

# The Housing Bulletin

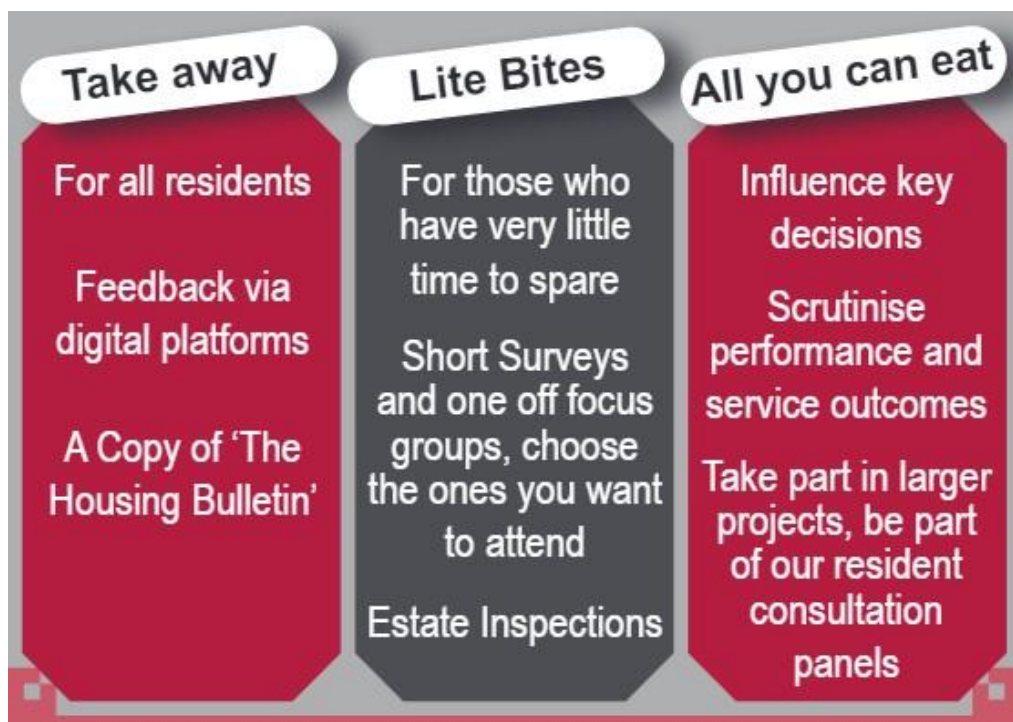
Latest News and Bulletin Updates

## Resident Menu

Take your pick and get involved

For many years resident engagement was a prominent part of the Housing Department. However, in recent years, resident associations have closed and numbers on our Tenant Talkback board have dwindled.

We feel now is the time to change that. We have recently launched our resident menu! Take your pick on how involved you want to be, from completing an occasional survey, to sitting on one or more of our specially focussed resident panels.



To see the full menu details, you can visit <https://www.brentwood.gov.uk/get-involved> or to speak with our resident engagement officers, please contact us via email.

Don't have access to email or internet? No problems! Give us a call on 01277 312500 and ask to speak to a Housing Officer.

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## Latest News and Bulletin Updates

Housing Officers play a vital role in ensuring our estates and tenancies are managed effectively!

Their role is to conduct estate inspections and raise any necessary repairs or make contact with residents who appear to be having difficulties in maintaining their Tenancies. This doesn't mean they will enforce against you; our priority is to work with residents to ensure you have the right support and tools to maintain and comply with your Tenancy Agreement.

They are also responsible for conducting Tenancy Audits on all properties to ensure we are fully aware of who is residing and where, and to identify any support requirements. Your housing officer should be your first port of call for any queries or concerns.

Housing Officers are also responsible for rent income and managing arrears. They will only contact you if you are failing to keep up with your rent, failing to maintain an agreed payment plan or where insufficient payments are made.

If you are struggling with debt, they are specially trained to assist you and can signpost to partner agencies if required.

