



Rent Increase 23/24

Tenant Consultation Responses

Background

- **Management Committee Meeting - 24th November 2022**
 - Agreed to consult on 6%
 - Options to be included on various additional services to reduce rent
 - Deadline for responses 7th December 2022
- **Scottish Government legislation**
 - Rent Cap until 31st March 2023
 - Deadline for extension/amendment 14th January 2023
 - 'Possibly before Christmas'
- **Housing Benefit Deadlines**
 - 16th January 2023 – RSLs to confirm to GCC if they can meet the deadline:
 - 27th January 2023 – 1st Deadline – Increases submitted by this date will take effect from 1st April.
 - 28th February 2023 – 2nd Deadline – Increases submitted by this date will take effect from May (however will be backdated to April)
 - YHA will complete by end of February to allow service charge tenders/calculations to be completed.

Background

- 5 year history of YHA Increases & average rent comparison:

Financial Year	Increase
18/19	2.9%
19/20	2.5%
20/21	2.1%
21/22	0%
22/23	4.2%

Housing Association	1apt	2apt	3apt	4apt	5apt
Yorkhill	£65.60	£76.95	£85.17	£96.58	£98.25
Maryhill	£72.45	£83.14	£88.05	£91.89	£101.61
Partick	£58.26	£77.62	£87.52	£105.38	£117.31
Whiteinch & Scots	£81.17	£88.48	£95.39	£105.78	£118.08
Glasgow West	£66.32	£82.15	£95.79	£110.46	£118.60
Scottish Average	£75.95	£81.32	£84.18	£91.48	£100.74

Consultation Details

- 427 tenants consulted

- Deadline for responses 7th December 2022
- Telephone calls made in addition to letters to increase response rate
- 50 responses by 8th December 2022 (57 last year)
- Royal Mail strikes caused some delays

427 tenants consulted
Excludes voids, fair rents, TFFs

25th November 2022

<Name>
<Address>
Glasgow
<Postcode>

Dear <Name>,

PROPOSED RENT INCREASE 2023/24

Yorkhill Housing Association is currently reviewing its budget for the next financial year, 2023/24, and the rent charge for our homes is part of this review.

You may have heard in the news that rents have been frozen by the Scottish Government until 31st March 2023. We would not normally increase your rent until 1st April 2023 therefore this does not affect your rent yet. The Scottish Government will decide in January if housing association rents should be capped or frozen for 2023/24. Until then the Government and Scottish Housing Regulator have advised all housing associations to carry out our normal planning and consultation. We will contact you once the Government has made their decision.

We recognise that the cost of living crisis will have affected our tenants, and everyone's bills will be going up. We are no different and unfortunately in order to maintain our services and continue to invest in our homes we must increase our rents. We will always try to find the right balance between rent affordability and the need to maintain our services and continue investing in our homes. This includes things like replacing kitchens and bathrooms and further improving the energy efficiency of our homes to help limit your energy costs, and to provide services such as stair cleaning and welfare and money advice.

As you know, housing associations are charities which exist to provide good quality homes at affordable rents. We will always do our best to keep your rents as low as possible. Last year Yorkhill Housing Association tenants continued to enjoy among the lowest average rent charges compared with other housing associations in the West End of Glasgow. Our rents are usually lower than other housing associations in the immediate area, and substantially lower than private lets.

When deciding on future rent levels we consider the Consumer Price Index (CPI) figure of inflation as an indication of our likely costs in the forthcoming year. The most recent CPI rate is 11.1% and is expected to rise further in the coming months, taking a number of years to return to normal. We recognise that a rent increase at this rate would be very difficult for our tenants, therefore we are proposing to spread the impact of this high inflation over a number of years.

The Association's Senior Management Team and Management Committee would propose an increase of 6.9% from April 2023, and as this is lower than the rate of inflation it would be necessary for future rent increases to be higher than inflation in order to recover this shortfall. For example if inflation is 3% in 2023 we may increase your rent by 4% from April 2024, however we will review this on an annual basis, and we will continue to consult with our tenants each year.

