

FP26

Rent and Service Charges

Policy

Last Review	February 2026
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Lead Officer	Director of Finance and People



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1. Introduction

Trust is a not-for-profit registered social landlord, regulated by the Scottish Housing Regulator, the Care Inspectorate, and the Scottish Charities Regulator (OSCR). Established as Kirk Care in 1973, it rebranded as Trust in 2004. Wishaw and District Housing Association (WDHA) joined Trust in December 2019 through a Transfer of Engagements, and in April 2024 Trust acquired 101 homes from Methodist Homes (MHA).

Trust offers a range of housing options, including General Needs housing for individuals and families, Later Living homes for older people and a small number of mid-market rent properties.

In July 2025, following a comprehensive review of how Trust rent and service charges are structured and extensive customer consultation, the Trust board approved a new rent and service charge structure for social rented properties.

The key changes include:

- A single rent and service charge structure for all customers (combining 3 previous Trust, WDHA and MHA structures).
- Rent charges now reflect both the size and type of property, plus certain internal and external features such as extra bathrooms and gardens (previously only property size was reflected).
- On-site staff costs, grounds maintenance and communal cleaning costs have been separated from rent as separate, tiered, service charges for added visibility (previously part of rent).
- Tiered charges have been introduced for Heat with Rent based on size of property, resulting in reduced charges for studio and 1-bedroom properties and an increase for 2- and 3-bedroom properties (previously one single charge regardless of property size).
- Meals charge and communal cleaning costs now include the specific staff costs to deliver these services (previously included in rent).
- All charges have been reviewed and reduced or increased in line with actual costs.

The new structure and this policy take effect on **1st April 2026**, when a phased transition to the new charges will begin. Customers in properties formerly owned by WDHA as at 31st March 2026, will transition to the new structure from 1st April 2028. Until these dates, all rent and service charges remain under the existing structure.

2. Aims and Objectives

The aims and objectives of this policy are to ensure the rent and service charges for Trust social and mid-market rent properties are:

- Transparent and easily understood.
- Affordable and offers value for money to our tenants.
- Simple and cost effective to administer.

- Assists Trust Housing to raise enough income to ensure appropriate long-term investment in homes and financial stability of the organisation.

This policy sets out the framework and methodology for calculating rent and service charges, and the process for any deviations from the standard charges.

This policy does not cover the following charges:

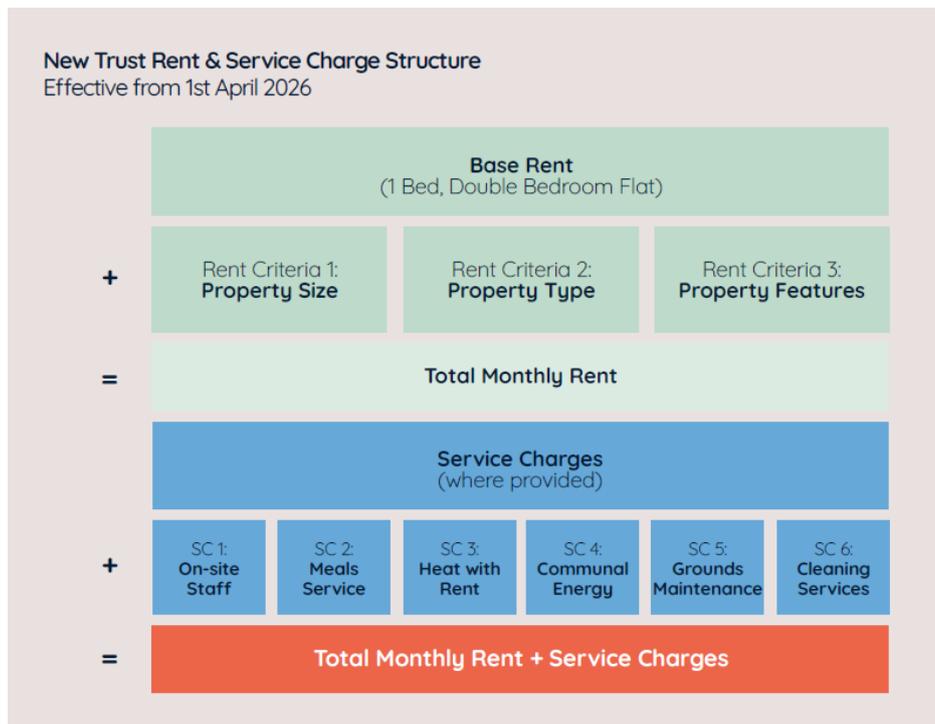
- The process for setting rents and service charges for leased properties is covered by FP28 Leased Property Charging Policy.
- The process for setting occupancy charges for sharing owners is covered by CS025 Management of Shared Ownership.
- The process for setting charges for factored owners is covered by Factoring Policy CS039 and Factoring Procedure.

