

Rent Consultation

2019/2020



HAVE YOUR SAY

We want your views

Each year we consult with all our tenants regarding the rent increase for future years. We want to keep rents as affordable as possible while still ensuring we have sufficient income to deliver high quality homes and excellent services.

As one of our tenants it is important you have the opportunity to be consulted on decisions which affect you and your family. We are acutely aware of the pressures on family budgets, particularly through the last few years, so as well as ensuring our financial viability, we also try to limit the impact on people as much as possible.

What have we delivered and what does it cost?

In 2017/18, we carried out 2,233 reactive repairs and spent £485k on planned and major repairs.

We replaced/upgraded six kitchens, 12 hot water cylinders, six bathrooms, 12 heating systems and 34 external doors.

This excludes our external painting contracts, gutter cleaning, chimney sweeping, legionella checks and the multitude of other smaller work that goes on.

The costs of improving your home

- Replacing a heating system costs between £3,500 to £10,000 depending on the type.
- Kitchen replacements cost around £4,000. We try to provide more cupboard space for people where we can.
- Bathroom improvements including new bath, toilet and wash hand basin costs £1,200. We also aim to provide showers in all our properties.

Have
your say!



As part of our investment expenditure over the next four years we plan to spend £3,500,000 upgrading properties. Our plans include:

- Improving 86 kitchens
- Improving 163 heating systems
- Providing 369 additional showers

Our plans for the future

We have an approved business plan which sets out how we will invest and maintain our properties over a 30 year period. We plan to invest over £50m in our stock which means every property will benefit on average from more than a £60,000 investment.

In addition, there are other cost pressures we have to take into account. We will have to respond to new fire legislation which we calculate will cost us an additional £500,000 over the next three – five years. We will also need to find additional money for adaptations.

Going forward, the Scottish Government has announced their desire to introduce a new energy standard for all properties in the sector. These proposals mean a further £5m investment in our properties, around £6,000 per property. At the present time we do not have full information about whether this will be supported with new money from the Government nor do we have full information around the timescales, although we would expect it to have an impact in the foreseeable future. All this means we have to be prudent around our long term financial projections.

In order to be able to deliver the investment programme and meet future legislative requirements, we are proposing a rent increase of 2.5% from April 2019.

WE LISTEN

So please tell us what you think

This year we consulted with you on our investment plans. In summary, people were positive in their responses in relation to our overall proposals. We had 87 responses [11% of tenants].

We also asked two questions about our approach to rents.

The first question asked whether people believed rents should be based on the size, type and amenities of the property – just less than 90% of people agreed with this.

The second question asked whether similar properties should have the same rent – more than 80% of people agreed with this proposition.

As a result of this, we are working to make sure, that over the next three years, everyone living in properties of the similar size and type pay the same rent.

We would like your views on the proposed 2.5% rent increase for April 2019. Some of our properties will have a slightly higher increase due to the capping. 2.5% is lower than the increase in previous years.

The table below shows how the consultation results have impacted on the proposals so please return the attached questionnaire.

FINAL RENT INCREASES

| | 2016/17 | 2017/18 | 2018/19 |
|---------------------------|---------|---------|---------|
| CONSULTED | 1.8% | 3% | 4% |
| RPI | 0.8% | 1.9% | 3.9% |
| RESPONSES TO CONSULTATION | 75 | 225 | 44 |
| FINAL INCREASE | 1.5% | 2% | 3% |

HOW TO RESPOND

Post Please complete the questionnaire overleaf. enter your details below and post in the freepost envelope enclosed

Email mail@westhighlandha.co.uk (scan or photograph the completed form and attach to e mail)

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

PLEASE RETURN BY
FRIDAY 11 JANUARY 2019

You will be entered into a prize draw if your questionnaire is completed and returned to us by Friday 12 January 2019

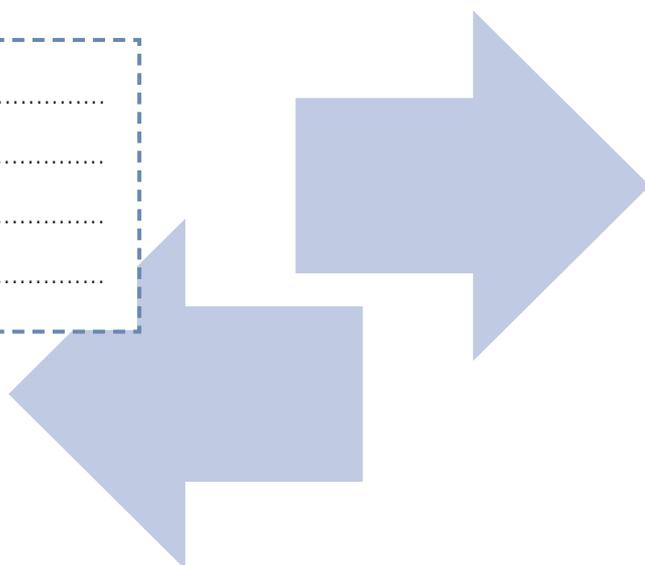
**1ST PRIZE – £100 2ND PRIZE – £50
3RD PRIZE – £25**

Name

Address

.....

.....



QUESTIONNAIRE

Please read the Rent Consultation leaflet and 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 and 5 being the least important.

| Location | Number of bedrooms | Property type eg. flat, house | Other rents in the area | Age of property |
|----------|--------------------|-------------------------------|-------------------------|-----------------|
| | | | | |

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

Yes

No

Don't know

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

£3.00

£2.50

£2.00

£1.00

£0

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

Yes

No

Don't know

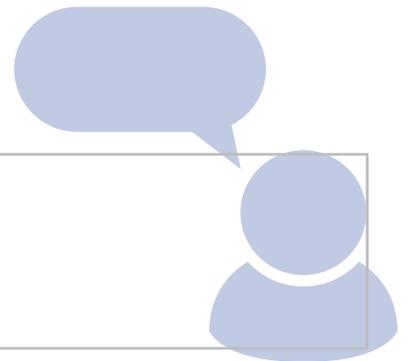
6. Would you like to be involved in a working group to discuss the rent setting process?

Yes

No

Don't know

7. Any other comments?



West Highland Housing Association Ltd

Crannog Lane
Oban PA34 4HB
www.westhighlandha.co.uk

Tel: 01631 566451
0300 323 1170 (freephone)
Email: mail@westhighlandha.co.uk

