

Cunninghame Housing Association

# RENT CONSULTATION

2023/24

November 2022

## HAVE YOUR SAY

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 statutory consultation with tenants on what level of rent is set from April.

You've probably heard that between now 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 the cost-of-living crisis. This has no significant impact on housing associations as we only increase rents once a year, every April.

At this stage we can only assume that housing associations will be free to set their rents, following consultation with tenants, from next April, and getting those consultations under way now is something that both the Scottish Government and Scottish Housing Regulator are keen to see happen.

Ministers have said that they will take into account what rent increases are being consulted on when they make a decision - no later than mid-January - on what the position is to be on social housing rents from April 2023.

## WIN A £30 SHOPPING VOUCHER!

Take part in our consultation and you will be entered into a prize draw. Two lucky winners will receive a £30 shopping voucher.

Closing date 16<sup>th</sup> December 2022.



This newsletter sets out what your rent paid for last year, and our spending plans for the year ahead. We are only providing one option for you to give feedback on as we know it is vitally important to keep the increase to a minimum.



CUNNINGHAME  
HOUSING ASSOCIATION

*More than just a landlord  
Making Our Communities Better Places*

## WHY WE NEED YOUR VIEWS

*The cost-of-living situation affecting our tenants, and the many inflationary pressures which the Association has been facing, make it especially critical that our consultation with you tries to find the right balance between rent affordability and the need to maintain our services and continue investing in our homes.*

This includes things like replacing kitchens and bathrooms, and further improving the energy efficiency of our homes to help limit your energy costs.



Rent Consultation 2023-24

[www.cunninghame-housing.org](http://www.cunninghame-housing.org)

01294 468360

[enquiries@chaltd.org](mailto:enquiries@chaltd.org)

# HOW DO WE SET RENT LEVELS?

*Each year we look at how much rent is needed to continue to provide great services and improve our properties. We try to find the right balance between rent levels and services.*

Our starting point is to look at the September rate of inflation, which was 10.1%. This is higher than it has been for some years. Many of the Association's costs are rising at above inflation, particularly maintenance costs due to ongoing increases in materials.

Our Corporate Plan works on the assumption that rents will increase by a small margin above inflation for the next three years, however we know that the cost-of-living crisis and energy price increases have made this a very difficult year for many of our tenants.

We want to make the rent increase in April as low as possible. **We have worked out that 5% is the lowest rent increase needed so that we can continue with the same services as last year and carry out planned improvements in our properties over the next five years.**

Based on current inflation, a 5% increase is a reduction of almost £900,000 to the Association's income next year alone, with a much more significant impact in the longer term.

To achieve this increase, we have looked for efficiencies to ensure tenants continue to receive value for money services.

Despite industry increases, we have retained pricing levels within our Direct Works repairs service, absorbing material and supply cost increases to minimise cost to tenants. We are also regularly comparing supplier costs to ensure they are as low as possible.

We are also trying to minimise no access for repairs and maintenance as this is an unnecessary cost to tenants. You can help by rearranging appointments that don't suit and letting us know if you won't be in for a scheduled appointment.

The Association's Board of Management will decide on the increase in January 2023, following feedback from tenants.

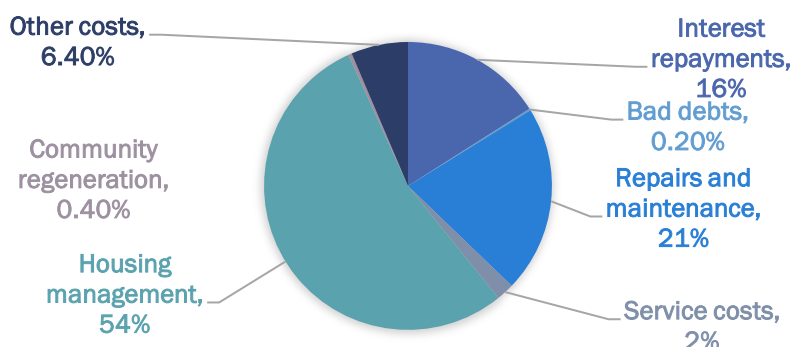
*We are only providing one option as we know it is vitally important to keep the rent increase to a minimum.*

We will write to inform you what your new rent charge will be for 2023/24 at least four weeks in advance of any changes that may be implemented in April 2023.

