

Rent Policy Update

AUGUST 2015

Introduction

Jon Gooding



I wrote to you last December, when Dolphin Living bought the estate, to reassure you that:

1. We would introduce a rent policy that was demonstrably fair
2. No-one would have to leave the estate because they couldn't afford to pay the rent
3. There would be a rent freeze until January 2016

We have now developed a detailed rent policy for the estate and we presented it to your tenants association earlier this month. It is quite a long and complex document because it covers a lot of detailed issues so I promised to write directly to you to explain what it means in plain English.

In January 2016, for the majority of tenants on the estate who opt into our personalised rent scheme, rent increases will be around 1.5%. That means between £2.50 and £4 per week for most people.

The maximum rent increase in any one year for any tenant will be around 5%; that's between £8 and £12 per week.

Your choice

The rent policy gives you a choice:

- A. You can opt-in to our new rent scheme and pay a personalised rent
- B. Or, you can pay a standard rent

Based on the information supplied by New Era residents during the spring tenant interviews our calculations show that two thirds will be better off if they opt-in.

We've explained your rent options in more detail on the next page.



Jon Gooding
Dolphin Living Chief Executive

What are your rent options?



Mark Kent

Personalised rent

Provide us with evidence of your household's income. We will use Joseph Rowntree Foundation's research into living costs to calculate how much rent you can afford to pay.

How much you pay will depend on: how many people live in your household; the age & the needs of those people; as well as how much your household earns.

If we calculate that you can afford to pay more rent than you do currently, your rent will increase. However, **we recognise that a large rent increase would be unfair so we will gradually increase rent by inflation plus 4.5% (£8-£12 per week) each year** until you are paying your personalised rent.

If we calculate you can't afford to pay more rent than you currently do, your rent will only increase each year by inflation plus 1% (£2.50-£4 per week).

In return for opting-in, we will give you the security of a 3 year tenancy. You can give us notice and end it at any time, but we (the landlord) won't, unless you breach the terms of the tenancy.

Standard rent

We understand that some people may not want to share their personal or financial information with us.

For those who do not want to share this information with us, we will increase rent by inflation plus 4.5% (£8 – £12 per week).

Tenants on our standard rent will be granted a 1 year tenancy.



Mark Kent
Dolphin Living Managing Director

These rents do not affect those on regulated tenancies and we will continue to honour the terms of those tenancies

New tenants moving in to the estate will be offered personalised rents that they can afford based on their earnings

What happens next?

In autumn, we will arrange to meet with each of you to answer any questions and tell you what your rent would be if you opt-in, and if you don't. You can then make your final decision and your rent will be increased from 1st January 2016.

If you would like to have a copy of the full rent policy document, you can download one from our website: <http://dolphinliving.com/news/#downloads>. If you have any queries, please email info.newera@touchstonecps.com or telephone 01225 838 363.