

Rent Consultation

2018/2019



HAVE YOUR SAY

We want your views

- The Rent Setting consultation period will run from **Monday 11 December 2017 until Friday 12 January 2018**.
- We will use the feedback from tenants to report to the Management Board in early February who will decide on the level of rent increase to be applied for 2018/19. Your views and comments along with the Budget and Business Plan will be considered by the Management Board when deciding on the rent increase for 2018/19.
- Your views are important. In the last three years we have listened and changed our initial proposals.
- We will write to advise you of your new rent charge by the end of February.
- Your new rent will apply from 1 April 2018.

WE DO LISTEN

In previous years we have listened to your views when we have increased your rent.

We have managed to continue investment in stock and service.

PREVIOUS RENT INCREASES

| | WHA | Scottish Average |
|---------|-------|------------------|
| 2017/18 | 2% | 2.3% |
| 2016/17 | 1.50% | 1.9% |
| 2015/16 | 2.30% | 2.7% |
| 2014/15 | 0% | 3.6% |



RENT AND SERVICE CHARGE INCREASE FOR 2018/19

Your views are important to us – we would like you to take part in this year’s Rent Consultation and have your say about the proposed Rent Increase.

You have the opportunity to tell us what you think. Your views will be taken into account when we are considering how much this should be – please read this consultation leaflet and then complete the questionnaire. Your name will be entered into a Prize Draw if your questionnaire is completed and received by 12th January 2018.

WHY INCREASE MY RENT?

We need to increase rents so we can invest in our housing stock by making improvements to properties and providing quality repairs. We have to take into account rising costs when doing this while making sure that you, our tenants, are able to afford the rents and are getting value for money.

To do this we are proposing an increase which works out at £3.35 per week on average across all our properties.

WHA COMPARED TO PRIVATE RENTS

| | WHA £ | PRIVATE RENT – ARGYLL AND BUTE £ |
|-----------|----------|-------------------------------------|
| 1 BEDROOM | 74.73 | 96.23 |
| 2 BEDROOM | 87.23 | 119.08 |
| 3 BEDROOM | 96.12 | 150.47 |
| 4 BEDROOM | 113.94 | 226.16 |

VALUE FOR MONEY

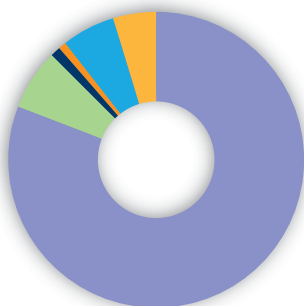
Our recent tenant survey indicated that **70%** of tenants were satisfied that the rent for their property represented good value for money.

WHAT DOES YOUR RENT PAY FOR

- Repairing, maintaining and upgrading your home
- Managing neighbourhoods and Estate Management
- Providing a housing management service
- Financing loans which have been used to fund our maintenance programme and for new properties

INCOME 2016/17

Total £4,270,157



| | |
|--|------------------|
| ■ Rental Income | 3,455,445 |
| ■ Energy Projects and Wider Role | 290,738 |
| ■ Commercial Rents | 41,776 |
| ■ Interest | 40,555 |
| ■ Other Income | 251,107 |
| ■ Release of Provision for Pension Liabilities..... | 190,536 |

HOW DID WE SPEND YOUR RENT THIS YEAR

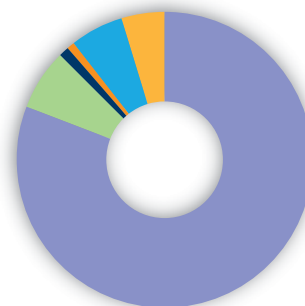
- We upgraded Glenshellach biomass, 54 external doors and 36 heating systems.
- We have been concentrating on improvements on small rural developments and most have had major improvements in the last 10 years.
- External painterwork to 150 properties.
- We have employed our own cyclical plumber to carry out cylinder and solar testing to reduce costs – approx 300 cylinder solar testings.

WHHA COMPARED TO SCOTTISH AVERAGE

Our rent increase agreed in 2016/17 for the next year was below the scottish average of **2.3%**.

EXPENDITURE 2016/17

Total £4,270,157



| | | PER £1 |
|---|------------------|-------------|
| ■ Property Improvements and Depreciation..... | 1,186,352 | 0.28 |
| ■ Surplus/Transfer to Reserves | 912,934 | 0.21 |
| ■ Management/Maintenance/ Office and other Overheads | 900,955 | 0.21 |
| ■ Loan Finance | 535,266 | 0.13 |
| ■ Property Repairs..... | 383,134 | 0.09 |
| ■ Energy Projects and Wider Role | 351,516 | 0.08 |

WHAT ARE WE PLANNING TO DO NEXT YEAR

- Continue with the Planned Maintenance Programme – approx. £1m planned.
- Investment expenditure on kitchens, heating and door works.
- The Scottish Government have set a target called the Energy Efficient Standard for Social Housing (EESH) for all Housing Association landlords to reach 100% compliance by 2020. Currently 95.40% of our properties meet the standard with 31 properties requiring some form of energy efficiency measure installed. We plan to carry out the required works within the next two years.
- We are looking at improving efficiency and Customer Services by using IT more. We are investing in IT and resources to allow us to have more face to face contact with tenants both formal and informal.

HOW TO RESPOND

Post Freepost envelope enclosed (complete and post in freepost envelope)

Email mail@westhighlandha.co.uk
(complete, scan and attach to e mail)

Online – www.westhighlandha.co.uk
(complete questionnaire online)

PLEASE RETURN BY
FRIDAY 12 JANUARY 2018

You will be entered into a prize draw if your questionnaire is completed and returned to us by Friday 12th January 2018

1ST PRIZE – £100 2ND PRIZE – £50

3RD PRIZE – £25

QUESTIONNAIRE

Please read the Rent Consultation Leaflet and then complete this Questionnaire

1. What do you think a fair rent for your property would be per week?
(excluding any Service Charges which you might currently pay)

2. What do you think is important to take into consideration when setting the rent.
Please prioritise with 1 being the most important.

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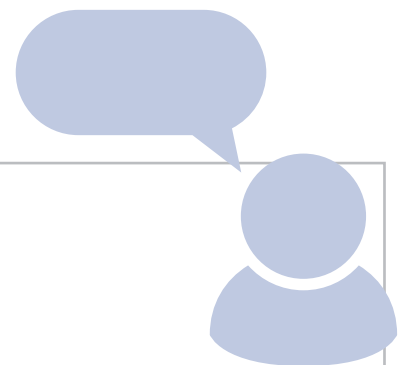
3. Do you think that £3.35 per week is a fair and reasonable rent increase?

4. If you think this is not fair, what do you consider to be a fair and reasonable increase?

5. Would you like to know what your rent increase was going to be for a fixed number of years in advance eg. for the next three years.

6. Would you like to be involved in a working group to discuss the rent setting process?

7. Any other comments?



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