

YOUR RENT

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

However, it has been agreed with the Government that the normal annual rent increase will not be applied in January 2021. This decision has been taken to assist many tenants who have been impacted by the Coronavirus Pandemic

HEATING AND HOT WATER CHARGES

If we provide Heating and Hot Water for your home via the electric Communal Heating systems, annual increases will be made in line with any increase made by Jersey Electricity. We charge GST at 5% on electricity charges.

The charge for your home is based on what we have paid to Jersey Electricity for the development in which you live, divided by the number of heating units in your home. At the end of each year, we will send all clients on the communal system a statement showing the charges we have made to your tenancy compared to the actual cost from Jersey Electricity. This will be for a 12-month period and we will make an adjustment on your tenancy for the difference. We will also show details of any refunds or additional charges we need to make.

We continue 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 2021. 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 use the standing charge and actual consumption on your meter over a 12 month period to estimate the charge for the forthcoming year.

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

If you live in a home without its own meter

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

Annual increases in the water rates will be made in line with any increase made by Jersey Water. 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.