



## Rent Setting Policy

### Summary Statement

Home Group comply with the all relevant, current legislation when setting rents on any of their properties.

Our policy standards set our commitment to:

- Be fully compliant with relevant legislation and ensuring a consistent approach with regulation requirements for rent setting on new build properties.
- Apply annual changes to social rent in England in line with the Rent Standard and within the set timeframes.
- Perform consultation with customers and gain approval from Home Scotland Board before applying annual changes to Scottish properties.
- Ensure secure tenancies retain the right to have a fair rent set by the Valuation Office Agency.
- Shared Ownership's and leasehold rents have their rents set at the point the point the lease is granted.
- Mid-market rents is set in line with industry standards for England and Scotland.
- Market rent reflects the private sector market rent level, being applied to LiveSmart properties.
- Full transparency with charges for registered care homes.
- Notify customers of changes within the prescribed periods as set out in the policy.
- Communicate with customers in a clear and consistent manner.
- Apply and approve rents in accordance with our Delegated Authorities.
- Manage appeals and complaints effectively.

The full Rent Setting Policy can be obtained by contacting the Policy Team on 0345 141 4663 or by emailing [policy@homegroup.org.uk](mailto:policy@homegroup.org.uk).