

# 2024/25 Rent Consultation

November 2023



CUNNINGHAME  
HOUSING ASSOCIATION

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

Cunninghame Housing Association is committed to providing high quality services to meet the needs and aspirations of our tenants. Our Board of Management agrees on rent proposals every year to ensure their viability, and affordability for tenants.

This year continues to present difficult decisions as the cost-of-living crisis continues, although inflation has dropped from the 10.1% it was during rent setting time last year.

We are a registered charity that exists to provide good quality homes at affordable rents, whilst continuing to be a financially viable organisation. In developing this consultation, we have:

- Considered the ongoing effects of the cost-of-living crisis
- Considered the affordability of any increase on you, our tenants
- Included our ongoing commitment to invest money in our houses, your homes
- Considered the impact the increase and other factors will have on our plans for improvement works and our cash position.

## WHY WE NEED YOUR VIEWS

Scan here to  
share 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.

## WIN A £50 SHOPPING VOUCHER!

Take part in our consultation and you will be entered into a prize draw. Two lucky winners will receive a £50 shopping voucher.

**Closing date 22nd December 2023.**



# 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 October rate of inflation, which was 4.6%.

Our Corporate Plan works on the assumption that rents will increase by inflation this year, then 1% above inflation for the following five years.

We have worked out that 4.6% 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.

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

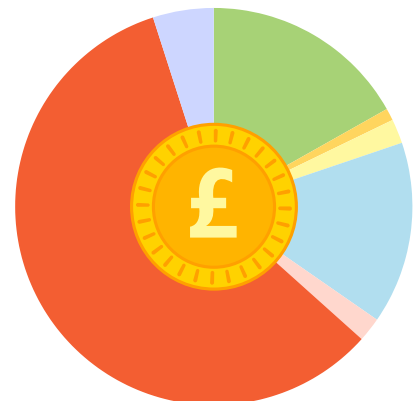
To achieve this increase, we continue to look for efficiencies to ensure tenants receive value for money services. We are only providing one option as we know it is vitally important to keep the rent increase to a minimum.

The Association's Board of Management will decide on the increase in January 2024, following feedback from tenants. We will write to inform you what your new rent charge will be for 2024/25 at least four weeks in advance of any changes that may be implemented in April 2024.

**If your rent is being periodically increased or reduced as a result of the Association's rent restructure, any rent increase (proposed at 4.6%) will be added to your rent after the restructure increase or reduction has been applied. The restructure was first implemented in April 2018 and is being phased over up to seven years.**

## HOW EVERY £ OF YOUR RENT WAS SPENT

Category	Per £ Spent	Overall Spent £m
Housing Activities	58p	£12.730m
Interest Payable	17p	£3.598m
Repairs/Maintenance/Planned	15p	£3.251m
Other Activities	5p	£0.990m
Regeneration (Contribution to Communities)	2p	£0.445m
Service Costs	2p	£0.330m
Bad Debts	1p	£0.188m



# WHAT WE HAVE ACHIEVED 2023/24

We have continued construction across 5 sites and expect to deliver 131 new homes during 2023/24.



**464** properties will have benefited from new kitchens, bathrooms or windows during 2023/24.



Direct Works carried out **3,257** emergency and non-emergency repairs between 1 April and 30 September 2023.



We have introduced a best value group dedicated to providing more cost efficient services to tenants, and we have achieved cost savings in some areas.



Our Financial Inclusion Service has helped tenants achieve over **£304k** in financial gains during the 1 April 2023 to 30 September 2023.



