

## Rent Increase Consultation 2017/18 Timescales

### How long does the consultation run for?

Our Rent Increase consultation starts on Wednesday 14th December 2016 and ends on Friday 20th January 2017

### When should my feedback form be returned?

All feedback forms must be returned by Friday 20th January 2017 to be included in our 2017/18 Rent Increase consultation.

### What happens after 20th January 2017?

All the information on the returned feedback forms will be collated and taken to IHA's Board at the end of January 2017 for consideration before a decision is made.

The Rent Increase decision for 2017/18 will be published on our website as soon as our Board have decided on the increase amount.

All of our customers will be formally notified of the change to their rent amount by letter, prior to the increase taking effect in April 2017.

## How to take part in the consultation



**Step 1 - Complete the enclosed feedback form.**



**Step 2 - Post your completed feedback form to us using the freepost envelope provided by Friday 20th January 2017.**

If you have any questions please contact:  
Gillian Scott - 01294 316757

Registered Scottish Charity No. SCO42251



# Rent increase consultation 2017-18

*have  
your say*



*All completed feedback forms will be entered into a prize draw for a £50 supermarket voucher*



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Under the Housing (Scotland) Act 2001, we have a duty to consult with tenants on the proposed changes to rents and service charges. We want to demonstrate that our homes are affordable and offer good value for money for those who live in them.

### Rent Restructure

You will be aware that we have recently consulted you about the structure of our rents. This is to ensure we charge affordable rents that reflect local market conditions and that the rent is fair for the property you live in. We are analysing the results of that consultation and will provide further information about this late in 2017. This has no impact on our annual rent increase.


### Rent Increase Consultation 2017/18

Our Rent Increase consultation starts on **Wednesday 14th December 2016** and ends on **Friday 20th January 2017**


**We need to consider a number of factors when deciding on the rent increase:**


- your views on the rent increase
- affordability of rents and service charges for tenants
- the long-term financial viability of the Association
- costs for ongoing service delivery
- costs of investing in our homes


### What did our current services deliver in 2015/16?

 Our **Money Advisors** have achieved almost **£800k** in cash gains and benefit backdates for our customers

 Our **Affordable Warmth Officer** has achieved over **£35k** in cash gains and carried out **228 energy checks** for customers

 Our **Employability Officer** has helped **28 customers** into employment, assisted **10 customers** into training, **2 customers** into volunteering & **8 customers** gained qualifications

 **£567.5k** was spent on **improvements to our homes** - which included **110** boiler replacements, **20** kitchens, **42** doors, **7** roofs, **3** bathrooms, **13** heating systems & **17** homes rendered. We also carried out **2116** gas safety inspections & **435** electrical inspections

 First time fix - **97.8%** of reactive repairs were **completed right first time**

## Our proposals for 2017/18

### Our Current Services

- ▶ 24 hr Customer Contact Centre
- ▶ Money Advice Service
- ▶ Affordable Warmth Service
- ▶ Responsive Repairs Service
- ▶ Home improvements



### ▶ Option 1 - 2% increase

**Continue to provide current services, but will require reducing improvements to existing homes**

A 2% increase will allow us to continue to provide our current services as they are, but will require reducing improvements to existing homes

### ▶ Option 2 - 3% increase

**Continue to provide current services and introduce a development programme**

A 3% increase will allow us to continue to provide our current services and allow us to introduce a development programme for building new homes to meet future needs.

### ▶ Option 3 - 4% increase

**Continue to provide current services, introduce a development programme & expand the handyman service**

A 4% increase will allow us to continue to provide our current services and allow us to introduce a development programme for building new homes to meet future needs. In addition to this we will be able to expand the handyman service to all our areas of operation