



Eastlight
Community Homes

Help is at hand

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



Your rent from April 2025

From April 2025, your rent will increase by 2.7%.

This will be from 1st April 2025 if your rent is charged monthly, or 7th April 2025 if your rent is charged weekly.

We understand that any increase in rent can affect your household budgets, which is why we're committed to being open and honest with you about why we're increasing your rent. Please contact us if you are struggling or worried about how to pay your rent.

Why has your rent gone up?

As a not-for-profit organisation with rising costs impacting how we work, the rent you pay us helps ensure we deliver the essential services you rely on.

From repairs to investing in your communities, we're continually working on improving your services so you can live happily in your home.



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.

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



Carrying out up to **36,000** repairs



Installing more than **100** solar panels to boost sustainability



Carrying out more than **10,000** gas inspections and replacing almost **500** gas boilers



Building **320** new homes for those who need them

Help is at hand

If you are struggling to pay your rent, please contact us, we can help you.



Cost of living support

If you're facing difficult decisions on how to spend your money, we may be able to help with short-term financial support including heating and foodbank vouchers.

Call: **0330 128 0330**



Rent information

Our Income Team are on hand to support 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

Are you receiving all the benefits you're 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



Foodbanks

Organisations like Eastlight can provide vouchers for you to access your local foodbank if you cannot afford to buy enough food.

Call: **0330 128 0330**

Visit: **www.trusselltrust.org**



Further information

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

Visit: **www.eastlighthomes.co.uk**

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



Our Customer Service Team is available to call 8.30am – 5pm, Monday to Friday



Support from our partners

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

Government support

The Government can help you with the cost of living. Find out what support is available to help you manage living costs by visiting: **www.gov.uk/cost-of-living**

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**

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**

Visit: **www.eastlighthomes.co.uk**

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