houlive.html

Northgate Housing - HOULIVE

File Edit Queries Go to Master Actions Master Flow Detail Actions Black Flows Links Help Window

Party Acc Reinstale Rent Acc Ten Acc Update End

Revenue Accounts

| Pav Ref | Name | Start | Rent | Acct | Balance | Ntp | Toy |
|------------|-----------|-------------|------|------|---------|-----|-----|
| 0000000000 | Mrs Blope | 20-NOV-2006 | 0.00 | RWK | 155.25 | H | |

Revenue Account Details

Account No: 9999 Pay Reference: 0000000000 Type: RWK

Name: Mrs Blope

Prop Address: 000 Smith Street, Newcastle upon Tyne, NEE EEE

Start Date: 20-NOV-2006 End Date: 11-NOV-2007 Account Due Day:

Current Balance: 155.25 DR Esc Susp: RTB HB Reclaim:

Gross Rent: 0.00 Rebate: 0.00 SP Sub: 0.00 Net Rent: 0.00

Service Charge: 0.00 Total Charge: 0.00 Total Payable: 0.00

Cur Charges Unbalanced Balanced Account Bal Unauth Adj Notepad Details Documents

| Period | Tran Date | Effect Date | Code | Type | Debit | Credit | Balance |
|--------|-------------|-------------|------|------|-------|--------|---------|
| 45 | 27-FEB-2012 | 27-FEB-2012 | PAY | SWPP | 0.00 | 5.00 | 155.25 |
| 46 | 14-FEB-2012 | 14-FEB-2012 | PAY | SWPP | 0.00 | 9.00 | 161.25 |
| 43 | 23-JAN-2012 | 23-JAN-2012 | PAY | SWPO | 0.00 | 3.00 | 170.25 |
| 41 | 13-JAN-2012 | 13-JAN-2012 | PAY | SWPO | 0.00 | 3.00 | 173.25 |
| 39 | 30-DEC-2011 | 30-DEC-2011 | PAY | SWPO | 0.00 | 3.00 | 176.25 |
| 39 | 29-DEC-2011 | 29-DEC-2011 | PAY | SWPP | 0.00 | 6.00 | 179.25 |

Tax Code: Debit Tax: 0.00 Credit Tax: 0.00

Modified By: ITUBBRITT Modified Date: 04-MAR-2012

This is the period number
Record: 17

Done

Start | O! Inbox - Mailbox... | COA Solutions... | Northgate Ho... | e5 HCAD - FAMIS... | Cash | Innette | B Microsoft E... | Income | 16:12

Note: Tenants wishing to carry out work using their own preferred contractor and finances aren't eligible under the rechargeable works scheme. In this instance tenants must apply for permission by completing an 'Alterations at Tenants Own Expense' form this can be accessed via http://www.yhn.org.uk/tenancy_services/leaflets, forms and reports.aspx

Rechargeable Works Compensation

Residents whose tenancy is coming to an end may be able to claim compensation from YHN for improvements made to their property. For further details contact the Claims Team on ext: 28668 and see appendix 5 for the Rechargeable Works Compensation Application Form.

17. Northgate Housekeeping

It's important that staff populate Northgate with the correct tenancy details. In particular you need to ensure that;

- 1) Property addresses are entered in full including Newcastle upon Tyne and postcode
- 2) Contact details are entered in full including the persons title and their initials in capitals

If not, correspondence to tenants is generated with incorrect and/or missing information.

Screen Image 7: Bad example of property and tenant details in Northgate

The screenshot shows the Northgate Housing - HOUVIEW application interface. The browser window title is 'Northgate Housing - HOUVIEW - Windows Internet Explorer provided by YHN'. The address bar shows 'http://yhn/7777/world/houview.html'. The application has a menu bar with 'File', 'Edit', 'Queries', 'Setup', 'Master Actions', 'Masking Flow', 'Global Actions', 'Block Flows', 'Links', 'Help', and 'Window'. The main content area is divided into two sections: 'Property Details' and 'Person Details'.

Property Details:

- Property Ref: 0000
- Property Address: 000 Smith Street, Newcastle upon Tyne, NEE EEE
- Contact Address: 000 Smith Street, NEE EEE
- Corres Name: Mrs Bloggs
- Start Date: 29 MAY 2000
- End Date:
- Num Properties: 1

Person Details:

- Person Ref: 0000
- Name: Mrs Bloggs
- Checked: N
- Master/Duplicate:
- DOB: 16 SEP 1945
- Person ID Number: 0000000000
- Gender: FEMALE
- History: ☐ History ☒ Current ☒ Tenant ☐ Application ☒ Household

Annotations:

- An arrow points to the 'Contact Address' field with the text: 'Newcastle upon Tyne needs to be in contact address'.
- An arrow points to the 'Name' field with the text: 'Capital letters required in mrs and bloggs'.

