

18<sup>th</sup> November 2019

Title Forename Surname  
Address  
Glasgow  
Postcode

Dear Title Surname

### **PROPOSED RENT INCREASE 2020/21**

Yorkhill Housing Association is currently reviewing its budget for the next financial year, 2020/21, and the rent charge for our homes is part of this review.

We are committed to achieving the best Value for Money we can in every area of our business, and we strive to ensure that all residents can continue to live in safe, modern, and efficient – but ultimately affordable – homes. In order to continue to deliver this ambition we must ensure that we have sufficient income to cover our costs for next year and in the future.

Last year Yorkhill Housing Association tenants enjoyed the lowest average rent charges compared with other housing associations in the West End of Glasgow. We believe that we can sustain the excellent performance we have achieved so far by restricting the rent increase to only the rate of inflation, which is currently **2.1%**. This would mean that your rent would increase from **£X.XX** per month, to approximately **£X.XX** per month from 1<sup>st</sup> April 2020. Please note that these figures include any service charges which you currently pay, and these may be subject to review.

The Association's Management Committee and Senior Management Team would like to hear your views on the proposed rent increase. I have attached a questionnaire which I would appreciate if you could complete and return to me no later than **Monday 2<sup>nd</sup> December 2019** in order for your views to be considered. All returned comments will be entered into a draw and two tenants will receive a £30 shopping voucher.

I have enclosed some information detailing how your rent was spent last year on the back of this letter. If you would like any further information please do not hesitate to contact me on the details below.

Yours sincerely



Grant Kennedy  
**Housing Services Manager**

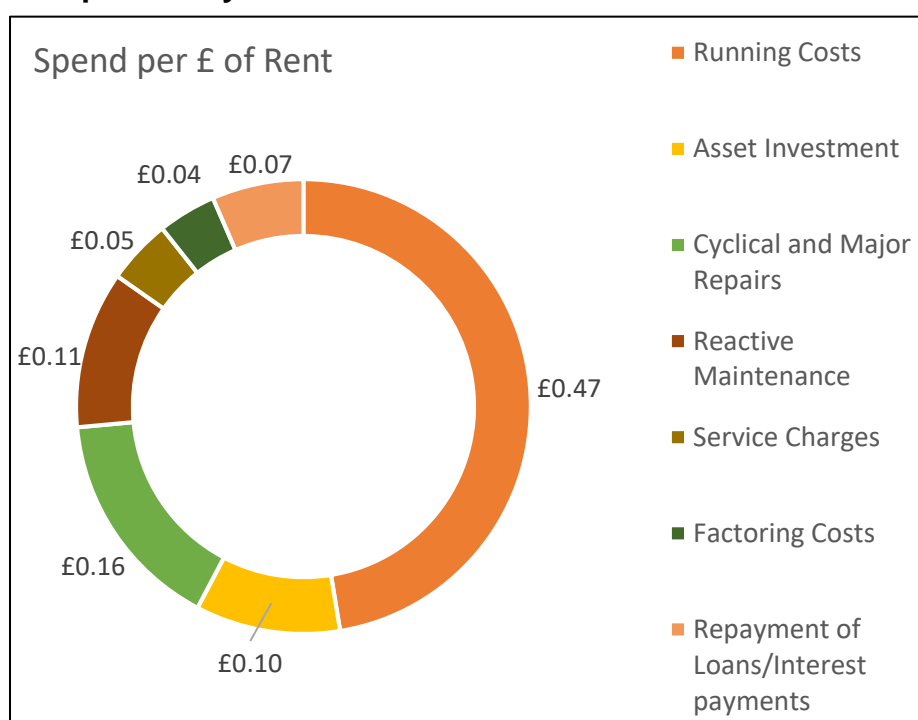
Enc.

## RENT CHARGES

Yorkhill Housing Association's rents are the lowest in the West End of Glasgow. The table below shows the **average** rent charge of our properties compared with those of another four housing associations in the local area in 2019/20:

Association	1apt	2apt	3apt	4apt	5apt	Average
Whiteinch & Scotstoun	£81.12	£88.00	£95.02	£105.93	£118.08	£97.63
Glasgow West	£64.81	£80.45	£88.50	£99.37	£106.93	£88.01
Partick	£58.54	£74.48	£83.36	£97.07	£104.67	£83.62
Charing Cross	£65.38	£71.49	£78.06	£86.17	£96.84	£79.59
Yorkhill	£61.66	£71.95	£81.17	£91.82	£89.42	£79.20

**Achieving excellent Value for Money is crucial. The graph below shows how your rent money was spent last year:**



*Running Costs include staff costs, running our office and other overhead costs.*

*Asset Investment includes replacing bathrooms, kitchens, boilers, windows etc.*

*Cyclical and Major Repairs includes close painting and gas servicing.*

*Reactive Maintenance is routine day-to-day repairs.*

*Service Charges are additional services provided by the association.*

*Factoring Costs cover the associations factoring service to owners.*

*Repayment of Loans includes capital repayment and interest payments.*

**Our tenants tell us that they are very satisfied with our performance. Last year our satisfaction rates were as below:**

Question	% of tenants satisfied
Taking everything into account, how satisfied are you with the overall service from Yorkhill Housing Association?	<b>94%</b>
Do you feel we are good at keeping you informed about services and decisions?	<b>93%</b>
How satisfied are you with opportunities given to residents to participate in decision making processes?	<b>83%</b>
Are you satisfied with the quality of your home?	<b>90%</b>
How satisfied are you with the management of the neighbourhood?	<b>86%</b>
Do you feel the rent for your property represents good value for money?	<b>89%</b>