

Have your say...  
and win a  
£100 shopping  
voucher!

# Rent Consultation 2022-23

**Glen Oaks**  
HOUSING ASSOCIATION



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# Rent Consultation 2022/23

Dear Tenant

In 2020/21, we were delighted that 148 tenants took part in our annual Rent Consultation. We hope that many more people will do so this time, so we are writing to you to ask you to take part.

It's been a tough year for all of us and we know that the last thing you want to think about is an increase in your rent. We are all feeling the effects of both the pandemic and Brexit and the cost of just about everything has gone up (or will be going up). Unfortunately, this includes your rent and the cost of the other services we provide.

Glen Oaks is a registered social landlord. Rents are our main source of income and the money we collect from rent is invested in maintaining and improving our tenants' homes. The rent you pay must be set at a level that will allow us to continue to provide the services our tenants need.

*This year we are considering 3 options – an increase of 3.5%, 4% or 4.9%.*

We would like to thank our Service Improvement Group for their help with producing this booklet. We hope the information in the booklet will help you to decide which option to vote for. It will also give you a chance to have **your** say about the type of services you think we should be spending your money on.

**We want to hear what you think about our proposals, so it's important that you take part in this consultation. Our Board values your opinion and will take your feedback into account when they make their decision. You can give us your views by text, email or post.**

*Have your say – your opinion matters!  
Please let us have your feedback by 7 January 2022  
Everyone taking part in the consultation will be automatically entered into a draw to win a £100 shopping voucher!*

Thank you for reading this booklet and for taking the time to give us your feedback.



**Simon Gaunt, Chairperson**

## What we delivered in 2020/21

For the year to 31 March 2021, we collected £6,036,900 in rent. This money allowed us to continue to provide our services, including repairs and maintenance to tenants' homes. Although we had to suspend our kitchen and bathroom programme due to the pandemic, we continued to carry out other cyclical and planned maintenance work. For the year to 31 March 2021, we spent £1.2 million on property repairs, maintenance and improvements. This included:

- ◆ **98.6%** of reactive repairs carried out on time
- ◆ **95.9%** of reactive repairs completed right first time
- ◆ Annual servicing of ventilation systems in **102** homes
- ◆ Linked smoke and heat detectors installed in **55** properties
- ◆ Close painter work at **18** closes in Arden
- ◆ External paintwork at a further **162** properties
- ◆ Medical adaptations completed in **17** properties
- ◆ Year 2 of our tree-felling and pruning programme completed in all areas

## Our Proposals

Increases in rent normally reflect RPI or CPI. At the moment RPI is 6% and CPI is 4.2%. Having considered our Business Plan and taken account of the financial pressures being faced by our tenants, we have three rent options for you to consider and we are asking you to let us know which option you prefer - **please spend some time thinking about the options and take part in the consultation.**

<i>Option 1: 3.5%</i>	<i>Option 2: 4%</i>	<i>Option 3: 4.9%</i>
<ul style="list-style-type: none"> <li>▲ Adjust our planned maintenance cycles; painting being done every 7 years as opposed to 5 years and kitchens being renewed every 20 years as opposed to 15 years.</li> <li>▲ Discontinue back court refurbishment in Arden</li> <li>▲ Continue to invest in new homes to enhance our neighbourhood and offer choice</li> <li>▲ Continue to support community initiatives, Workingrite, goConnect, Starting Out and Money Matters to help our tenants.</li> <li>▲ Cost savings of £150,000 in the next 6 years through reductions in: <ul style="list-style-type: none"> <li>• Salary costs</li> <li>• Office overheads</li> <li>• A review of some of our services such as Gold Service and the Handyperson Service</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▲ Adjust our planned maintenance cycles; painting being done every 7 years as opposed to 5 years and kitchens being renewed every 20 years as opposed to 15 years.</li> <li>▲ Discontinue back court refurbishment in Arden</li> <li>▲ Continue to invest in new homes to enhance our neighbourhood and offer choice</li> <li>▲ Continue to support community initiatives, Workingrite, goConnect, Starting Out and Money Matters to help our tenants.</li> </ul>	<ul style="list-style-type: none"> <li>▲ Keep existing planned and cyclical maintenance programme of painting every 5 years and kitchens being renewed every 15 years. These cost approximately £3M.</li> <li>▲ Continue with back court refurbishment in Arden this will cost approximately £2.1M</li> <li>▲ Continue to invest in new homes to enhance our neighbourhood and offer choice</li> <li>▲ Continue to support community initiatives, Workingrite, goConnect, Starting Out and Money Matters to help our tenants.</li> </ul>

# Service Charges

We may provide other services, e.g. stair cleaning in the closes in Arden, for which we will add an extra charge on top of your rent. This is called a **service charge**. If you receive any additional services from us, please be assured that we will only charge you for your share of the actual cost of the service.

