

Populo Living Group Rent Setting Policy

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Populo Living Group – Rent Setting Policy

Lead Officer:	Roy Morgan (Director of Customer Services)	Approval Date:	20 April 2022
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Related Policies: (1) Service Charge Policy (2) Income and Arrears Management Policy (3) Recharge Policy (4) Rent Setting Policy Appendices including: (a) London Affordable Rent (Affordable Rent) Appendix A (b) Social Housing Rent - Appendix B (c) Shared Ownership Leaseholds – Appendix C (d) Local Housing Allowance Rents – LHA – Appendix D (e) Market Rent – Appendix E			

Approval History

Presented to	Date	Outcome
Populo Living Group Board	April 2022	Approved
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1. Introduction

1.1 Populo provides a range of housing solutions to meet different segments of the local community. This includes, but is not limited to:

- 1.1.1** Rented housing, which is on London Affordable Rents, Social Rents, affordable rents, intermediate/sub-market rents and market rents
- 1.1.2** Shared ownership housing where rent is paid, based on the level of quality owed.

1.2 In addition, Populo Living provides other produces for which customers pay a regular, on-going, charge. This may include, but is not limited to:

- 1.2.1** Commercial units (shops)
- 1.2.2** Parking Spaces

1.3 The policy set outs the principles by which initial charges are set and any subsequent reviews (increases) take place. It ensures that any contractual, legal or regulatory requirements are met.

1.4 The policy recognises that rents and other charges set by Registered Providers, such as Populo Homes, are subject to regulatory and governmental intervention.

- 1.5** Service and other charges, such as sewerage or energy provision, which are directly related to the cost of providing those services, are excluded from this policy. Instead, they are covered under the Populo Living Group's Service Charge Policy.
- 1.6** Due to the variation of variation of products provided to Populo's customers, the following appendix should be read alongside this Rent Setting Policy:
- 1.6.1** London Affordable Rent (Affordable Rent) Appendix A
 - 1.6.2** Social Housing Rent - Appendix B
 - 1.6.3** Shared Ownership Leaseholds – Appendix C
 - 1.6.4** Local Housing Allowance Rents – LHA – Appendix D
 - 1.6.5** Market Rent – Appendix E
- 1.7** Adherence to this policy ensures that all rents are charged correctly and in accordance with legislation, regulation, and where relevant, the Regulatory Standard.
- 1.8** The policy shall cover all products across both the Parent and Subsidiaries within the Group.
- 1.9** The policy is a key control in compliance to the Regulator of Social Housing's Rent Standard and which in turn contributes to mitigating the regulatory risk in the risk register and the associated risks to reputation and financial planning.

2. Policy Statement

- 2.1** Populo is committed to providing good quality housing and other products and services which offer customers value for money.
- 2.2** Populo's policy is to optimise rent and other charges. This is to enable funds to be generated so that the Group continues to work towards our vision of Making Newham Home.
- 2.3** In certain circumstances, which are set out in the appendices, charges may be reviewed to ensure that they remain affordable for our customers. In other situations, charges will be determined with reference to market conditions.
- 2.4** We will comply with all legal, contractual and regulatory requirements in relation to our initial charges or any reviews. Where these are in conflict, our charges, or any increases will be set at the lower of those requirements.
- 2.5** Customers will sign a legally binding contract (such as a tenancy agreement, lease or licence) which sets out details of the service being provided and the initial charge for the service. In many cases, contracts also specify the basis for any review of charges.
- 2.6** Populo reserves the right to require customers to pay deposits and/or rent in advance of receiving a service for certain tenancy types. Details of the circumstances in which deposits are required are set out in the appendices where relevant.
- 2.7** Integral to this policy are appendices which set out detailed guidance for each rent or charge type. New appendices will be added as a range of products and services offered by Populo changes.

3. Rent Setting Principles

3.1 Populo Living and Populo Homes will set and vary rents at levels which are intended to be affordable to typical tenants in the target customer group, whilst further ensuring that sufficient income is generated to ensure the continued viability and delivery of broader business objectives. Rent setting will comply with all legal and regulatory requirements, and whilst rents may vary geographically, these rents will not be set with regard to personal circumstances.

3.2 Each Populo entity (Populo Living and Populo Homes) shall agree to the following joint principles and will maintain some of their own independent principles where relevant to their own customer base.