All rent and service charges are due monthly in advance on the 1st of the month. Collection of rent and arrears management is covered in Customer Experience policies: CS016 Arrears Management Policy and LA005 Rent Accounting and Arrears Management Policy.

3. Trust Rent and Service Charges

The Trust rent and service charge structure is designed to provide fair and transparent rent and service charges for all Trust customers, while ensuring the long-term financial stability of the organisation to be able to provide safe, secure and affordable homes now and long into the future.

The Trust rent and service charge structure is shown in the diagram below:



3.1. Rent

Rent is set to recover property repairs and maintenance, property insurance, depreciation, interest costs, management and administrative cost, lost income from empty properties during the void/re-let period and bad debts. For Later Living properties it also includes the costs to repair, maintain and invest in shared spaces (i.e. lifts, laundry, lounges, dining areas etc).

Rent is set at a level to ensure Trust continues to make an appropriate margin to maintain financial stability, meet lenders covenant requirements, and fund capital investment in both existing and new homes.

All properties start with a **base rent**, then adjustments are applied for specific **rent criteria** to determine the monthly rent charge.

3.1.1. Base Rent

The base rent has been set using a **one-bedroom, double occupancy flat** which is the most common Trust property type. A higher base rent has been set for Later Living properties¹ to reflect the communal facilities provided at these developments. Amenity Housing has been grouped with General Needs as the rent cost base and services are more closely aligned.

3.1.2. Rent Criteria

The base rent is then adjusted for different **rent criteria** – size, type and additional external or internal features. The same adjustments, where relevant, are applied to both General Needs and Later Living properties.

- **Criteria 1: Property Size** – based on the number of bedrooms and whether these are single or double bedrooms to determine maximum occupancy of the property.
- **Criteria 2: Property Type** – based on 4 categories:
 - Flat or maisonette
 - Mid terrace house or bungalow
 - End terrace or semi-detached house or bungalow
 - Detached house or bungalow
- **Criteria 3: Property features** - based on certain internal and external features, with a tiered charge applied when the property has the feature.
 - External features:
 - Designated parking
 - Private garden
 - Internal features:
 - Additional bathroom
 - Additional toilet / WC
 - Utility room

¹ Includes Retirement Housing, Sheltered Housing, Supported Housing and Housing with Care.

The 2026/27 base rent and rent criteria adjustments are shown at **Appendix 1**.

Any rent increase approved by the Trust Board will be applied to the base rent and all rent criteria adjustments. Refer to Section 6 for more details of the annual rent review.

3.1.3. New build rents

Where a new build appraisal does not meet financial viability thresholds, management may apply a discretionary rent premium of up to 10%. The rent including premium will be assessed for affordability using the SFHA Rent Setting Tool as outlined in Section 7. This approach is consistent with the Scottish Government's principle of maximising rental income to support long-term sustainability, while ensuring rents remain within affordable limits for tenants. All such adjustments will be clearly documented as part of the new build financial appraisal process.