Details of how this would affect your monthly rent from 1st April 2023 is provided below:

Current Rent	+ 6.9% Increase	Service Charge	New Rent
<Current_Rent>	<Increase_Amount>	<Other_Charges>	<New_Rent>

*Your service charge will be reviewed separately as this reflects the actual costs of providing services such as stair cleaning, heating, lift maintenance etc. If your service charge is £0.00 this will not change.

We would like to hear your views on this rent increase proposal. I have attached a questionnaire which I would appreciate if you could complete and return to me no later than **Wednesday 7th December 2022** in order for your views to be considered. All returned comment forms will be entered into a draw and two tenants will receive a £30 shopping voucher.

If you are struggling to pay your rent, or if you have any money worries, please get in touch as soon as possible. The Association has a Welfare Rights Officer, Claire Findley, who can provide information and support on a range of benefit issues. Alternatively, we can offer a referral to Drumchapel Money Advice Centre for debt or money advice. Both services are free for all tenants. If you would like an appointment for either please contact me as soon as possible.

Some more information on how your rent money is spent is provided on the enclosed leaflet. If you would like any further information please do not hesitate to contact me at this office on 0141 285 7910, or administration@yorkhillha.org

Yours sincerely
G. Kennedy
Grant Kennedy
Housing Services Manager

Enc.

Yorkhill Housing Association

Proposed Increase for 2023-24 Rent Consultation Comments

	Yes	No
1. Do you agree that increases based on inflation rates are fair?		
If not, would you like to comment?		
2. Do you think your rent represents good value?		
If not, would you like to comment?		
3. Do you feel you are provided with enough information on how rental income is used?		
If not, would you like to comment?		
4. Do you feel your rent is affordable?		
If not, would you like to comment?		
5. Would you prefer for services to be cancelled in order to reduce your rent? If so please choose which options:		
<input type="checkbox"/> Stair Cleaning	<input type="checkbox"/> Welfare/Money Advice Services	<input type="checkbox"/> Reduced Kitchen/Bathroom Upgrades
Currently, Cleaning Maintenance (clean each floor). This costs approx. £60,000 per annum (approx. £30pm)	Our advice services cost approx. £21,000 per year (approx. £10pm)	Extending kitchen and bathroom life cycle from 18 to 20 years would save approx. £30,000 (£30pm)
6. Please add any comments which you wish to make:		
7. The Association is currently working on our next business plan. This will set out our plans for the next 3 years and what we are looking to achieve for tenants and the area as a whole.		
We would welcome your feedback on the following questions to help us understand the priorities for tenants. We are planning to invite tenants to meetings to let us know about your priorities for the future, please indicate whether this would be of interest to you?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		

In order to help us plan our services for the next 3 years please select how important each of the following is to you:

Keeping rent charges affordable	Very Important / Fairly Important / Not Important
Ensuring our homes are as energy efficient as possible	Very Important / Fairly Important / Not Important
Having an effective repairs service	Very Important / Fairly Important / Not Important
Helping vulnerable tenants	Very Important / Fairly Important / Not Important
Having a local housing association and committee for the Yorkhill area	Very Important / Fairly Important / Not Important
Allocating our properties quickly and fairly	Very Important / Fairly Important / Not Important

Please hand your completed form to the office or post it using the freepost envelope provided. Alternatively, you can email your responses to: administration@yorkhillha.org

All responses should be received by **Wednesday 7th December 2022**.

We very much appreciate your time in participating in this consultation. All returned comments will be entered into a draw and two tenants will receive a £30 shopping voucher.

