



clydebank housing association

YOUR choices for next year's rent

Rent Setting Consultation 2023/2024



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"Offering our community more than a home"

We want your views!
£50 prize draw
for feedback returned by
3rd February 2023!

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

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

A message from our Chief Executive, Lynette Lees

Dear Tenant,

This is the time of year where housing associations are thinking about their budgets for the next financial year, starting in April 2023, and, as a key part of that, we're starting our consultation with tenants on what level of rent is set from April. The law requires us to do this every year.

Between September 2022 and the end of March 2023 all rents, for social housing tenants and for private tenants, have been frozen by the Scottish Government as a result of emergency legislation. This hasn't affected your rent yet, as we only set rents once a year, every March.

In December 2022, the Scottish Government announced that there will be no further rent freeze from April 2023. A rent freeze could have removed more than £200 million of investment from new and existing homes in the social housing sector, and any restriction would have resulted in reductions in vital support services.

Clydebank Housing Association (CHA) is committed to supporting tenants through the current cost-of-living crisis and our staff work tirelessly to reduce poverty across our communities. This support includes the provision of a Welfare Rights service, Tenancy Sustainment support, issuing tenant starter packs, organising and funding community events, developing new homes, successfully bidding for funding to distribute fuel and food vouchers, carry out bike repairs and continue vital support services at Centre81.

How will we set your rent for next year?

After a tough few years, we continue to believe that one of the most important considerations for CHA is that we provide support to tenants and offer services that demonstrate value for money. We aim to keep our rents at an affordable level while managing and maintaining our homes and our estates to a high

standard.

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

The cost-of-living crisis affecting our tenants, and the many inflationary pressures which the association has been facing, make it especially important that our consultation with you finds the right balance between rent affordability and the need to maintain our services and continue investing in our homes. We will always do our best to keep your rents as low as possible.

Finally, we intend to change the date we charge your rent from the 28th of the month to the 1st of the following month (e.g. 28th March rent charge would move to 1st April). This change will not affect the amount that you pay, and your direct debit can still be paid on a date that suits you (subject to payment agreement). We would like your views on this, and a question is included on the feedback slip.

What should you do next?

The information enclosed with this leaflet sets out the options we are considering for next year. We hope you will reply to let us know what you think and for every response received we will make a donation to West Dunbartonshire Foodshare.

If you are worried about paying your rent or require additional support in your tenancy, please get in touch with us straight away, so we can talk about how we can help.

Wishing you all a healthy and happy 2023.

Lynette

Average 2021/2022 rents of West Dunbartonshire Housing Associations, the Council and the Scottish Average

Clydebank HA	Trafalgar HA	Cordale HA	Knowes HA	Dalmuir Park HA
£323.53	£329.94	£375.79	£350.05	£371.97
West Dunbartonshire Council	Caledonia HA	Dunbritton HA	Faifley HA	Scottish Average
£366.43	£367.08	£382.03	£382.11	£392.90

(Figures taken from the Scottish Housing Regulator website. Please note the Scottish Average is calculated by CHA using available Scottish Housing Regulator data)

Our previous rent increases

2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
1.5%	3.5%	3.0%	2.5%	0.7%	1.5%
RPI 2.5%	RPI 4.1%	RPI 2.7%	RPI 2.2%	RPI 1.2%	RPI 7.5%

(RPI = UK December Inflation)

Current service delivery

We want **you** to choose from one of the 3 rent options on page 4 to be applied from 01/04/23.

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 shared Tenancy Sustainment Officer providing assistance in decoration, fuel poverty, community care grants, crisis grants, welfare assistance and food parcels
- Access to a dedicated Welfare Rights service
- Access to various activities at our 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. £3m** being spent on maintaining homes including the delivery of our planned Major Repairs programme from 2019-2022 which have been delayed due to Covid-19 and difficulties in procuring contracts:

- Stone cleaning – 114 properties
- Window renewals – 400 properties
- Common doors – 390 properties
- District heating connection – 46 properties
- Bathroom replacements – 39 properties
- Entry call systems – 104 properties
- Ventilation fans – 28 properties
- Electric boilers – 2 properties
- Gas boilers – 40 properties
- Roof/structural repairs

A personalised 5 year Major Repairs plan for all properties was issued to tenants in 2019 and we will aim to update these in 2023*. A copy of these plans can be found on our website <https://www.clydebank-ha.org.uk/maintenance/5-year-plans/>.

We want your views



There are 3 options outlined for the rent proposal for 2023/2024 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).

The closing date for responses is **3rd February 2023**.

Your 3 rent options for 2023/2024

Based on feedback received from our recent tenant satisfaction survey, we are pleased to offer you the following 3 options. Please note the current RPI level at November 2022 was 14%.

Option 1 - rent increase of 3%

(average monthly increase of £9.71 based on an average rent of £323.53**)

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 4%

(average monthly increase of £12.94 based on an average rent of £323.53**)

As per option 1 plus a dedicated fund of c. £43,380 for additional wellbeing services for tenants including:

- fuel vouchers
- food vouchers
- other support provisions for those who need it

Option 3 - rent increase of 5%

(average monthly increase of £16.18 based on an average rent of £323.53**)

As per option 1 and 2 alongside an additional c. £43,380 (total of £87,660) to expand our welfare rights or our tenancy sustainment services for residents.

What do I do now?

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

- completing the online form at clydebank-ha.org.uk/get-involved/rent-setting/
- returning the enclosed feedback slip
- emailing us at sinead@clydebank-ha.org.uk
- calling us with your views on 0141 941 1044
- contacting our office in person



The consultation closing date is Friday 3rd February. All entries received by 12pm 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 7th February who will make a final decision on the rent increase for 2023/24. We will let you know by personal letter by 28th February and in our March ChitChat.

**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.*

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