

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

427 tenants consulted Excludes voids, fair rents, TFFs

- 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

l 25 th November 2022	The Association's Service Management Team and Management Committee would propose an increase of 6.0% from April 2022, and as this is lower than the rate of inflation it would be necessary for than are efficient as to be higher than tradiction in order to excert this similar. For example if inflation is 3% in 2023 we may increase your rest by 4% from April 2024, neght visual will write with this on a mean table, and one will control with our terms and the will write with this on a mean table, and one will control be consult with our terms and the will write with this on a mean table, and one will control be consult with our terms and the mean table.	Yorkhill Housing Association Proposed Increase for 2023-24 Rent Consultation Comments 1. Do you agree that increases based on inflation rates are fair? Yes 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:	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:
«Name» «Address» Glasow	Details of how this would affect your monthly rent from 1 st April 2023 is provided below: Current Rent + 6.0% Increase Service Charge New Rent	If not, would you like to comment?		Housing Association 1 apt 2 apt 3 apt 4 apt S apt Yorkhill £65.60 £76.95 £85.17 £96.53 £99.25 Maryhill £72.45 £83.14 £28.05 £91.89 £101.61
e/Postcode»	Current Rent *0.09 increase service charge new rent «Current_Rent» «Increase_Amount» «Other_Charges»* «New Rent»*	2. Do you think your rent represents good value? If not, would you like to comment?	Keeping rent charges affordable Very Important / Fairly Important / Not Important Ensuring our homes are as energy efficient as Very Important / Fairly Important / Not Important	Bartick £58.26 £77.82 £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
Dear «Name», PROPOSED RENT INCREASE 2023/24	"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 chance.		Possible Very Important / Pairly Important / Not Important Having an effective repairs service Very Important / Not Important / Not Important	Scotlish Average 675.95 681.32 684.18 £91.48 £100.74 Achieving excellent Value for Money is crucial. The graph below shows how your rent
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.	una win no change.	3. Do you feel you are provided with enough information on how rental income is used? If not, would you like to comment?	Helping vulnerable tenants Very Important / Fairly Important / Not Important	money was spent last year: Running Costs (£0.52) Running Costs include staff costs, running
You may have heard in the news that rents have been frozen by the Scottish Government until 31 st March 2023. We would not normally increase your nert until 1 st April 2023 therefore this does not affect your rent vet. The Scottish Government will devide in January if housing	We would like to hear your views on this rent increase proposal. I have attached a questionneire which I would appreciate if you could complete and return to me no later than Wednesday. Th December 2022 in order for your views to be considered. All returned	4. Do you feel your rent is affordable?	Having a local housing association and committee for the Yorkhill area Very Important / Fairly Important / Not Important	Asset Investment Asset Investment includes replacing betwooms, kitchens, bollers, windows
codes riol: andex you here yet: The Socials Coverhiters with decide markets yet industry association rents aloud be capped or frozen for 2023/24. Until then the Government and Sociatsh 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.	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	If not, would you like to comment?	Allocating our properties quickly and fairly Very Important / Fairly Important / Not Important	ED 04 efc. efc. efc. goldcal and Major Repairs (ED 16) goldcal and Major Repairs includes close pointing and gas servicing.
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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	Yours sincerely G. Kernedy	6. Please add any comments which you wish to make:	comments will be entered into a draw and two tenants will receive a £30 shopping voucher.	Last year our satisfaction rates were as below:
than private lets. Were rectaining on than event works we consider the Consumer Price Index (CPI) Spare of Inflation as an indication of our likely costs in the forthcoming year. The most recent OP rate is 11 '16' are a supported in one without in the coming months, halving approximation of years to ternsts. Therefore we are proposing to spread the impact of this high inflation over a number of years.	Gran Konnedy Housing Services Manager Enc.	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 locking to achieve for femants and the state with the state of the set of t	NameAddress	Constitution % of tenants satisfied Taigs emptying the processor 8.6.5% Dep to team any cost its services and decounts 8.6.5% Dep to team any cost its services and decounts 8.7.8% This satisfied as you will be pointed about services and decounts 8.7.8% Totas satisfied as you will be pointed about services and decounts 7.1.3% Statisfied as you would like any further information, please do not healtate to contact Grant Kennely, sciencing Services Banger, on 014 218 57210, or at administration/service/s



