

# Rent increase and cost of living support for tenants

The government guides any changes in rent made by all housing associations (HA), which includes Saffron. Just as your costs are going up faster than your income, Saffron's costs are also going up at a faster rate than our income from rent. On average across all of the things we spend money on, our costs are going up by 12.8%. We are a not-for-profit organisation and any profits we make go back into our current homes and to support local communities.

We understand that any increase in rent, especially at this time, may be incredibly difficult for you. We are working with partners to help tenants secure extra funding and support, where possible. Our dedicated 'Extra help with living costs' website page has details of funding and workshops which may help. Some of these are below:

Saffron Tenancy  
Sustainment  
Fund

Government  
Cost of Living Payments

Your Own Place  
Cost of Living  
workshops

Tenant Support  
and Wellbeing  
Service


Community  
hot spots

We will be hosting 'Cost of Living & Rent Increase Support' drop-in sessions for **all tenants** at our Independent Community Living schemes. Those dates and locations are:



- Tuesday 11th April - 10am-12pm at Depwade Court, Long Stratton, NR15 2XY.
- Tuesday 11th April - 2pm-4pm at Ogden Close, Wymondham, NR18 OPE.
- Thursday 13th April - 10am-12pm at Thomas Manning Road, Diss, IP22 4HL.
- Thursday 13th April - 2pm-4pm at Mendham Close, Harleston, IP20 9DE.

Our staff will be available to help you with any questions or concerns you may have and also signpost you to relevant agencies for further support. Keep an eye out on our social media channels and our 'Extra help with living costs' website page for further details.

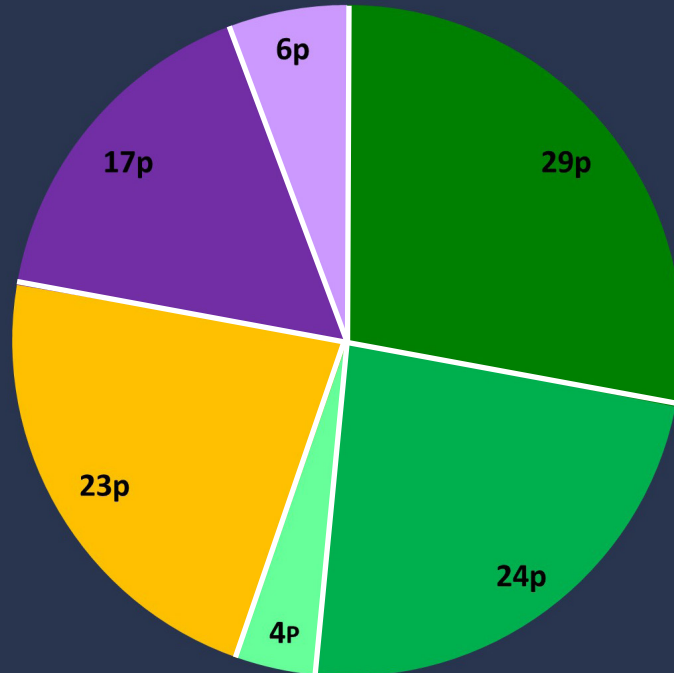
 If you are struggling, we might be able to help in another way. Please contact your Neighbourhood Officer or Wellbeing Co-ordinator, or if you have any concerns about paying your rent please contact your Income Officer.

Call 01508 532000 or email [info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk).

# How your rent is spent

We are committed to sharing with you how every penny of each pound we receive from you is used. We are committed to investing in tenants' homes and improving their energy efficiency.

See the chart below for that breakdown.



- Repairs** (repairing tenants' homes when they report a problem)
- Improving Homes** (major works, such as replacing boilers, kitchens and bathrooms)
- Improving Homes - Grant Funded\*** (works to reduce the impact tenants' homes have on the environment and help reduce their living costs)
- Running Saffron** (staff, offices, and other costs e.g. utilities)
- Funding Saffron** (interest on the funds Saffron has borrowed to buy and build your home)
- Improving Saffron** (financial investment in technology and process reviews)

## Our latest prediction of where we will spend your rent this year

\*Getting these grants means we can invest more than 100p in every pound.



Over the last 12 months, we have completed:

A total of  
**41,800** jobs

**16,500** day to  
day repairs

**12,380**  
servicing jobs

**988** improvements  
(including windows, doors  
& heating systems)