



Annual Rent Rise Tenant Consultation

December 2023

The Board is seeking your views on a proposed 6.6% rent increase from 1 April 2024. There is only one increase option proposed this year, as due to the cost-of-living crisis, we know that tenants will want the rent rise to be as low as possible.

The law requires social landlords to consult with their tenants every year at this time on their proposed rent increase. This newsletter is our consultation document.

Win a
£50
ASDA voucher
*see more information
on page 4*

Have your say

We would encourage you to take part in the survey. You can either take part online or by completing the form at the back of this newsletter and returning it to us. Even if your rent is fully paid by Universal Credit or Housing Benefit, it is important that we hear your views.

Once we have your survey returns collated, a report will go to the Board meeting at the end of January 2024 to allow the Board to take your views into account when it makes its final decision on the rent increase. The survey findings will also be fed back to tenants.

The closing date for returning your survey is **Friday 12th January** and there is the chance to win a **£50 Asda Voucher in our prize draw**.

Why does my rent need to increase?

As a Housing Association, it is important that we ensure we have enough money to cover the cost of delivering our services to you and throughout your community. Our costs rise every year, usually by the rate of inflation.

Due to the exceptionally high inflation rates of recent years our costs have risen significantly. Last year we managed to maintain our rent increase below the rate of inflation, in recognition of the difficulties we all face due to the cost of living crisis.

To ensure that we can maintain our services to you, our Board is now consulting with you on a 6.6% rent increase, with effect from 1st April 2024.

Why has inflation been increasing over recent years?

The reasons for this rising inflation are surges in demand for goods and services in the post-covid period, particularly raw materials. It is also as a result of Putin's invasion and subsequent war in Ukraine. Europe was very dependant on Russia's gas;

The war in Ukraine means that European countries no longer want to buy gas from Russia so this has pushed up prices of energy around the world. The impact of all of this has been the cost-of-living crisis which is impacting people on low incomes the most.

How did our rents compare to other landlords in our area last year?

Property Size	Cadder HA 2022/23	Other Local RSLs Average*
1 Bedroom	£85.03	£86.43
2 Bedroom	£91.29	£92.00
3 Bedroom	£104.84	£101.28
4 Bedroom	£118.86	£112.44

*Other local RSLs are Wheatley Homes, Maryhill HA, NG Homes, Queens Cross HA.
Source: Annual Return on the Charter

What would be the impact of a 6.6% increase on Cadder's current average weekly rents?

Property Size	Cadder HA's current Av. weekly rent (2023/24)	6.6% increase per week	Proposed Av. weekly rent for 2024/25
1 Bedroom	£89.18	£5.88	£95.06
2 Bedroom	£95.85	£6.32	£102.17
3 Bedroom	£110.23	£7.28	£117.51
4 Bedroom	£124.81	£8.24	£133.05

What should you do if you have difficulty paying your rent?

It is important that you pay your rent in full and on time to avoid getting into rent arrears. However, if you find you can't afford your rent, we understand times are difficult for a lot of tenants right now and we are here to help and support you. Please contact your Housing Officer as soon as possible if you're not able to pay.

We can support you with budgeting, managing debts or claiming benefits via our Money Advice Service. We also have food bank vouchers so please ask us for them if you need them.

Once we have helped you sort out your finances, we will make an affordable arrangement for you to repay what you owe us.

Main ways to pay your rent



Direct debit:

Call us on 0141 945 3282 to set this up



Online :

Log on to www.allpayments.net and click 'customer services'



Telephone:

Call the office on 0141 945 3282, you will need your debit card



PayPoint:

In PayPoint shops & Post Offices with your AllPay Card. Call us to order a new card.

How do we spend your rent?

Your rent money is the income we use to run the Association. It pays for:

- Investment in your home and estate
- Day to day repairs
- Cyclical (repeating) repairs such as gas checks and gutter cleaning
- Close cleaning, backcourt maintenance and landscaping
- Office and equipment
- Staff salaries and pensions
- Loans we have on your properties
- Insurance costs



How are we investing in your homes?

In the past year we have:

- Completed electrical safety testing to over 240 properties
- Installed 40 new kitchens and 27 new bathrooms
- Replaced 14 central heating boilers
- Carried out hard landscaping back court repairs across the estate, and completed safety related repairs to close entrances
- Carried out 70 common close area Fire Risk Assessments, and 35 asbestos common close area surveys

In the next year we will:

- Complete electrical safety testing to 140 properties
- Install 10 new kitchens and 10 new bathrooms
- Replace 10 central heating boilers
- Carry out 50 domestic asbestos management surveys
- Carry out environmental improvements and repairs to back courts, including repairs to walls, slabbing, fences and steps
- Gutter cleaning programme
- Communal water tank inspection and cleaning, Legionella testing and certification
- Procure long term repairs/estate maintenance contracts to ensure best value



Have your say!



Please either go to our online consultation by scanning the QR code below or following the link - <https://www.surveymonkey.com/r/88CS6WT>



OR

Fill in the details below and return this form to the office.



One lucky tenant will win a £50 shopping voucher (only one entry per tenant will be entered into the draw)

Consultation closes Friday 12th January 2024

Proposal:

To apply a 6.6% rent increase from 1 April 2024.

AGREE

☐

DISAGREE

☐

COMMENTS:

Contact Details:

(Necessary for the prize draw or if you want a member of staff to contact you in response to your comments)

Name:

Address:

Post code:

Telephone Number:

Email: