

Your feedback

This rent restructure is separate from our annual rent setting process. Rents will continue to be reviewed and increased on an annual basis in line with inflation. The enclosed letter provides details of our rent increase options for 2018/19. The decision on the two important changes to your rent will be taken by our Board at its next meeting in early 2018. Your views matter and influence this decision.

Please read the accompanying letter and select which of the following options we should consider when increasing our rental charge for 2018/19.

4% ☐ 3.5% ☐

We would also like to know what you think about the rent restructure proposals outlined in this leaflet.

If you have any feedback or comments on this proposal, please get in touch with us by Monday 15 January 2018 which is when the consultation closes:

Email: lyndsay.mclaughlan@irvineha.co.uk

Call: Lyndsay, Customer Involvement Officer on 01294 316785

Freepost: using this form and the enclosed prepaid envelope.

All feedback will be entered into a prize draw for a £50 supermarket voucher.

Drop Ins: Alternatively, if you would like to discuss with us in person we will be holding the following drop in sessions.

Thursday 4 January
North West Resource Centre,
Dumfries
4pm - 7pm

Wednesday 10 January
Cranberry Moss,
Pennyburn
4pm - 7pm

Thursday 11 January
Drongan Primary School,
Drongan
5pm - 7pm



Rent Restructure

Making our rents fairer for everyone



Over the last two years, we've worked closely with you and specialist consultants to challenge inconsistencies in our rents. With 81 different rents across our 2,200 properties, some customers living in similar property types are paying different rents. This is usually caused by the way we originally took the properties on.

During consultation with customers, the majority felt a rent structure based on property size and type was the easiest to understand and fairest. You also told us you'd like to bring in any changes gradually over time, with caps on any increases.

- 68 % of you agreed that rents should be more consistent.
- 76 % agreed that properties with similar characteristics should have similar rents.

What will the changes mean?

Rent charges for some properties will increase, whilst others remain at current levels. It will give us a fairer and more transparent rent structure, with 18 different rent levels, instead of 81.

Taking your views into account, at their meeting on 21 November 2017, the Board of Irvine Housing Association are proposing:

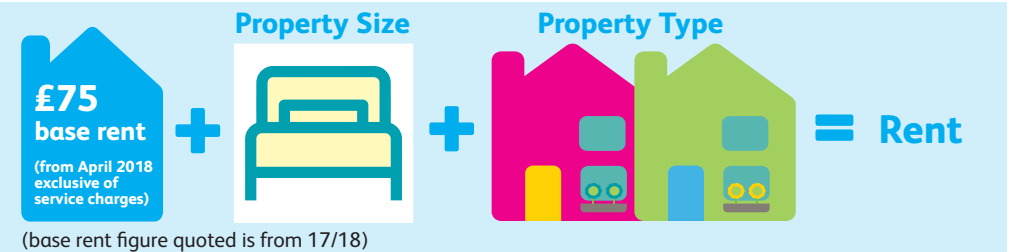
- Rent charges are restructured to reflect property type and size only.
- Any increases are capped, so in any one year, increases are no more than £3.75 per week.
- We'll apply the rent restructure gradually and it will take several years before all rent charges reflect the new structure.

You asked us to phase the changes and cap increases.

We will cap increases to £3.75 per week, excluding annual increases.

Implementing this model will reduce the number of rent levels from 81 to 18 making our rent structure fairer and transparent.

How will my rent be calculated?



Property Size

(figures quoted are from 17/18)

Bedsit		- £12.50
One Bed		£0
Two Bed		+ £6.25
Three Bed		+ £12.50
Four Bed		+ £18.75

Property Type

(figures quoted are from 17/18)

Flat £0	Four-in-a-block £0	Maisonette + £2.50	Bungalow + £5.00	House (terrace) + £7.50	House (end terrace) + £10.00	House (semi) + £10.00

For example...

Two Bed **Bungalow** = £75 + £6.25 + £5.00 = £86.25

Bedsit **Flat** = £75 - £12.50 + £0 = £62.50