Eviction is our last port of call, we will always ensure every effort has been made to speak directly with you and discuss any arrears, repayment plans, affordability, and financial circumstances before applying to court for possession.

It is in your best interest to engage with us at the earliest opportunity to prevent rent arrears increasing.

In order to get to know your Housing Officer better, we will be holding a meet and greet at Gibraltar House in the resident living room. This will be held on **23<sup>rd</sup> April from 10am until 1pm**. So please feel free to come along for a cuppa, meet with your housing officer, and take the opportunity to speak with them about any housing matter.



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Latest News and Bulletin Updates

## Rent for 2025-2026

In line with the Ministry of Housing's guidance on rent for social housing, it was announced that rents within the social housing sector will increase for 2025/26. Generally, rents are increased in line with the Consumer Price Index (CPI) plus 1% with CPI being taken from the September prior to the rental increase, in this case CPI for September 2024 was 1.7% therefore rents will increase by 2.7%

These changes will be taking effect on the week commencing 7 April 2025 and will remain the same until the week ending 5 April 2026.

If you pay a service charge you will have noticed that we have provided separate costing for each element of your service charge, such as caretaking or electricity. This is to give you transparency, showing exactly what you're being charged for each item. These too have been increased by CPI+1%.

In addition, in 2024 we conducted a consultation on Grounds Maintenance and the service charge relating to this. Therefore, if you reside in a flat that has Grounds Maintenance requirements, from April 2025, you will notice a weekly service charge for this.

As per the consultation outcomes, this is being charged at 50% of the annual charge whilst we introduce and monitor the new rotas.

Individual rent increase letters are issued in the first week of March annually advising of these changes. If you do not receive yours, call us on [01277 312500](tel:01277312500).

If you have any difficulties paying your rent, contact the Estates Management Team on [01277312500](tel:01277312500) or [estates.management@brentwood.gov.uk](mailto:estates.management@brentwood.gov.uk).



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## Housing Community Days

You may remember back in September we held a community day at our properties in Woodlands Avenue. Numerous Officers from the Housing team along with operatives from Axis all set to work to help improve the blocks.

Across 7 blocks we focussed on internal and external cleaning, bulk waste clearance and shed clearance and allocation. The aim of the day was to improve the communal areas and give residents a nice place to live.

As this was such a success and we received positive feedback from the event, we would really like to hold some more days like that in the warmer months.

We would like to hear from you....would you like to have a community day in your area? What tasks would you like to see done?

Please email in your suggestions to us on [housing@brentwood.gov.uk](mailto:housing@brentwood.gov.uk) or give us a call on 01277 312500.



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## Useful contact details:

- Resident Involvement, Brentwood Council Email: [Housing@brentwood.gov.uk](mailto:Housing@brentwood.gov.uk)
- Brentwood Borough Council Tel: 01277 312 500 or online [www.brentwood.gov.uk](http://www.brentwood.gov.uk)
- If you are unable to find an email address for a particular service department, or if you are unsure to whom your email should be addressed, then please send your email to our enquiries team at the following address: Email: [enquiries@brentwood.gov.uk](mailto:enquiries@brentwood.gov.uk)
- To log general enquiries, use the above contact details. Please ensure you note down your reference number for each enquiry, if they are ongoing cases ensure you quote your reference when contacting customer services.
- Tenancy & Estate Management Email: [estates.management@brentwood.gov.uk](mailto:estates.management@brentwood.gov.uk)
- Repairs Axis Europe Tel: 01277 312 500 Option 2 > Option 2 > Option 1 Email: [brentwoodrepairs@axiseurope.com](mailto:brentwoodrepairs@axiseurope.com)
- Essex Country Council [www.essex.gov.uk](http://www.essex.gov.uk)
- Essex Police <https://www.essex.police.uk/Non-Emergency> 101
- Mental health crisis team NHS Tel: 111, option 2.



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[Get Involved!](#)  
[Have your say!](#)

Report a repair  
01277 312 500  
Option 2 > Option 2  
> Option 1

[Report ASB in a](#)  
[Council property](#)