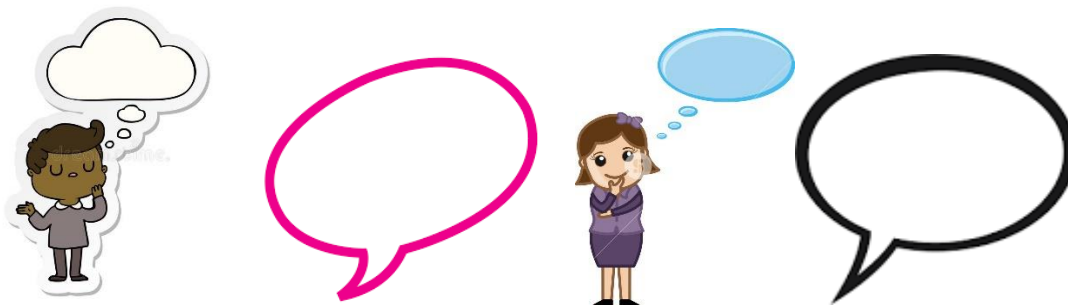




Rent Consultation 2021/2022



Have Your Say



Have Your Say

We are looking for your views on our proposals for rent levels for the coming financial year. We want to ensure that we have sufficient income to maintain homes and the local environment to a high standard and deliver good quality services to our customers. However, this year, more than ever, we are acutely aware of the financial pressures on many households. We will always strive to keep rents as affordable as possible.

We value your opinion and the responses to this document will all be reviewed prior to our decision on rent levels for 2021/2022. This is your opportunity to tell us what you think and influence our decision making. Please make sure you use it.

In order to have your views heard please either;

- Complete the short form on the back page of this leaflet and return in the pre-paid envelope. Or complete the same form on our website www.hillheadhousing.org
- E-mail us at admin@hillheadhousing.org
- Message us on Facebook at www.facebook.com/HillheadHousing

Unfortunately we are not able to offer face to face meetings this year, however, if you would like to discuss the proposals with a staff member over the telephone, please request this by e-mailing us at admin@hillheadhousing.org

All responses will be entered into a prize draw to win £50 of High Street vouchers.

The closing date for responses is **Wednesday 20 January 2021**. We will publish a summary of the feedback received from tenants on our website after this date.

This leaflet has been produced in-house to keep design and printing costs as low as possible.

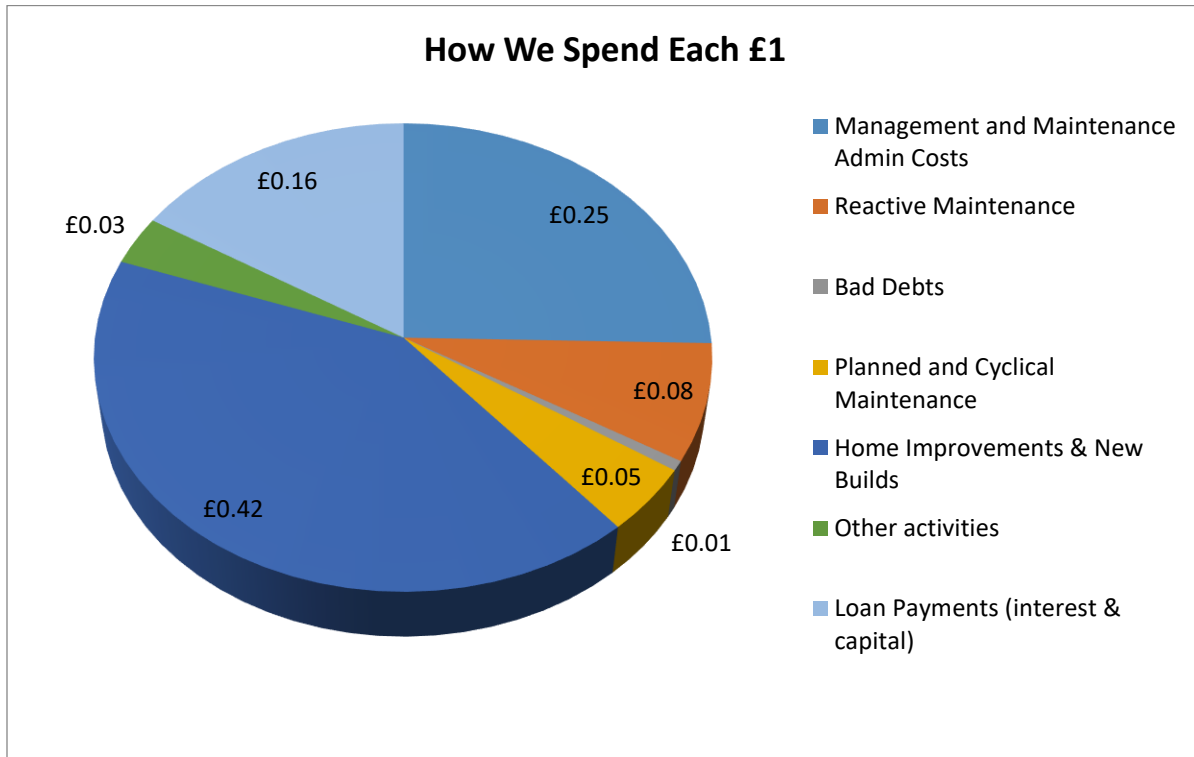
Covid Pandemic

We have taken every opportunity possible to secure additional funding for the local community and have so far brought in £29,500, at least £14,000 of which has gone directly to tenants. This has assisted with energy, food and “back to school” costs among many other things. We are actively continuing to pursue any new opportunities to bring in extra money for the area.

In addition to bidding for such grants, our in-house Welfare Rights team has supported many families to claim appropriate benefits where incomes have been affected by the current economic uncertainty.

We have conducted a detailed review of our costs and our projected expenditure with a view to consulting on as low an increase figure as possible. We fully recognise that the ongoing Covid pandemic has had a significant impact on many household incomes.

Expenditure in the Last Year (19/20)



As you know, last year and this year we have been conducting a major investment programme to improve the environment, including upgrading fences and improving gardens. By the end of March 2022 we will have invested nearly £1.4 million in this project. This project was driven by what tenants told us was important to them.

We have also responded to new fire safety legislation which will upgrade fire detection measures in tenants' homes. We will spend approximately £275,000 to comply with this legislation in all homes by February 2022.

We have an approved Business Plan which sets out how we will maintain and modernise our properties over the next 30 years. This will see us invest around £47 million in our housing stock over that time.

The Scottish Government is also introducing new energy efficiency standards for social housing and we will be required to comply with those which will mean additional pressures on budgets.

Proposal

Based on all the above factors coupled with our desire to continue to deliver our investment programme and a high quality customer service we are proposing a rent increase of **0.7%** from 28 March 2021. This is based on the inflation figure (CPI) at October 2020, which was 0.7%. This represents an average increase of 61p per week for each tenancy.

Please complete the form below.

	Please tick
I want Hillhead Housing Association to maintain investment in homes and services by increasing rents by inflation (CPI at 0.7%).	
I do not agree with the proposal to increase rents by inflation (CPI at 0.7%).	

If you do not agree with the proposal, please provide additional information below. Your comments will be considered by our Management Committee when deciding on rent levels for 2021/2022. (names of respondents will not be provided to Committee)

Do you have any other comments on our rent proposals or on our services more generally?

Name	
Address	
Telephone No.	
E-mail address	

Thank you for taking part!