



OCHIL VIEW

— Housing Association Ltd. —

2023-24

Rent
Consultation
Outcomes
Report

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01 Introduction



Hello, and welcome to the Outcomes Report for our 2023-24 Rent Increase Consultation.

This report highlights the options provided to tenants, including some background information and how tenants have responded, as well as our next steps.

Thanks, as always, to all tenants who took the time to reply.

Determining the rent options for the year ahead has been particularly challenging for a number of reasons.

Firstly, the current cost of living crisis has seen the inflation rate rise above 12%. We recognise that many are struggling with the costs of food, energy and other increased living expenses.

As to what the Scottish Government will do with regards to rent setting for the year ahead, as of this date it is still unclear. When any decision has been made, our Board will take this into consideration.



02 Our Options

This year has been a little different as we presented tenants with three rent increase options.

Being mindful of current inflation rates and the impact this could have on our planned maintenance and repairs, as well as overhead costs, we gave tenants 3 different options.

These options highlight where savings could potentially be made to allow a lower rent increase.

The following table shows the 3 options, and the effect on planned maintenance programmes and future rents with different rent increases.	Option 1	Option 2	Option 3
	Rent Increase 9%	Rent Increase 7%	Rent Increase 5%
No change to planned maintenance programme	✓		
No change to future years' rents	✓		
Planned boiler replacements pushed back by 3 years		✓	✓
Planned upgrades to radiators cancelled		✓	✓
Planned electrical rewires cancelled for 10 years		✓	✓
Planned kitchen replacements pushed back by 2 years			✓
Planned window replacements pushed back by 5 years			✓
Planned bathroom replacements pushed back by 5 years			✓
Rent increase for following year to include an additional 1%			✓
Example of average rent increase per week*			
2 Bedroom	£7.35	£5.72	£4.09
3 Bedroom	£8.00	£6.22	£4.44
4 Bedroom	£8.72	£6.78	£4.84
<i>*note your rent may vary by a different amount</i>			

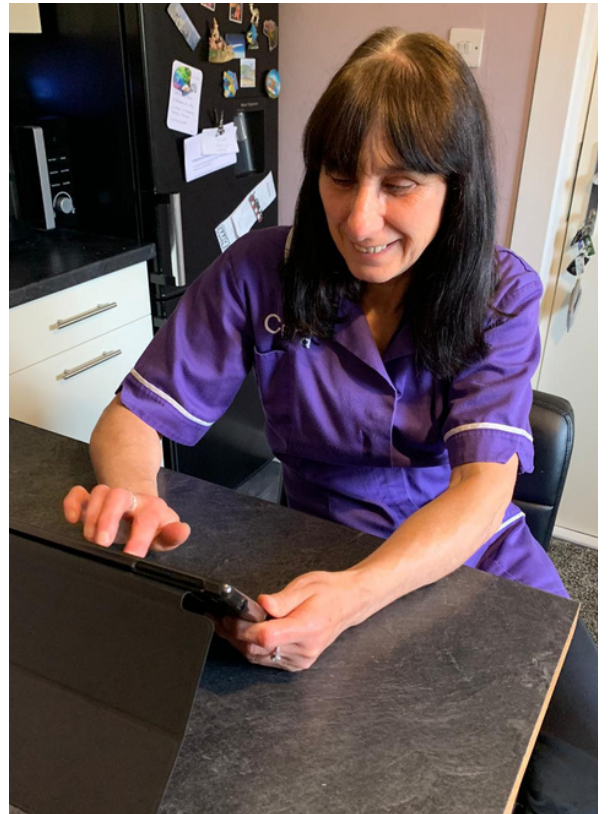
03 Our Consultation

We created an information booklet, including details of the 3 options and welfare advice we can provide.

We asked tenants to review the information and then complete a short survey to give us their opinions.

Tenants were given a number of options for doing this. They could complete and return a paper copy, fill in the survey online via a text message or speak directly to a staff member.

The information and survey was issued in early December and tenants had around a month to reply.



04 Survey Returns

We received **412** completed surveys.

This equates to a **29%** response rate.

We received **10** surveys via post. The rest were done online.

This represents one of our highest ever response rates to a survey, up from just 32 replies last year. This is perhaps unsurprising given how important the subject is to tenants and that we gave options this year.

The greater number of tenants who reply the better, as it gives us a substantial range of feedback that can go to the Board for consideration when deciding on the rent increase.

05 Survey Outcomes

The first question we asked tenants in the survey was, based on the information provided on Page 3, which is your preferred option?

172 (41%)

Tenants felt that **Option 1 - a proposed increase of 9%** would be the most suitable approach.

