

Q1) The information has been presented in pie chart format to make it easier for our customers to understand the breakdown of expenditure. The computer produces the pie chart based on the numbers input rounded up to the nearest hundred. No disclaimer was included as the difference in values is not considered material and does not change the overall breakdown of rental income expenditure.

Q2(a) The Association introduced a rent restructure in 2018 applicable to all our housing stock. The purpose of this was to set target rent levels reflecting property size and type. Arneil-Johnson consultants were appointed at this time to develop this new rent structure. The outcome of this process meant that the existing rent charges for some customers were below the new target rent for their property, and some were above the new target rent charge. To minimise the impact of rent increases, customers paying below the target rents would continue to pay the annual inflationary rent increase plus an additional maximum of £1.50 per week until such times as their rent charge meets the new target rent levels. The new rent levels were based on local housing market drivers, comparisons, and affordability thresholds.

2(b) The pie chart shows a breakdown of how each £1 of rent income is spent by the Association, it does not show the breakdown of rent charges.

2(c) Under FOISA, we are only obliged to provide information we hold. As we do not hold nor calculate the cost of developing our plans, strategies, or budgets, we must advise in accordance with Section 17 of the Freedom of Information (Scotland) Act 2002, that we do not hold this information.

2(d) The purpose of strategic planning is to set the overall direction for an organisation. It sets out aims and objectives and helps ensure the whole organisation and key stakeholders understand how the business wants to develop and how it will attain the desired outcomes. Strategic plans come in various forms ranging from the Corporate Plan which focuses on high level strategy to more operational plans which whilst still strategic, contain more detail and help officers work towards the agreed goals.

2(e) The level of inflationary rent increase that is agreed each year impacts on the extent to which actions set out in our Corporate Plan can be achieved within the year. For example, a higher rent increase enables the Association to accelerate existing capital programmes and actions, and sometimes do more than what we have planned to do, if a lower rent increase is agreed then we are often restricted to maintaining existing services and need to postpone new service developments.

2(f) It is the Association's longer term aim to minimise rent increases as far as possible and to bring them in line with CPI as closely as possible. The £1.50 p/w increase relates to the rent restructure process which is only applicable until all rent charges for all customers are in line with the new target rents. The aim to align with CPI relates to the annual inflationary increase.

2(g) The arrears figures quoted are taken from the Association's accounts and are therefore not adjusted for Housing Benefit. Our true rent arrears figures, on which the Association

bases operational performance, is arrears owed after all Housing Benefit income has been processed.

2(h) Our rent policy dictates that different property types attract different rental values. The rents referred to on our website and reported to SHR are average rents and, as stipulated by SHR, are also reported on what is referred to as a 52 weeks basis. We charge rent on what is referred to as a 48 week basis so in order to fulfil our obligation to SHR we must multiply our rents by 48 and then divide by 52. The reason for this is to ensure comparability as Scottish landlords charge rent on a variety of bases e.g. monthly, 4 weekly, 50 weeks etc.

2(i) The Senior Management Team is responsible for producing and reporting financial information

2(j) The Senior Management Team is also responsible in this case

2(k) Please refer to our answer 2(h) above to assist you

2(l) Under FOISA, we are only obliged to provide information we hold in recorded format. As a result, we are unfortunately unable to provide an opinion as this is outside the scope of an FOISA request.