Name: _____

Address: _____

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, and the Scottish Average in 2021/22:

Housing Association	1st	2nd	3rd	4th	5th
Yorkhill	£65.60	£76.95	£85.17	£96.58	£98.25
Marshall	£72.45	£83.14	£85.05	£91.89	£101.61
Patric	£58.26	£77.62	£87.52	£105.38	£117.51
Whitburn & Scots	£81.17	£88.48	£95.39	£105.76	£118.68
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Scottish Average	£75.95	£81.32	£84.18	£91.46	£100.74

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 above painting and gas servicing.

Reactive Maintenance is routine day-to-day repairs.

Service Charges are additional services provided by the association.

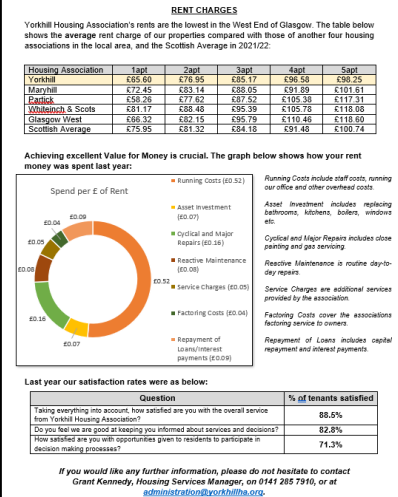
Factoring Costs cover the associations factoring service to owners.

Repayment of Loans includes capital repayment and interest payments.

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?	88.5%
Do you feel we are good at keeping you informed about services and decisions?	82.8%
How satisfied are you with opportunities given to residents to participate in decision making processes?	71.3%

If you would like any further information, please do not hesitate to contact Grant Kennedy, Housing Services Manager, on 0141 285 7910, or at administration@yorkhillha.org.



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25th November 2022

«Name»
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Glasgow
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Dear «Name»,

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Yours sincerely
G. Kennedy
Grant Kennedy
Housing Services Manager

Enc.

Yorkhill
Proposed Increase for

1. Do you agree that increases based on inflation are fair?
If not, would you like to comment?

2. Do you think your rent represents value for money?
If not, would you like to comment?

3. Do you feel you are provided with value for money?
If not, would you like to comment?

4. Do you feel your rent is affordable?
If not, would you like to comment?

5. Would you prefer for services to be provided in a different way?
If so, please specify:

6. Please add any comments which you would like to share with the Association.

7. The Association is currently working on plans for the next 3 years and the 2023/24 financial year. We would welcome your feedback on our plans for the next 3 years and the 2023/24 financial year. To let us know about your priorities would be of interest to you?

In order to help us plan our services for the next 3 years please select how important each of the following is to you:

Keeping rent charges affordable	Very Important / Fairly Important / Not Important
Ensuring our homes are as energy efficient as possible	Very Important / Fairly Important / Not Important
Having an effective repairs service	Very Important / Fairly Important / Not Important
Helping vulnerable tenants	Very Important / Fairly Important / Not Important
Having a local housing association and committee for the Yorkhill area	Very Important / Fairly Important / Not Important
Allocating our properties quickly and fairly	Very Important / Fairly Important / Not Important

Please hand your completed form to the office or post it using the freepost envelope provided. Alternatively, you can email your responses to:
administration@yorkhillha.org

All responses should be received by **Wednesday 7th December 2022**.

We very much appreciate your time in participating in this consultation. All returned comments will be entered into a draw and two tenants will receive a £30 shopping voucher.

Name: _____

Address: _____

Now, the table below shows the four housing

Year	Sept
53	£58.25
55	£101.61
56	£117.51
57	£118.08
58	£118.00
59	£100.74

How your rent

Costs include staff costs, running and other overhead costs.

Investment includes replacing kitchens, boilers, windows

Major repairs includes above and gas servicing

Maintenance is routine day-to-day

Charges are additional services / the association.

