

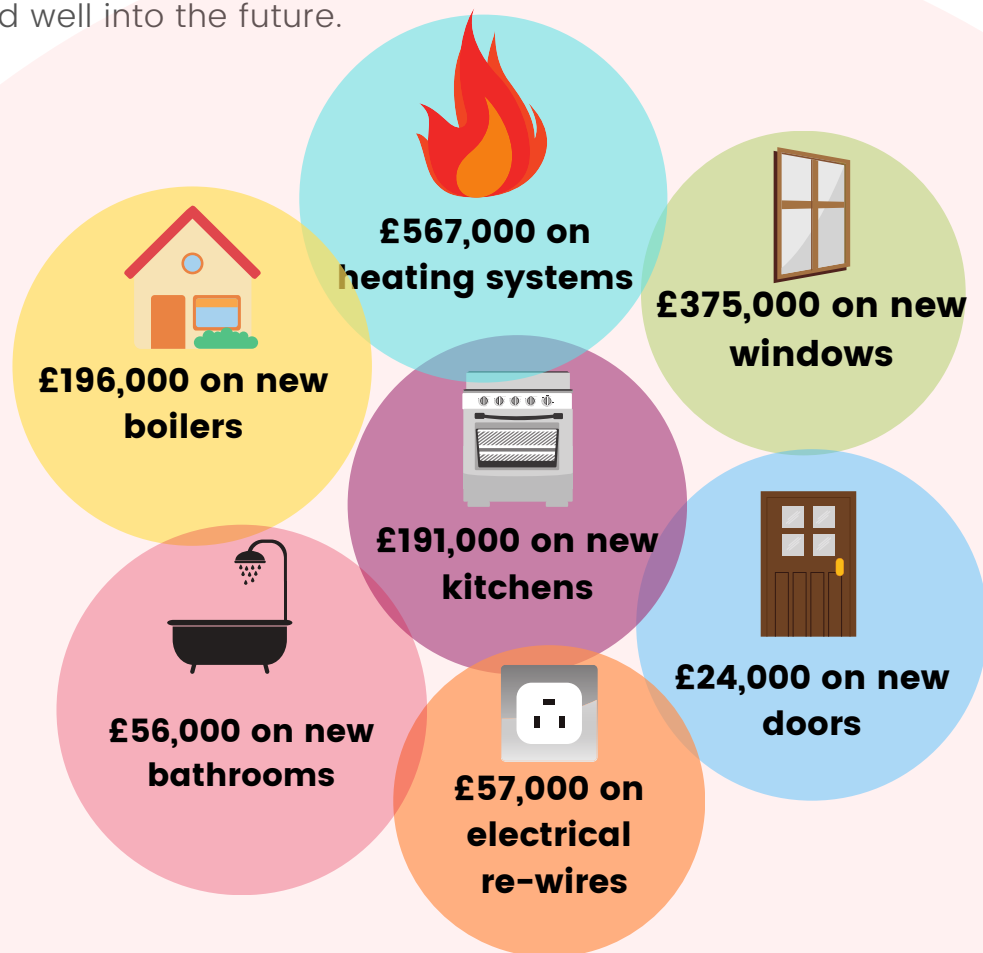
WHY YOUR RENT IS INCREASING

From April 2024 your rent will be increasing by 7.7%.

The additional income is required to re-invest in our existing homes, and to provide much needed affordable housing which will go a long way to address a national shortage in affordable homes. It also ensures that we are investing in keeping our homes warm, effectively thermally insulated and safe.

The proposed increase will not only ensure that we will be able to improve our homes and communities, but it also provides us with the financial certainty that allows us to carry on being a landlord of choice now and well into the future.

We can assure you that the rent we receive will all be spent on investing in our existing homes, improving the services we offer and building more homes. Our plans show how we will be investing even more in your homes than will be generated from the proposed rent increase and here are some examples of where we will be investing in your homes:



As a tenant of Warrington Housing Association, you have a named housing officer that can support you, if needed, with your budgeting and money management.

Alternatively, you can get help and advice from the following organisations:

- **Citizens Advice** Warrington: <https://www.warrington-advice.co.uk> or 0300 330 9091
- **Turn2us**: <https://www.turn2us.org.uk>
- **Warrington Borough Council** Housing Benefit support: <https://www.warrington.gov.uk>
- Housing Benefit Checker: <https://www.gov.uk/benefits-calculators>
- **StepChange**: <https://www.stepchange.org> or 0800 138 1111
- **National Debt Line**: <https://www.nationaldebtline.org> or 0808 808 4000

There are four main causes of damp that could occur in your home:

- Condensation causes damp areas by soaking into absorbent surfaces like wallpaper and paint. These damp areas often attract black mould. This is the biggest cause of damp in homes and is easily prevented.
- Rising damp is caused by water rising from the ground, but most homes are protected against this through Damp Proof Courses (DPCs).
- Structural defects, such as missing roof tiles, cause penetrating damp. This is usually found on external walls or ceilings following rain
- Leaky water and waste pipes. This will make affected areas look and feel damp regardless of the weather conditions outside.

First and foremost, if you have any concerns about damp and mould in your home, please contact us on 01925 246810. Equally, if you have any repair issues that might result in damp or mould, these should be reported to us immediately. This will help us undertake necessary repairs and maintenance to prevent the issue from reoccurring.

Condensation is by far the most common cause of dampness, caused by water vapour or moisture in the air coming into contact with a colder surface, such as a window or wall. The drop in temperature causes water (condensation) to form on the surface. This condensation may then soak into the wallpaper, paintwork or plasterwork. Mould spores are invisible to the naked eye but are in the air all around us all of the time, but they will grow on surfaces where condensation has formed into a visible mould covering.

These quick and easy steps will help you reduce condensation, and therefore the potential for mould, in your home:

You can ventilate your home without making draughts.

- Ventilate the kitchen and bathroom when in use by opening the window or better still make use of any fitted ventilation devices such as extractor fans.
- If you have an extractor fan fitted and it is not working, please report it to us and we will repair or replace it.
- Close kitchen and bathroom doors when these rooms are in use, even if your kitchen or bathroom has an extractor fan, as this will help prevent moisture reaching the other rooms, especially bedrooms, which are often colder and more likely to get condensation
- Ventilate cupboards and wardrobes. Avoid putting too many things in them as this stops the air circulating and leave space between the back of the wardrobes and the wall. Where possible, position wardrobes and furniture against an internal wall
- If your windows are fitted with trickle vents, it's important that these are opened to help reduce moisture.

Some ordinary daily activities produce a lot of moisture very quickly but this can be minimised:

- Cover pans when cooking and do not leave kettles boiling.
- Dry washing outdoors on a line, or put it in the bathroom with the door closed and the window open or with the fan on.
- Vent any tumble dryer to the outside, (unless it is the self-condensing type).

Should you have any concerns about damp please do not hesitate to contact us

For further advice please see tips from the Energy Savings Trust:

- <https://energysavingtrust.org.uk/advice/fixing-damp-and-condensation/>
- <https://energysavingtrust.org.uk/energy-at-home/heating-your-home/>