Any rent premium applied to new build properties will be unwound (i.e. reduced) on a straight-line basis over a maximum of 5 years, starting in the fifth year after the property is first let (e.g. first let in 2026/27, premium will start to unwind from April 2031).

This principle applies to new-build developments funded under the Scottish Government's Affordable Housing Supply Programme (AHSP).

3.2. Service Charges

Service charges cover additional services not included in rent. These charges are kept separate from rent to make them transparent and to help demonstrate value for money, affordability and eligibility for benefits. A service charge is only applied where the relevant service is provided:

- On-site staff
- Meals service
- Heat with rent
- Communal energy
- Grounds maintenance
- Communal cleaning

To keep service charges simple and cost effective to administer, the costs of providing each service are grouped (pooled) across all properties and different levels of charges (tiers) are applied where services vary.

Service charges are normally set at a level to recover the full cost of providing the service, including an allowance for voids (empty homes) and arrears (bad debts). The charges are calculated by looking at historic costs incurred in the previous financial year and budgeted costs for the next financial year, taking into account any uplift in costs, changes to service specifications, additional properties etc.

The Trust Board may approve different levels of increase for the individual service charges. Any approved increase will normally be applied consistently to each tier of the respective charge. Refer to Section 6 for more details of the annual rent review.

For grounds maintenance and energy costs, service charge equalisation accounts are used to manage differences between the service charge set for any given financial year and the actual costs incurred. This mechanism helps ensure charges remain affordable by smoothing fluctuations and preventing sudden increases (e.g. due to a single large repair or investment required, or a sudden hike in energy prices). It also allows any surplus or deficit to be carried forward to future financial years and reflected in the service charges set. Differences in other service charges are managed in the current year's profit and loss.

The service charges for 2026/27 are shown at **Appendix 1**.

3.2.1. On-site staff charge

The on-site staff charge covers the cost of on-site staff at Later Living developments who carry out housing management activities. These activities include housing-related services such as security, repairs, and managing anti-social behaviour etc; and housing-related support in supported accommodation, for example helping customers maintain their tenancy. Care and support activities carried out by on-site staff are not included in this service charge – these costs are covered separately by the local authority or Health and Social Care Partnership contract or paid directly by the customer through client contributions.

The charge is based on the proportion of staff time and associated cost spent on housing management activities for each Later Living service type, and split into two flat-rate charges reflecting the different service levels provided:

- The charge for Landlord Services at Retirement Housing and Sheltered Housing
- The charge for Landlord Services at Supported Housing and Housing with Care

The higher charge for Supported Housing and Housing with Care is due to the increased staff presence at these developments, ensuring customers receive the housing management support they need.

The property occupancy category (recorded in Rubixx) determines the on-site staff charge which is applicable.

The on-site staff charge for housing management activities is eligible for benefits.

3.2.2. Meals service charge

The meals service charge covers all costs associated with providing the service including, on-site staffing costs (cooks, catering assistants and servers), food and ingredient costs, investment and maintenance of commercial kitchens and equipment, and a share of central overheads.

The **standard meals service charge** applies per customer and covers **two meals** each day: a main meal and a light meal. A reduced charge applies to customers who currently receive only a main meal – this option is not available to new customers.

Where provision of meals forms part of the Tenancy Agreement, the charge – less a fixed rate deduction – is eligible for Housing Benefit. The fixed deduction is set annually by Social Security Scotland and must be paid directly by the tenant.

More information on the meals service can be found in CS011 – Catering Services Policy.

3.2.3. Heat with rent charge

The heat with rent charge generally covers heating and hot water in individual homes. The heat with rent scheme is designed to ensure all participating tenants have warm homes and certainty over the amounts they will pay. Following feedback from customers and to improve fairness, the previous single flat-rate heat with rent charge has been replaced by tiered charges based on the number of bedrooms in the property: studio, 1 bedroom, 2 bedrooms or 3 bedrooms. There is a 50% reduction for customers who pay for their own hot water. The heat with rent charge is not eligible for benefits.