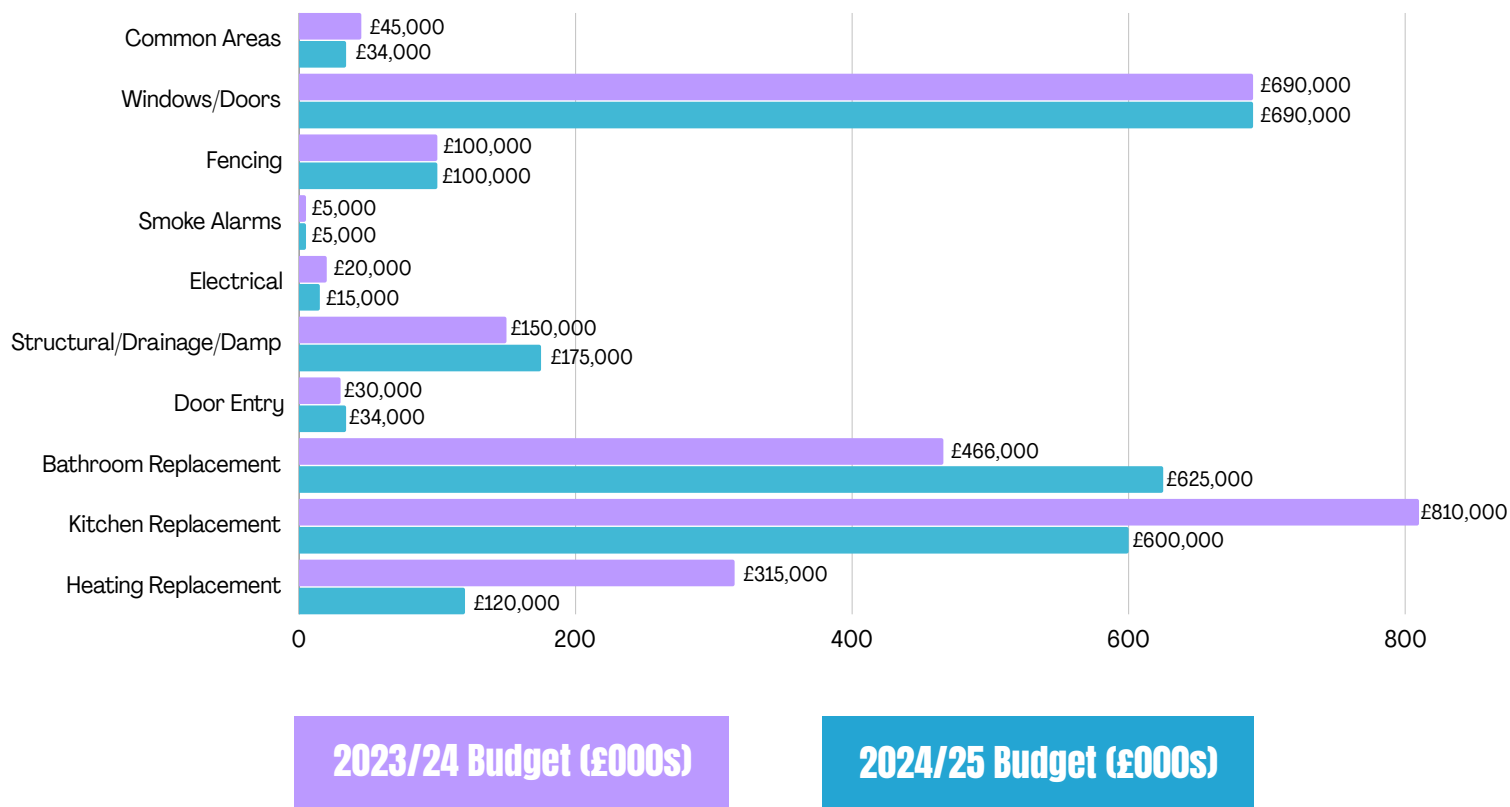
We will have invested **£4.750m** in improving CHA homes during 2023/24 through our programmes of works.



# PLANNED MAINTENANCE

Our planned maintenance programme continues to be a priority. Smoke alarms compliant with new legislation are fixed 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 99%.

In the financial year commencing April 2024, 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 4.6% 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 £4.79 per week.

We will write to inform you what your new rent charge will be for 2024/25 at least four weeks in advance of any changes that may be implemented in April 2024.

“  
**£4.79 average  
increase per week**  
”

# RENT CONSULTATION

## 2024/25 FEEDBACK FORM

Name:

Address:

Phone Number:

Mobile Number:

E-mail:

**Please tick your age range**

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, from 1 to 6 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 (i.e. common closes and bin stores)

☐

Wider community regeneration initiatives to improve local communities

☐

**With the ongoing cost of living crisis, we want to ensure you get any supports you need. Tell us if any of these apply to you:**

I am worried about paying my rent and need help or advice

☐

I am worried about paying for energy costs and need help or advice

☐

I am in financial difficulty or crisis and need help or advice

☐

I would like someone to contact me to offer advice and assistance

☐

## Your Comments:

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Please return this form in the envelope provided or complete the survey using one of the other methods listed by 22nd December 2023 for your chance to win a £50 shopping voucher!



## HOW TO TAKE PART

### Online



Scan the QR code

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

### By Post



Complete the survey

Return in the  
freepost envelope  
provided

### Via Telephone



Call 01294 607585

Staff will complete the  
survey on your behalf

## KEEP IN TOUCH

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