Costs cover the association's expenses to tenants

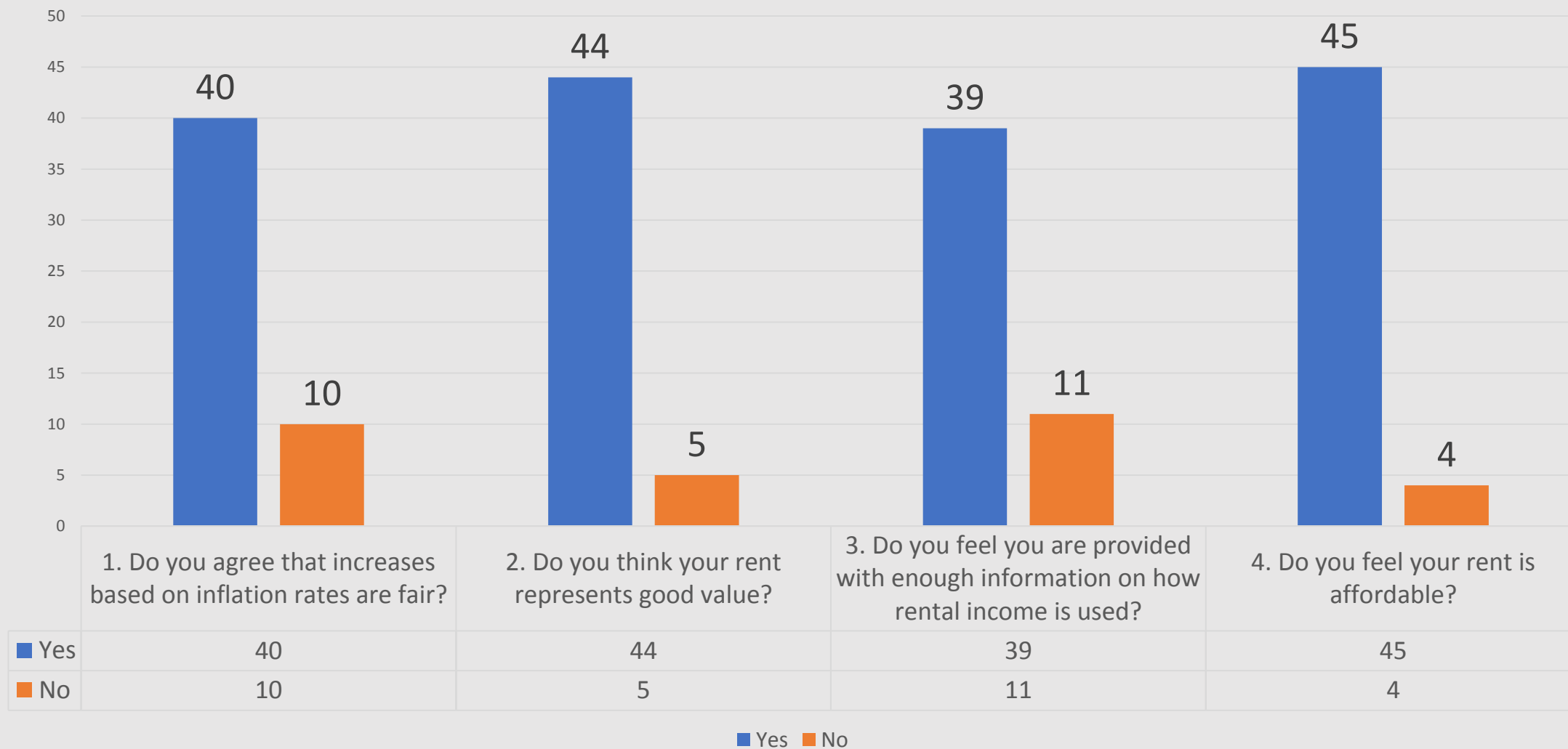
Cost of Loans includes capital and interest payments

Of tenants satisfied

88.5%
82.8%
71.3%

How to contact
0141 285 7910, or at

Responses



**Not all respondents completed each question*



Yes



No

Comments

Do you agree that increases based on inflation rates are fair?