3.2.4. Communal energy charge

The communal energy charge covers the energy costs to provide light and heat (where applicable) in communal areas. The charges are based on the actual communal facilities present at each location:

- Shared entrance and/or stairwell, no lift
- Shared entrance and/or stairwell with lift
- Development with shared spaces, no lift
- Development with shared spaces and lift
- Development with shared spaces, lift and meals service

The shared entrance communal energy charge may include lighting in car parks and other outdoor areas, such as property entrances and pathways, where this service is provided.

The communal energy charge is eligible for benefits.

Energy Costs

Energy costs are pooled across all developments, meaning charges are not based on individual customer consumption. Trust purchases most of its utilities via a Public Sector Framework, designed to guarantee supply and deliver bulk buying discounts. Estimated energy prices from utility suppliers are used to set the charges for the next financial year. The income and costs are ring fenced and held separately in an equalisation account on the balance sheet. If energy income is more than actual energy costs, customers will benefit from this in future years. Alternatively, if energy income is less than the actual costs, future years charges may need to be higher to recover any loss.

3.2.5. Grounds maintenance charge

The grounds maintenance charge covers the upkeep of shared outdoor spaces, including winter gritting where provided. The service is provided to keep grounds tidy and prevent items like grass and hedges from becoming over-grown; and hard landscaping areas like slabs and paving clear of weeds and moss.

The standard service includes:

- Grass cutting (fortnightly Apr-Oct)
- Shrubs/hedging pruned (twice a year)
- Weed removal / moss treatment (monthly)
- Litter pick and leaf removal (monthly)

There are three levels of charges – minimum charge, reduced charged and standard charge. The cost of delivering this service has been reviewed at each development or area and then divided by the number of properties there to determine the most appropriate charge level.

From 1st April 2026, the income and costs from grounds maintenance will be ring fenced and held separately in an equalisation account on the balance sheet. Any over or under recovery for each financial year will be carried forward and subsequent years' charges adjusted accordingly.

The grounds maintenance charge is eligible for benefits.

3.2.6. Communal cleaning charge

The communal cleaning charge covers the cleaning of all shared spaces by employee teams or external contractors, as well as cleaning materials and equipment.

Cleaning costs have been pooled across all developments, and charges tiered based on the shared spaces which are cleaned:

- Communal entrance only
- Communal areas in blocks of flats
- Development with no meals service
- Development with meals service

There is an additional charge for window cleaning where provided.

The communal cleaning charge is eligible for benefits.

4. Transition to the new structure

4.1. Harmonisation principles

To manage the impact on customers and ensure charges remain affordable, any change in charges will be introduced gradually. The Trust Board has approved the following **harmonisation principles** to guide the transition to the new rent and service charge structure:

- **New customers:** New rent and service charge structure effective from 1 April 2026 for all new customers.
- **Existing Trust/former MHA Customers:** New rent and service charge structure effective from 1 April 2026 for existing Trust customers, including former MHA customers.
- **Former WDHA customers:** New rent and service charge structure effective from 1 April 2028 for existing customers in former WDHA properties. (Note: any existing customers moving between properties prior to 1st April 2028 would remain on the former WDHA charge for the new property).
- **Higher charges:** If rent and service charges are increasing under the new structure, the increase is capped each year at £25 per month plus the annual increase.
- **Lower charges:** If new rent and service charges are lower under the new structure, charges are frozen at current (2025/26) levels, until they match the new charges with usual annual increases applied.
- **Service charges:** All service charges will be set at the new charges from day one of harmonisation with the net harmonisation amount adjusted through rent.
- **Transfers:** Existing Trust and former MHA customers who move between properties (i.e. transfers) after 1 April 2026 would move to the new charges from day one of the transfer. This principle would apply to former WDHA customers who move between properties after 1 April 2028, once the harmonisation of these properties has started.
- **Corrections to charges:** Any corrections to charges identified through the rent and service charge review, i.e. missing or incorrect charges, will be made via harmonisation.