Table:

| Code | Value | Name | Start Date | End Date | re |
|-----------|------------|------------|-------------|----------|----|
| MOBILE NO | 0000000000 | Mrs Bloggs | 09-NOV-2011 | | |
| TELEPHONE | 9999999999 | mrs Bloggs | 26-OCT-2006 | | |
| | | | | | |
| | | | | | |
| | | | | | |

Other Fields:

- Telephone No: 0000000000
- Extension No:
- Allow Texts: ☐
- Created By: SCANNOR
- Created Date: 09-NOV-2011

Footer:

This is the contact method associated with this contact detail - LOV
Record: 112

Screen Image 8: Good example of property and tenant details in Northgate

Tenancy Account Details

Property Ref: 0000
 Property Address: 000 Smith Street, Newcastle upon Tyne, NEE EEE
 Contact Address: 000 Smith Street, Newcastle upon Tyne, NEE EEE
 Contact Name: Mrs Bloggs
 Start Date: 15-MAR-2004 End Date: Num Properties: 1
 Total Balance: 49.83 DR Notepad: N ☒ Residential

Tenancy Accounts

| Pay Ref | Last Bal | CD | Date | C-Bal | CD | Type |
|--------------|----------|----|-------------|-------|----|------|
| 000000000000 | 31.25 | DR | 15-MAR-2004 | 49.83 | DR | REN |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

↑northgate

18. End of Tenancy Considerations

When a tenancy comes to an end, staff need to be aware and advise tenants paying by direct debit that this arrangement will be cancelled. Staff need to check accounts for any outstanding balances, including rechargeable works (refer to section 16) and linked accounts (refer to section 10).

Appendix 1: Tenants Home Contents Insurance Staff Briefing

Tenants Home Contents Insurance

The Tenants Home Contents Insurance policy, provided by RSA and brokered through Marsh, is renewed in April annually.

The insurers have reviewed the policy and the following changes will apply from 2012 renewal:-

- The policy will offer 2 options Simple cover and Simple plus cover (Simple+). Simple cover will be a basic fire, flood and theft option and will not include any accidental damage cover. The Simple+ option will include full accidental damage cover. The current policy offers standard cover which has some elements of accidental damage for electrical goods such as TVs and a full accidental damage option. Claims for accidental damage have been increasing steadily across the insurance industry over recent years and by removing all accidental damage cover from the Simple option the insurers are able to keep premiums for basic cover at very affordable levels.
- The reduced rates for tenants over 60 will be removed. This is to future proof the policy against any future changes in legislation which may prevent discounts being offered based on age
- The lowest level of cover available will be reduced to £6000 for all tenants, this was previously £9000 unless tenant was over 60.

We will migrate tenants currently on standard cover to the Simple option and those currently on accidental cover to the Simple+ option. Tenants will receive full details of the changes together with a new policy booklet. Tenants will have the option to change their type of cover if the option they are migrated to is not suitable for them. Please contact the Income Team in these circumstances.

The impact of these changes are that for the Simple option premium rates for over 60's will increase slightly but for under 60's premiums will reduce. Premiums for the Simple+ option will increase for all tenants.

The Simple option continues to offer affordable premiums payable weekly with no excess for claims and supports the financial inclusion agenda. In the last year £244,386 was paid to our tenants in respect of settled claims.

Examples of the premiums are shown below:-

| Level of cover | Standard 2011 | | Simple 2012 | Accidental 2011 | | Simple plus 2012 |
|----------------|---------------|----------|-------------|-----------------|----------|------------------|
| | Over 60 | Under 60 | All tenants | Over 60 | Under 60 | All tenants |
| £6,000 | £0.65 | n/a | £0.69 | £0.89 | n/a | £1.41 |
| £10,000 | £1.08 | £1.38 | £1.15 | £1.49 | £1.89 | £2.36 |

Any general queries please contact the Income Accounts Team ext: 27749

For claims and policy enquiries tenants should contact;

| | |
|-----------------|---------------|
| Claims Queries | 0845 671 8171 |
| Policy Queries | 0845 671 8172 |
| Premium Queries | 0191 278 7749 |

Appendix 2 (a): Notice of Rent and Service Charges Increase Letter 2012/2013 – Newcastle City Council

John P Lee, Chief Executive
Your Homes Newcastle
YHN House,
Benton Park Road,
Newcastle upon Tyne
NE7 7LX
Tel: 0191 278 7749 Fax: 0191 278 8603
Web: www.yhn.org.uk
E-mail: incomeyhn@yhn.org.uk

Our Ref: JPL/AC12-13/

This matter is being dealt with by the Income Team, telephone 0191 278 7749

Dear

Notice of rent and service charges increase

From 2 April 2012, Council house rents will increase by an average of 8.2% per week. This is in line with the Government's guidelines for setting rent levels.

We investigated many ways to try to avoid this level of increase, but had no choice other than to follow the Government's guidelines. This is because increasing rents by any less than 8.2% would significantly reduce the resources available to provide housing, which this year could have amounted to £7.2 million.

