



# Rent Review

## 2026/27

**Have  
your  
say**



**Find Us**  
1271 Argyle Street  
Glasgow  
G3 8TH

### Office Opening Hours

Mon, Tue, Thu & Fri: 10am–12:30pm,  
1:30pm–4pm  
Wed: 10am–12:30pm (Closed afternoon)

### Telephone Opening Hours

Mon–Thu: 9am–12:30pm, 1:30pm–5pm  
Fri: 9am–12:30pm, 1:30pm–4pm  
Wed: 9am–12:30pm (Closed afternoon)

### Call Us

0141 285 7910

\*calls may be recorded for  
training & monitoring  
purposes



## A message from our Chief Executive...

Thank you for taking the time to read our leaflet about the upcoming rent review. We've created this to help explain how we decide what our rents will be each year, and to give you a clearer picture of the factors we consider.



Each year, we review our costs from the past 12 months and forecast our spending for the year ahead - and even further into the future, looking ahead five and twenty years. We consider inflation, particularly the Consumer Price Index (CPI), and our planned investments in your homes such as upgrades to kitchens, bathrooms, and more.

We also have legal obligations to meet, including the installation of smoke and heat alarms, compliance with the Scottish Housing Quality Standard, and working toward net zero targets. Balancing these responsibilities with our commitment to keeping rents as low as possible is a challenge we take seriously. We're proud that our rents remain among the lowest in the West End of Glasgow, but we must ensure they're sufficient to maintain the quality and safety of our homes.

I'm incredibly proud of our staff. Their dedication is reflected not only in our strong performance figures but also in the many compliments we receive from tenants and residents. Everyone at Yorkhill Housing Association is here because we care deeply about our sector and that shows in the work we do.

Over the past year, we've helped hundreds of people live in safe, affordable homes. We've kept our neighbourhood clean and welcoming. And through our Welfare Rights service, we've supported tenants in accessing over £300,000 in additional income. All this while our rents are kept as low as possible.

I hope this leaflet is helpful, and I would urge you to have your say!

A handwritten signature in blue ink, appearing to read 'Tony Mallaghan', written in a fluid, cursive style.

**Tony Mallaghan**  
**Chief Executive**



## Your Rent, Your Home, Your Voice



Yorkhill Housing Association is currently reviewing its budget for the upcoming financial year (2026/27), and part of this process includes looking at the rent we charge for our homes.

We're proud that **our rents remain among the lowest in the West End of Glasgow**, offering excellent value compared to other housing associations in the area, and are significantly lower than the private sector. While we always aim to keep rents as affordable as possible, rising costs, especially due to inflation, mean that an increase is necessary to maintain the quality of our services and homes.

### Balancing Affordability and Investment

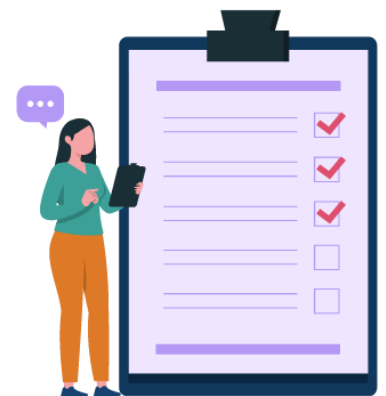
We work hard to strike the right balance between keeping rents fair and continuing to invest in your home. This includes:

- Replacing kitchens and bathrooms
- Improving energy efficiency to help reduce your bills
- Providing stair cleaning and welfare/money advice services
- A new Estate Caretaker service which has improved the look and feel of our community

### We Want to Hear From You

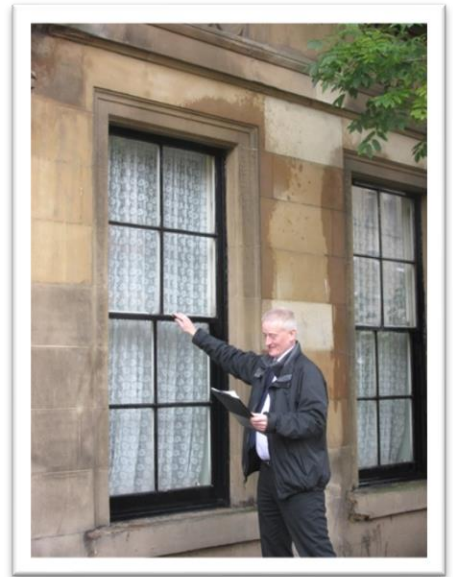
In this leaflet we will explain how we calculate our rents, and why we need to increase them each year. Please take a read and have your say! Our Management Committee and Senior Management Team will read every response before making our final decision.