Inflation too high

I'm on a fixed Pension
that doesn't change
with Inflation

Cost of living going up

Wages for people
aren't going up in line
with inflation

Not practical on the
elderly + vulnerable

Cause Yorkhill Housing
dnt do there job right

Most working people are not getting wage rises in line with inflation. Added to the impact of Brexit + cost of living crisis the cost of services/goods many lower paid (generally the largest number of your tenants) are already feeling the increase in monthly expenditure.



Yes



No

Comments

Do you think your rent represents good value?

My experience is positive but not for those in tight budgets who also deserve to live in good neighbourhoods.

Because my home is very cold in the winter

At present level

Ave complaint many of times and nothing has be done abt it!

Comments

Do you feel you are provided with enough information on how rental income is used?

I would like tendering information so I am able to see that the process is fair and cost effective.

Yorkhill Housing Association arnt doing there job

Comments

Do you feel your rent is affordable?



Yes



No



Blank

A work to pay my rent
but nothing happines abt
my complaints

Reliant as I am on council
benefits, I feel this
question is for them!!

Just

Because a home is meant
to keep you warm

For me

Yes however a monthly increase of £30 is
substantial and the idea that future increase
will be large is worrying.

Other Comments

Yorkhill Housing is a very good housing association happy with the service I get. Its just my home is lovely but very cold in the winter.

Freeze rent for present. YHA can afford.

I feel it is necessary to continue the services listed above. Since maintenance & upgrades are important. The Welfare Advice is essential.

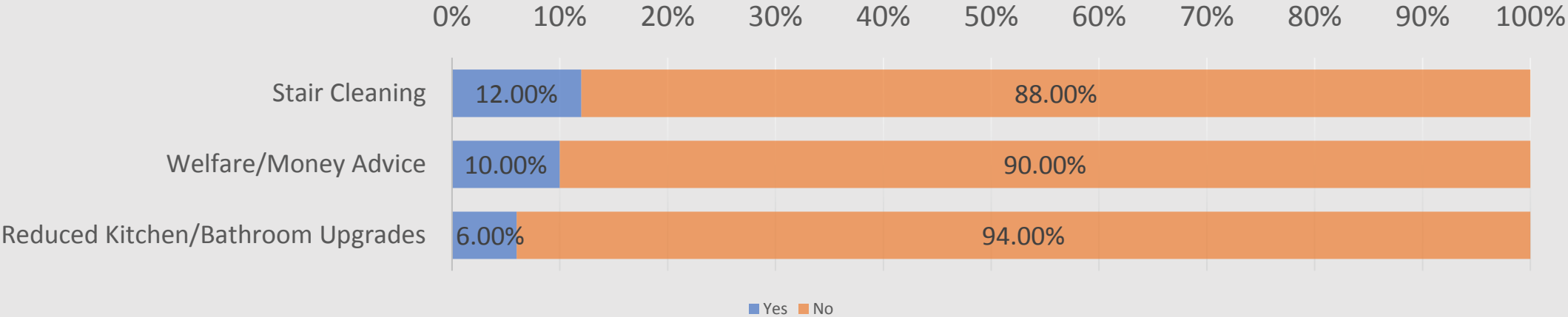
Very happy with service very helpful staff

Have you collated information on tenants i.e. rent arrears, those on benefits, those requiring extra support in the past and the present? Have you considered additional support could be needed for a number who cannot afford the increase? I would like you to continue calling people sporadically so those vulnerable tenants are not left to suffer. If we have vulnerable tenants who will find this proposed increase a strain, we need to think forward and be able to offer support. Better to plan now than later and to identify issues right now. Are there areas where volunteers are required to keep costs down? All the above are important however a fairer way than cutting services much needed by all + mostly by the vulnerable is to find a system under which those who can afford to pay that bit extra do! I understand that this perhaps contravenes policy but it is a fairer approach. Take away from the needy with cuts is not cost effective as later we all pay more to remedy the consequences.