Service charges

There will be no increase to most service charges. This is because we can use money we have saved over the last year to cover the increased costs associated with providing many of the services.

If you are part of metered schemes, heating energy charges will be reviewed in April 2012. In the meantime, your charge will stay the same.

If you pay a charge for a garage or parking space within the boundary of your property, this will not change.

Supporting People service charges for Wardens and Community Care Alarms will not increase. There have been some changes to the tenants' home contents insurance scheme. We will write to you shortly with all of the details. Your new premiums are shown overleaf.

In accordance with Clause 2(a) of your Tenancy Agreement notice is now given that these charges will come into effect on 2 April 2012. Details of your new rent and service charges are shown overleaf.

Charges eligible for **Housing Benefit:-**

49 week payable amount

| | |
|-------------------------------|--|
| Basic Rent | |
| Resident Concierge | |
| Concierge | |
| Furniture | |
| TV Aerial | |
| Security Alarm Maintenance | |
| Attached Garage/Parking Space | |
| Wardens Landlord charge | |
| Heating Infrastructure charge | |
| Heating Communal charge | |
| Garden Care | |
| Management Fee | |

Charges eligible for **Supporting People Subsidy:-**

| | |
|----------------------|--|
| Community Care Alarm | |
| Wardens SP charge | |

Charges **not eligible** for **Housing Benefit** or **Supporting People Subsidy:**

| | |
|--------------------------|--|
| Heating Energy charge | |
| Garden Care (Payable) | |
| Home Contents Insurance | |
| Concessionary TV Licence | |
| Water Charges | |

VAT

| | |
|--|--|
| VAT (at 5%) Payable on Metered Heating charges | |
|--|--|

Housing Benefit and Supporting People Subsidy

Please remember that these are the full charges for your property and do not take into account Housing Benefit, Supporting People Subsidy or any other allowance which you may receive. **Housing Benefit and Supporting People Subsidy will be adjusted automatically to take account of these changes.**

If you do not currently receive Housing Benefit but think that you may qualify, please contact your local Community Housing Office or Customer Service Centre for an application form. Our Advice and Support team can also give you welfare and benefits advice. They can be contacted through your local Community Housing Office.

Full details of the amount you need to pay will be shown on your rent advice letter which you will receive by 31 March 2012.

Yours sincerely



John P Lee
Chief Executive

Appendix 2 (b): Notice of Rent and Service Charges Increase Letter 2012/2013 – Leazes Homes

Jon Mitford, Managing Director
Leazes Homes Limited
YHN House,
Benton Park Road,
Newcastle upon Tyne
NE7 7LX
Tel: 0191 278 7749 Fax: 0191 278 8603
Web: www.leazeshomes.org.uk
E-mail: incomeyhn@yhn.org.uk

Our Ref: JM/AC12/13 80800922523

This matter is being dealt with by the YHN Income Team, telephone 0191 278 7749

Dear Sir / Madam

Notice of rent and service charges increase

From 2 April 2012, Leazes Homes will increase basic rent by an average of 6.3% per week. This is in line with the Government's guidelines for setting rent levels.

We investigated many ways to try to avoid this level of increase, but had no choice other than to follow the Government's guidelines. This is because increasing rents by any less than 6.3% would significantly reduce the resources available to provide housing.

Service charges

There will be no increase to most service charges and the majority of tenants will not be impacted by the increase.

If you are a tenant of a block of flats or have access to communal areas, the service charges relating to the utilities, cleaning and maintenance of the building have increased by 6.1% in order to cover increases in the underlying costs of these services.

If you pay a charge for a garage or parking space within the boundary of your property, this will not change.

Supporting People service charges for Wardens and Community Care Alarms will not increase. There have been some changes to the tenants' home contents insurance scheme. We will write to you shortly with all of the details. Your new premiums are shown overleaf.

In accordance with Clause 2(b) of your Tenancy Agreement notice is now given that these charges will come into effect on 2 April 2012. Details of your new rent and service charges are shown overleaf.

Charges eligible for **Housing Benefit:-**

49 week payable amount

| | |
|-------------------------------|--|
| Basic Rent | |
| Attached Garage/Parking Space | |
| Building Cleaning | |
| CCTV Monitoring | |
| Communal Furniture | |
| Communal Lighting | |
| Communal Water charges | |
| Concierge Landlord charge | |
| Furniture | |
| Garden Care | |
| Grounds Maintenance | |
| Heating Communal charge | |
| Lift Telephony | |
| Security Alarm Maintenance | |
| TV Aerial | |

Charges eligible for **Supporting People Subsidy:-**

| | |
|----------------------|--|
| Community Care Alarm | |
| Concierge SP charge | |

Charges **not eligible** for **Housing Benefit** or **Supporting People Subsidy:**

| | |
|-------------------------|--|
| Buildings Insurance | |
| Garden Care [Payable] | |
| Home Contents Insurance | |
| Rent | |
| Water Charges | |

Housing Benefit and Supporting People Subsidy

Please remember that these are the full charges for your property and do not take into account Housing Benefit, Supporting People Subsidy or any other allowance which you may receive. **Housing Benefit and Supporting People Subsidy will be adjusted automatically to take account of these changes.**

If you do not currently receive Housing Benefit but think that you may qualify, please contact your local YHN Community Housing Office or Customer Service Centre for an application form. Our Advice and Support team can also give you welfare and benefits advice. They can be contacted through your local YHN Community Housing Office.

Full details of the amount you need to pay will be shown on your rent advice letter which you will receive by 31 March 2012.

Yours sincerely

Jon Mitford
Managing Director

Appendix 2 (c): Notice of Rent and Service Charges Increase Letter 2012/2013 – Byker Trust

John P Lee, Chief Executive
Your Homes Newcastle
YHN House,
Benton Park Road,
Newcastle upon Tyne
NE7 7LX
Tel: 0191 278 7749 Fax: 0191 278 8603
Web: www.yhn.org.uk
E-mail: incomeyhn@yhn.org.uk

Our Ref: JPL/AC12-13/

Dear Sir / Madam

This matter is being dealt with by the Income Team, telephone 0191 278 7749

Notice of rent and service charges increase

From 2 April 2012, Council house rents will increase by an average of 8.2% per week. This is in line with the Government's guidelines for setting rent levels.

We investigated many ways to try to avoid this level of increase, but had no choice other than to follow the Government's guidelines. This is because increasing rents by any less than 8.2% would significantly reduce the resources available to provide housing, which this year could have amounted to £7.2 million.

Service charges

There will be no increase to most service charges. This is because we can use money we have saved over the last year to cover the increased costs associated with providing many of the services.

If you are part of metered schemes, heating energy charges will be reviewed in April 2012. In the meantime, your charge will stay the same.

If you pay a charge for a garage or parking space within the boundary of your property, this will not change.

Supporting People service charges for Wardens and Community Care Alarms will not increase.

There have been some changes to the tenants' home contents insurance scheme. We will write to you shortly with all of the details. Your new premiums are shown overleaf.

In accordance with Clause 2(a) of your Tenancy Agreement notice is now given that these charges will come into effect on 2 April 2012. Details of your new rent and service charges are shown overleaf.

Charges eligible for **Housing Benefit:-**

49 week payable amount

| | |
|-------------------------------|--|
| Basic Rent | |
| Concierge | |
| Furniture | |
| TV Aerial | |
| Security Alarm Maintenance | |
| Wardens Landlord charge | |
| Heating Infrastructure charge | |
| Heating Communal charge | |
| Garden Care | |

Charges eligible for **Supporting People Subsidy:-**

| | |
|----------------------|--|
| Community Care Alarm | |
| Wardens SP charge | |

Charges **not eligible** for **Housing Benefit** or **Supporting People Subsidy:**

| | |
|--------------------------|--|
| Heating Energy charge | |
| Garden Care [Payable] | |
| Home Contents Insurance | |
| Concessionary TV Licence | |
| Water Charges | |

Housing Benefit and Supporting People Subsidy

Please remember that these are the full charges for your property and do not take into account Housing Benefit, Supporting People Subsidy or any other allowance which you may receive. **Housing Benefit and Supporting People Subsidy will be adjusted automatically to take account of these changes.**

If you do not currently receive Housing Benefit but think that you may qualify, please contact your local Community Housing Office or Customer Service Centre for an application form. Our Advice and Support team can also give you welfare and benefits advice. They can be contacted through your local Community Housing Office.

Full details of the amount you need to pay will be shown on your rent advice letter which you will receive by 31 March 2012.

Yours sincerely



John P Lee
Chief Executive

Appendix 3 (a): Rent Advice Notice Letter 2012/2013 – Newcastle City Council

Rent Advice Notice 2012/2013

Your Homes Newcastle is the name of the Arms Length Management Organisation which has been created by Newcastle City Council to take forward the housing management responsibility for the housing stock.

Both you as a tenant and Newcastle City Council as landlord have rights and responsibilities which are contained in your tenancy handbook.

If you wish to give up your tenancy you must give at least four weeks written notice ending on a Monday. Please address this to your local Community Housing Office.

| Payment Reference Number | <PAYREFNUMBER> | 49 week payable charges £ |
|--|------------------------------------|------------------------------|
| Charges Eligible for Housing Benefit | Basic Rent | 0 |
| | Security Alarm Maintenance | 0 |
| | TV Aerial | 0 |
| | Concierge | 0 |
| | Resident Concierge | 0 |
| | Attached Garage/Parking Space | 0 |
| | Heating - Infrastructure | 0 |
| | Heating - Communal | 0 |
| | Wardens LA | 0 |
| | Furniture | 0 |
| | Garden Care | 0 |
| | Management Fee | 0 |
| Charges Eligible for Supporting People Subsidy | Wardens SP | 0 |
| | Community Care Alarm | 0 |
| Charges to be paid in full | Heating - Energy | 0 |
| | Tenants Contents Insurance Premium | 0 |
| | Concessionary TV Licence Fee | 0 |
| | Garden Care (Payable) | 0 |
| | Water Authority Charges | 0 |
| VAT (at 5%) | Payable on Metered Heating | 0 |
| Total Charges | | 0 |
| Less | Housing Benefit entitlement | 0 |
| Less | Supporting People subsidy | 0 |
| Less | Other Allowances | 0 |
| Total Payable | | 0 |