**Glasgow City Council (GCC) have indicated that they will not be re-introducing the free bulk uplift service they stopped at the beginning of the pandemic.** To ensure that our communities were kept clean and safe, we had to employ contractors to provide a service to uplift and dispose of bulk from our tenement properties in Arden. For the past year, the Association has met the costs of this work. However, from April 2022 we will have to increase the service charge currently payable by tenants living in our tenement flats in Arden to cover the cost for the pull-through service and the uplift and disposal of bulk items too.

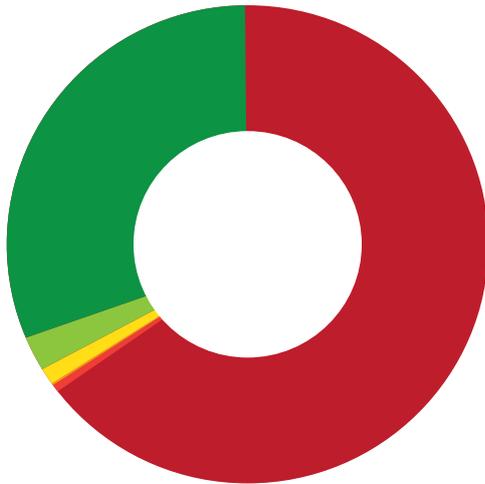
For tenants living in any other type of property, e.g. main door house, you will need to contact GCC to arrange an uplift for your bulk items. GCC will request a payment for the removal of your bulk items.

## Help and Support

Are you struggling to pay your rent? If you are, please don't let things get on top of you, **we can help**. Our Housing Services Officers are here to give you the help and support you need, and your concerns will be dealt with confidentially and sensitively. Your Housing Services Officer can also refer you to our Starting Out team who can help you with benefit or financial issues. **Contact your Housing Services Officer on 0141 620 2722.** In the past year, we have obtained £451,640 additional income for tenants who used this service.

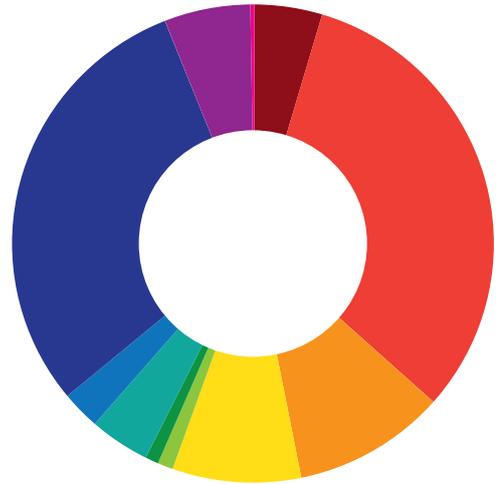
Throughout the pandemic, our goConnect Project has continued to offer support to our elderly residents, people who are isolated and those who are experiencing mental health issues. We have been able to signpost 424 tenants to specialist agencies that can offer help. Additionally, 639 tenants used the goConnect service with 139 accessing digital equipment and 1:1 learning support.

## Where every £1 of our money came from



Income from Rents & Service Charges	65.2p
Factoring	0.5p
Interest Receivable	0.1p
Other Grants Received	1.3p
Development Grants	2.4p
New Funding (loan for future new homes)	30.5p

## How we spend every £1 of our money



Service Costs	4.6p
Cost of Delivering Services (staff, offices, Gold Service, etc.)	32.2p
Day to Day Repairs	10.2p
Planned Maintenance and Improvements	8.6p
Other Costs (bad debts, etc.)	0.8p
Factoring Costs	0.9p
Wider Action/Wider Role	4.1p
Investment in New Properties	2.5p
Interest and Loan Repayments	30p
Planned Maintenance and Improvements	5.9p
Other Fixed Assets	0.2p

## Value for Money

We work hard to make sure that your rent and other charges continue to be affordable and deliver value for money. One of the ways we do this is by making sure that we strike a balance between cost and quality when we buy services or hire contractors to carry out work for us.



**53.6%**

% of tenants felt that the rent we charge for homes represents good value for money

2019/20 = 70.1%

National average 83%

## New Build

We are very proud of the new homes we have been able to build over the past 30 years. This has been possible with the help of grant funding from the Scottish Government and Glasgow City Council, in addition to private finance (loans). Part of the money you pay in rent goes towards paying those loans and allows us to continue to build much-needed new homes. For the year to 31 March 2021, we spent £3 million on the development of new housing, completing the building of 49 new homes in Kilmuir Close.

# How do our rents compare with other housing associations in Scotland?

For the year to 31 March 2021, our average rent was **£92.77**, compared with the average for Scottish housing associations which was **£83.70** per week.

The table below shows our current average rents and how they compare with the Scottish average weekly rent for properties of a similar size. We've given examples of what the rent will be from April next year, depending on which option our Board approves in January 2022 following feedback from our tenants.

Size of home	Scottish average weekly rent	Glen Oaks current average weekly rent	Proposed average weekly rent after 3.5% increase	Proposed average weekly rent after 4% increase	Proposed average weekly rent after 4.9% increase
2 apartment	£79.48	£84.32	<b>£87.27</b>	<b>£87.69</b>	<b>£88.45</b>
3 apartment	£82.60	£89.15	<b>£92.27</b>	<b>£92.71</b>	<b>£93.51</b>
4 apartment	£89.81	£96.85	<b>£100.23</b>	<b>£100.72</b>	<b>£101.59</b>
5 apartment	£99.97	£119.60	<b>£123.78</b>	<b>£124.38</b>	<b>£125.46</b>

We also looked at the average weekly rent charges set by other local landlords and found that we compared very well. The results are shown in the table below:

Size of home	 Glen Oaks HOUSING ASSOCIATION	 Sanctuary Scotland	 GHA (Glasgow Housing Association)	 SOUTHSIDE GLASGOW ASSOCIATION
2 apartment	£84.32	£80.38	£81.95	£78.45
3 apartment	£89.15	£92.82	£87.41	£90.22
4 apartment	£96.85	£102.17	£102.20	£101.81
5 apartment	£119.60	£110.24	£112.01	£115.43

If you would like to find out more about the average weekly rents charged by other housing associations in Scotland, you can do this by visiting the Scottish Housing Regulator's website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

## Rent Restructure

We have recognised that we need to harmonise our rents. This means that we want to move towards tenants paying the same rent for properties of the same size and type. This will be a long process and may mean that your rent will increase or reduce slightly in future, but we believe the result will be fairer for all of our tenants. We will be starting work on this process next year and we'll keep you fully informed of our progress.

# Our Performance

The Scottish Housing Regulator collects information about how satisfied tenants are with the services they receive from their landlord. Some of our results are noted below. To find out more, please read our Annual Report or the Scottish Housing Regulator's Landlord Report (both reports are available on our website at [www.glenoaks.org.uk](http://www.glenoaks.org.uk) or you can [contact our office on 0141 638 0999](mailto:info@glenoaks.org.uk) and we'll post a copy to you).

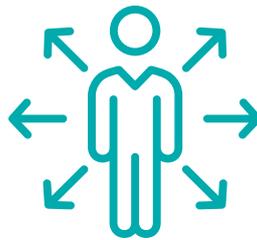


**90.0%**

of tenants said they were very or fairly satisfied with the overall service provided by Glen Oaks.

2019/20 = 90.0%

National average 90%

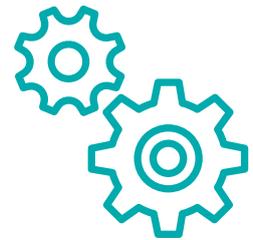


**96.0%**

of tenants said that Glen Oaks is good at keeping them informed about our services and decisions.

2019/20 = 96.0%

National average 93%

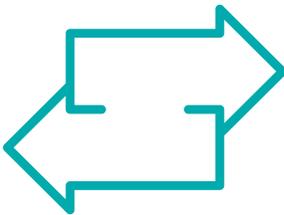


**97.1%**

of tenants were satisfied with the opportunities to participate in Glen Oaks' decision-making process.

2019/20 = 97.1%

National average 88%



**87.3%**

% of tenants satisfied with Glen Oaks' contribution to the management of the neighbourhood they live in

2019/20 = 87.3%

National average 86%



of our tenants are satisfied with the quality of their home

2019/20 = 91.4%

National average 88%



**92.9%**

of tenants who had repairs or maintenance carried out in the last 12 months were satisfied with the service they received

2019/20 = 93%

National average 90%

# Jargon Buster

Page 2	<b>Consumer Price Index (CPI)</b>	The Consumer Price Index (CPI) is the official measure of inflation of consumer prices of the United Kingdom, which examines the weighted average of prices of a basket of approximately 700 consumer goods and services. This includes transportation, food, and medical care. The CPI calculates the average price increase as a percentage.
Page 2	<b>Retail Price Index (RPI)</b>	The Retail Price Index (RPI) is currently used to index various prices and incomes including tax allowances, state benefits, pensions and index-linked gilts. In housing terms, it is commonly used as a baseline to determine proposals for annual rent increases.
Page 2	<b>Service Charge</b>	A landlord sometimes offers a specific service to some of its tenants and levies a separate charge on top of their rents to cover the cost - this is called a service charge. For example, tenants living in a block of flats may be charged a service charge to cover cleaning of the common areas.
Page 3	<b>Value for Money (VfM)</b>	A term used to measure the quality and performance of services provided against the cost of delivering them.
Page 4	<b>Scottish Housing Regulator (SHR)</b>	The independent regulator of social housing services. They are responsible for assessing and reporting on how all landlords are performing (including local authority landlords), and the financial wellbeing and standard of governance of RSLs. They can intervene to secure improvements where necessary.
Page 4	<b>Rent Restructuring</b>	The process of looking at the existing rent structure and identifying any changes that might be needed to make sure the different rents charged are fair.
Page 5	<b>Cyclical Maintenance</b>	The process of regular planned maintenance of various fixtures, fittings and components in a house. For example: gas boilers. The landlord does not require a survey to make a decision that maintenance is required. It happens automatically at regular intervals.
Page 5	<b>Planned Maintenance</b>	The landlord will survey parts of the housing stock and decide which components need replaced in all or some of the houses. This is then included in the budget and tenders sought from contractors to carry out the work. For example, the rewiring of a group of houses would be planned maintenance.
Page 5	<b>Medical Adaptations</b>	Housing that has been altered or built to include features that make it suitable for a person(s) with specific needs.
Page 7	<b>Data Protection</b>	The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR). The Act controls how personal information is used by organisations, businesses, or the government.

***Have your say - your opinion matters!***

***Please let us have your feedback by 7 January 2022***

***Everyone taking part in the consultation will be automatically entered into a draw to win a £100 shopping voucher!***

**We've tried to make it as easy as possible for you to give us your views. You can reply to the text message or email we sent you with this information. Alternatively, you can return the survey form by freepost.**

**Our Board will meet in January 2022 to discuss the feedback from our tenants and agree on the rent increase.**

## ***Data Protection Statement***

The personal information we are asking for in the survey form is required for the purposes of the shopping voucher prize draw and to allow us to contact you if you have asked us for a response. Your information will be used for these purposes only and will be processed and held securely in terms of Data Protection legislation. For further information on our legal basis for processing your information and your rights in terms of Data Protection legislation, please read our Privacy Notice which is available on our website - [www.glenoaks.org.uk](http://www.glenoaks.org.uk)

# Contact Us

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 [Glenoakshousing](https://www.facebook.com/Glenoakshousing)

 [@GlenOaksHousing](https://twitter.com/GlenOaksHousing)

Our office opening hours are:

**Monday, Tuesday & Thursday:** 9am - 5pm

**Wednesday:** 9am - 1pm

**Friday:** 9am - 4pm

Our office is closed for staff training from 1pm every Wednesday.