*We want to make the rent increase in April as low as possible*

If your rent is being periodically increased or reduced as a result of the Association's rent restructure, any rent increase (proposed at 5%) will be added to your rent after the restructure increase or reduction has been applied. The restructure was first implemented in April 2019 and is being phased over up to seven years.

## HOW YOUR RENT IS SPENT:



# WHAT HAVE WE DONE SINCE THE LAST CONSULTATION?



We have continued construction across nine sites and expect to deliver **252 new homes** during 2022/23.



**369 properties** will have benefited from **new kitchens, bathrooms or windows** during 2022/23.



Direct Works carried out **864 emergency** and **2,123 non-emergency repairs** during the first six months of 2022/23.



We restructured our Housing Team to provide **better, more holistic, services** to tenants.



Our Financial Inclusion Service has helped tenants achieve **over £267k in financial gains** during the first six months of 2022/23.

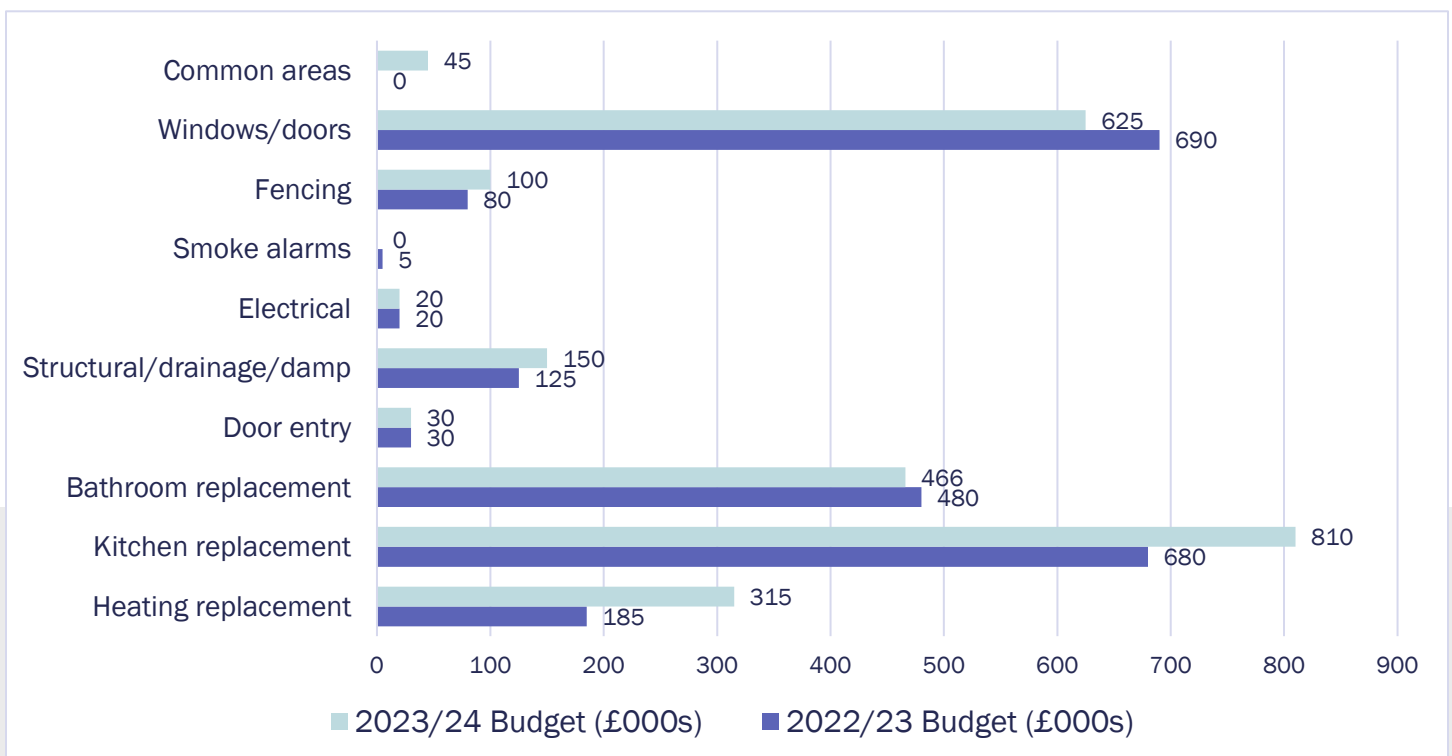


We will have **invested £2.295m in improving CHA homes** during 2022/23 through our programmes of works.