New customers are those who sign a tenancy agreement on or after 1st April 2026. The new charges will apply from the start of their tenancy, with no harmonisation adjustment. **Existing customers** are those whose tenancy agreement is dated before 1st April 2026. These customers will begin to transition to the new charges from 1st April 2026, in line with the harmonisation principles outlined above.

As part of the tenant promises on the transfer of engagements, former WDHA rents were frozen for three financial years (2020/21, 2021/22 and 2022/23), followed by a period of inflation only increases, based on September CPI, for a further five financial years (2023/24, 2024/25, 2025/26, 2026/27 and 2027/28).

In line with these tenant promises:

- Existing customers living in properties formerly owned by WDHA as at 31st March 2026 will remain on the former WDHA rent and service charge structure until 31st March 2028, when they will transition to the new structure
- New customers moving into a property formerly owned by WDHA, on or after 1st April 2026, will be charged under the new structure from the start of their tenancy, with no harmonisation adjustment applied.

Any **exceptions to these principles** should be proposed by the Director of Customer Experience and approved by the Chief Executive and properly documented.

The harmonisation process will be subject to review in future years, specifically if more rent is collected than planned, for example, due to higher customer turnover in properties with increased charges, we will assess whether it is affordable for Trust to accelerate harmonisation for customers whose rents are above the new charges. Any changes to the harmonisation process will be approved by the Trust Board.

5. Former WDHA Rent and Service Charges

5.1. Former WDHA Rents

Rental charges for properties transferred to Trust under the Wishaw and District Housing Association (WDHA) Transfer of Engagement are based on a point-based system, which was inherited by Trust upon transfer in December 2019. The Former WDHA Rent and Service Charge structure and charges can be found at **Appendix 2**.

The points system starts with a base of 1060 points for a property with one double bedroom, kitchen, living room and bathroom. Points are then added for specific property amenities for example, being a detached property, having a dining space in the kitchen, off street parking, garden etc; and points deducted if a property has no double glazing or an extra small kitchen. A multiplier is then applied to the total points to calculate the annual rent and divided by 12 for the monthly rent.

The multiplier and Points Value is subject to review each year in line with annual rent increases.

5.2. Former WDHA service charges

Former WDHA Service Charges are specific to each area/block for the services they receive, the actual cost is normally charged back based on actual spend divided by the number of properties in the area/block. Service Charges can include ground maintenance, including playparks, communal cleaning and communal electricity charges.

Service charges are reviewed annually and are set to recover the full cost of provision of these services.

5.3. Former WDHA garage rents

From 1st April 2026, Former WDHA garage rents move to the new Rent & Service Charge Structure. The garage rental charge will be increased annually in line with the approved Trust rent increase, and relevant percentage increase applied directly to the current garage rent each year.

6. Annual rent and service charge review (excludes MMR)

The Association must comply with the Housing (Scotland) Act 2001, which requires tenant participation and consultation. This includes a statutory obligation to consult with tenants on any proposed annual rent increase.

Rent and service charges are normally reviewed annually to ensure costs continue to be met and rents remain affordable. Increases, if required, are determined through the budgeting process, considering other relevant factors including the Consumer Price Index (CPI), increases in average earnings, welfare benefits and state pension levels.

The Leadership Team propose the rent and service charge increases to the Board, normally no later than December, for the next financial year. The Board are presented with a draft budget and a proposal for rent and service charges to consult with customers on, for approval. The consultation can either be a single proposal or include various options.

Once approved by the Board, customers will be consulted using a range of methods. These may include small focus groups, a formal consultation letter which is sent to each customer, or other appropriate channels. Customers will be invited to provide formal feedback on the proposal and share their views on the proposed charges for the following year.

