



# **Rent Consultation 2024/2025**



Abrohill Housing Association Unit 10 Abrohill Shopping Centre Cumbernauld G67 3AZ Tel 01236 457948



### 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 invest in our homes and maintain the high standard of our housing services for our customers.

We must ensure that we have enough money to pay all our bills this year and in future years to safeguard the ongoing financial viability of the Association.

We value your opinion and the responses to this document will all be reviewed prior to our decision on rent levels for 2024/2025. 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;

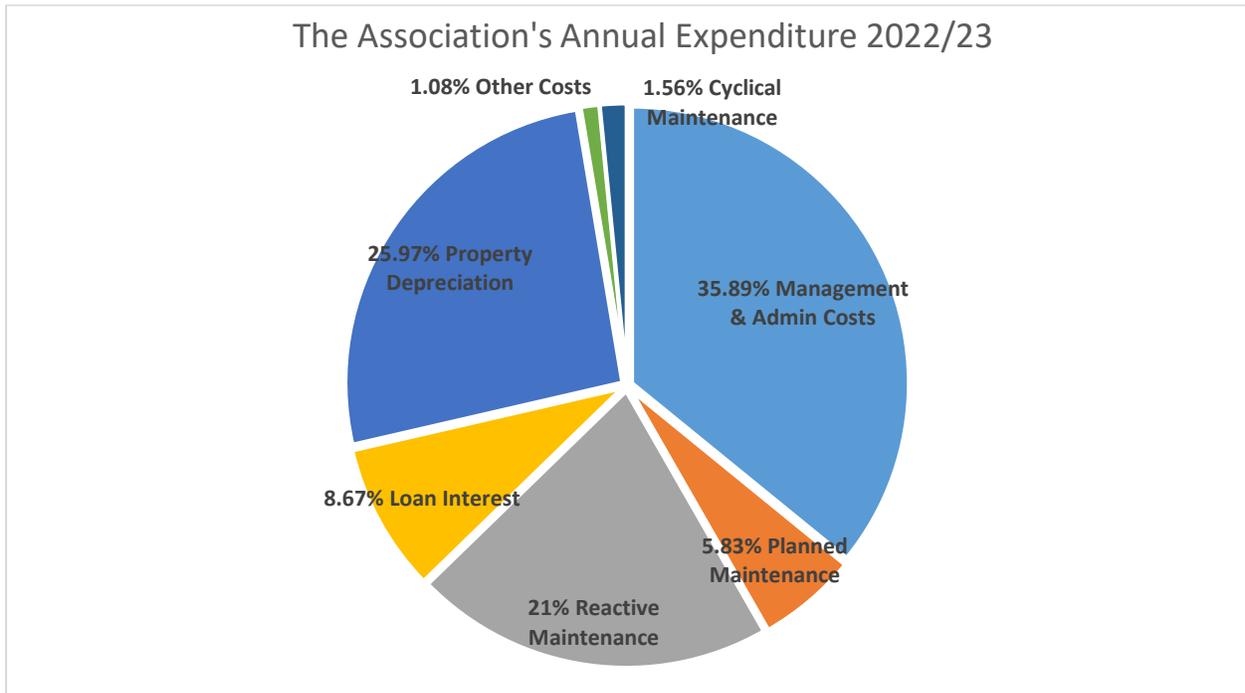
- Complete the short form on the back page of this leaflet and return it to our office. Or download and complete the same form on our website [www.abronhillha.org.uk](http://www.abronhillha.org.uk)
- complete the on line survey at <https://forms.office.com/e/ET9T4VZZbS>
- E-mail us at [admin@abronhillha.org.uk](mailto:admin@abronhillha.org.uk)
- Telephone our office on 01236 457948

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

The closing date for responses is **Wednesday 24 January 2024 at 12.00**. 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.

## Expenditure in the Last Year (22/23)



### Why do we need to increase rents?

Our short- and long-term plans to invest in the existing housing stock are based on the Association having enough money coming in year on year to match or keep ahead of inflation. The cost of building materials and labour has increased significantly over the last 12 months and is predicted to stay high over the next 12-month period.



We set our rents based on the rate of inflation for October. In October 2023 CPI was 4.6% and RPI was 6.1%.

By linking our rents to inflation, we can plan for major investments, like replacing kitchens and bathrooms over time. **We plan to invest around £1.17 million over the next 5 years.** But we can only meet these spending plans if enough money comes into the business.

We have an approved Business Plan that sets out how we will maintain and modernise our properties over the next 30 years. We review this every 3 years. **During the next year, we plan to invest up to £190,000 including window replacements for 10 homes, new front entrance doors for 10 homes, 10 new kitchens, 11 bathroom installations and 10 boiler replacements.**



The Association has loans which it took out to acquire the stock in 1995 and to buy the new housing development at Aspen Place. We must make sure we have enough money to continue to repay these loans.

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

**Inflation and the Cost-of-Living Crisis**

Above we have explained that we need to match or keep ahead of inflation.

**The Committee has proposed to consult with you on a rent increase of 6.6% 2024/2025.**

Whilst this may sound high, the Committee considered that this is the **minimum** level we can increase rents by to ensure we can maintain the planned investment needed in our homes over the next few years as well as maintaining our current level of services to tenants.

Prior to April 2021 our rent increases were set in line with inflation plus 1%. Over the last 3 years we have managed to restrict increases less than inflation, however below inflation increases are not sustainable in the longer term.

	Rent Increase Rate at 28 March	April inflation (CPI)
<b>2021</b>	<b>1.7%</b>	<b>1.5%</b>
<b>2022</b>	<b>4.2%</b>	<b>9.0%</b>
<b>2023</b>	<b>7.0%</b>	<b>8.7%</b>

*We are therefore proposing the lowest increase we can afford that safeguards current services and maintains our home improvement programme that is due to take place in 24/25 and in future years.*

**Planned Improvements 2023/24** A 6.6 % increase will allow us to fund the following improvements to your homes in the coming year. A rent increase of less than 6.6% would mean that we would need to scale back the improvements listed above which would ultimately delay replacement cycles in all of our properties.



- **10 new kitchens and 11 new bathrooms**
- **10 homes to have new windows installed**
- **10 homes to have new front doors**
- **10 new central heating boilers**

We provide a highly regarded welfare rights and income maximisation service through AFTAR service. ***This generated an additional £74,922.82 for 200 Abronhill residents in the year to March 2023.***

In November and December, we have been able to provide 33 tenants with cash support towards their household energy costs. This is being funded from HACT (Housing Associations' Charitable Trust.) ***To date we have passed on £9,702 to help these households.***



**What are we doing to keep costs down?**

All large-scale contracts are procured with value for money as a key consideration, while still seeking to deliver high quality products and services to tenants.

We have invested in our telecoms system which has resulted in a significant reduction in our costs.

We constantly review our overhead costs in order to achieve best value for money from our suppliers.

**Housing and Maintenance Services**

While we want to keep costs as low as possible, we know that it is important to you that we continue to provide high quality services and we strive for services which deliver excellence and value for money.

In the last financial year, we were once again one of the very top performing Scottish landlords in terms of repairs response times. We also did well in terms of getting repairs “right first time” which obviously helps to keep costs down as it reduces contractor visits.

We know that our repairs service is our tenant's top priority, and we are committed to maintaining these high standards of service to you.



Our repairs performance for 22/23 is shown below as compared to the Scottish average.

	<b>Abronhill</b>	<b>Scottish Average</b>
<b>Emergency repairs response time achieved</b>	<b>1.7 hours</b>	<b>4.2 hours</b>
<b>Non-emergency repairs response time achieved</b>	<b>4.1 days</b>	<b>8.7 days</b>
<b>Repairs – Right First Time</b>	<b>91.4%</b>	<b>87.8%</b>

## Proposal

In order to be able to continue to deliver our investment programme and a high quality customer service we are proposing a rent increase of **6.6% from 28 March 2024**. This is based on the inflation figure (CPI) at October 2023, which was 4.6%.

**Please complete the form below and return by 24 January 2024.**

	<b>Please tick</b>
I agree with the proposal that Abrohill Housing Association maintains investment in homes and services by increasing rents by 6.6%	
Please give your reasons	
I do not agree with the proposal to increase rents by 6.6%	
Please give your reasons	
Your comments will be considered by our Management Committee when deciding on rent levels for 2024/25. (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!