

Supported Living



Name
Address
Postcode

Please ask

Direct line: 0300 123 4000

E-mail: Housing.feedback@baberghmidsuffolk.gov.uk

Please reply to: Hadleigh office (address below)

Date

Dear NAME OF TENANT,

THE RENTAL EXCHANGE

I am writing to explain an exciting new project which we are offering our tenants.

Social housing tenants can sometimes struggle to get affordable loans, a mortgage and credit cards or to open bank accounts; often because they do not have a credit history. If you want to buy something on credit, then it helps considerably if you have a good credit history (a track record of paying off credit agreements). Companies use credit history to assess your creditworthiness before making a lending decision.

Having a good credit history also helps to provide proof of your identity, and where you live and have lived before. This can help you access a range of goods and services online, including getting the best deals on mobile phones, TV and broadband packages and car insurance.

Homeowners with a mortgage have their mortgage payment history count towards their credit history and we strongly believe that your rent payment history should be used in the same way, to help you access more affordable credit.

We have teamed up with Big Issues Invest, part of the well-known Big Issues Group and Experian to take part in the Rental Exchange. The Rental Exchange is a way to strengthen your credit report without you needing to take on new credit. The scheme enables us to share details about the rent you pay with Experian on a monthly basis. This is then included in your credit report, meaning you will then be recognised for paying your rent on time.

What do I need to do?

You don't need to do anything. We will share your tenancy information with Experian, including your track record for paying your rent and service charges to us, unless you tell us not to. We understand that in some circumstances there may be rent arrears, where this is the case we will work with you to address it. Paying your rent on time could help you access cheaper goods and services in the future.

Independent research among social housing tenants shows there is wide support for the Rental Exchange. The key benefits are proof of financial reliability, access to cheaper credit and automated evidence of identity and proof of address.

Not only will we be able to work with you more closely to manage your existing tenancy agreement, your track record as a tenant will enable Experian to use the information supplied to them in the future to assist other landlords and organisation to:

- Assess and manage any new tenancy agreements you may enter into;
- Assess your financial standing to provide you with suitable products and services;
- Manage any accounts that you may already hold, for example reviewing suitable products or adjusting your current product in light of your current circumstances;
- Contact you in relation to any accounts you may have and recovering debts that you may owe;
- Verify your identity and address to help them make decisions about services they offer;
- Help prevent crime, fraud and money laundering

We, and Experian, will ensure that your information is treated in accordance with the Data Protection Act so you can have peace of mind that it will be kept secure and confidential and **your information will not be used for marketing purposes.**

If you'd like further information about the Rental Exchange, you can visit: www.experian.co.uk/rental-exchange

If you would like advice on how to improve your credit history, you can access independent and impartial advice from www.moneyadviceservice.org.uk

If you would prefer not to benefit from the scheme and do not want us to share your tenancy information, you can opt out from the scheme at any time. To do this, please call us on the number at the top of this letter, email us or write to us to tell us you do not want to take part in this scheme.

If we haven't heard from you by (INSERT DATE, GIVING EIGHT WEEK PERIOD), we will work with Rental Exchange and upload the necessary information.

Yours sincerely

Gavin Fisk
Corporate Manager – Income and Tenancy Services