Responses from the consultation will be collated and presented to the Board for final decision on any rent and service charge increases. The Board must take into consideration the results of the consultation when deciding on any increase, however, they are not bound by them.

In determining the level of increase, the Board must take a balanced view, considering: the results of the customer consultations; customers comments received; and customer affordability. The Board also has a duty to ensure Trust can meet its operating costs, remain financially sustainable and continue to be able to provide safe and secure homes for customers.

Any approved percentage increases will be applied consistently to the base rent, all rent criteria adjustments, and relevant service charge tier.

Rent and service charge changes will normally take effect from 1 April each year except where there are conditions in the Tenancy or other Agreement which require a different review date or in exceptional circumstances as approved by the Board. Social rent tenants will be informed of any changes to rent and service charges no later than 28 days prior to the changes taking effect.

7. Affordability and comparability

Trust Housing aims to minimise the cost of housing to all tenants consistent with reasonable investment in our stock and maintaining acceptable quality standards.

When assessing rent affordability and comparability we will consider the following:

- CPI and increases in welfare benefits and state pension levels.
- Rent as a proportion of moderate income (applicable for general need tenants only).
- A comparison with other landlords' rents, to ensure that Trust rents remain broadly comparable but while maintaining and enhancing the quality of our homes.

- Qualitative feedback from tenants collected during the annual rent consultation and customer satisfaction survey.
- The financial viability of Trust, to ensure all costs are adequately resourced in the short and long term.

For General Needs Customers only

A higher proportion of General Needs customers are self-funders and therefore it is not considered sufficient to review only CPI and increases in welfare benefits and state pension.

Trust will therefore also use the Scottish Federation of Housing Associations (SFHA) Rent Setting Tool to assess affordability of our General Needs rents. The rent affordability tool provides a range of different incomes to test against, the income measure which Trust will use for assessment is Moderate Income.

Moderate Income is calculated at the 30th percentile for household income for each local authority area. According to HouseMark (data provider for the SFHA rent setting tool) and SFHA guidance, Moderate Income is an appropriate measure for social housing tenants. It broadly equates to minimum wage plus any tax credits or housing benefit typically available to low-income households. Tenants earnings below the 30th percentile are expected to benefit from the “levelling effect” of benefits (universal credit, housing benefit and tax credits), which help bring their total income closer to the Moderate Income level.

The SFHA guidance on the moderate-income approach and rent setting tool includes the following parameters against which the affordability of rents can be assessed:

- Rents less than 25% of income – likely to be an affordable rent (Green)
- Rents between 25-30% of income – less affordable (Amber)
- Rents at 30%+ of income – likely to be unaffordable (Red)

Trust will review the General Living rents proposed against these parameters and report the results to the Board for consideration as part of annual rent review.

8. Mid-market rent (MMR)

MMR is a form of affordable housing for rent to households on low to middle incomes. Rents for mid-market homes are generally set lower than private rent but higher than the social housing rents. Since 1 February 2017, Private Residential Tenancies (PRT) have been issued to new MMR tenants. Prior to this Short Assurance Tenancies (SAT) were issued.

MMR properties are subsidised via grant funding towards build cost and rents should be set at or around the same level as the Local Housing Allowance, which is designed to ensure the rents remain affordable in comparison to mainstream private rents.

MMR rents are not subject to consultation with tenants, annual increases, normally applied from the 1st August annually, are approved by the main Trust Board and the Directors of Trust Enterprises Limited.

MMR tenants must be notified of any rent increases by giving at least 3 months' notice prior to any change taking place. Tenants have the right to appeal the increase. Details of the appeal process must be included in the communication.

One month's notice does still apply to SAT's however the Association will issue rent increases for MMR tenancies collectively therefore applying 3 months' notice to all.

