

Your Rent and Service Charges 2025–26

Your landlord, London Borough of Bromley (LBB) relies on the income received from rents to fund services. It is therefore imperative that the income derived from rents allows them to meet their liabilities as your landlord. However, as a social landlord, this needs to balance with the importance of not setting rents that are ‘unaffordable’, which may lead to increased void loss, arrears and/or evictions.

This leaflet applies to LBB-owned properties that are managed by PCHA.

How does LBB set my rent?

The formula for rent setting is determined by government and this formula is used to calculate the annual increase/decrease. For 2025–26 we are able to increase core rents by up to 2.7%.

We recognise that rent increases are unwelcome for most residents, especially when the cost of living crisis is having an impact on all of us.

However, rents are a key source of income. They enable LBB to carry out their responsibilities as a landlord, invest in the long-term maintenance of homes and go towards developing new homes for those in need. As costs increase in line with or above inflation, income also needs to keep pace with inflation. Rent increases help to match increased costs.

Consequently, whilst LBB are extremely mindful about affordability, they are equally clear that we need to increase the rent this year to ensure services can be delivered effectively.

Therefore, core rents will increase on Monday 7th April 2025 by 2.7%. Service charges are calculated separately based on our expenditure for this year and an estimate of costs for next year (see next page). However, we have tried to keep any service charge increases to a minimum and have also capped these at 2.7%. The total increase for tenancies subject to London Affordable Rent caps have been increased by a maximum of 2.7%.

If you hold a secure tenancy (fair rent), your rent is normally set by the Rent Officer every two years. This year, your rent will increase by 2.7% providing it is below the last registered rent. Any increase or decrease applied will always be within the rents set by the Rent Officer.



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A service charge is a payment towards the cost of services within any shared spaces. For example, if you live in a block of flats with a communal garden, the cost of maintaining that garden is covered by a service charge. This is a charge you pay in addition to your rent and it is reviewed annually.

All LBB residents pay a fixed service charge which is based on our calculation of the scheme's costs for the forthcoming year. A budget will be sent to you. Fixed-rate service charges cannot be varied during the year and they are based on our best estimate of costs, so any surplus or deficit on the actual costs during the year are not carried forward.

What services are covered by the service charge?

PCHA provides you with certain services and will charge you for any services that apply to your property. Services covered by service charge could include:

- Cleaning shared areas, including cleaning windows and removing dumped rubbish
- Cutting grassed areas and looking after planted areas
- Repairs to shared facilities such as door-entry systems, TV aerials and lighting
- Providing and repairing lifts, including the cost of contracts and lift insurance
- Providing firefighting equipment, including repairing and testing emergency lighting and smoke alarms. This may also include fire safety works.
- Providing water, electricity and gas supplies to shared areas
- A sinking fund to reduce the risk of large unexpected bills for major repairs/renewals.



It is important to us that communal areas are safe, clean and tidy and welcoming so we can all be proud of our homes. We have been looking at the services we provide to ensure we achieve this as well as looking at the associated costs to ensure that services represent value for money.

If you would like to discuss the changes to your rent or have concerns about managing your rent account, please contact us.

For more information, please contact us at: **E: housing@pcha.co.uk**
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