Useful Telephone Numbers:

Automated Telephone Payments 0845 111 4199

| | |
|---------------------------|---------------|
| Direct Debit Queries | 0191 278 7749 |
| Housing Benefit | 0845 111 4101 |
| Repairs Centre | 0191 277 8888 |
| Envirocall | 0191 274 4000 |
| Gas Leaks | 0800 111 999 |
| Your Choice Homes | 0191 277 2020 |
| Civic Centre Switch Board | 0191 232 8520 |

Tenants Contents Insurance Scheme:

| | |
|-----------------|---------------|
| Claims Queries | 0845 671 8171 |
| Policy Queries | 0845 671 8172 |
| Premium Queries | 0191 278 7749 |

Your rent is calculated over 49 weeks. If your account is up to date, this gives you three rent free weeks, two at Christmas and one at the end of March [see calendar*]. If your account is in arrears you should continue making your normal payment during these weeks.

If for any reason you are finding it difficult to pay your rent contact your local Community Housing Office immediately. We can ensure that you receive confidential advice and support.

2012/2013 Rents Calendar

| Week Number | Week Commencing Monday | | Week Number | Week Commencing Monday | |
|--------------------|-------------------------------|----|--------------------|-------------------------------|----|
| 1 | April | 2 | 27 | October | 1 |
| 2 | 2012 | 9 | 28 | | 8 |
| 3 | | 16 | 29 | | 15 |
| 4 | | 23 | 30 | | 22 |
| 5 | | 30 | 31 | | 29 |
| 6 | May | 7 | 32 | November | 5 |
| 7 | | 14 | 33 | | 12 |
| 8 | | 21 | 34 | | 19 |
| 9 | | 28 | 35 | | 26 |
| 10 | June | 4 | 36 | December | 3 |
| 11 | | 11 | 37 | | 10 |
| 12 | | 18 | 38 | | 17 |
| 13 | | 25 | 39* | | 24 |
| 14 | July | 2 | 40* | | 31 |
| 15 | | 9 | 41 | January | 7 |
| 16 | | 16 | 42 | 2013 | 14 |
| 17 | | 23 | 43 | | 21 |
| 18 | | 30 | 44 | | 28 |
| 19 | August | 6 | 45 | February | 4 |
| 20 | | 13 | 46 | | 11 |
| 21 | | 20 | 47 | | 18 |
| 22 | | 27 | 48 | | 25 |
| 23 | September | 3 | 49 | March | 4 |
| 24 | | 10 | 50 | | 11 |
| 25 | | 17 | 51 | | 18 |
| 26 | | 24 | 52* | | 25 |

* Rent free weeks – if your account is in arrears you should continue to make your normal payment during these weeks

Appendix 3 (b): Rent Advice Notice Letter 2012/2013 – Leazes Homes

Rent Advice Notice 2012/2013

Your Homes Newcastle is the name of the Arms Length Management Organisation which has been created by Newcastle City Council to take forward the housing management responsibility for the housing stock.

Both you as a tenant and Leazes Homes as landlord have rights and responsibilities which are contained in your tenancy handbook.

If you wish to give up your tenancy you must give at least four weeks written notice ending on a Monday. Please address this to your local Community Housing Office.

| Payment Reference Number | <Payment Reference Number> | 49 week payable charges £ |
|--|---------------------------------|------------------------------|
| Charges Eligible for Housing Benefit | Basic Rent | 0.00 |
| | Security Alarm Maintenance | 0.00 |
| | TV Aerial | 0.00 |
| | Concierge Charge | 0.00 |
| | Resident Concierge Charge | 0.00 |
| | Attached Garage/Parking Space | 0.00 |
| | Heating – Infrastructure Charge | 0.50 |
| | Heating - Communal | 0.75 |
| | Wardens LA | 0.00 |
| | Furniture Charge | 0.00 |
| | Garden Care | 0.00 |
| | Management Fee | 0.00 |
| Charges Eligible for Supporting People Subsidy | Wardens SP | 0.00 |
| | Community Care Alarm | 0.00 |
| Charges to be paid in full | Heating – Energy Charge | 0.00 |
| | VAT | 0.00 |
| | Tenants Contents Insurance | 0.00 |
| | Concessionary TV Licence | 0.00 |
| | Garden Care | 0.00 |
| | Water Authority Charges | 0.00 |
| Total Charges | | 0.00 |
| Less | Housing Benefit entitlement | 0.00 |
| Less | Supporting People subsidy | 0.00 |
| Less | Other Allowances | 0.00 |
| Total Payable | | 0.00 |

Useful Telephone Numbers:

| | |
|------------------------------|---------------|
| Automated Telephone Payments | 0845 111 4199 |
| Direct Debit Queries | 0191 278 7749 |
| Housing Benefit | 0845 111 4101 |

| | |
|---------------------------|---------------|
| Repairs Centre | 0191 277 8888 |
| Envirocall | 0191 274 4000 |
| Gas Leaks | 0800 111 999 |
| Your Choice Homes | 0191 277 2020 |
| Civic Centre Switch Board | 0191 232 8520 |

Tenants Contents Insurance Scheme:

| | |
|-----------------|---------------|
| Claims Queries | 0845 671 8171 |
| Policy Queries | 0845 671 8172 |
| Premium Queries | 0191 278 7749 |

Your rent is calculated over 49 weeks. If your account is up to date, this gives you three rent free weeks, two at Christmas and one at the end of March [see calendar*]. If your account is in arrears you should continue making your normal payment during these weeks.

If for any reason you are finding it difficult to pay your rent contact your local Community Housing Office immediately. We can ensure that you receive confidential advice and support.

2012/2013 Rents Calendar

| Week Number | Week Commencing Monday | | Week Number | Week Commencing Monday | |
|--------------------|-------------------------------|----|--------------------|-------------------------------|----|
| 1 | April 2012 | 2 | 27 | October | 1 |
| 2 | | 9 | 28 | | 8 |
| 3 | | 16 | 29 | | 15 |
| 4 | | 23 | 30 | | 22 |
| 5 | | 30 | 31 | | 29 |
| 6 | May | 7 | 32 | November | 5 |
| 7 | | 14 | 33 | | 12 |
| 8 | | 21 | 34 | | 19 |
| 9 | | 28 | 35 | | 26 |
| 10 | June | 4 | 36 | December | 3 |
| 11 | | 11 | 37 | | 10 |
| 12 | | 18 | 38 | | 17 |
| 13 | July | 25 | 39* | | 24 |
| 14 | | 2 | 40* | January 2013 | 31 |
| 15 | | 9 | 41 | | 7 |
| 16 | | 16 | 42 | | 14 |
| 17 | | 23 | 43 | | 21 |
| 18 | August | 30 | 44 | February | 28 |
| 19 | | 6 | 45 | | 4 |
| 20 | | 13 | 46 | | 11 |
| 21 | | 20 | 47 | | 18 |
| 22 | September | 27 | 48 | March | 25 |
| 23 | | 3 | 49 | | 4 |
| 24 | | 10 | 50 | | 11 |
| 25 | | 17 | 51 | | 18 |
| 26 | | 24 | 52* | | 25 |

* Rent free weeks – if your account is in arrears you should continue to make your normal payment during these weeks

Appendix 3 (c): Rent Advice Notice Letter 2012/2013 – Byker Trust

Rent Advice Notice 2012/2013

Your Homes Newcastle is the name of the Arms Length Management Organisation which has been created by Newcastle City Council to take forward the housing management responsibility for the housing stock.

Both you as a tenant and Newcastle City Council as landlord have rights and responsibilities which are contained in your tenancy handbook.

If you wish to give up your tenancy you must give at least four weeks written notice ending on a Monday. Please address this to your local Community Housing Office.

| Payment Reference Number | <PAYREFNUMBER> | 49 week payable charges £ |
|--|---|------------------------------|
| Charges Eligible for Housing Benefit | Basic Rent | 0 |
| | Security Alarm Maintenance | 0 |
| | TV Aerial | 0 |
| | Concierge | 0 |
| | Heating - Infrastructure | 0 |
| | Heating - Communal | 0 |
| | Wardens LA | 0 |
| | Furniture | 0 |
| | Garden Care | 0 |
| Charges Eligible for Supporting People Subsidy | Wardens SP | 0 |
| | Community Care Alarm | 0 |
| Charges to be paid in full | Heating - Energy | 0 |
| | Tenants Contents Insurance Premium | 0 |
| | Concessionary TV Licence Fee | 0 |
| | Garden Care (Payable) | 0 |
| | Water Authority Charges | 0 |
| Total Charges | | 0 |
| | <i>Less</i> Housing Benefit entitlement | 0 |
| | <i>Less</i> Supporting People subsidy | 0 |
| | <i>Less</i> Other Allowances | 0 |
| Total Payable | | 0 |

Useful Telephone Numbers:

| | |
|------------------------------|---------------|
| Automated Telephone Payments | 0845 111 4199 |
| Direct Debit Queries | 0191 278 7749 |
| Housing Benefit | 0845 111 4101 |
| Repairs Centre | 0191 277 8888 |
| Envirocall | 0191 274 4000 |
| Gas Leaks | 0800 111 999 |
| Your Choice Homes | 0191 277 2020 |
| Civic Centre Switch Board | 0191 232 8520 |

Tenants Contents Insurance Scheme:

| | |
|-----------------|---------------|
| Claims Queries | 0845 671 8171 |
| Policy Queries | 0845 671 8172 |
| Premium Queries | 0191 278 7749 |

Your rent is calculated over 49 weeks. If your account is up to date, this gives you three rent free weeks, two at Christmas and one at the end of March [see calendar*]. If your account is in arrears you should continue making your normal payment during these weeks.

