



HELP IS AT  
**HAND**

Support available to you if you  
are struggling to pay your rent

## YOUR RENT FROM APRIL 2024

**From 1 April 2024, your rent will increase by 7.7%.**

We understand that rent rises can be hard to manage, especially when the cost-of-living remains high. Please contact us if you are struggling or worried about how to pay your rent.



**You will not lose your home if you cannot pay your rent, as long as you work with us to manage any arrears you have.**

## WHY HAS YOUR RENT GONE UP?

**We are a not-for-profit organisation. The rent you pay us helps us provide your services, maintain your homes, and build affordable homes.**

The cost of providing these services, including repairs and improvements to your home, have gone up significantly over the last year.

Highlighting one example, the cost of our buildings insurance, including for everyone's homes, increased by 60% last year to more than £1 million.

**We intend to use the rent we receive next year to help us provide your services, including the following:**



Carrying out up to **30,000** repairs



Replacing approximately **800** heating systems



Installing **150** new bathrooms, **250** kitchens, **200** front doors and **120** rewires



Carrying out more than **20,000** safety checks covering gas, oil and electrics



Spending **£600,000** on aids and adaptations



Building more than **200** new homes for those who need them

## HELP IS AT HAND

**If you are struggling to pay your rent, please contact us, as we may be able to help.**



### **Cost-of-living support**

With energy, food and other bills continuing to rise, you may be facing difficult decisions on how to spend your money.

We may be able to provide you with short-term financial support, including heating and foodbank vouchers.

**Call: 0330 128 0330**



### **Rent information**

Our Income team stand ready to help you. They can provide rent balances and help you manage your rent, including providing payment plans if your situation changes.

**Call: 0330 128 0330**



### **Benefits advice**

You may not be receiving all the benefits you are entitled to. Our expert team can work with you to apply for the right support or challenge decisions to reduce or stop your benefits.

**Call: 0330 128 0330**

**Visit: [www.eastlighthomes.co.uk/extra-support/welfare-benefits](http://www.eastlighthomes.co.uk/extra-support/welfare-benefits)**



### **Free Support & Well-being Service**

Call or visit the Tenant Support & Wellbeing Service for free advice on debt, budgeting and any other worries you have. The service is independent and 100% confidential, so nothing you share will get passed onto us.

**Call: 0330 094 8845**

**Visit: [www.tsws-assist.co.uk](http://www.tsws-assist.co.uk)**

**(username is *eastlight* and password is *tenant*)**



### **Foodbanks**

If you cannot afford to buy enough food, there will be a foodbank in your local area. Organisations including Eastlight can provide vouchers.

**Call: 0330 128 0330**

**Visit: [www.trusselltrust.org](http://www.trusselltrust.org)**



### **Further information**

Our website includes a wide range of information on further support available, from useful organisations to contact whatever your situation, to the locations of warm rooms near you.

**Visit: [www.eastlighthomes.co.uk](http://www.eastlighthomes.co.uk)**

**If you're not online, please call us for this information on 0330 128 0330.**

## SUPPORT FROM OUR PARTNERS

**Eastlight works with a range of organisations which may be able to help if you have issues with your finances.**

### Help for Households

The Government is supporting households by helping with energy bills and further payments for residents on low incomes, including pensioners and those receiving benefits.

Check you are receiving what you are entitled to by visiting:  
**[helpforhouseholds.campaign.gov.uk](https://www.helpforhouseholds.campaign.gov.uk)**

### Local authorities

Your local council is a source of specialist support and information, providing everything from financial assistance to information about local warm rooms.

### Domestic abuse

The risk of experiencing domestic abuse rises if you are struggling with finances. If you are experiencing domestic abuse, please contact us. The charity Next Chapter can also support you.

Call: **0330 333 7444**

Visit: **[www.thenextchapter.org.uk](https://www.thenextchapter.org.uk)**

### Peabody

Peabody's Essex Outreach Service offers free, short-term support to people aged over 16 who need help with their housing.

This includes:

- Benefit claims and advice
- Help with managing rent arrears and budgeting
- Employment, training and volunteering opportunities.

Call: **0800 2888883**



**Eastlight Community Homes**

Eastlight House, Charter Way,  
Braintree, Essex, CM77 8FG

Call: **0330 128 0330 (local rate)**

Text: **07860 024 511**

Email: **[customer.services@eastlighthomes.co.uk](mailto:customer.services@eastlighthomes.co.uk)**

Visit: **[www.eastlighthomes.co.uk](http://www.eastlighthomes.co.uk)**

**Tenant Support & Well-being Service (TSWS)**

Call: **0330 094 8845**

Visit: **[www.tsws-assist.co.uk](http://www.tsws-assist.co.uk)**

If you need this booklet in a different format or language,  
please let us know.