



**Glasgow
WEST
HOUSING
ASSOCIATION
LIMITED**

Rent and Services 2021/22: Consultation

The annual review influences the amount of money we have available to manage and look after your homes, including repairs, planned maintenance and investment works, improving energy efficiency, and ensuring the area surrounding your home is safe and well maintained.

Committed Investment for this year includes £900k for lift modernisation, CCTV infrastructure investment and consultancy services, which will be split over coming years. Our ambitious programme to 2025 is estimated at £21.5m, with £9.5m of that forecast in 2021/22.

Programme (to 2025)

Window Replacement

Stonework Repairs

Heating & Hot Water Systems

Cyclical compliance & decoration projects

Our rental income also helps us to support the services that sustain tenancies and help our communities thrive: including welfare benefits and advice; Cash for Kids; Festive gifts, Bookworms, Rent Reward Scheme and our Save with Rent Scheme.

As we continue to operate in a challenging environment with the impact of the Covid-19 pandemic, economic uncertainty around BREXIT, increasing regulation, declining public services, fiscal austerity and welfare reform, with resulting pressures on household budgets, our Management Committee is again faced with the incredibly difficult decision of reaching a fair and balanced outcome for tenants, across our three main rent policy influences:

Affordability

Comparability

Costs

AVERAGE INCREASE 1.97%

For 2021/22 we are proposing an average increase of 1.97%, which is the minimum required to avoid impact on our current service provision (Table 1).

Consistent with last year, this will be delivered through our rent restructuring programme, with average weekly increases for 2021/22 as illustrated (Table 2).

This translates to:

- A 0% increase for 55% of properties
- A maximum of 1.4% plus £3 p/w for the remainder of our properties

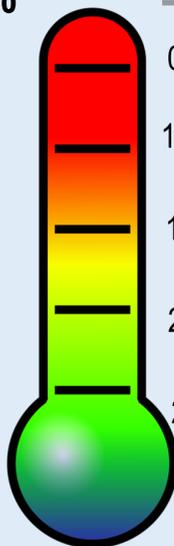


Table 1

0%	£117k savings
1.0%	£55k savings
1.97%	Balanced budget (excl. bulk uplift)
2.2%	Balanced budget (incl. bulk uplift)
2.9%	Enhanced Service: decoration allowance

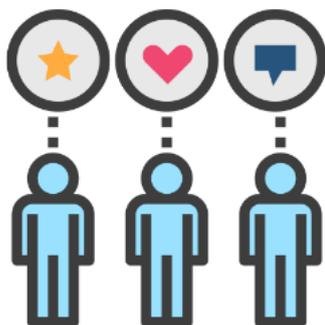
Table 2

Property Size	Avg Rent Increase
1Apt	£0.00
2Apt	£0.64
3Apt	£2.45
4Apt	£4.18
5Apt	£4.18

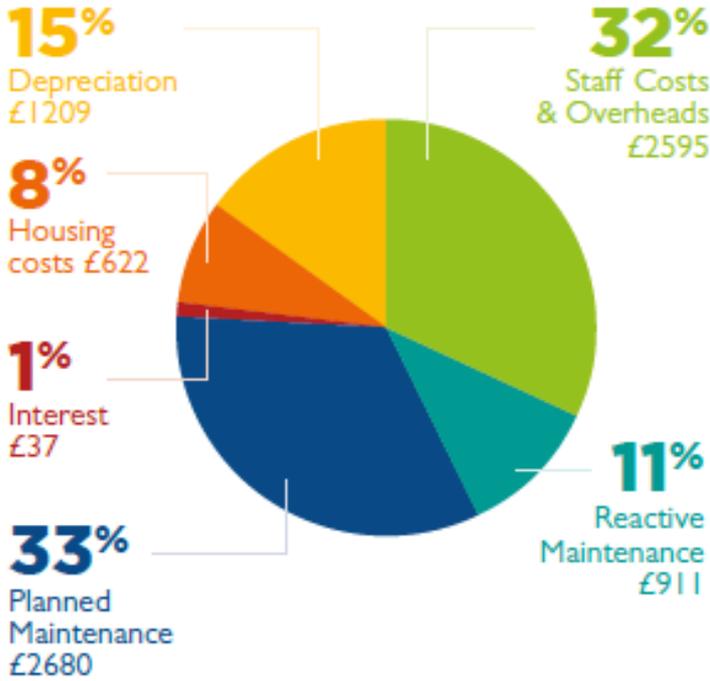
We Want Your Feedback

Before making a final decision on the rents and services that will be effective from 28th March 2021, our Management Committee want to hear from you. This leaflet provides only a brief summary of the issues that influence the annual review and we strongly encourage you to attend our **Annual Tenants Conference**, being held virtually on **Thursday evening, 21st January 2021** to take part in the full consultation and find out more about the rent restructure and service review/enhancement options. If you are unable to attend, please contact us with your comments, or arrange for an appointment with our staff.

