

Leicestershire Rural Life

The residents' newsletter for
**Leicestershire Rural
Housing Association**

SPRING 2015

www.leicestershirerha.org.uk


Leicestershire Rural
Housing Association Ltd



**Universal
Credit roll-out
underway**
- see inside for details

Close quarters

Our brand new development at Sharnford shows local partnership working at its best!

The eight new affordable homes, which have been built off Leicester Road, have been enabled and funded locally, and designed and built by local companies. And now the first residents, who all have local connections, are set to move in.

Three bungalows and five houses have been built, with seven for rent and one for shared ownership.

They really are local homes for local people!

• Find out more at www.leicestershirerha.org.uk

Universal Credit

It's been talked about for a long time but now it's happening – **Universal Credit is being rolled-out nationally for single people making new claims.**

So, what does this mean to you?

All single households have already received a letter and information leaflet from us explaining more.

Universal Credit is a new benefit for people who are on a low income or are out of work. It will help to ensure that people are better off in work than on benefits. This single benefit will replace Income Based Job Seekers Allowance, Income Based Employment Support Allowance, Working Tax Credits, Child Tax Credits, Income Support and Housing Benefit.

When can I claim?

Universal Credit is only currently available for new single claimants. If you lose your job, go straight to the Job Centre to make a claim as payments cannot be back-dated. You also need to let us know by calling

0300 123 4009.

How can I apply?

You must apply online, but your local Job Centre Plus will help you to do this or call **0345 600 0723** for help.

How will Universal Credit be paid?

It will be paid monthly in arrears from the date you submit your claim, straight into your bank account. It will take up to 6 weeks to receive your first payment.



**FOR YOUR
BENEFIT**

The roll-out has begun!

How do I pay my rent?

When you receive Universal Credit, it will be your responsibility to make sure your rent is paid in advance in line with your tenancy agreement. The easiest way to do this is to set up a direct debit from your bank account.

What if my circumstances change?

If you are in receipt of Universal Credit and your circumstances change or your rent increases you must tell your local Job Centre Plus.

Don't be afraid to ask for help. For advice and support, call the national Universal Credit helpline on

0345 600 0723

visit our website or speak to your housing officer.



NEW NUMBER

Want to speak to us? Call

0300 123 4009

You can now call one number for all your queries – and it's cheap! If you're calling from a landline, it's just the standard call cost, and if you're using a mobile, it can be included in your free minutes.

Give us a call!



Ditch the damp

Find out how you can prevent damp and condensation in your home by visiting www.leicestershirerha.org.uk/living-in-your-home/the-property/damp-and-condensation/

There's some useful advice and top tips, plus an information leaflet to download.



Service standard

We offer different ways for you to pay your rent and issue a rent statement each quarter.

Repairs reminder

If you need a repair doing, report it straightaway by calling

0300 123 4009



Don't wait until you have a whole list of jobs to be done!

This does not apply to shared owners, who are responsible for their own repairs.

www.leicestershirerha.org.uk

Share **your** views

**What do you think about our new website?
What can we do to make it even better?**

Please visit www.leicestershirerha.org.uk/website-survey/ and answer our quick online survey. All your feedback will be used to improve the site for residents.



Need a translation?

If you need a copy of Rural Life newsletter in another language we will happily provide a translation for you. All you have to do is call the office on **0300 123 4009** with your request.



Small rise

To try to keep rents as affordable as possible for residents, we've only increased them by 2.2% from 6th April. You will have already received your formal rent increase letter, but don't forget you will need to alter the amount you pay if you use a standing order or swipe card.

Please remember you need to pay in advance to keep your account in credit.

If you are a shared owner your increase will be linked to the Retail Price Index as detailed in your lease agreement.

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