You can complete the form at the end of this leaflet, or you can complete the form online at [www.yorkhillha.org](http://www.yorkhillha.org). All responses will be entered into a prize draw – **two lucky tenants will win a £30 shopping voucher!**



### Last year at a glance

The last financial year has been successful for the Association. We made good progress with window replacements in Argyle Street which have been desperately needed for a few years. These flats are B and C listed buildings, which caused some issues with obtaining planning permission. Now these are installed tenants report improvements in noise, and some heat retention already despite the weather being relatively warm recently. This replacement programme will have a massive impact on tenant's wellbeing from a personal and financial perspective.



We have continued to modernise and strengthen our processes. You may remember from last year's rent review we implemented a new Estate Caretaker service. Zoltan and Gerry have been receiving compliments on their work, with the area being well looked after. James has also joined us recently. **If you see them about say hello!**

Tenants can now save money on their bills through **Housing Perks**. All tenants can sign up using their rent account number (found at the top of the letter attached to this leaflet). By purchasing gift cards for less than their value you can save money.

Get 9% off at Primark, 4% off at supermarkets, 11% off at Starbucks, 5% off at Ticketmaster and much more! Scan the code on the right to find out more! If you need help setting this up please contact the office!



### Rent Comparison & Affordability

The affordability of our rents is a very high priority for the Association. Each year we compare our rents against an average of social rents in Scotland, and with other housing associations in the local area. We also use benchmarking tools to check how our rents would compare to the private market and with Housing Benefit and Universal Credit caps.

We also take into account the opinion of our tenants. Every year we ask tenants for their opinion on their rents, how affordable it is, and if they agree with our proposed options for rents going forward.

The responses to these surveys are discussed by Management Committee members and **every response is read**. The Committee takes all this information into account when deciding what our rents will be for the forthcoming year.

From the responses to this survey last year nearly 97% of tenants felt their rent was good value for money, and 93.5% felt their rent was affordable.

Below is a comparison of our average weekly rents (at 31<sup>st</sup> March 2025) with some neighbouring housing associations, and the Scottish average. Our rent was increased by the lowest amount last year, and compares well against other organisations.

|                  | Last Year's Increase | 1apt   | 2apt   | 3apt    | 4apt    | 5apt    |
|------------------|----------------------|--------|--------|---------|---------|---------|
| Yorkhill         | 3.5%                 | £76.66 | £90.36 | £98.65  | £110.59 | £114.96 |
| Maryhill         | 5.0%                 | £82.92 | £94.85 | £100.91 | £104.48 | £109.47 |
| Partick          | 4.0%                 | £67.16 | £89.40 | £100.60 | £121.25 | £135.22 |
| Whiteinch & Scot | 5.5%                 | £92.38 | £98.41 | £103.82 | £119.08 | £127.28 |
| Glasgow West     | 4.9%                 | £70.67 | £94.73 | £112.98 | £133.56 | £142.10 |
| Scottish Average | 4.68%                | £87.12 | £93.27 | £96.00  | £104.51 | £115.58 |



### Our Performance

Below is a snapshot of some other performance indicators for the last year. Our performance is good, and we report this in a set format to the Scottish Housing Regulator each year in a process known as the Annual Return on the Charter.

|                                                   |                  |
|---------------------------------------------------|------------------|
| Average time to repair a non-emergency repair     | <b>2.2 days</b>  |
| Average time to repair an emergency repair        | <b>1.6 hours</b> |
| Average time to re-let an empty property          | <b>5.68 days</b> |
| Average time taken to complete an adaptation      | <b>52.8 days</b> |
| Gross rent arrears at 31 <sup>st</sup> March 2025 | <b>4.55%</b>     |
| Number of homes abandoned in 2024/25              | <b>1</b>         |
| Number of empty homes let in 2024/25              | <b>40</b>        |

The Scottish Housing Regulator told us that they are satisfied with our work, and they do not require any further engagement with us, other than the normal annual submissions.

