

# Fairer Charging

What does it mean for you?



Fairer Charging will only affect you if you live in an Origin Housing scheme that receives funding through Supporting People and your home has been let to you permanently or on a long-term basis.

## What is Fairer Charging?

Fairer Charging is a government policy that was introduced in October 2003. The policy explains how councils work out the amount adults should pay towards the cost of support services they receive.

Fairer Charging is a government requirement, but it is up to individual councils to decide the terms of their own means testing.

When you move into your new home, your support worker or scheme manager will help you look into whether Fairer Charging applies to you.

## Will I have to pay?

You will **not have** to pay if you are in the receipt of the following:

- housing benefit;
- income support or pension credit.

You will **have** to pay if your savings are over £21,000, although some councils have lower thresholds than this.

If you are not in receipt of housing benefit, income support or pension credit, the council will carry out a financial assessment to work out how much (if anything) you will have to contribute to your support charge.

You do not have to be financially assessed if you do not want to be. However if you choose not to be assessed, you will have to pay the full cost of your support charge.

## What will the financial assessment look at?

The financial assessment will be based on your income, savings and expenses. This will **exclude** any earnings from employment, the Mobility Component of the Disability Living Allowance, the higher rate of Attendance Allowance and Disability Allowance. Your partner or spouse's income and expenses will be disregarded, but any joint savings you have will be taken into account.

Once assessed, your weekly income will be compared to a standard amount set by the government (which is increased every year). If your income is higher than the standard amount, you will **have** to make a contribution towards the cost of your support. If your income is lower than the standard amount, you will **not have** to pay towards your support.

## When do I find out what I have to pay?

When the financial assessment has been completed, the council will notify you by letter. The letter will tell you:

- how much you have to pay;
- when to pay;
- how to pay;
- how the payment was worked out.

## What if I disagree with the assessment or I want further information?

If you don't agree with the outcome of the assessment, you have the right to appeal. Your support worker or scheme manager will help you with this.

Otherwise, you can get advice from the Citizens Advice Bureau, Age Concern or another advice agency.

## What happens if I don't pay?

It is your responsibility to ensure that rent, service and support charges are paid in full to Origin Housing. If you start getting behind with any of your payments, you must contact your scheme manager or housing officer to arrange a payment plan.

## Additional information

If you want to know more about the Supporting People programme, please ask a member of staff for a leaflet.

# If you need 'Fairer Charging' translated, in large print, on tape, or in Braille, please the Contact Centre (0800 040 7879), your area office, estate officer, support worker or scheme manager.

إذا أردت ورقة 'تقاضي الرسوم بإنصاف أكثر' ('Fairer charging') بالأحرف الطباعية الكبيرة، أو على شريط كاسيت، أو بطريقة برايل للمكفوفين، يرجى الاتصال بمركز الاتصالات على الرقم (0800 040 7879)، أو بمكتب المنطقة أو بالموظف المسؤول عن العقارات أو بموظف الدعم أو بمدير المشروع.

Arabic

যদি 'ফেয়ারচার্জিং' ('Fairer charging') আপনার জন্য অনুবাদ, বড়ো ছাপার অক্ষর, টেপ অথবা ব্রেইলে প্রয়োজন হয় তাহলে কন্টাক্ট সেন্টার (0800 040 7879) আপনার এনিয়্যা অফিস, এস্টেট অফিসার, সাপোর্ট ওয়ার্কার অথবা স্কিম ম্যানেজারকে অনুগ্রহ করে যোগাযোগ করুন।

Bengali

如果你需要《更公平的收費辦法》('Fairer charging')的中文翻譯版本、大字體版本、錄音帶版本或盲人點字版本，請致電0800 040 7879，聯絡聯絡中心 (Contact Centre)、地區辦事處、屋苑職員、支援人員或計劃經理。

Cantonese

Εάν χρειάζεστε το «Πιο δίκαιη χρέωση» ('Fairer charging') σε μετάφραση, σε εκτύπωση με μεγάλους χαρακτήρες, σε κασέτα ή σε γραφή Μπράι, παρακαλούμε να επικοινωνήσετε με το Κέντρο Επικοινωνιών (0800 040 7879), το τοπικό σας γραφείο, τον προϊστάμενο συγκροτήματος, τον υπεύθυνο υποστήριξης ή τον διευθυντή προγράμματος.

Greek

ئەگەر دەتەوێت ئەم نووسراوەی کرێیەکە گونجاوتر ('Fairer charging') بە تەرجومە کرۆوی، بە چاپی بیینی گەورە، لەسەر شریت یان بە بریل (شێوازی نووسینی نابینا) بۆت نابین بکریت، تکایە پەیوەندی بکە بە سەنتەری پەیوەندیکردن (0800 040 7879)، ئۆفیسێ خانووبەردی ناوچەکەت، کارمەندی گەڕەکەکەت، کارمەندی پشتگیری یاخود بە پەیوەندی بێناکە.

Kurdish

Haddii aad u baahan tahay in Dallacaad ka sii xaqsan ('Fairer charging') lagu turjimo, daabacad far waa-weyn, jacal, ama farta indhoolaha Braille, fadlan la xiriiir Xarunta Xiriiridda (Contact Centre) 0800 040 7879, xafiiska degaankaaga, sarkaalka xaafaddaada, hawlwadeenka taageerida ama maareeyaha nidaamka.

Somali

Si quiere recibir el folleto "Cobros más justos" ('Fairer charging') traducido, en letra grande, cinta de audio o braille, llame al Centro de Contactos al número 0800 040 7879, o contacte con su oficina de la zona, funcionario de la urbanización, trabajador de apoyo o director del programa.

Spanish

Daha adil ücret talebi 'Fairer charging' dökümanının tercüme edilmiş, büyük puntolarla, kasette veya Braille ile (görmeyenler için) yazılmış bir nüshasına ihtiyacınız varsa, lütfen İlişki Merkezi (0800 040 7879), yönetinizdeki daire, site memuru, destek memuru ya da proje yöneticinizle temas kurun.

Turkish

یہ کتابچہ 'فیئر چارجنگ' ('Fairer charging') اگر آپ کو ترجمہ، بڑے حروف کی چھپائی، سننے والی ٹیپ یا بریل میں درکار ہو تو براہ مہربانی سیکٹ سینٹر سے فون نمبر (0800 040 7879) پر یا اپنے ایریا آفس، ایسیسٹ افسر، سپورٹ ورکر یا اسکیم مینیجر سے رابطہ کریں۔

Urdu



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