

Feedback form

1. Do you agree with our approach to applying the lowest increase possible rather than giving additional increased options? ☐ Yes ☐ No
If you answered no, can you tell us why you feel this way?

2. Do you agree with the priorities in our investment plan? ☐ Yes ☐ No
If you answered no, can you tell us why you feel this way?

3. Do you have any other comments you would like us to consider in our rent increase proposal? ☐ Yes ☐ No

(If your comments relate to an ongoing issue or enquiry please contact the customer service centre on **0345 112 6600** for an update).

4. How do you pay your rent?
- ☐ I pay full rent through my household income
- ☐ I pay part rent and receive partial support through housing benefit or universal credit
- ☐ I pay full rent through housing benefit or universal credit
5. Are you concerned about affording your rent? ☐ Yes ☐ No
6. Would you like us to refer you to our Income Collection Team/Affordability Officer for advice and support? ☐ Yes ☐ No

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.

- ☐ I wish to opt out of the prize draw.

Name:

Address:

Tel:

Email:

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Riverside Scotland is a trading name of Irvine Housing Association Limited.
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Annual Rent Increase Consultation 2026/27

Have
your say

Proposal

This year we have considered the lowest increase possible to provide core services to tenants and provide cyclical programmes to provide safe and useable open spaces within our communities.

All completed feedback will be entered into a prize draw for a chance to win a £100 shopping voucher.



This consultation will run from **Monday 1 December 2025** until **Monday 5 January 2026**. The Association's Board will consider and approve the annual rent setting for Riverside Scotland customers for 2026/27, taking account of the views expressed in this consultation.

We will write to inform you of your rent charges for 2026/27 at least four weeks in advance of any changes that may occur in April 2026.

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.

2024/25 Service Highlights:

Housing First for Families supported 40 families at risk of homelessness—all remained in their tenancies. The service expanded to Dumfries & Galloway and earned a "Very Good" Care Inspectorate rating.

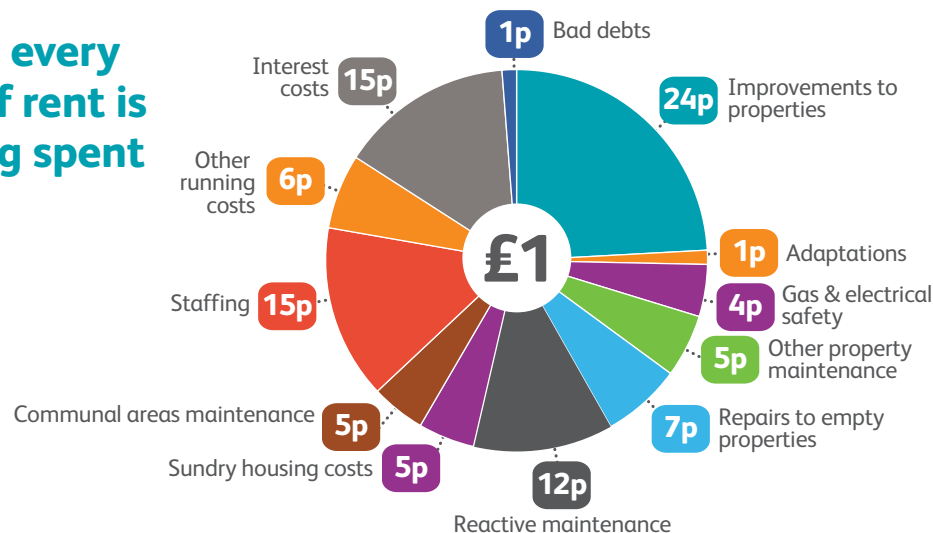
Financial Support: Our Affordability Officer secured over £393,000 for tenants. We provided £5,000 in emergency aid via the Helping Hands Fund and delivered 20 beds through the Bed Poverty Fund.

Tenant Engagement: 480 proactive visits, 142 homes let, 63 people housed from homelessness. 20 estate walkabouts held between Aug 2024–Mar 2025.

Property Investment: £2.85 million spent on upgrades (kitchens, bathrooms, fire doors, windows, insulation, roofing), plus £186,000 in grants for medical adaptations.

Award-Winning Retrofit: Won Housing Association of the Year at the Scotland Energy Efficiency Awards. Retrofit work continued in Pennyburn, Kilwinning—30 homes upgraded.

How every £1 of rent is being spent



Our proposal for 2026/27

Our proposal for 2026/27 Last year we increased rent by 3.2%. This year we are applying the lowest increase possible – 5.7%, to provide core services and provide cyclical programmes to provide safe and attractive open spaces within our communities. In addition, we have a capital investment budget of approx. £4.5M which will be spent on investment works like roof replacements, windows, doors, kitchens, bathrooms and heating systems.

A 5.7% rent increase will help us continue delivering key services and improvements to your home and community, including:

- **24/7 repairs and maintenance** for your home and shared areas – covering emergencies, routine fixes, storm damage, and empty property repairs.
- **Home upgrades** like new windows, doors, roofs, kitchens, bathrooms, and boilers – funded through our annual investment programme.
- **Adaptations** to help tenants live more comfortably and stay in their homes longer.
- **Safety checks** including gas servicing, electrical inspections, and communal area safety inspections.
- **Communal estate maintenance and landscape service** to keep shared spaces clean, safe, and well-kept.
- **Estate improvement programme** for paths, car parks, fencing, and cyclical paintwork.
- **Tenancy and community support** via tenant partners, Housing First for Families, and customer and community engagement services.

Looking Ahead: 2026/27 Investment Priorities

We're currently planning our capital investment programme for next year. Early priorities include:

- Energy-saving upgrades to help reduce household bills – like better windows, doors, roofs, and insulation.
- Essential replacements for kitchens, bathrooms, and heating systems that are overdue their lifecycle renewal.

Final plans will be shared in the New Year.

Your feedback

Please let us know your views by completing the feedback form on the back of the leaflet and returning to us in the enclosed prepaid envelope by **Monday 5 January 2026**. Feedback can also be provided via an online survey which can be found on our website at www.riversidescotland.org.uk or you can **scan the QR code** on the front of this leaflet. All completed feedback will be entered into a prize draw for a chance to **win a £100 shopping voucher**. For prize draw T&Cs please visit our website.