One of these annual submissions is the Annual Assurance Statement. While the actual statement briefly details the Management Committee are assured we are meeting the Regulator's 'Regulatory Requirements', the background work to this process is substantial. We take a high priority in ensuring our Management Committee are happy with our work.

We are happy with this process, and with our performance in the last year. We hope that this also gives our tenants and residents some assurances that we are doing our best for their interests!



### Satisfaction Details

We are pleased to retain high satisfaction with our services over the past year. Over 91% were satisfied with our overall service, and an impressive 97% were happy with the repairs and maintenance of our homes. We will continue to work hard to maintain and improve these satisfaction scores.

|              |                                                            |              |
|--------------|------------------------------------------------------------|--------------|
| <b>91.7%</b> | satisfied with our overall service                         |              |
|              | satisfied with keeping people informed about our decisions | <b>87.5%</b> |
| <b>87.5%</b> | satisfied with opportunities to participate                |              |
|              | satisfied with the standard of their home                  | <b>86.1%</b> |
| <b>97%</b>   | satisfied with the repairs and maintenance service         |              |
|              | satisfied with our contribution to the neighbourhood       | <b>86.1%</b> |
| <b>84.7%</b> | satisfied with their rent's value for money                |              |
|              | satisfied with the factoring service                       | <b>90%</b>   |

### WRO/DMAC Support



We can offer free and independent advice on benefits, money worries, and debt. Our Welfare Rights Officer can help! Alternatively you can contact Drumchapel Money Advice on **0141 944 0507** or **admin@d-mac.org.uk**. If you'd like a referral to either the WRO or DMAC please contact us!



## Tenant Survey

|                                                                                                                                                                                                                                                                                                      |                                   |                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------------------------------------------|
| Do you think your rent represents good value?                                                                                                                                                                                                                                                        | Yes <input type="checkbox"/>      | No <input type="checkbox"/>                                         |
| Do you feel you are provided with enough information on how rental income is used?                                                                                                                                                                                                                   | Yes <input type="checkbox"/>      | No <input type="checkbox"/>                                         |
| Do you feel your rent is affordable?                                                                                                                                                                                                                                                                 | Yes <input type="checkbox"/>      | No <input type="checkbox"/>                                         |
| Which of the proposed rent increases would you prefer? <ul style="list-style-type: none"><li>• <b>Option 1:</b> 7.8% increase followed by potentially two annual CPI+3% increases, then CPI+1%</li><li>• <b>Option 2:</b> 6% followed by potentially CPI+4% over the following three years</li></ul> | Option 1 <input type="checkbox"/> | Option 2 <input type="checkbox"/><br>Other <input type="checkbox"/> |
| Do you have any comments on your rent or the information provided in this leaflet?                                                                                                                                                                                                                   |                                   |                                                                     |

Name:

Address:

|                                                                                                                                                  |                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| Please tick a box if you would like an appointment with our Welfare Rights Officer (WRO), or a referral to Drumchapel Money Advice Centre (DMAC) | WRO <input type="checkbox"/>  |
|                                                                                                                                                  | DMAC <input type="checkbox"/> |

Please now return this form to **Yorkhill Housing Association, 1271 Argyle Street, Glasgow, G3 8TH**. Alternatively you may also email your answers to us at: [administration@yorkhillha.org](mailto:administration@yorkhillha.org), or telephone **0141 285 7910**. You can also complete the form online at [www.yorkhillha.org](http://www.yorkhillha.org).

The deadline for responses is **1<sup>st</sup> December 2025**



...your views are important!