All favourable

I think that the Welfare/Money Advice is very valuable for people such as myself trying to sort out problems re: Benefits, Social Rights etc. This is an area that needs a person aware of the workings of the DWP.

Reduction in Services?



	Stair Cleaning	Welfare/Money Advice	Reduced Kitchen/Bathroom Upgrades
Yes	6	5	3
No	44	45	47
Total	50	50	50

**Not all respondents completed each question*

Rank Importance

In order to help us plan our services for the next 3 years please select how important each of the following is to you:

- *Keeping rent charges affordable*
- *Ensuring our homes are as energy efficient as possible*
- *Having an effective repairs service*
- *Helping vulnerable tenants*
- *Having a local housing association and committee for the Yorkhill area*
- *Allocating our properties quickly and fairly*

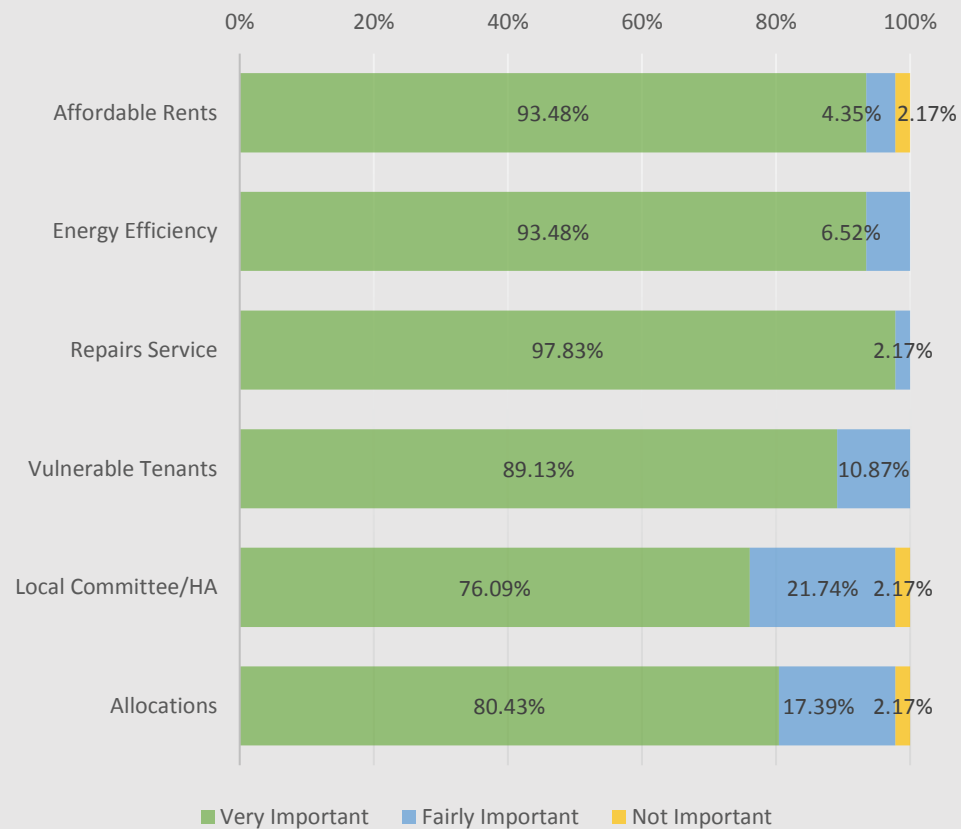
Very Important / Fairly Important / Not Important

Importance of Services

Tenants were asked to rate how important each of these services are:

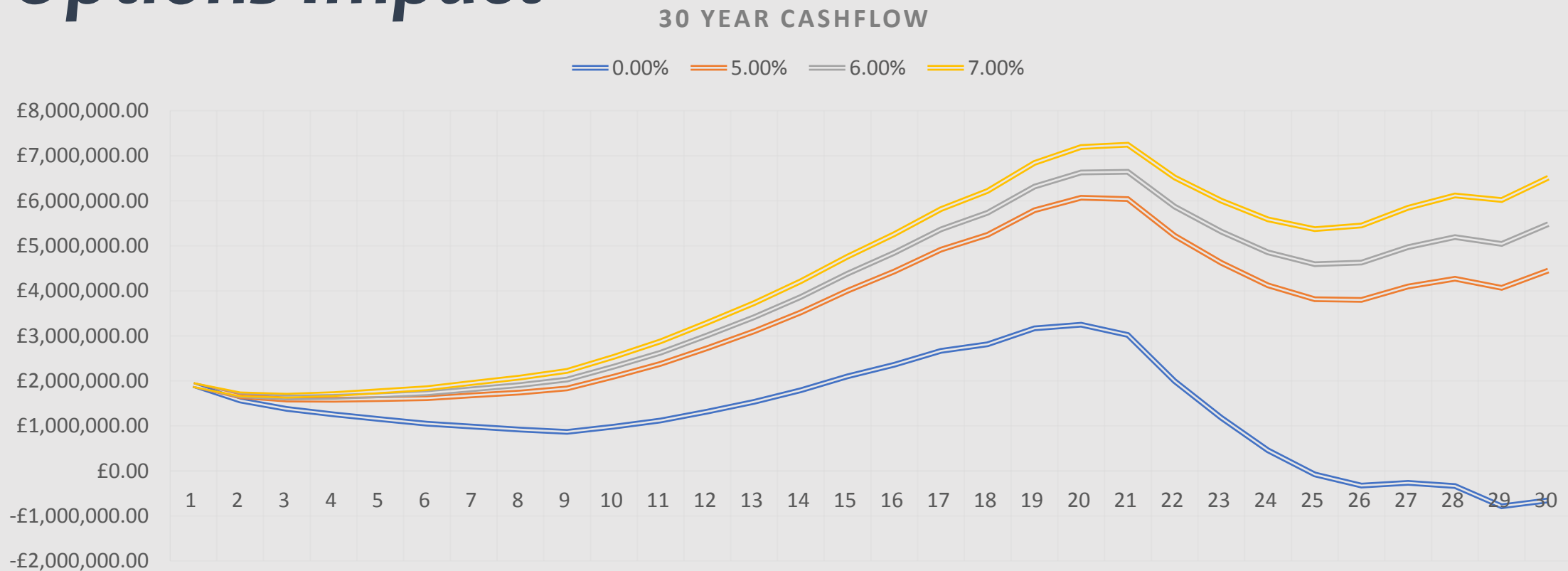
	Affordable Rents	Energy Efficiency	Repairs Service	Vulnerable Tenants	Local Committee /HA	Allocations
Very Important	43	43	45	41	35	37
Fairly Important	2	3	1	5	10	8
Not Important	1	0	0	0	1	1
Total	46	46	46	46	46	46

IMPORTANCE OF SERVICES



**Not all respondents completed each question*

Options Impact



Average Rents by % Increase

	1apt	2apt	3apt	4apt	5apt
Current Average	£68.59	£74.77	£85.82	£97.75	£101.35
5.0%	£72.02	£78.50	£90.11	£102.64	£106.42
6.0%	£72.71	£79.25	£90.97	£103.61	£107.44
7.0%	£73.39	£80.00	£91.83	£104.59	£108.45

Cash at Year 30

0%	-£651,568.64
5%	£4,451,850.24
6%	£5,480,937.30
7%	£6,510,024.36

GWSF Survey Results

The GWSF publishes an RSL survey on rent increases. The latest information is shown below:

- 39 Housing Associations responded
- Ranges from 0%-9%
 - 0% typically considered as a 'recovery action' to potential cap from Scottish Government
- Average proposed increase generally around 5-6% although higher in later submissions