3.3 The joint desired outcomes are:

3.3.1 Community Wealth Building and the Triple Dividend: as Newham's Council wholly owned housing delivery company, Populo must set rents with consideration of its strategic objectives to of rents providing the citizens of Newham with the triple dividend, providing more homes and more affordable homes to Newham (the 'Social Dividend'), allowing Newham Council to invest directly in new homes and gain a more a long-term financial return (the 'Economic Dividend'), and continue to build high quality, low-carbon neighbourhoods for this generation and the next (the 'environment dividend'). Populo is about creating community, enabling Newham to act as a home for everyone who wants to live there. This means setting rents that enable Newham residents who wish to remain in borough that they call home, whilst also attracting new residents who wish to contribute to Newham's thriving communities.

3.3.2 Legal and Regulatory: Our Rent Setting Policy, procedures and practice will be within the law and will meet all regulatory requirements including, where relevant, the Regulator of Social Housing's Rent Standard, and Policy Statement for Rents for Social Housing, and other relevant legislation and regulation.

3.3.3 Contractual Compliance: The setting and variation of rents must be consistent with any relevant clauses within all relevant leases, tenancy agreements, and where relevant, any shareholder or ringfencing agreements. This should also include any relevant section 106 agreement which may include restrictions on rent levels, which must be considered during rent setting for any of the rents subject to this policy.

3.3.4 Viability: Rents still be set and varied to ensure the rental income stream is sufficient to support Populo Living's and Populo Homes' financial viability and allow the delivery of its business objectives (charitable or otherwise). This includes those initiatives such as shared ownership, market rent schemes, and LHA generate sufficient income to maintain their viability.

3.3.5 Compliance with Funding Requirements: All rents shall be set with consideration of any of the Populo Living's Group loan agreements, loan covenants, and any other funding rules which ensure the developments continued viability.

3.3.6 Consistency: Where possible rent setting and rent variation will consistently applied across the Group whilst retaining the capacity to reflect:

3.3.6.1 Legal and regulatory differences

3.3.6.2 Specific contractual agreements

3.3.6.3 Variations in our stock and tenure type, and local rental markets

3.4 Populo Homes shall also maintain the following specific principles:

3.4.1 Affordability: Social Rents and Affordable Rents must be set at levels which:

3.4.1.1 are below market levels,

3.4.1.2 as far as possible to ensure low-income households do not have to spend a disproportionate amount of their income meeting their housing costs, whilst maintain dependence on benefits. Appropriate mechanisms for achieving this affordability outcome will be set out in the accompanying Rent Setting Appendices.

3.4.1.3 Take account of the operation of the benefit system by ensuring rents are such that benefits will cover eligible housing costs for the majority of households entitled to state support. However, for some customers Government welfare policies such as the overall Benefit Cap, may restrict benefit entitlement to levels below the rent charged.

3.4.2 Tenancy Sustainment: Populo will always work with its customers to pay their rent using preventative interventions to ensure that financial hardship and the accrual of rent arrears and sundry debt are minimised. Further information can be accessed via our Income and Arrears Management Policy.

4. Annual Rent Reviews

4.1 All residential properties are subject to an annual rent review.

4.2 The annual rent reviews fall within April, May, June, July, August, October, December, February cycle. Populo Living and Populo Homes aims to converge all properties into the April rent review cycle on re-let.

4.3 The new rent will be determined in accordance with the rent regulations for that tenancy or lease.

4.4 For all rent reviews, tenants are provided with at least one months' notice of the new rent amount and effective date in writing.

4.5 A summary model for setting different rents is set out below. Detailed procedures for rent calculations are included within the relevant appendices for that tenure.

4.6 London Affordable Rent

4.6.1 First (Initial) Lets – prior to 2023, rent levels for London Affordable Rent were set and published annually by the Greater London Authority (GLA), and acted as a ceiling for the maximum rent to be charged. This applied to those LAR units which

were built as a result of Affordable Homes Programme 2016 – 2021, of which all Populo's LAR units derive.

