

Your feedback

Please let us know your views by completing and returning this feedback form to us in the enclosed prepaid envelope by **Tuesday 3 January 2023**. Feedback can also be provided via an online survey which can be found on our website at www.riversidescotland.org.uk or you can email us at **involvement@riversidescotland.org.uk**.

All completed feedback will be entered into a prize draw for a chance to win a £50 shopping voucher. For prize draw terms and conditions go to the News & Blog section of our website.

- Option 1:** 7 % – I want to keep my services the same
- Option 2:** 5 % – I understand some services will be reduced
- Option 3:** 3 % – I understand further services will be reduced.

Comments

Please tell us what you think our priorities should be and if there are any services you feel should not be reduced.

Contact details

Your contact details will only be used to confirm that you are a tenant of Riverside Scotland and for entry into the prize draw for a chance to win a £50 voucher.

Name:	<input type="text"/>
Address:	<input type="text"/>
Telephone:	<input type="text"/>
Email:	<input type="text"/>



Annual Rent Increase Consultation 2023-24

This consultation will close on **Tuesday 3 January 2023**.

The Association's Board will consider and approve the annual rent setting for Riverside Scotland customers for 2023/24, taking account of the views expressed in this consultation, and the Scottish Government's decision on the future of the current rent cap, which we are expecting them to take in January 2023.

We will write to inform you of your rent charges for 2023/24 at least four weeks in advance of any changes that may occur in April 2023.

Proposals

There are three rent options outlined in this leaflet and we are asking you to indicate your preferred proposal for 2023/24.

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Important points to note

The Association implemented a restructure of rent levels in April 2018. This process set new 'target' rents for all properties based on size and type. To try and minimise the impact of the rent restructure on the remaining tenancies with below target rents, the maximum weekly rent increase arising from the rent restructure process will continue to be £1.50.

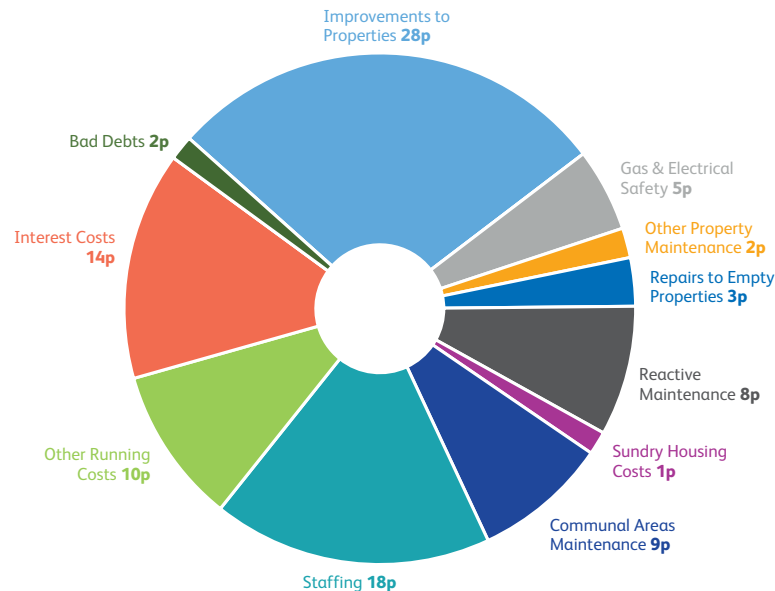
It is important to note that this will be in addition to the annual percentage increase proposed in this leaflet.

What did our current services deliver in 2021/22?

In the last year we have:

- Allocated 131 properties to those most in housing need during periods of lockdown
- Established a Service Level Agreement with Veterans First Point/NHS Ayrshire and Arran to ensure that veterans are fully supported in their tenancies, and in the transition to civilian life after service in the armed forces
- Spent £2.4 million on improving the quality, energy efficiency and safety of our properties. This includes the installation of replacement kitchens, bathrooms, doors, windows, boilers, and roofs
- A further £234,842 was spent on medical adaptations for our tenants with specific mobility requirements to enable them to remain in their current home for longer

How every £1 of rent is being spent



Our proposals for 2023/24

Option 1: 7% increase

Continue to provide our current level of service

A 7% increase will allow us to continue to provide our current services as they are.

- A customer service centre that takes calls 24hrs a day, every day
- Full repairs and maintenance service
- Landscaping and estate management services
- Planned improvement works to properties
- Gas and electrical safety
- Tenancy and estate management services
- Support services for families at risk of homelessness

Option 2: 5% increase

Reduce some services

A 5% increase will mean a reduction in the following services:

- Estate management
- Cyclical works (e.g. external painting)
- Tree and shrub maintenance
- Maintenance of car parks

Option 3: 3% increase

Further reduce services

A 3% increase will mean a reduction in the following services:

- Void works (anything above our basic safe, clean and clear standard)
- Estate management
- Cyclical works (e.g. external painting)
- Tree and shrub maintenance
- Maintenance of car parks