

Your feedback

Please let us know your views by completing and returning this feedback form to us in the enclosed prepaid envelope by **Monday 11 December 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:** 6.7 %
- Option 2:** 7.2 %
- Option 3:** 7.7 %

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:

Address:

Telephone:

Email:



Annual Rent Increase Consultation 2024/25

Proposals

There are three rent options outlined in this leaflet and we are asking you to indicate your preferred proposal for 2024/25.

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Have your say

This consultation will close on **Monday 11 December 2023**.

The Association's Board will consider and approve the annual rent setting for Riverside Scotland customers for 2024/25, taking account of the views expressed in this consultation.

We will write to inform you of your rent charges for 2024/25 at least four weeks in advance of any changes that may occur in April 2024.

Important points to note

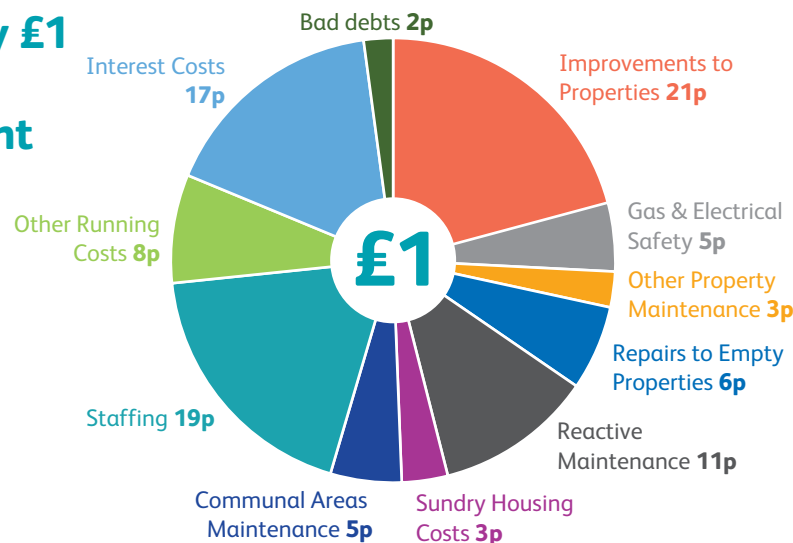
The Association implemented a restructure of rent levels in April 2018. This process set new 'target' rents for all properties based on size and type. To try and minimise the impact of the rent restructure on the remaining tenancies with below target rents, the maximum weekly rent increase arising from 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 2022/23?

- We have redesigned our service offer for the future based on what our customers told us in our Big Conversation customer survey and have increased the number of frontline colleagues on our estates. Customers can now contact their tenant partner direct or pop along to a monthly drop in in their community.
- We recruited an Affordability Officer to the team which has been a welcome support to those experiencing difficulties with payment of rent, utilities, and wider debt issues, as well as supporting customers applying for benefits.
- £2 million has been spent 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 £200,440 was spent on medical adaptations for our tenants with specific mobility requirements.

How every £1 of rent is being spent



Our proposals for 2024/25

Last year we increased rents by 5% which was well below inflation. This year a rent increase below inflation has not been presented as a viable option as the Association could not continue to deliver essential services at this level.

Option 1: 6.7% increase

Services remain the same:

- Full repairs and maintenance service.
- Landscaping and estate management service.
- Gas and Electrical safety.
- Tenancy Management service.
- Property investment programme (replacement of bathrooms, kitchens, roofs and render at the end of their useful life).

Option 2: 7.2% increase

All of the above plus:

- Additional funding to support the delivery of disabled adaptations, reducing waiting times.
- Wider scope of landscaping and estate management works including fencing replacement, car park and tree maintenance.
- Continuity of our tenancy support services delivering support, affordable warmth, and money advice to families at risk of homelessness and struggling to maintain their tenancy.
- Ability to move forward with plans for the regeneration of priority estates.

Option 3: 7.7% increase

All of the above plus:

- More funding to support local community initiatives such as neighbourhood clean-up days, community gardens and environmental works.
- More funding available to help tenants through the cost-of-living crisis, providing help to purchase essential household items.
- Deliver a wider scope of planned maintenance and cyclical works including external painting and non-essential property improvements.