9. Secured fair rent tenancy

Secure fair rents are set by the Scottish Government's Valuation Office Agency (VOA) rent officers for the very small number of tenancies which started prior to 2 January 1989. These tenancies are known as secure tenancies. The rents for such tenancies are set every three years by the VOA, although service charges can be increased annually. As part of this process Trust submits proposed rent figures to the VOA, 3 months prior to the date of registration due date, who make the final decision on the rent level applied. Secured rent tenancies are excluded from rent consultation.

As at December 2025, there are 4 tenancies with secured rents (1 Trust and 3 former WDHA) the next triennial increase is due on 1st April 2026 for the former WDHA secure rents and 5th June 2026 for the Trust secure rents.

A secure tenancy relates to the customer and not the property, therefore it comes to an end when the customer terminates the tenancy. The property would be relet as Scottish Secure Tenancy and the appropriate rent charge applied.

10. Deviations from standard charges

On rare occasion, flexibility may be required to deviate from the standard charges, for example to deal with difficult to let situations or because of unique local circumstances. Any such variations will be justified, with benchmarking undertaken and properly documented.

Such deviations should be proposed by the Director of Customer Experience and approved by the Chief Executive and should be strictly by exception only.

11. Periodic review of Rent and Service Charge Structure

It is recommended that the Association conducts a full review of the rent and service charge structure at least every 10 years to ensure that charges remain fair and transparent, and aligned with customer affordability, regulatory requirements, financial sustainability for the Association; and sector benchmarks. Any changes following the review will be subject to customer consultation and Board approval.

12. Outcomes and Standards

12.1. Scottish Social Housing Charter Outcomes and Standards

- 13: Value for Money
- 14/15: Rents and Service Charges

12.2. Regulatory Standards of Governance and Financial Management

- 3: The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.

13. Data Protection

We will comply with the provisions of the Data Protection Act 2018, which gives individuals the right to see and receive a copy of any personal information that is held about them by the Association and to have any inaccuracies corrected.

14. Anti-Bribery

The Association is committed to the highest standards of ethical conduct and integrity in all its activities and, to ensure compliance with the Bribery Act 2010, it has introduced an Anti-Bribery policy and procedures. These must be adhered to by all employees, Board Members and associated persons or organisations acting for or on behalf of Trust when undertaking any actions referred to in this policy.

15. Statement Equality, Diversity and Inclusion (EDI)

As leaders of EDI, the Association aims to promote equality and diversity and operate equal opportunities policies which inform all aspects of its business. It will ensure that it adheres to the Equality Act 2010 by being committed to equal and fair treatment for all and opposed to any form of unlawful discrimination. As such, in considering this policy, no one will be treated differently or less favourably than others because of any of the protected characteristics as listed in the Equality Act 2010:

- disability;
- sex;
- gender reassignment;
- pregnancy and maternity;
- race;
- sexual orientation;
- religion or belief;
- marriage and civil partnership;
- age;

or because of any other condition or characteristic which could place someone at a disadvantage were it to be taken into account, unless this can be objectively justified in terms of the legislation.

Trust will make reasonable adjustments for disabled people where necessary and possible to do so and will use Happy to Translate tools and procedures to help overcome a language barrier.

16. Policy Review

This policy will be reviewed on a three-yearly basis. The purpose of the review is to assess the policy's effectiveness and adhering to current legislation and good practice and identify any changes which may be required.

17. Document References

In all of the Association's official documents, where references are made to specific job titles, roles, groups or committees, such references shall be deemed to include any changes or amendments to these job titles, roles, groups or committees resulting from any restructuring or organisational changes made within the Association (or, where this policy also applies to another member of the Trust group, made within that group member) between policy reviews.