## PLANNED MAINTENANCE

Our planned maintenance programme continues to be a priority. We have installed smoke alarms compliant with new legislation in all our properties. We continue to work on ensuring all properties have an up-to-date electrical fixed wiring safety certificate and have increased compliance in this area to 85%.

In the financial year commencing April 2023, we have allocated funding of £2.561m to upgrade our housing stock. We determine which properties are included on the various programmes based on ongoing stock condition surveys, which are completed on a five-year cycle.



# WHAT DOES A 5% RENT INCREASE MEAN TO YOU?

Our rent structure takes into account house type and size, so the increase will vary depending on your property, and if your rent is being increased or reduced in line with the rent restructure. On average, it will be an increase of £4.96 per week.

We will write to inform you what your new rent charge will be for 2023/24 at least four weeks in advance of any changes that may be implemented in April 2023.

*£4.96  
average  
increase  
per week*

## HOW TO TAKE PART

There are many ways you can take part in the rent consultation for 2022/23. We want to make sure you have your say in the way that is most convenient for you.



### Online

- Scan the QR code
- Visit [www.cunninghame-housing.org](http://www.cunninghame-housing.org)



### By post

- Complete the survey on the back page
- Return in the freepost envelope provided



### Via telephone

- Call 01294 607585
- Staff will complete the survey on your behalf



### In person

- Attend one of our roadshows
- Staff can answer any questions you have
- Feedback forms are available at the event

**Closing date Friday 16<sup>th</sup> December 2022.**

## ROADSHOWS

North Ayrshire		
Woodlands Centre, 16 Kilwinning Road, Irvine, KA12 8RU	28 November 2022	4.00pm – 6.00pm
CHA Quayside Offices, Dock Road, Ardrossan, KA22 8DA	30 November 2022	4.00pm – 6.00pm
Bridgend Community Centre, 17 Bridgend, Kilbirnie, KA25 7DJ	30 November 2022	10.00am – 12.00noon
Garrison House, 2 Clifton Street, Millport, KA28 0AZ	30 November 2022	1.45pm – 3.45pm
East Ayrshire		
North West Area Centre, Western Road, Kilmarnock KA3 1NQ	28 November 2022	1.00pm – 3.00pm
Dumfries & Galloway		
Lockerbie Town Hall, High Street, Lockerbie, DG11 2ES	24 November 2022	10.00am – 12.00noon
Richard Greenhow Centre, Central Avenue, Gretna DG16 5AQ	25 November 2022	10.00am – 12.00noon

# RENT CONSULTATION 2023/24

## FEEDBACK FORM



CUNNINGHAM  
HOUSING ASSOCIATION

*More than just a landlord  
Making Our Communities Better Places*

Name:

Address:

Postcode:

Telephone:

Mobile:

Email:

What age are you?

16-24

25-39

40-54

55-69

70+


Do you receive support towards your rent,  
such as Universal Credit or Housing Benefit?

Yes

☐

No

☐

What do you think the Association's financial priorities should be?

*Please rank these in order, with 1 being the highest priority*

Day to day repairs and maintenance

Planned investment (such as kitchen, bathroom, external door and window replacements)

New housebuilding

Support services to tenants (such as budgeting assistance and income maximisation)

Maintenance of open spaces and communal areas (such as common closes and bin stores)

Wider community regeneration initiatives


What is most important to you when your rent increases annually?

*Please rank these in order, with 1 being the highest priority*

Planned investment in my property

How much support my landlord provides

Can I afford the increase

How well maintained my estate is


Do you need any benefits advice to help  
pay your rent?

Yes


No

Please give any other comments regarding the proposed increase


Please return this form in the  
envelope provided or complete  
the survey using one of the  
other methods listed by 16<sup>th</sup>  
December 2022 for your  
chance to win a £30 shopping  
voucher!

