

**This leaflet explains what your rent is used for, our average rent charges and details about how we set our rents.**

## What does my rent pay for?

Your rent payment goes towards the following:

- Maintaining and repairing the property
- Managing the property
- Loan repayments
- Buildings insurance

## What is the average rent that you charge?

It depends on the size of the property and what amenities it has. The table below gives averages of rents including service charges (where they are payable) for April 2019 - March 2020. The services we provide are normally communal grass cutting and communal electricity.

Remember that your Council Tax payment is not included in your rent.

Number of bedrooms	Average monthly rent (£)
1	£290.64
2	£307.06
3	£374.92
4+	£454.61

## How often is my rent reviewed?

We review rents yearly on 28 March. The rents usually increase at this time. It would be unusual for no increase to be applied as costs tend to go up, however, we will only ever increase the rents by the amount required to continue to provide the services above.

## How much is my rent increased by each year?

This will depend on the cost of providing our service in the following year.

For your information some of our previous rent increase were as follows:

- 2021/2022 – 0.7%
- 2020/2021 – 2.5%
- 2019/2020 – 3.0%
- 2018/2019 – 3.5%
- 2017/2018 – 1.5%
- 2016/2017 – 1.7%

## How much are service charges?

Service charges are payable for some of our properties. Services include communal garden maintenance and communal electricity (for example close lighting and in some properties, communal window cleaning). We calculate the cost of the services and apply the charge to eligible properties. We review service charges each year on 28 March.

## Will I be consulted?

Yes. We will consult all tenants each year on rent increases and service charges. We usually do this in our newsletter, through individual letters, at tenant conferences (when applicable) and at our annual drop in event. We must take account of what you say.

## Complaints

If you are unhappy with the way you have been treated by staff or the information you have been given you can complain. Please ask for a copy of our Complaints Procedure or pick up a copy of our Making a Complaint leaflet.

## How we spent each £1 of rent money in the year to 31 March 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>

\*Tenant Participation/Wider Role/Development

“Offering our community more than a home”



Please do not hesitate to contact the Rents Team if you need any assistance.

If you or someone you know would like this leaflet in any other format, let us know.

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