Consultation

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 - Deadline for responses
 - Telephone calls made ii
 - 50 responses by 8th De
 - Royal Mail strikes cause

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If not, would you like to comment?					nan
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If not, would you like to comment?					
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 Do you feel you are provided 	with anough information on how	rontal			
income is used?					
If not, would you like to comment?					
4. Do you feel your rent is afford	lable?				
If not, would you like to comment?					
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Yorkhill Housing Asso	ciation's rents ar	RENT CHAP the lowest in		nd of C	lasoow T	he table below
shows the average r						
associations in the lo	cal area, and the	Scottish Avera	ige in 2021	/22:		-
Housing Association	1 1apt	2apt	3apt	_	4apt	Sapt
Yorkhill	£65.60	£76.95	£85.17	_	#apt £96.58	£98.25
Maryhill	£72.45	£83.14	£88.05		£91.89	£101.61
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Glasgow West	£66.32	£82.15	£95.79		£110.46	£118.60
Scottish Average	£75.95	£81.32	£84.18		£91.48	£100.74
Spend per £ o		 Running Cost 	s (£0.52.)			ude staff costs, i r overhead cost
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20.05		Repairs (£0.1	6)	paintir	g and gas a	ervicing.
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	10.1	52				
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£0.16		Factoring Cor	its (£0.04)		ing Costs o	over the associa owners.
				-		
£0.07		 Repayment of Loans/Intere 				oans includes o erest payments.
		payments (£)		repays	ment entry and	erea paymenta.
Last year our satisfa	action rates wer	e as below:				
	Quest	ion			% of ten	ants satisfied
Taking everything into from Yorkhill Housing		ed are you with th	e overall sen	vice	4	38.5%
Do you feel we are on	od at keeping you inf				1	32.8%
	with opportunities give	ven to residents to	participate i	n		71.3%



Consultation Details

- 427 tenants consulted
 - Deadline for responses 7th December 2022
 - Telephone calls made in addition to letters to
 - 50 responses by 8th December 2022 (57 last
 - Royal Mail strikes caused some delays

20° November 2022 *Varies address ad	The Association's Senior Management Team and Management Committee would propose an increase of 6.0% from April 2023, and as this is lower than the rate of inflation it would be been approximately for that are inflored in a senior base of the senior transmission of	Proposed Increase in Proposed Increase in Do you agree that increases If not, would you like to comment? Do you party your rent repress If not, would you like to comment? Do you feel your rent as affort If not, would you like to comment? Do you feel your rent is affort If not, would you like to comment? Do you feel your rent is affort If not, would you like to comment? S. Mould you like to comment? S. Would you greeter for services vicid options _ Star Cleaning
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	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 7010, or administration@yorkhilha.org.	Currently Caledonian Maintenance olean each oloae. This coast approx. 860,000 per ennum (epprox. £3p/m)
Yorkill Houing Association feature contract to only among the lowest average net orlarges compared with other housing association in the kmcellated Glaspoor. Our rests are usually lower than other housing association in the kmcellate area, and substantially lower than private lists. When deciding on future net levels we consider the Consume Privae Indux (CPI) figure of infinition as microlation of unit lay costs in the forthroming year. The notice steel CPI rate is in 11% and is expected to rise further in the coming months, taking a, proptlex cf years to relation to microl. We recording that see into incose and the level cold be very difficult for our how therefore we are proposing to spread the impact of this high inflation over a number of years.	Yours sincerely G. <i>Expandidy</i> Grant Kampady Housing Services Manager Erc.	Please add any comments with a solution of the solution o