- 4.6.2** Post 2023, any first letting would be made in accordance with the Rent Standard 2023, and are considered 'Affordable Rent' for the purpose of the standard. Providers would have had flexibility to charge less than the benchmark.
- 4.6.3** Where there exists a s106 agreement, consideration must be made on any further caps to the rent.
- 4.6.4** Whilst LAR rents do exclude any applicable service charges, LAR tenancies are still subject to the rent caps noted within the Rent Standard 2023. Therefore, when determining how to initial rent, consideration should be given to both the initial rent and the service charge combined to ensure that the total rent is less than 80% of the gross market value.
- 4.6.5** **Re-Lets** - prior to 2023, re-lets were determined by the applicable GLA benchmark, or 80% of the Market Rent, inclusive of service charge, or whichever was lowest.
- 4.6.6** Post 2023, where Populo Homes is re-letting the rent as a result of re-letting affordable rent housing to an existing tenant, Populo Homes may not increase the rent by more than CPI + 1 percentage point. All rent increases must be inclusive of service charge.
- 4.6.7** When re-setting a rent between 1 April 2023 – 31 March 2024, this limit is subject to a 7% ceiling.
- 4.6.8** **Rent Review** – Populo Homes shall not increase rents for properties let on affordable rent terms by more than CPI + 1% each year. For rent periods that begin in the 12 months from 1 April 2023 to the 31 March 2024, this limit is subject to the 7% ceiling.
- 4.6.9** **Please note:** as per the Rent Standard 2023, all rent increases are inclusive of service charge. This means that Populo Homes will not charge an additional variable service charge on top of any rent increase if the rent increase and service charge increase together totals more than 7.7% (representing CPI +1% of annual increases).

4.7 Social Housing Rent:

- 4.7.1** **First (Initial) Rent:** Rents for first let of properties on assured rent (social housing rent), are set at the relevant formula rent level for each individual property, and are governed by the Rent Standard 2023, and subsequent Policy Statement on rents for Social Housing.
- 4.7.2** Social rents are based on a Formula rents which are calculated by reference to a national average social rent, adjusted to reflect local circumstances. In practice this means:

- 4.7.2.1 30% of the rent is based on the property value relative to national average social housing property values;
- 4.7.2.2 70% of the rent is based on average local earnings relative to national average earnings and weighted according to the number of bedrooms.
- 4.7.3 Additionally, since 2020 Populo Homes are allowed to apply a 5% tolerance on top of Formula rents (subject to the overall rent caps on formula rent) when setting rents. In these cases, the Populo Homes Board must give their explicit consent to set rents at the Formula Rent plus 5% (subject to the relevant Rent cap)
- 4.7.4 **Re-Lets** – whenever a social rent property is re-let to a new tenant, its rent will be set at the Formula rent (including the annual CPI + 1%) plus 5% at the beginning of April in the financial year.
- 4.7.5 **Rent Review:** From 1 April 2020, Populo Homes may not increase rents by more than CPI (as at September of the previous year) + 1 percentage point in any year.
- 4.7.6 For rents that begin in the 12 months from 1 April 2023 to 31 March 2024, this limit is subject to a 7% ceiling. In that year, Populo Homes will not increase rents by more than 7%.
- 4.7.7 Where the rent for the property exceeds the rent flexibility level, Populo Homes will:
 - 4.7.7.1 Not increase the rent by more than CPI as of September of the previous year (rather than CPI + 1%) each year, until the rent is brought within the rent flexibility level.
 - 4.7.7.2 Set a rent that does not exceed formula rent (plus the rent flexibility level) when the property is re-let.
- 4.7.8 **Rent Cap:** All rent setting, re-letting, and rent increases are subject to a **rent cap**, which is discussed in further detail under the social rent appendices.

4.8 Shared Ownership Rent:

- 4.8.1 **First Initial Rent:** all setting of the first initial rent will be determined in accordance with the shared ownership lease with the lessee. Shared owners pay rent on the share of the property that we retain. The rent is therefore calculated as a percentage of the unsold equity as specified in the lease.
- 4.8.2 **Re-Let/Re-Sale:** In the case that the shared owner sells, any new rent increases will again be calculated against the unsold equity in which Populo Homes retains. This will be detailed in the new lease agreed between Populo Homes as the Landlord, and the shared owner and the tenant.
- 4.8.3 **Rent Review:** Rent reviews have now changed from being based on the Retail Prices Index (RPI) to a Consumer Price Index (CPI). From October 2023, rents for new shared ownership leases can instead be increased by no more than CPI plus 1%.

- 4.8.4** Rents will not be increases if CPI is -1% or lower, though there should be consideration of any exemptions noted with any grant agreement between Populo Homes and the Greater London Authority, Grant Agreement.