Alternatively, please complete the tear off slip on the last page, or email us at admin@glasgowwestha.co.uk



How is Your Rent Spent? (£000's)



Affordability

99.7%

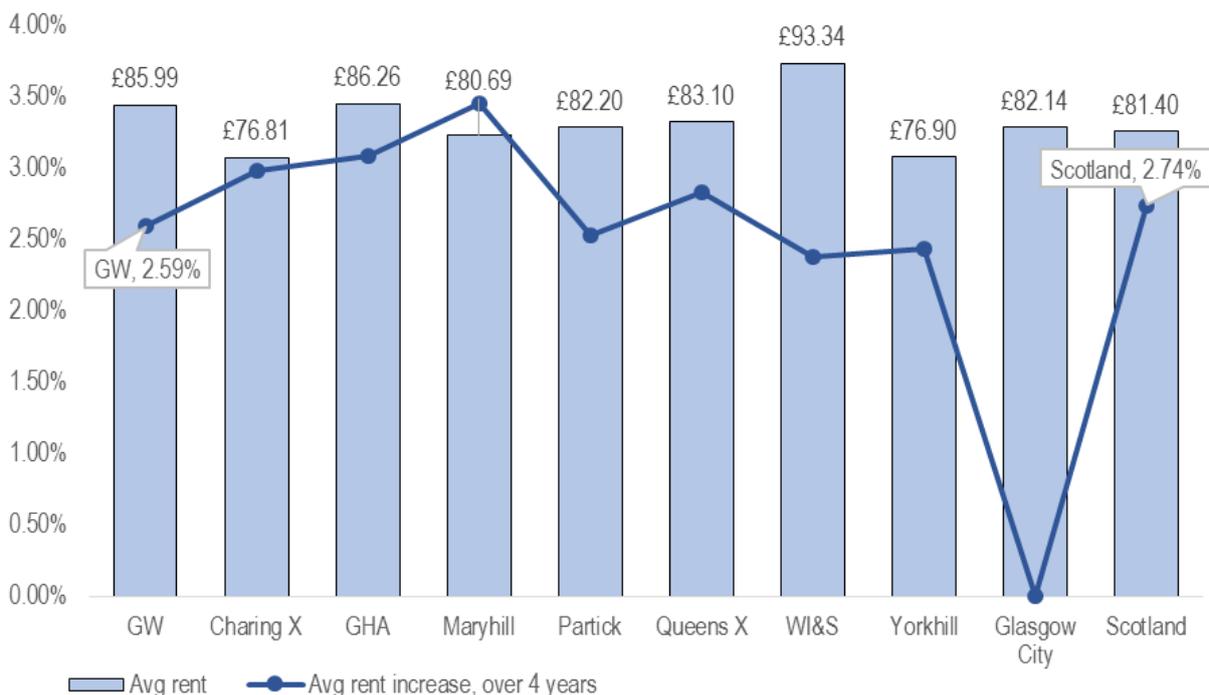
GWAHA has adopted the measure of affordability recommended by the Scottish Federation of Housing Associations. This determines rents as affordable if they are between 25-30% of income, measured using the "moderate incomes" approach for a range of typical households.

Applying the SFHA measure, 100% of GWAHA rents meet the 30% test, with 99.7% meeting the more challenging 25% test, evidencing affordability compliance for all of our households. It is important that rent is paid on time and in full to ensure we are able to continue providing services: if you need support or advice about paying rent, or your entitlement to benefits (including Universal Credit), please contact our office on 0141 331 6665 as soon as possible.

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How Do Our Rents Compare with Others?

Whilst our rents are above the average of local RSLs and Glasgow City, the average of rent increases over the last four years is comparable with local RSLs and the Scottish Average.



Comparison information is available by selecting "statistical information" from the "Find and compare landlords" tab on the Scottish Housing Regulator website: www.scottishhousingregulator.gov.uk.

Review of Bulk Waste Uplift Arrangements

Glasgow City Council (GCC) have advised that the routine collection of bulky waste items will not return to the regular street collection arrangements that were in place pre-Covid. Instead a pre-payment “on demand” service will be implemented, and further information on this will be issued by GCC early next year through newspapers, social media advertising etc. Referencing increasing financial demands, GCC has indicated that collection of bulky waste is not a statutory obligation, and that GCC are one of only two remaining local authorities in Scotland that have continued to provide this service.



This withdrawal and change in GCC service is out-with our control, although we have been asked to assist with the transition. The option of “doing nothing” is high risk as we anticipate the changes could have a considerable impact in the back courts and on the streets within our neighbourhoods. In this context, and to ensure continued safe use of common areas, fire safety, and hygiene standards, we expect the need to proactively instruct and pay contractors to remove fly tipping.

To assist our decision making, we have been exploring various service options, as outlined below, and we would appreciate your feedback on these through the tear-off slip on the back page and/or by contacting admin@glasgowwestha.co.uk. We will also be consulting on this issue through the ATC on 21st January 2021 and your participation in this Event is encouraged. In the meantime, we would also encourage you to bring this matter to the attention of your Local Councillor.

