

We want your views



The closing date for responses is **26th January 2024.**

We continue to believe that 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.

We aim to keep our rents at an affordable level 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.

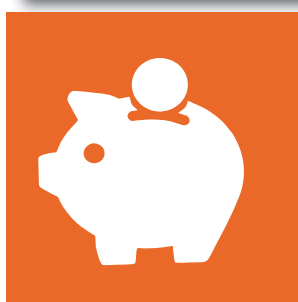
We have the second lowest average rents in the area when compared to other Housing Associations, West Dunbartonshire Council and the Scottish Average (see below).

Average 2022/2023 rents of West Dunbartonshire Housing Associations, the Council and the Scottish Average

Clydebank HA	Trafalgar HA	Cordale HA	Knowes HA	Dalmuir Park HA
£335.10	£329.94	£402.26	£360.71	£378.34
West Dunbartonshire Council	Caledonia HA	Dunbritton HA	Loretto HA	Scottish Average
£366.64	£416.17	£382.03	£430.13	£400.36

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

How each £1 of your rent was spent in 2022/2023



	2022/2023
Direct Costs:	
Major Repairs	£0.32
Routine Maintenance	£0.09
Cyclical Maintenance	£0.09
Services	£0.05
Total Direct Maintenance Costs	£0.55
Staff Salaries	£0.20
Office Overheads	£0.08
Interest on Loans	£0.04
Other Activities*	£0.09
Property Insurance	£0.02
General Expenses	£0.02
Bad Debts/Voids	£0.01
CHA Power Loss (impairment)	£0.02
(Taken from)/Put into reserves	(£0.03)
TOTAL	£1.00

Our previous rent increases

2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
3.5%	3.0%	2.5%	0.7%	1.5%	3.0%
RPI 4.1%	RPI 2.7%	RPI 2.2%	RPI 1.2%	RPI 7.5%	RPI 13.4%

(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 01/04/24.

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 the provision of maintaining and investing in our homes including the delivery of our planned 2024/25 Major Repairs programme.

- Stone cleaning
- Window renewals
- District heating connection (Dumbarton Road)
- 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 2024*. 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 2024/2025 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: www.clydebank-ha.org.uk/get-involved/rent-setting.

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Your 3 rent options for 2024/2025

Based on feedback received from our tenant contact throughout the last year, we are pleased to offer you the following 3 options. Please note the current RPI level at November 2023 was 5.3% (CPI 3.9%).

Option 1 - rent increase of 4.6%

(average monthly increase of £15.39 based on an average rent of £334.61**)

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 5.6%

(average monthly increase of £18.74 based on an average rent of £334.61**)

As per option 1 plus a dedicated fund of c. £74,881 for additional wellbeing services for tenants including:

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

Option 3 - rent increase of 6.6%

(average monthly increase of £22.08 based on an average rent of £334.61**)

As per option 1 and 2 alongside an additional c. £45,913 (total of £120,794) to expand our tenancy sustainment and support services for residents.

Service Charges - We will endeavour to make every effort to ensure that there is no overall increase in service charges for 2024/2025.

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 26th January 2024. 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 30th January who will make a final decision on the rent increase for 2024/25. 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 for 2023/24. Rents for similar sized properties can vary according to age, amenities, etc.*

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