4.9 Local Housing Allowance (Temporary Accommodation Assigned) Rents:

- 4.9.1** Populo Living Limited allocates a number of its PRS tenancies for the purposes of temporary accommodation, as part of Populo's engagement with Newham Council's Temporary Accommodation scheme. Here LHA is used to pay for the temporary accommodation.
- 4.9.2** LHA is itself not a form of tenancy, rather a support that a tenant may receive when renting from a private landlord and is used to work out the claimant's housing benefit and universal credit housing element. However, Populo Living's rents for temporary accommodation, of which LHA is used to pay for, are determined as noted below:
- 4.9.3 First Initial Rent:** Populo Living sets its LHA initial rent (temporary accommodation housing) against the weekly maximum LHA rate determined for the Newham Local Authority (Outer East London Broad Rental Market Area), which is determined by the Valuation Office Agency (VOA). These rates are set by calculating the 30th percentile of rents (the bottom 30th percentage of rents) based on a private market, in a Broad Rental Market Area (BRMA). This means the bottom 30th percentage of property in a specific area, which for Populo is the Outer East London Broad Rental Market Area.
- 4.9.4** Then the initial rent of the particular property is set against the size of the property (determined by number of bedrooms), and the LHA maximum rate assigned against the size of the property, which is show in the form of a weekly LHA rate for that particular area (Newham Local Are). For Populo, these rates, set the rents for the LHA tenancies, and are set out below:
- 4.9.4.1 Shared Accommodation Rate:** £113.11 per week
 - 4.9.4.2 One Bedroom Rate:** £241.64 per week
 - 4.9.4.3 Two Bedrooms Rates:** £299.18 per week
 - 4.9.4.4 Three Bedrooms Rates:** £356.71 per week
 - 4.9.4.5 Four Bedrooms Rate:** £414.25 per week
- 4.9.5** Therefore, the size of the allocated Populo temporary accommodation unit, will determine the LHA rate for the property (detailed under 6.4.4.1 – 6.4.4.5), which will determine the initial rent for the property.
- 4.9.6 Re-Let:** As the setting of Local Housing Allowance (temporary accommodation) tenancies are set against the LHA Rates, rent re-lets are determined by the same rules as the setting the first initial rents.
- 4.9.7 Rent Review:** As the setting of Local Housing Allowance (temporary accommodation) tenancies are set against the LHA Rates in accordance with the size of the property, rent increases are determined by any increase/revision of, LHA itself. This is not always guaranteed. Since 2020, LHA was calculated by the VOA assessing the the bottom 30th percentile of local rents in a particular area.

LHA was then frozen for four years ‘in cash terms’ (which means didn’t increase in accordance with the bottom 30th percentile rule). LHA was then assessed again by bottom 30th of properties on the rental market in the area they live. Therefore, Populo’s rent increases are determined by whether LHA rates are frozen, or increased.

- 4.9.8 Please note:** LHA forms part of calculating the claimant’s housing benefit, or universal credit housing element, not a specified tenancy. Therefore, the claimant’s entitlement to how much they could receive could also be impacted by other characteristics such as age, and whether they have a disability, and how many people live within the household. The latter will not have an impact on the Populo’s setting on rents or rent increases of the LHA tenancies.

4.10 Market Rent

- 4.10.1 First Initial Rent** – Market rents are set for new properties, re-let properties, and tenancy renewals (shorthold assurance tenancies) based on the market rent for similar properties in the area. We consider several factors when comparing properties such as postcodes, the condition of the property, the number of bedrooms and communal facilities to determine market value.

- 4.10.2 Rent Review:** Rent Reviews of the property will be served three months before the review date for all market rent properties and subject to the terms of the tenancy agreement.

5. Roles and Responsibilities

- 5.1** The Populo Living Group shall maintain the following overall roles and responsibilities to ensure that the rents of any property are made in accordance with the Rent Setting Policy, accurate information and data, and relevant legislation and regulation. More detail of the breakdown of the roles and responsibilities are contained within the relevant appendices to this policy.

Accountable Person	Roles and Responsibilities
Populo Living Group Board	The Populo Living Group Board shall be responsible for reviewing and approving any proposal for rental increases to any properties under its management, including PRS, and London Housing Allowance, in accordance with any Populo Living Group Board Terms of Reference. The Board’s role is to ensure that the appropriate due diligence has been undertaken by reviewing the Director of Customer Service’s proposal to increase rents in alignment with any rental market analysis, valuations, and compliance with relevant legislation and regulations. Any proposals for proposed rent increases for the year should be presented to the Populo Living Group, in accordance with the annual rent reviews as stated in the relevant appendices.
Populo Homes Board	The Populo Homes Board shall be responsible for reviewing and approving any proposal for rental increases to any properties under its management including London Affordable Rent, Social Rent, and

