

Factored Owner Fee and Service Charge Increase Consultation

December 2023

The Board seeks your views on proposed factoring charges increases of 6.6% from 1 April 2024. Your survey returns will be compiled into a report which will be presented to the Board at its January meeting. The Board will take your views into account when making its final decision on the charge increases.

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

How did our factoring fees compare to other landlords in the area last year?

Housing Association	Average annual management fee per factored home 2022/23 (£)
Wheatley Homes	£194.48
Maryhill HA	£178.07
NG Homes	£157.42
Queens Cross HA	£147.45
Cadder HA	£71.22

Source: ARC Return April 2023

Cadder's annual management/admin fees are lower than other associations in the area.

Increase in Annual Management/Admin Fee

House Type	Current Annual Management Fee	6.6% increase	Annual Management Fee from 1 April 2024
Tenement Flat	£132.86	£8.77	£141.63

House Type	Current Annual Admin Fee	6.6% increase	Annual Admin Fee from 1 April 2024
Main Door Property	£23.44	£1.55	£24.99

Service charges will also be increased by 6.6%.

Increase in Service Charges - Tenement Flats

Service Charge	Current Annual Charge	6.6% increase	Annual Charge from 1 April 2024
Close Cleaning	£103.00	£6.80	£109.80
Estate Management	£160.46	£10.59	£171.05

Service Charges - Main Door Properties

Service Charge	Current Annual Charge	6.6% Increase	Annual Charge from 1 April 2024
Estate Management	£82.26	£5.43	£87.69

Going Paperless

We currently send out three quarters of our factoring invoices by post. This is costly and time consuming. In a drive to be more eco-friendly and improve efficiency we want to get to at least 95% of invoices going out by email.

You can send us your email address either by emailing us at enquiry@cadderhousing.co.uk using the subject heading 'factoring invoice' and telling us your name and property address or if you are returning our survey you can add your email address in the box provided.

Have Your Say!

Please tell us your views on the proposed rent increase by going to our online survey by scanning the QR code below or following the link:



<https://www.surveymonkey.com/r/YHSWBWP>

Or filling in the form over the page...



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Telephone: 0141 945 3282

Email: enquiry@cadderhousing.co.uk Website: cadderha.co.uk

Factored Owners Survey - Closing date Friday 12th January 2024

Proposal: To apply a 6.6% fee and service charge increase from 1 April 2024

Agree ☐

Disagree ☐

Comments

Your Details (optional)

Name	
Address	
Post Code	
Telephone	
Email	

Please ensure your survey is returned to us by 12th January 2024