



# Rent and Services 2023/24: 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.

With investment of approximately £815k, we are on track for ensuring over 95% of our properties meet the Fire and Electrical Safety regulatory requirements: and we are continuing to push for access to the remaining 5% of properties. This year, we will renew the glass link corridors at St Vincent Terrace, benefitting 182 residents; in addition to replacing windows in 52 flats, painting 39 closes benefitting approximately 300 households, and addressing stonework maintenance at Byres Road across 50 flats. Projected 5yr investment from 2023 of £26.9M (see summary programme) includes a mix of kitchen / bathroom replacement works, and energy efficiency improvement to approximately 750 homes in the next 3 years, with anticipated £7.6M of the spend budgeted for 2023/24.

Summary Programme to 2027	
Window Replacement	£4.1M
Stonework Maintenance	£3.6M
ENERGY: Heating & Hot Water Systems	£9.15M
Kitchens and Bathrooms	£3.6M
Cyclical Decoration	£1.5M

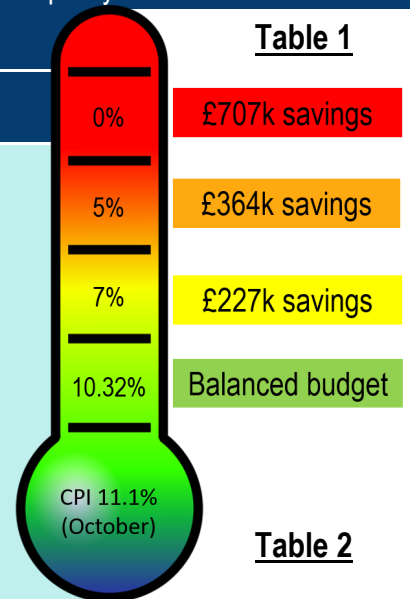
Our rental income also helps us to support the services that sustain tenancies and help our communities thrive: including welfare benefits and advice; support for our GW children through our bookworms initiatives; and our Rent Reward and Save with Rent Schemes. Additionally, with the £20k gratefully received from the Scottish Government Fuel Support Fund, we made a donation of £5,000 to the Fuelbank Foundation to support utility meter top-ups for 102 households, and we matched this with a top-up amount for 150 households with dry meters. Winter bedding items were provided to 132 households, and, in the absence of the Cash for Kids grant, our Management Committee stepped up once again to support this long standing tradition, distributing £4,650 to support 186 GW children.

As we continue to operate in a challenging environment, 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 as outlined in this leaflet. Service charges are set separately from the rent, as noted below.

Affordability	Comparability	Costs
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## PROPOSED INCREASE: 5%

Consistent with other business, our costs are soaring in this current financial climate, with our repairs service costs alone escalating by more than 30%. As demonstrated in table 1, we determined a minimum increase of 10.32% is required to balance our income with our projected costs, however, we are also very much aware of the pressures on household budgets at this time, and we are therefore proposing a much reduced increase of 5% across all our stock; with the caveat that we may need to consider increases of more than CPI in future years to help us recover from this year, and avoid a longer term impact on our investment programme. The 5% increase will be accompanied by a one-year suspension of our rent restructuring programme to help further mitigate the impact on the properties still affected by this programme.



Our average rent increase in the last two years was less than CPI, and the proposed 5% for 2023/24 is slightly less than the average proposed 6% increase across the housing association sector.

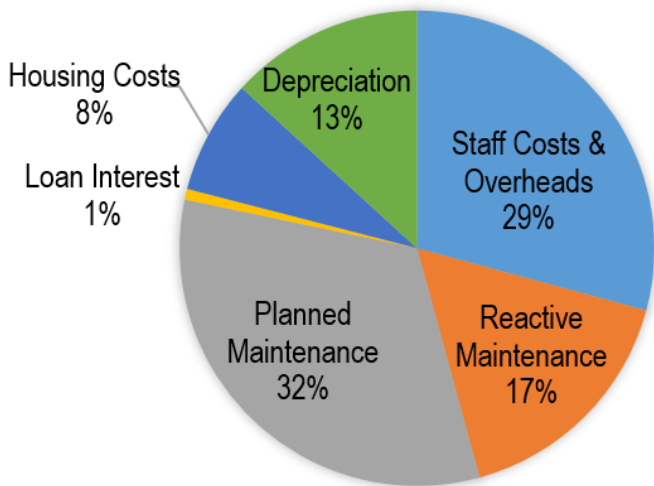
Our rent review process has been impacted by the Cost of Living (Tenant Protection) (Scotland) Act 2022 which introduced rent controls up to 31 March 2023, and accordingly we will provide formal notification of the new rent charge in April 23, contrary to the normal February timescale.

Size	Av. Weekly Increase
1 Apt	£1.86
2 Apt	£3.83
3 Apt	£4.93
4 Apt	£5.51
5 Apt	£6.30

## Service Charges 2023/24

Our environmental and common close cleaning contractors have also experienced escalating costs this last year, with unavoidable increases of 7-8% agreed during the current year to ensure continuity in these services. Early indications are of increases of around 20-25% for 2023/24, substantiated by increasing fuel, material, energy and wages costs, as well as parking charges. We are liaising with the contractors in this regard and will present further information to the ATC: charges will be confirmed in the rent review letters.

## How is your rent spent?



## Affordability

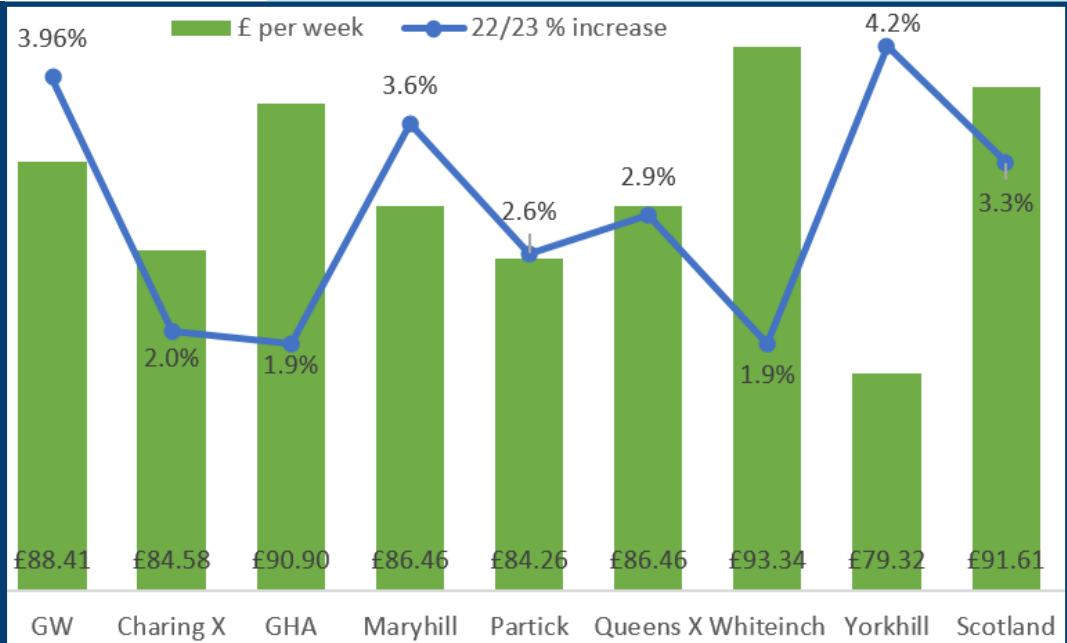
99.86%

GWHA 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 GWHA rents meet the 30% test, with 99.86% 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.

## How do our rents compare with others?

Whilst our average rents are higher than some local RSLs, they are comparable with the Scottish average.

GWHA's proposed rent increase of 5% for 2023/24 is less than the average proposed increase of 6% across the sector.



Before making a final decision on the rents and services that will be implemented from April 2023, our Management Committee want to hear from you. This leaflet provides only a very brief summary of the issues that influence the annual rent review and we strongly encourage you to attend our **Annual Tenants Conference** (a hybrid event, accommodating in person or virtual attendance) on **Thursday evening, 19th January 2023** to take part in the full consultation and to find out more about our service delivery priorities. If you are unable to attend, please complete the electronic feedback form that will be sent to you in early January, or arrange an appointment to speak with a member of our staff. Alternatively, please refer to the tear off slip below as a basis for your feedback, or email us [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk).

## 2023/24 Rent Consultation Tear Off Slip



Do you agree with our proposal to apply an average 5% increase?

 Yes

 No

If not, what do you consider a reasonable increase?

£ \_\_\_\_\_ per week \_\_\_\_\_ %

Are there any new or enhanced services that you would be willing to pay more for? Or any existing services that should be reviewed to deliver savings? If so, please provide brief information

Any other comments