	Shared Ownership, in accordance with the Populo Homes Terms of Reference. The Board's role is to ensure that the appropriate due diligence has been undertaken by reviewing the Executive's proposals to increase rents in alignment with the relevant Rent Standard 2023, and the most up to date Policy Statement on Rents for Social Housing. Any proposal for rental increase must be presented to the Populo Homes no later than the 01st February 2024, to provide the assurance that rents are setting set against relevant legislation, whilst also balancing the interests of both its residents and the broader strategic and operational objectives of the business. The Populo Homes Board must also issue a final approval in cases where the Executive are making proposals to make an application to the Regulator of Social Housing to acquire a special exemption to not apply the relevant Rent Standard, should the application of the relevant Rent Standard would jeopardise the financial viability of Populo Homes. Any desire to apply an exemption must be made in accordance with clause 6 of this Policy.
Director of Customer Services:	The Director of Customer Services shall have overall responsibility for: (a) all aspects of rent setting, and service charges, at Populo Living and Populo Homes, and is responsible for the development and review of this policy, ensuring that it meets all regulatory requirements and guidance. (b) Initial and review of charges before submission to the PL and PH Boards. It is the Director's responsibility to ensure that charges comply with this policy, any relevant appendices and relevant legislation and regulation, especially the Rent Standard and any update to date Rent Policy Statement. Failure to set charges correctly can result in breach of regulation, reputational damage, loss of potential income and Populo failing to achieve its core purpose. (c) Shall also be responsible for submitting a new rent setting proposals to the Populo Living Group Board, and Populo Homes Board where relevant.
Head of Finance	is the accountable person for ensuring the accurate calculation, account reconciliation and application and billing of rents and service charges annually. The Head of Finance shall also ensure that the appropriate market rent analysis is undertaken and presented to the Director of Customer Services and the end of each financial quarter. This shall only relate to PRS and commercial rental units.
Head of Housing and Customer Services	is the accountable person responsible for agreeing the application of rent flexibility (where permitted by the Director of Customer Services), review of service charge levels, the approval of rent and service charge notification letters, and targeted customer support where necessary. The Head of Housing and Customer Services shall also be responsible for ensuring that all rent and service charge

	notification letters are issued on time, and compliant with any relevant notice in the tenants relevant lease agreement. The Head of Housing and Customer Services will also be responsible for ensuring that any shared ownership rent and service charge increases are issued in accordance with the appropriate notices prescribed in the tenants shared ownership. The Head of Housing and Customer Services shall also be responsible for arranging any valuations to be carried out in accordance with re-lets of any of the LAR properties to be used to set a new rent for the new LAR tenancy. The Head of Housing and Customer Services shall also be responsible for ensuring that appropriate support and information is provided to registered provider tenants regarding rents and services charges that are payable by tenants, and the implications on any increases that this will have on the tenant.
Head of PRS	is the accountable person for agreeing the application rent flexibility (where permitted by the Director of Customer Services), review of service charge levels, the approval of rent notification letters and targeted customer support where necessary for PRS and LHA tenants.
Rent and Service Charge Accountant	is the accountable person responsible for ensuring accurate raising and calculation of charges are applied for tenant's rents, including service charges and ensuring the effective billing of rents and service charges for tenants. This shall also include, maintaining the general ledger and completing reconciliation, including year-end reconciliation for rent and service charge functions.
Income Officer	is the accountable person responsible for ensuring that, alongside the Rent and Service Charge Accountant, ensures that all increases to rent are accurately applied to the tenant's account, and implemented at the right time. The Income Officer shall also be responsible for reviewing entries on YARDI and, alongside the Rent and Service Charge Account, and reconcile any rent increase with the rent ledgers to ensure that the two data sets are consistent. The Income Officer shall also be responsible for ensuring that any rent reviews include all the relevant tenancies that should be subject to a rent review for any given rent review period.
Housing Officer/Property Manager	is the accountable person responsible for issuing out all notices of rent increases to tenants and ensuring that all rents increased are reflected on the YARDI housing management system. The Housing Officer/Property Manager shall also be the first point of call for any disputes that arise as a result of any increases of rent.

6. Exclusions from the Policy

- 6.1 There are some general exceptions which fall outside of the rent review cycles but will follow the same rules:
- 6.1.1 Decant (let on a licence agreement) where the rent is reviewed in line with the resident's permanent property
 - 6.1.2 Void properties where a new rent is determined at the point that the property is let
 - 6.1.3 Properties "off-debit" (as these have no tenancies or rent accounts, off-debit properties are monitored monthly)
 - 6.1.4 Recent stock transfers, where rents will be reviewed the April after transfer if it this means that the residents will not have an increase in the current year.
- 6.2 When considering the exempt a tenant from rent increases, please refer to the relevant appendices for the particular tenure when making any determination.

