



Your Rent and Service  
Charges Explained

**Do It Yourself  
Shared Ownership  
(DIYSO)**



2019





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**This booklet is designed to explain more about your DIYSO (Do It Yourself Shared Ownership) rent and service charges.**

When you receive your annual rent and service charge notice, you may have questions to ask.

This guide provides answers to most common questions.

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# HOW IS DIYSO (DO IT YOURSELF SHARED OWNERSHIP) RENT REVIEWED?

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Rental charges are based on your lease.

This booklet is about the rental element of DIY Shared Ownership.

DIY Shared Ownership rent is charged monthly.

Your rent is reviewed on 1 April each year in line with the provisions detailed within your lease.

Calculations are different for DIY Shared Ownership and traditional Shared Ownership products. Your lease will set out how your charge is reviewed.

Rent is payable on the share of your property you do not own for the cost of providing and managing your home. The money we raise through rent collection goes back into providing services.

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# HOW IS DIYSO (DO IT YOURSELF SHARED OWNERSHIP) RENT CALCULATED?

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## DIY Shared Ownership Rent

Current Rent + 3.8%

Your lease sets the formula for reviewing your rent as either:

- RPI (Retail Price Index) in January plus 1%
- Or 5%, whichever is the greater

However, we have chosen not to charge the maximum amount allowed and you will instead have an increase of 3.8% in line with our other shared owners. We have done this to make sure that the increase in your rent remains affordable.

### Service Charges

(where applicable) are charged **separately** from your rent. A breakdown is shown on your rent review letter.

Read more on page 6.

# SERVICE CHARGES EXPLAINED

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A Service Charge is an additional payment towards the cost of providing and maintaining communal areas and services outside your home.

You only pay for the service you receive.

For example, if you live in a block of flats with a communal garden, the cost of maintaining that garden is covered by a service charge because it is available to all residents and is outside of your home.

**We do not make any profit from service charges.**

The amount of the charge is the amount it costs to provide the service. Any services you receive are shown individually in your Notice of New Rent letter.

Examples of services covered could include:

- Employing a caretaker
  - Cleaning shared areas, including windows, and removing dumped rubbish
  - Cutting grass and looking after planted areas
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- Repairs to shared facilities such as door-entry systems, television aerials and lighting
  - Providing and repairing lifts
  - Providing fire fighting equipment, including repairing and testing emergency lighting and smoke alarms
  - Providing water, electricity and gas supplies to shared areas **Charges are based on the actual costs of providing services, together with the cost of future replacement where necessary.**

The service charges you pay from April are an estimate. These charges are reconciled in September and we will write to you again at this time to advise you of the actual costs.

We work hard to provide a good quality service at an affordable price, but please contact us with any concerns:

@ Email: [rent&servicecharges@bpha.org.uk](mailto:rent&servicecharges@bpha.org.uk)

☎ Call us on: **0330 100 1272**

# HOW TO PAY

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There are a number of ways you can pay your rent, so you can use whichever method is most convenient for you.



You can set up a Direct Debit form by calling us on 0330 100 0272. Payments will be adjusted automatically if your rent amount changes.



Set up an online account on our website at [www.bpha.org.uk/myaccount](http://www.bpha.org.uk/myaccount) to pay your rent quickly and easily.



Set up a Standing Order with your bank, paid to bpha on a date of your choice. You'll need to adjust the payment if your rent amount changes.



You can set up a recurring payment against your debit card on a weekly, fortnightly, four-weekly or monthly basis. Simply call **0330 100 0272** to arrange.



Call 0330 100 0272 select option 2 and pay by debit card - Automated 24 hours.



Send a cheque payment by post to us at bpha Limited, Bedford Heights, Manton Lane, Bedford, MK41 7BJ.



You can pay at a **Post Office** with your rent payment card. Don't have one? Call us on 0330 100 0272 to register.

# OTHER PAYMENT METHODS

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By PayPoint - in local shops and where advertised



Via allpay - log onto [www.allpayments.net](http://www.allpayments.net) and pay your rent online anytime, free of charge (or download their free app)



We accept most major credit and debit cards

## Worried about paying your rent?

Contact our Financial Inclusion Team on **0330 100 0272** for free, confidential advice on benefits you might be entitled to claim and help with budgeting and debt management.

If you currently have a payment arrangement with us in relation to rent and service charge debt, please ensure that any adjustments made include payments to clear your debt.

# HOW TO GET IN TOUCH

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Email us at: [info@bpha.org.uk](mailto:info@bpha.org.uk)  
Web-chat at: [www.bpha.org.uk](http://www.bpha.org.uk)



Call us on: **0330 100 0272**



Write to us at: bpha Limited, Bedford Heights,  
Manton Lane, Bedford MK41 7BJ



Need help to understand this? For large print,  
audio or Braille, or community languages,  
please call **0330 100 0272**.

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