



Paying your rent

In most cases your rent will be paid direct to Portus Supported Housing. If you are responsible for paying your own rent, it is important to keep your rent account up to date.

There are currently two methods of payment:

- Standing Order - set up through your bank
- Online banking - make payments directly from your account

If your rent changes, please make sure your payments are updated from the date shown in your rent letter.

We hope to offer more payment methods in the future.

If you need support to set up a payment method, please contact us.



If you are struggling to pay

We understand that sometimes things can change.

If you are worried about paying your rent:

- Please contact us as soon as possible
- We can offer advice, support and help you explore your options
- We can work with you to agree a manageable plan

Getting in touch early helps us support you.

If you need help in understanding this document, please contact us; we will support you with a version that is appropriate for you and your needs.

Contact us

You can contact us if you need help with anything about your home.

Call: 0161 786 6000 Monday to Friday, 9am to 5pm, and for emergencies out of hours.

Or visit: portus-sh.org.uk



Rent and Service Charges

A simple guide to your rent, what it pays for and how to pay



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What does my rent pay for?

Your rent covers the cost of your home and the services we provide to support you living there.

This includes:

- The home you live in
- Housing management and housing-related support services linked to your home
- Repairs and maintenance through Portus Property Management
- The day-to-day running and management of your home
- Service charges for shared services (where applicable)

Your individual rent and service charges are explained in your rent schedule.

We are committed to providing safe homes, reliable services and value for money.



What are service charges?

Service charges help cover the cost of services that are shared with other customers and provided in your home.

These charges help ensure your home is safe, well maintained and supported.

Examples of service charges may include:

- Communal heating and lighting
- Cleaning of shared areas
- Gardening and grounds maintenance
- Communal furniture or equipment
- Building insurance
- Safety checks and compliance services

You will only be charged for services that are provided in your home.



Housing Benefit and service charges

If your rent is paid through Housing Benefit:

- Some service charges may be covered - these are known as eligible service charges
- Some costs are not covered - these are called ineligible service charges

Ineligible charges may include:

- Personal utility bills (such as gas, electricity or water)
- Individual services not classed as shared or communal

You may need to pay any charges that are not covered by your benefits.



How are service charges calculated?

Service charges are based on:

- The actual cost of providing services in the previous year
- Known or expected costs for the coming year

We review service charges each year to make sure charges are fair and reflect the real cost of delivering services.



Why does my rent change?

Rents are reviewed each year.

For specialised supported housing, rent levels reflect the true cost of providing and maintaining your home and services, including specialist support and housing management.

This is because supported housing has higher costs linked to compliance, specialist accommodation and enhanced housing management.

We will always write to you in advance to explain any changes to your rent and service charges.