

Why rents are going up

We provide more than 10,700 homes for customers and we're committed to keeping them safe, comfortable and affordable. But of course all that comes at a cost - and we're not immune from the effects of inflation so those costs go up over time.

We're a not-for-profit landlord. We reinvest most of the money we get from rent and charges in your homes. You can find details in our annual and financial reports.

As well as covering the cost of repairs, maintenance and building new homes, we also provide a range of support services for customers and invest in improving neighbourhoods.

With this leaflet you'll find an official notification of your rent increase plus a document called 'form 4' which is the formal amendment to your tenancy agreement. There are also notes that accompany your **form 4**, which have a further breakdown of your legal requirements and ours.

Our aim

We want our customers to be secure and comfortable in their homes.

That means we try to keep rent and other costs as low as possible. We also support customers who are struggling in lots of ways when times are hard.

Ending someone's tenancy will always be a last resort.



Worried about losing your home?

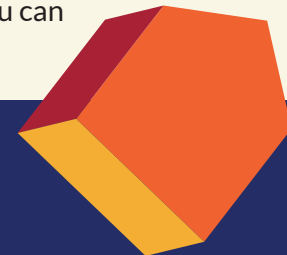
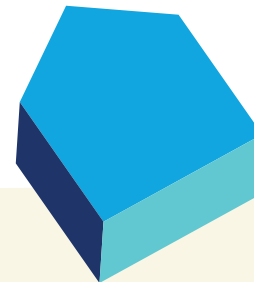
The rising cost of living is putting more and more financial pressure on millions of people across the country. So we offer intensive support to customers who are struggling.

We work with other organisations to support people who are at risk of losing their homes with a full support package to help you get back on top of things.

Still unsure?

If any of the information in this leaflet is unclear or if you have another question about the rent increase, please get in touch by visiting our website [futureshg.co.uk/contact-us/](https://www.futureshg.co.uk/contact-us/) or call **0300 456 2531**.

Our 'phone lines are usually especially busy at this time of year so please use the contact form on the website if you can to avoid having to wait.



More information about...

Your 2026 rent increase



This leaflet is designed to help you understand the formal letter, what it means for you and how the rent increase will affect you.



www.futureshg.co.uk



0300 456 2531



@futureshousing



Futures Housing Group



www.futureshg.co.uk



0300 456 2531

What you need to do

- If you pay by Direct Debit, you don't need to do anything. You will receive a new Direct Debit schedule before your new payment is due.
- If you pay by Standing Order, you will need to ask your bank or building society to increase your payment.
- If your rent account is in arrears, regardless of how you pay, please contact our Income team to discuss an affordable repayment plan for the new financial year. It's important to do this as soon as possible.
- If your circumstances change and you are no longer eligible for Universal Credit or Housing Benefit, you will pay the increased rate and we recommend that you set up a Direct Debit. You can do this through our Customer Contact Hub: futureshg.co.uk/contacthub
- If you receive Housing Benefit we will tell your local authority about the increase. You can also send them a copy of the enclosed letter if you want to.
- If you receive Universal Credit, you will need to tell the DWP about your rent increase through your online Universal Credit account by using the 'Confirm your housing costs' to-do option. You must do this online - do not try to contact the DWP in any other way about this change. Look out for the alert in April and make sure you keep to any deadlines they set.



Here to help

If you think that you might not be able to pay your rent, please tell us as soon as possible. We can help make sure you're getting everything you're entitled to, support you with budgeting and bills, and give you advice on things like debt management. We're not here to judge – we want to help you to stay safe and happy in your home.

To speak to us about this, call **0300 456 2531** or fill in the form on our website futureshg.info/contact-form.

Tenancy support

If you're worried about the rent increase, or need help to manage debts, our tenancy support service can help with:

- Benefits applications and making sure you're getting what you're entitled to.
- Budgeting, debt advice and dealing with organisations you owe money to.
- Referrals to food banks and external agencies like social care.
- Specialist support from our safeguarding and domestic abuse teams.

We'll work with you to see how best we can help you.

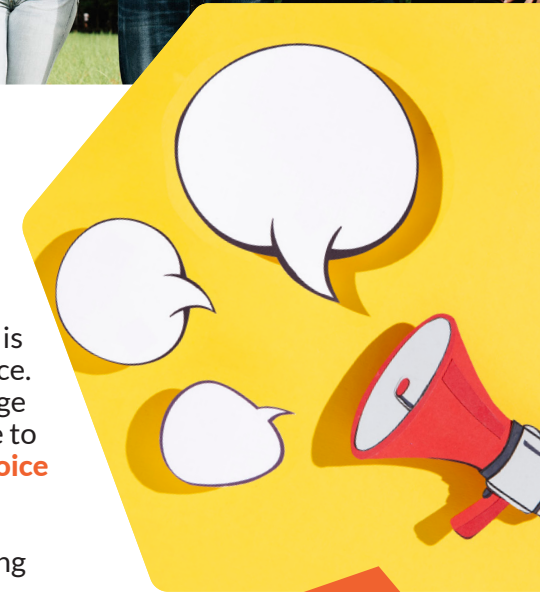
Get in touch today by calling our customer services team on **0300 456 2531** or email FHGtenancysupportteam@futureshg.co.uk

Have your voice heard

Join our online community, My Voice, to help shape our services and have your say on the issues that matter to you.

Feedback from our MyVoice community is really valuable and does make a difference. Members can also earn points to exchange for shopping vouchers. It's never too late to join – just visit futureshg.info/join-MyVoice to find out more.

And look out for more new ways of getting involved in Futures later in 2026.



Digital services

We have a range of digital services designed to make it easier for you to manage your home. They include Help Hub, a smart knowledge library full of answers to common queries, information about your home and even videos explaining how to do simple repairs yourself.

Visit thehelphub.futureshg.co.uk to access the Help Hub, or find out more about our digital services by visiting futureshg.co.uk/digital-hub.