Making an Application to the Exemption to the Rent Standard

- 6.3 For all LAR and social housing tenancies, the Director of Customer Services may make a request to the Populo Homes Board to make an application to the Regulator of Social Housing to make a formal exemption of compliance against the Rent Standard, where the application of the Rent Standard would jeopardise the financial viability of Populo Homes.
- 6.4 Any application for an exemption to the Rent Standard should be made in accordance with ['Making a formal application for an exemption to the Rent Standard's Explanatory Note 2020'](#).

7. Appeals to Rent Calculation or Rent Reviews (excluding commercial leases)

- 7.1 All tenants have the right to challenge Populo Living and Populo Homes (dependent on the tenant's landlord) if they believe that their **rent has been set incorrectly**, their **annual rent review** has not been applied in accordance with this policy or their relevant tenancy agreement, lease or licence, within 30 days of being notified of the new rent.
- 7.2 If the tenant contacts their Housing Officer to challenge their rent, the HO will email the relevant Head of Service (either Head of Housing of Housing and Customer Services for LAH, social, and shared ownership leases, and Head of PRS, for LHA and market rent) advising them of the enquiry. For commercial tenants, this should be raised with the contract manager assigned to the management of the commercial lease.
- 7.3 The relevant offices noted above will carry out the necessary checks based on the concerns raised by the tenant, respond to the Housing Officer with a full explanation whether correct or where we identify an error in the calculation. Corrections will be made if errors found followed by a correction letter.
- 7.4 Where a tenant believes their rent increases to be **unreasonable**, they also have a formal right to appeal with the First Tier Tribunal Service, which also has to be made within 30 days of being notified of the new rent.

- 7.4.1** If the tenant appeals to the First Tier Tribunal, the relevant Heads of Service (dependent upon the type of lease/tenancy) will log the case, and return any forms requested before the deadline.
 - 7.4.2** If the case is going to Tribunal regarding rents, the relevant Heads of Service will attend and/or relevant Housing Officer will attend. If the outcome is being decided on paper, the relevant Heads of Service, and Housing Officer, will read the outcome.
 - 7.4.3** After receiving the outcome, the relevant Heads of Service will seek advice from Management or a Solicitor (depending upon the outcome) to decide if to appear against the decision or adjust the rent where there is an error. There will be no changes required where the rent was compliantly reviewed.
- 7.5** Secure tenants can appear to the Valuation Office Agency against the rent that has been registered within 14 days of it being registered.
- 7.6** Where we identify an error in rent calculation, we will adjust the rent and calculate the difference using the date that we became aware of the error.
- 7.7** Where it is believed by the tenant that a mistake has been made, the tenant should always continue to pay its rent to the Landlord. Should the tenant fail to pay rent with the belief that they are entitled to withhold rent due to this error, the tenant shall risk a legal case being made against them to pay any outstanding rent. In severe cases failure to pay rent due can result in issuing eviction proceedings, and where found in favour of the landlord, eviction of the tenant.

8. Equality and Diversity

- 8.1** This policy will be implemented in accordance with the Populo Living Group's existing Equality, Diversity and Inclusion Policy.

9. Monitor and Review

- 9.1** This policy forms an integral part of the business planning, risk and internal control framework. It will be reviewed, as a minimum, annually before the start of each financial year to set out how customers rents and other charges will be reviewed, or when there are any changes to legislation, regulation, of guidance as can become apparent from time to time.

10. References

- 10.1** Homes and Communities Agency Rent Standard Guidance
- 10.2** Rent Act 1977
- 10.3** Social Housing Rents (Exception and Miscellaneous Provisions) 2016
- 10.4** The Rent Acts (Maximum Fair Rent) Order 1999
- 10.5** Rent Standard 2000
- 10.6** Landlord and Tenant Act 1985 and 1987
- 10.7** The General Social Housing Rents Permitted Review Day Consent 2016
- 10.8** Housing Acts (1974, 1980, 1988, 2004)
- 10.9** The Assured Tenancies & Agricultural Occupancies (Forms) [amendment] (England) Regulations 2003
- 10.10** Housing and Planning Act 2016
- 10.11** GLA London Affordable Rent Benchmarks

10.12 London Living Rent Ward Benchmarks