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:

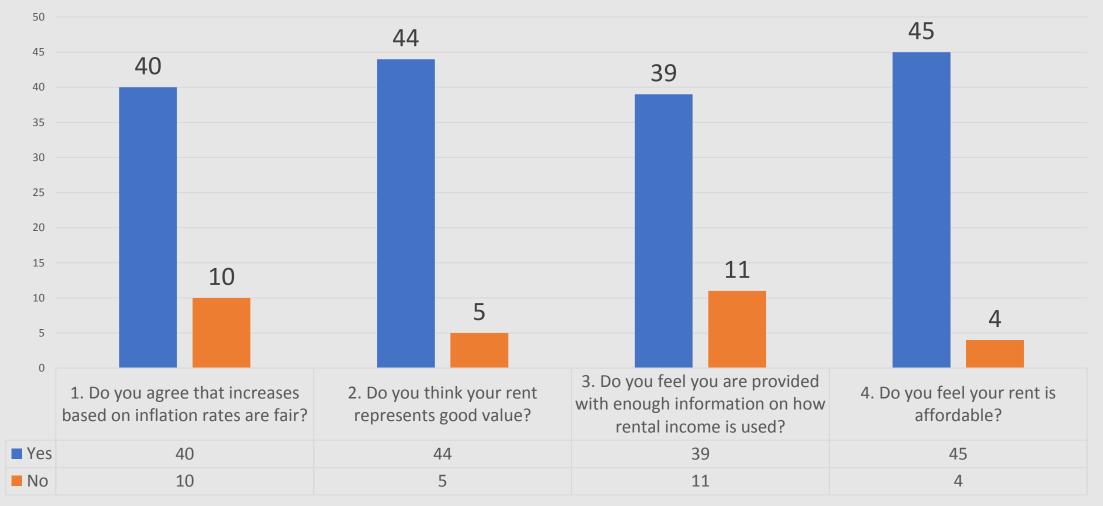
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ants satisfi 88.5% 82.8% 71.3%



Responses



🗖 Yes 📕 No

*Not all respondents completed each question



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



Yes

No



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

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

At present level

Yes

No



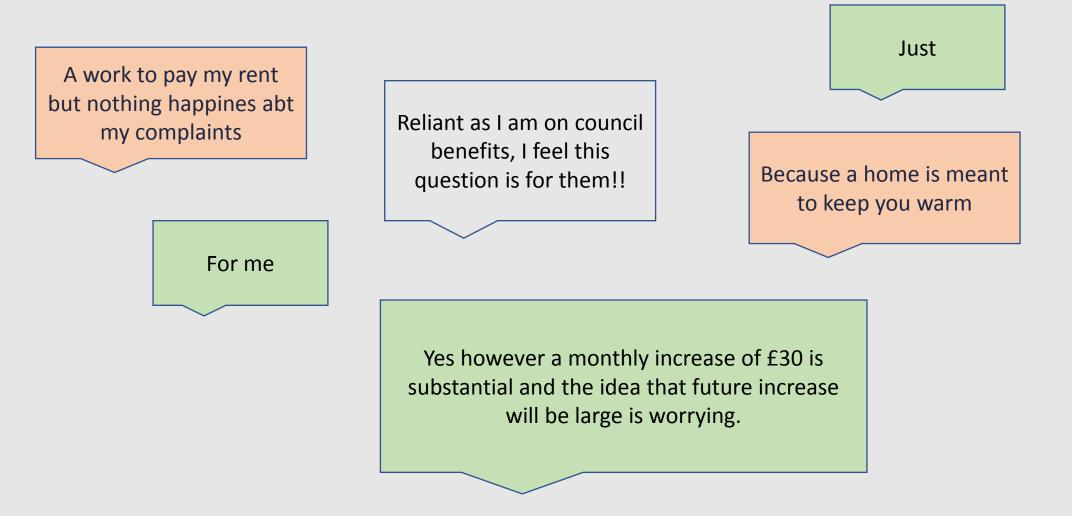
Do you feel you are provided with enough information on how rental income is used?

