

  
clydebank housing association



## Your choices for next year's rent

### Rent Setting Consultation 2021/2022

We want your views!  
£50 prize draw  
for feedback returned by  
21 January 2021!

For every response  
received we will make a  
donation  
to West Dunbartonshire  
Foodshare

**clydebank housing association**

*"Offering our community more than a home"*

*Our Core Values: • Respectful • Professional • Responsive & Informative • Accountable*

## We want your views



One of the most important considerations for Clydebank Housing Association (CHA) is that we provide services that offer value for money to our customers. CHA believes that Value for Money is:

- Managing our resources to provide quality services and homes to meet the needs of customers and the local community.
- Delivering the right service at the right time at the right cost.
- Planning for and delivering year on year improvements on our services based on customer priorities.
- Getting the most out of our assets and staff by operating efficiently and effectively.

**The closing date for responses is 21 January 2021.**

We aim to keep our rents affordable while managing and maintaining your homes and our estates to an excellent standard. We compare them to other landlords in the area and against the Scottish Average. We also measure how affordable our rents are using the Scottish Federation of Housing Associations rent comparison tool.

**Do you believe your rent offers value for money? You can respond on the feedback slip attached.**

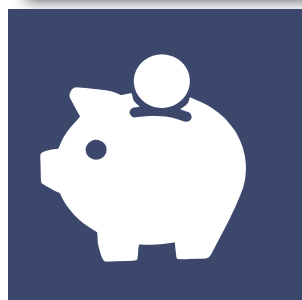
We have the lowest average rents in the area when compared to other Housing Associations, West Dunbartonshire Council and the Scottish Average (see below).

**Average 2019/2020 rents of West Dunbartonshire Housing Associations, the Council and the Scottish Average**

Clydebank HA	Trafalgar HA	Cordale HA	Knowes HA	Dalmuir Park HA
£313.00	£313.34	£369.76	£343.46	£463.75
West Dunbartonshire Council	Bellsmyre HA	Dunbritton HA	Faifley HA	Scottish Average
£346.36	£357.11	£370.93	£368.29	£352.47

(Figures taken from the Scottish Housing Regulator website, 2019/2020 average rents)

## How each £1 of your rent was spent in 2019/2020



	2019/2020
Direct Costs:	
Major Repairs	£0.18
Routine Maintenance	£0.10
Cyclical Maintenance	£0.05
Services	£0.03
<b>Total Direct Maintenance Costs</b>	<b>£0.36</b>
Staff Salaries	£0.20
Office Overheads	£0.06
Interest on Loans	£0.02
Other Activities*	£0.08
Property Insurance	£0.02
General Expenses	£0.02
Bad Debts/Voids	£0.01
(Taken from)/Put into reserves	£0.23
<b>TOTAL</b>	<b>£1.00</b>

## Our previous rent increases

2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021
2.0%	1.7%	1.5%	3.5%	3.0%	2.5%
RPI 1.6%	RPI 1.2%	RPI 2.5%	RPI 4.1%	RPI 2.7%	RPI 2.2%

(RPI = UK December Inflation)

## Current service delivery

We want you to choose from one of the three rent options on page 4 to be applied from 28/03/21.

**All options** will include the current service delivery including:

- Continued delivery of services already provided to our tenants including property maintenance and management
- Access to a dedicated welfare rights service
- Access to various face to face\*\* and online Wider Role activities at our Whitecreek-based regeneration centre, Centre81
- Delivery of planned Major Repairs investment programme (details outlined on the right)
- Delivery of planned cyclical maintenance programme including painter work and electrical testing throughout our stock
- Comprehensive Estate Management service

**All options** include c. £2.3m being spent on maintaining homes including the delivery of our planned Major Repairs programme from 2019/2020 which was delayed due to Covid-19:

- Stone cleaning – 114 properties
- Window renewals – 400 properties
- Common doors – 390 properties
- Kitchen replacements – 55 properties
- Bathroom replacements – 39 properties
- Entry call systems – 104 properties
- Ventilation fans – 28 properties
- Electric boilers – 2 properties
- Gas boilers – 40 properties

A personalised 5 year Major Repairs plan for all properties has been issued to tenants\*\*\*. A copy of these plans can be found on our website <https://www.clydebank-ha.org.uk/maintenance/5-year-plans/>.

There are three options outlined for the rent proposal for 2021/2022 overleaf. Please take a minute to review all options, choose 1 option and give us your views by completing the return slip enclosed or online at [clydebank-ha.org.uk/get-involved/rent-setting](https://www.clydebank-ha.org.uk/get-involved/rent-setting)

\*Tenant Participation/Wider Role/Development

\*\*Subject to Scottish Government restrictions

\*\*\*The Association will do its best to keep to the programme. However, if circumstances beyond our control force us to reschedule any proposed works we will make sure residents are given information about the changes as soon as possible. Please note common works may be subject to owner consultation which may cause delays.

\*\*\*\*Please note that your rent may be more or less than the amount stated as this is based on our average rent. Rents for similar sized properties can vary according to age, amenities, etc.

# Your 3 rent options for 2020/2021

Based on feedback received from our recent Tenant Satisfaction Surveys (including our recent Customer Care during Covid-19 survey) and our recently updated Business Plan 2020-2025, we are pleased to offer you the following 3 options.

## Option 1 - rent increase of 0.7%

(average monthly increase of £2.25 based on an average rent of £321.50\*\*\*\*)

Continued delivery of services already provided to our tenants including property maintenance, management and planned investment in your home (as detailed on page 3)

## Option 2 - rent increase of 1%

(average monthly increase of £3.22 based on an average rent of £321.50\*\*\*\*)

As per option 1 plus a dedicated pot of money set aside for the creation of a digital lending library for tenants

- This would include the provision of devices such as Wi-Fi dongles, tablets and laptops.

This library will be available for all tenants and other household members when they need them.

It is hoped that the library would be extended in the future by accessing available funding streams but this expenditure would kick start this project.

## Option 3 - rent increase of 1.7%

(average monthly increase of £4.50 based on an average rent of £321.50\*\*\*\*)

As per option 1 alongside introducing an Energy Support worker position within the Association would help to support and assist tenants with the following: -

- securing cheaper energy prices
- general energy advice
- help with switching energy providers
- carrying out home energy assessments in your home
- general advice on energy tariffs that are available
- accessing any financial support available
- liaising with energy providers on your behalf

## What do I do now?

We'd be delighted if you could let us know your preferred option by either:

- returning the enclosed feedback slip
- visiting [clydebank-ha.org.uk/get-involved/rent-setting/](http://clydebank-ha.org.uk/get-involved/rent-setting/)
- emailing us at [sinead@clydebank-ha.org.uk](mailto:sinead@clydebank-ha.org.uk)
- calling us with your views on 0141 941 1044

The consultation closing date is Thursday 21 January 2021. All entries received by 5pm on this day will be entered into a prize draw for a £50 grocery voucher. In addition, a donation will be made to West Dunbartonshire Foodshare for each response received.

Your feedback will go to our voluntary Management Committee on 26 January who will make a final decision on the rent increase for 2021/22. We will let you know by personal letter by 28 February and in our March ChitChat.

Participate in as many ways as you wish!

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