If for any reason you are finding it difficult to pay your rent contact your local Community Housing Office immediately. We can ensure that you receive confidential advice and support.

2012/2013 Rents Calendar

| Week Number | Week Commencing Monday | | Week Number | Week Commencing Monday | |
|-------------|------------------------|----|-------------|------------------------|----|
| 1 | April | 2 | 27 | October | 1 |
| 2 | 2012 | 9 | 28 | | 8 |
| 3 | | 16 | 29 | | 15 |
| 4 | | 23 | 30 | | 22 |
| 5 | | 30 | 31 | | 29 |
| 6 | May | 7 | 32 | November | 5 |
| 7 | | 14 | 33 | | 12 |
| 8 | | 21 | 34 | | 19 |
| 9 | | 28 | 35 | | 26 |
| 10 | June | 4 | 36 | December | 3 |
| 11 | | 11 | 37 | | 10 |
| 12 | | 18 | 38 | | 17 |
| 13 | | 25 | 39* | | 24 |
| 14 | July | 2 | 40* | | 31 |
| 15 | | 9 | 41 | January | 7 |
| 16 | | 16 | 42 | 2013 | 14 |
| 17 | | 23 | 43 | | 21 |
| 18 | | 30 | 44 | | 28 |
| 19 | August | 6 | 45 | February | 4 |
| 20 | | 13 | 46 | | 11 |
| 21 | | 20 | 47 | | 18 |
| 22 | | 27 | 48 | | 25 |
| 23 | September | 3 | 49 | March | 4 |
| 24 | | 10 | 50 | | 11 |
| 25 | | 17 | 51 | | 18 |
| 26 | | 24 | 52* | | 25 |

* Rent free weeks – if your account is in arrears you should continue
to make your normal payment during these weeks

Appendix 4: Garage Rent Advice Notice Letter 2012/2013

Garage Rent Advice Notice 2012/2013

Garage Address

Payment Reference Number

49 week payable charges
£

Garage Rent

Disabled Persons Garage Allowance

Total Charge

VAT

Total Payable**

**Please note that where VAT is payable, the amount shown is inclusive of the current 20% VAT rate.

2012/2013 Rents Calendar

| Week Number | Week Commencing Monday | | Week Number | Week Commencing Monday | |
|-------------|------------------------|----|-------------|------------------------|----|
| 1 | April 2012 | 2 | 27 | October | 1 |
| 2 | | 9 | 28 | | 8 |
| 3 | | 16 | 29 | | 15 |
| 4 | | 23 | 30 | | 22 |
| 5 | | 30 | 31 | | 29 |
| 6 | May | 7 | 32 | November | 5 |
| 7 | | 14 | 33 | | 12 |
| 8 | | 21 | 34 | | 19 |
| 9 | | 28 | 35 | | 26 |
| 10 | June | 4 | 36 | December | 3 |
| 11 | | 11 | 37 | | 10 |
| 12 | | 18 | 38 | | 17 |
| 13 | | 25 | 39* | | 24 |
| 14 | July | 2 | 40* | | 31 |
| 15 | | 9 | 41 | January 2013 | 7 |
| 16 | | 16 | 42 | | 14 |
| 17 | | 23 | 43 | | 21 |
| 18 | | 30 | 44 | | 28 |
| 19 | August | 6 | 45 | February | 4 |
| 20 | | 13 | 46 | | 11 |
| 21 | | 20 | 47 | | 18 |
| 22 | | 27 | 48 | | 25 |
| 23 | September | 3 | 49 | March | 4 |
| 24 | | 10 | 50 | | 11 |
| 25 | | 17 | 51 | | 18 |
| 26 | | 24 | 52* | | 25 |

* Rent free weeks – if your account is in arrears you should continue to make your normal payment during these weeks

Useful Telephone Numbers

Automated Telephone Payments
Direct Debit Queries

0845 111 4199
0191 278 7749

Conditions of tenancy for Garages

1. Rents are due in advance on Monday of each week. The gross rent, payable for 49 weeks in this year of 52 weeks, is shown on the front of this letter. VAT must be added onto the garage rent if:
 - a. The garage is allocated to a non tenant
 - b. The applicant does not live in the neighbourhood where the garage is situated
 - c. The applicant is using the garage for business or commercial use

It is the tenant's responsibility to see that the rent is paid regularly when due. In the case of arrears of rent the Council reserves the right to serve Notice to Quit the garage. The tenancy is to be terminated by one week's notice to be given in writing by either side before 12 noon on a Monday.

