

Creation of an Annual Rent Changes information page (R164)

To help SRS landlords support their tenants with the 2021 annual rent change, a new page is available within the landlord portal. This page includes screenshots of the 'Confirm your housing costs' to-do the claimant will be set in April, which will be used to report their rent and service charges for 2021. This will help the landlord work with the claimant to help them report their housing costs accurately. There will be a new section within the portal for 'Updates' which is where this notification will be housed. We will continue to use the 'Updates' section for future communications with landlords.

Telling tenants about changes to rent and eligible service charges

As a landlord, you will soon tell tenants about changes to annual rent and eligible service charges.

Reporting rent and eligible service charges correctly

If your tenant doesn't report any changes to us correctly, it could lead to delays in payments.

More information on which charges are eligible is included in [service charges - guidance for landlords](#).

Helping your tenants to report changes

We recommend showing your tenants how to report rent and service charges to us.

Giving them as much information as possible will avoid mistakes when they complete to-do lists.

What your tenants will report to us in April

The frequency in the example on this page is weekly. Your tenant's to-do will be personalised to their own circumstances.

We suggest a date of change of:

* 1 April for tenants who are charged monthly

* 5 April for everyone else

Examples of a tenant to-do

1. Date of change

Confirm your housing costs

Date of change

Did your housing costs change on 5 April 2021?

Check the letter from your landlord for the date of the change.

Yes

No

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2. Rent

Confirm your housing costs

Changes to your rent

You are currently charged £100.00 per week in rent.

Your landlord should have written recently with details of changes to rent or eligible service charges.

Are you still charged weekly for your rent?

Yes

No

How much is your new rent per week?

Do not include any service charges or rent arrears.

£

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3. Eligible service charges

Confirm your housing costs

Changes to your service charges

You are currently charged £5.45 per week in eligible service charges.

Your landlord should have written recently with details of changes to rent or eligible service charges.

Are you still charged weekly for your service charges?

Yes

No

How much are your new eligible service charges per week?

Only include 'eligible' service charges. They will be listed separately on the letter from your landlord.

£

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Further information

[Understanding Universal Credit for landlords](#)