Option	Description	Cost (Estimates)	Comments
Option A: Resident Lead	Do nothing in the short term - See how the situation develops with residents leading bulky waste management.	GCC costs for service users still to be confirmed. Fly tipping removal costs transferred to residents.	Unknown start of GCC initiative. Likely increased fly tipping. Up-to 28 days before collection. Loss of amenity space. Unsightly potential trip & hygiene hazard. Potential fire risk. Ad hoc costs for contractors instructed to remove on health and safety grounds.
Option B: Contractor A	Scheduled contractor bulky items / fly tipping collection - all uplifted items going to GCC refuse centres	£600 (1.5 days / week)* £31,000 per year	Coordinated and managed by GWA. Increased resident satisfaction. Includes “free” dumping at GCC sites until March 2022 when this will be reviewed.
Option C: Contractor B	Combined reactive & planned contractor collection - all items taken to be sorted / reused / recycled / upcycled or donated, with the remaining material being dumped	£900 (1.5 days / week)* £47,000 per year	Cost uncertainty with cost of removal informed by quantities / weight. Increased administration to verify quantities of waste removed. Ecologically and Socially more sustainable waste management solution.

*Costs shown are indicative to allow comparison. 1.5 days / week verses x3 large clearance (50+ items). This would include collection, transportation and disposal / sorting.



Review of Service Charge Apportionment: Consultation

In the process of implementing the first phase of our rent restructuring programme (from 28/03/20) we amended the method for apportioning service costs to reflect independent property factoring advice; and with the effect that residents now pay the actual cost for maintaining their immediate common area (e.g. close and back-court/garden) rather than an equal share of the total cost for maintaining common areas across all properties.

For some residents this change resulted in an increase in the amount paid for services; and, on reflection, we accepted that the revised administrative process should have been more fully explained in advance to enable residents to provide feedback and/or prepare for the change. We apologise for this unintended oversight.

To help explain the options, the two methods for your consideration are illustrated as Options A and B using hypothetical examples. Administratively, Option B is more straightforward for us to calculate and apply, and all tenants would pay the same amount irrespective of the common area; whereas Option A is more transparent in that the amount you pay would reflect the actual cost of the work carried out in your common areas.

It is our proposal that Option A will continue to apply in future, and we would appreciate your feedback on this proposal through the tear-off slip or by email to admin@glasgowwestha.co.uk. Irrespective of the outcome of tenant feedback, homeowners will continue to be charged the actual cost (Option A) in line with the property factoring advice received.

Option A : Post-2020 (Current Method)

Total actual cost for Property A = £510 p/a
Divided by 6 households in the Close
Cost per household = **£85 p/a**

Total actual cost for Property B = £840 p/a
Divided by 8 households in Close
Cost per household = **£105 p/a**

Option B : Pre-2020 (Old Method)

Total actual cost for all properties = £150,000 p/a
Divided equally by 1500 households
Cost per household = **£100 p/a**

Review of Major Works Decorating Allowances

With an ambitious plan of investment works over the coming years, we would like your feedback on the introduction of a decoration allowance. Further information on this will be available at the Annual Tenants Conference on 21 January 2020 and you are encouraged to attend and participate in this Event. Please complete the tear off slip on the last page to share your views.



Option	Description	Cost (estimates)
Option 1: No allowance	Tenant responsibility for all decoration. As a minimum work areas will be prepared ready for tenant decoration.	£ Nil
Option 2: Decorating packs	After works are completed tenants would be provided with paint / rollers / brushes / dust sheets etc.	£50 to £200 per property dependant on scope of works completed.

As an example for what this might mean:

Works to 500 properties with an average £100 decorating voucher is equal to £50,000.

That's roughly equivalent to replacing 25 bathrooms, or kitchen or windows to 10 properties.

Or a 0.70% additional rent increase.



2021/22 Rent and Services Consultation Tear Off Slip

Rent Proposal

Do you agree with our proposal to apply an average 1.97% increase?

Yes

No

If not, what do you consider a reasonable increase?

£

_____ per week / _____%

What services are most valuable and should be prioritised?

Are there any services which should be reviewed to deliver savings?

Any other comments

Bulk Waste Proposals

Do you agree that GWA should proactively assist with the management of bulk waste due to the change in the local authority service?

Yes

No

Do you agree that "doing nothing" is high risk and potentially detrimental to your neighbourhood?

Yes

No

Please list the options in your order of preference with 1 being your most preferred option and 3 being your least preferred.

Option A

Option B

Option C

Service Charge Apportionments

Do you agree with that service charges should be apportioned as per Option A?

Yes

No

Decorating Allowance Proposals

Do you think decorating packs are good value for money?

Yes

No

Would you be willing to pay an additional 0.7% on the rent increase to fund this initiative?

Yes

No

Any other comments:

Name	
Address	
Telephone Number	
Email Address	