2. The tenant shall:
 - a. Keep the garage in clean and proper condition, in good repair and free from vermin.
 - b. Give the duly authorised officers, agents and workmen of the Council all reasonable facilities for entering upon the premises for the purpose of inspection of the garage or adjoining garages and for carrying out such work as may be deemed necessary in respect thereof.
 - c. Repay the Council the cost of:
 - i. Repairing any damage done to the premises, fixtures or landlords fittings (other than fair wear and tear), caused by the act or default of the tenant;
 - ii. Clearing stoppages in drains due to misuse or negligence.
3. The tenant shall not:
 - a. Keep fowl, pigeons or animals on the premises unless specially authorised.
 - b. Assign, sub-let or part with possession of the premises or any part thereof without the written consent of the Housing Services Manager.
 - c. Use the premises for any trade or business.
 - d. Do or permit to be done on the premises anything which in the opinion of the Housing Services Manager may be a nuisance or annoyance to or in any way interfere with the quiet and comfort of the occupants of the adjoining premises or the neighbourhood.
4. The tenant shall not, without the previous written permission of the Housing Services Manager:
 - a. Make any alteration or additions to the premises or any apparatus or fittings installed therein.
 - b. Carry out any external painting.
 - c. Fit or display on or outside the premises any radio or television aerial.
5. Any tenant who in the opinion of the Housing Services Manager shall neglect to observe these regulations or misuse or improperly occupy a garage shall be subject to one week's notice to quit, expiring at any time without remedy of any kind on account of such notice and the Council shall not be responsible for any damage arising therefrom.

Appendix 5: Rechargeable Works Compensation Application Form

COMPENSATION FOR TENANTS' IMPROVEMENTS SCHEME CLAIM FORM

Notes:

- a) You are not eligible for this compensation if you are exercising your Right to Buy or acquiring the property on Rent to Mortgage terms
- b) You must submit your claim form within 14 days of your tenancy ending

Please use block capitals

| | | |
|--|---|-----------------|
| Name(s) of tenant(s) | | |
| Address of property concerned | | |
|PostcodeTelephone | | |
| Details of improvements for which you are claiming compensation | | |
| Improvement | Date completed | Cost (£) |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| Important: Invoices / receipts are required for each improvement claimed | | |
| Details of any grant or minor works assistance from any external groups or bodies such as the home energy efficiency scheme that you have received for the work: | | |
| | | |
| Have you previously applied for, or received, compensation for this improvement from Your Homes Newcastle? | | |
| If yes, please give details | | |
| Was this improvement carried out as work undertaken within the rechargeable works scheme? | | |
| Please tick box yes <input type="checkbox"/> no <input type="checkbox"/> | | |
| Rechargeable works ref.no: | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | Balance £ |
| Rent account ref.no: | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | Balance £ |
| Date on which your tenancy ends: | | |
| Forwarding address: | | |
| | | |
| Postcode:Telephone:..... | | |

Signature: _____

Date: _____

Note: When completed please send form to: Claims Officer, Your Homes Newcastle, YHN House, Benton Park Road, Newcastle upon Tyne, NE7 7LX

Please contact YHN Claims section on 0191 278 8668 for more information.

NOTE TO APPLICANTS

Your Homes Newcastle had operated a compensation scheme for improvements for a number of years prior to the introduction of the new legislation.

Your Homes Newcastle combined the existing scheme with that required by the new legislation to provide tenants with a wider range of qualifying improvements than would otherwise have been available.

Eligibility for compensation under the new scheme will depend upon the nature of the improvement to the property and the length of time since the work was carried out (Notional Life).

Example: Qualifying Improvement and Notional Lives

| Improvement | Notional Life (in years) |
|--|-------------------------------------|
| Electric Shower # | 12 |
| Bath * | 12 |
| Toilet * | 12 |
| Wash – Hand Basin * | 10 |
| Kitchen Sink * | 10 |
| Storage Cupboards (Bathroom / Kitchen) * | 10 |
| Work Surfaces for Food Preparation * | 10 |
| Space or Water Heating e.g. central heating systems, gas fires | 12 |
| Thermostatic Radiator Valves | 7 |
| Insulation of Pipes, Water Tank or Cylinder | 10 |
| Loft Insulation | 20 |
| Cavity Wall Insulation | 20 |
| Draught Proofing of External Doors or Windows | 8 |
| Double Glazing or Other Window Replacement or Secondary Glazing | 20 |
| Rewiring or the Provision of Power or other Electrical Fittings (including Smoke Detectors) # | 15 |
| Security Measures e.g. intruder alarms / security lighting # | 10 |
| Garage | 20 |
| Car Port | 10 |
| Parking Facility (Hardstand) | 10 |
| Smoke Alarm | 5 |

PLEASE NOTE:

- a) Items marked with an asterisk (*) would qualify for compensation only on condition that the fittings they have replaced were of a basic design / provision, and is subject to a Your Homes Newcastle decision.
- b) Items marked with a hash (#) are subject to an electrical test fee unless accompanied by an NEEB / NICEIC certificate.