

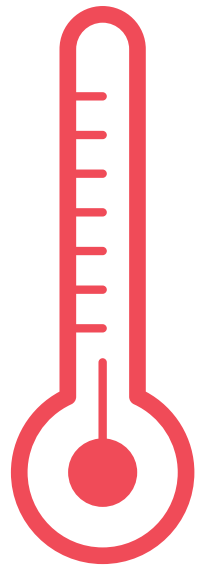


CHANGES TO YOUR RENT

In line with the government policy on Social Housing Rents, approved by the States Assembly in 2013, an inflation linked increase is applied to your rent each year. The change will come into effect on the 1st January 2020. Any increase is capped at the 90% of the market rent for your home.

CHANGES TO YOUR HEATING AND HOT WATER CHARGES

If we provide Heating and Hot Water for your home via the electric Communal Heating systems we have increased your charge for 2020 by 3.5% in line with the Jersey Electricity increase in April 2019. We charge GST at 5% on electricity charges.



At the end of the year we will send all clients on the communal system a statement showing what we have charged you compared to the actual cost from the JEC for the year. We will show how those charges have been calculated and applied to you and details of any refunds or additional charges we need to make.

We are continuing with our aim to provide clients with direct control over their heating, and as part of the upgrade to existing heating systems more homes will be transferred to direct heating in 2020. If your home will be affected by this change you will be contacted directly.

WATER CHARGES

All of our homes are now metered, either individually, or on an estate or block basis.

If your home has its own meter

We have used the standing charge and actual consumption on your meter over the 12 months from October 2018 to September 2019 to estimate the charge for the forthcoming year.



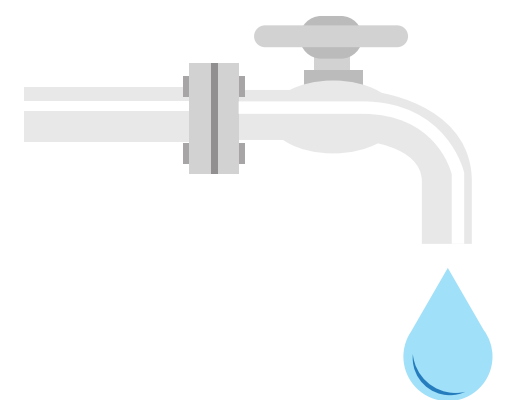
If you have recently moved into a new home

Your water charge will be based on an average charge rate, until we can build up a picture of your consumption. Your charge will then be adjusted accordingly.

The rates we charge are no higher than those Jersey Water charge us.

If you live in a home without its own meter

We have taken the cost of the supply, including the standing charge, from Jersey Water to the homes sharing the meter and apportioned it based on the average number of occupants for each property type.



At the end of each year we will provide you with a statement showing;

- The amount of the standing charge
- The cost of consumption
- The amount paid by you
- Any refunds or additional charges to be applied

The rates for 2020 include a 3.8% increase made by Jersey Water in April 2019. We charge GST at 5% on water charges.

We encourage all our clients to use water wisely and ask that you look out for possible leaks and report them to our maintenance contractors immediately. This will help to keep the cost of the water supply down. These savings will be passed on when the water charges are recalculated.