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 Yes No



Do you feel your rent is affordable?



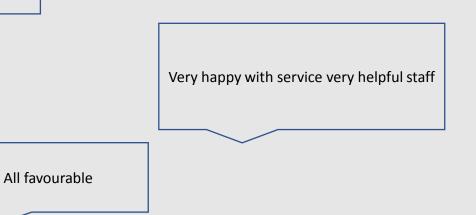
Yes No Blank



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.

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.

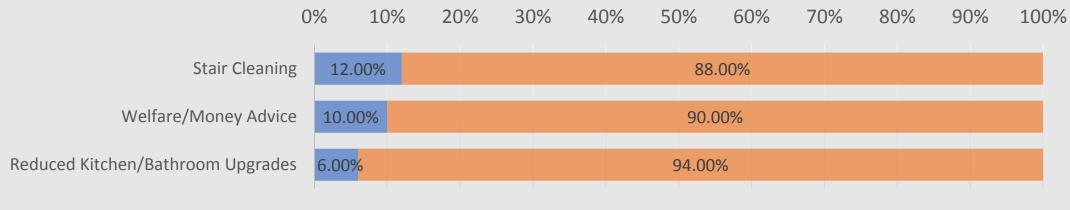


I feel it is necessary to continue the services listed above. Since maintenance & upgrades are important. The Welfare Advice is essential.

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



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

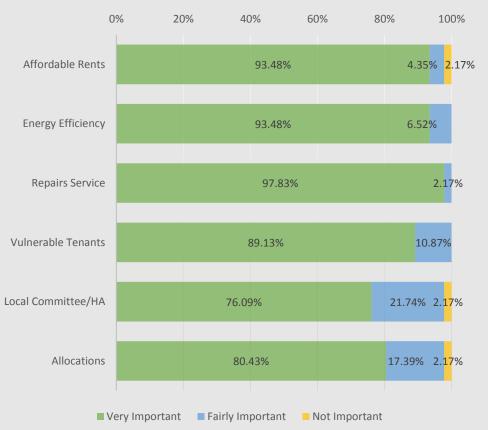


Importance of Services

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

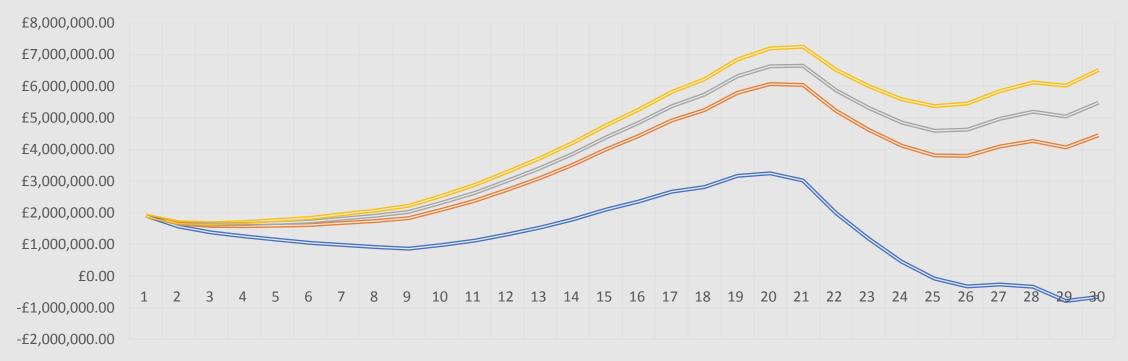




Options Impact

30 YEAR CASHFLOW

—0.00% **—**5.00% **—**6.00% **—**7.00%



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