Appendix 1 – Trust Rent and Service Charges (2026/27)

Monthly Base Rent 2026/27*		1 bed, double bedroom flat (maximum 2 person occupancy)													
		General Needs £416.00							Later Living £634.40						
Number of bedrooms		0	1	1	2	2	2	3	3	3	4	4	4	4	5
Maximum occupancy		1	1	2	2	3	4	4	5	6	5	6	7	8	10
Criteria 1: Property size		-£104.00	-£20.80	£0.00	£10.40	£31.20	£52.00	£62.40	£83.20	£104.00	£93.60	£114.40	£135.20	£156.00	£208.00
Criteria 2: Property type		Flat / Maisonette £0.00			Mid-terrace house / bungalow £20.80			End-terrace or semi-detached house / bungalow £41.60			Detached house / bungalow £62.40				
Criteria 3:	External property features	Private front garden £8.32			Private rear garden £8.32			Allocated parking space £8.32		Private driveway / carport £16.64			Garage £36.40		
	Internal property features	Utility room £8.32						Additional W/C £8.32			Additional bathroom £15.60				

Service Charges (where applicable)					
On-site staff**	Landlord services at Retirement & Sheltered Housing £89.44			Landlord services at Supported Housing & Housing with Care £118.56	
Meals Service	Main meal only £386.40			Both meals (main & light) £582.75	
Heat with Rent	Studio £60.00	1 bedroom £80.00	2 bedroom £100.00	3+ bedroom £120.00	(Hot water reduction) (-50%)
Communal Energy	Shared entrance, stairwell, no lift £3.00	Shared entrance, stairwell, with lift £8.00	Development with shared spaces, no lift £50.00	Development with shared spaces and lift £55.00	Development with shared spaces, lift and meals service £80.00
Grounds Maintenance	Minimum £6.24		Reduced £12.48	Standard £29.12	
Cleaning services	Window cleaning £5.20	Communal entrance only £4.16	Communal areas in blocks of flats £15.60	Development with no meals service £36.40	Development with meals service £57.20

***Monthly Base Rent:**

- General Needs base rent also applies to Amenity Housing.
- Later Living base rent applies to Retirement Housing, Sheltered Housing, Supported Housing and Later Living/Housing with Care.

****On-site Staff:**

- The charge for Landlord Services at Retirement and Sheltered Housing, applies to properties at Retirement Housing and Sheltered Housing developments.
- The charge for Landlord Services at Supported Housing and Housing with Care, applies to properties at Supported Housing and Housing with Care developments.

Appendix 2 – Former WDHA Rent and Service Charges (2026/27)

Former WDHA Rent Structure:

WISHAW AND DISTRICT HOUSING ASSOCIATION LIMITED	
SSTA RENT ASSESSMENT FORM 2007/8	DATE OF INCREASE _____
Address: _____	
Size: _____	Type: _____

AMENITY	POINTS
Base Property	1060
Main Door Ground Floor Flat/Lower Cottage Flat	50
Ground Floor Flat	0
Main Door Upper Flat/Upper Cottage Flat	50
Upper Flat	0
Main Door Ground Floor Maisonette Flat	50
Main Door Upper Maisonette Flat	50
Upper Maisonette Flat	0
Terraced Bungalow	50
End Terraced Bungalow	100
Detached Bungalow	150
Semi Detached Bungalow	100
Terraced House	50
End Terraced House	100
Detached House	150
Semi Detached House	100
Boxroom	20
Single Bedroom	50
Double Bedroom	75
Dining Space within Kitchen	25
Dining Room/Dining Area	50
Additional Bathroom/Shower Room or En-suite Bathroom/Shower Room	40
Additional WC	20
Utility Room	20
Private Driveway	40
Garage	60
Dedicated Parking Bay	20
Off Street Parking	20
Shared Front Garden	10
Shared Back Garden	10
Exclusive Front Garden	20
Exclusive Back Garden	20
Door Entry System	10
No Double Glazing	-20
Extra Small Kitchen	-20
TOTAL POINTS	

2026/27 charges, effective 1st April 2026:

2026/27 annual points value = £3.86

Monthly rent = Total points x annual points value / 12 months

Total monthly charge = monthly rent + monthly service charges for specific property

Former WDHA Garages:

Flat rate per month for tenancies including a garage.

2026/27 charge is £36.40 per month