74 (17%)

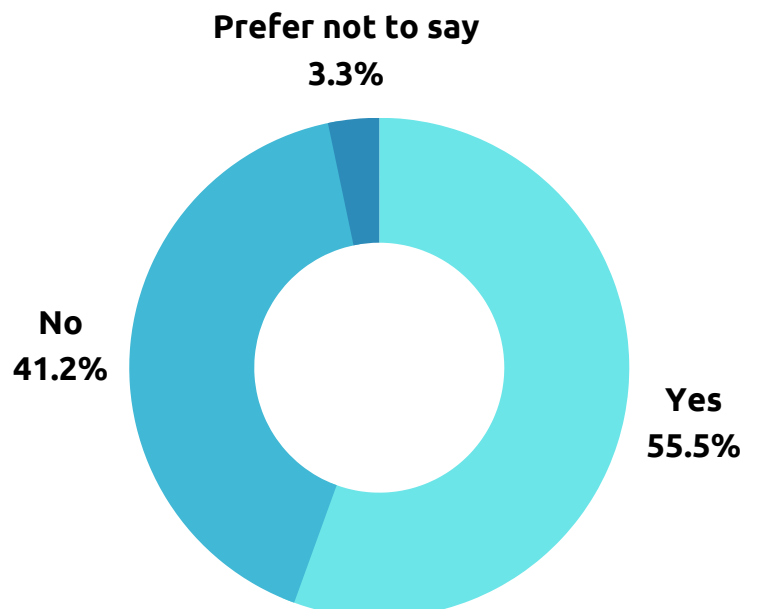
Tenants felt that **Option 2 - a proposed increase of 7%** would be the most suitable approach.

179 (42%)

Tenants felt that **Option 3 - a proposed increase of 5%** would be the most suitable approach.



The second question we asked tenants was whether they were on Housing Support. The purpose of this was to give us a bit more background knowledge on circumstances around voting options.



05 Survey Outcomes (cont)

Based on their answers to the Housing Support question, we were able to determine the following:

For those on Housing Support, the most popular option was:

108 (46%)

Tenants felt that **Option 1 - a proposed increase of 9%** would be the most suitable approach.

For those not on Housing Support, the most popular option was:

83 (47%)

Tenants felt that **Option 3 - a proposed increase of 5%** would be the most suitable approach.

06 Additional Comments

We asked tenants if they would like to make additional comments in relation to the survey.

89 comments were either suggestions or positive in nature about the proposals

53 comments were from tenants who are unhappy in some way about the proposed options.

06 Additional Comments (cont)

Breaking down the additional comments a little further, of the 53 who expressed dissatisfaction, the majority were expressing concern about the increases given the current climate.

"With the cost of living and energy prices lots of people are struggling to pay their rent"

"I think the rent increase is unjustified as the whole country is battling through the recession."

A smaller number focused their comments on the potential impact on maintenance and repairs with the proposed increases:

"I've written 5% and not really happy with it , because then I will not get any refurbishment in the flat for many years, but don't have other options."

"I would have valued a lot more information about who exactly would be affected by all these cuts in services."

We were pleased to read many positive comments from tenants about the rent proposals, and their tenancies in general:

"I generally don't feel that the rent increase is steep most years, and Ochil View do a good job of maintaining properties, in my opinion."

"More than happy with the proposed 9% increase as was expecting a lot more given the current cost of living crisis. Keep up the good work!"

"I think the rent increases would be very fair. Never have I lived in a house with such quick repairs and help when it's needed."

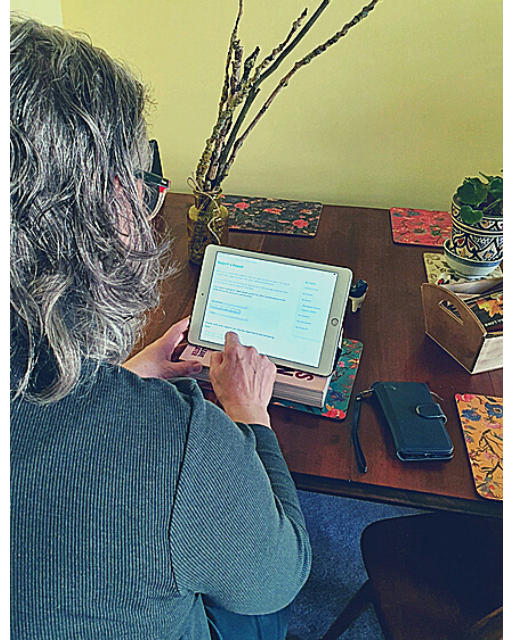


07 What have we learned?

Firstly, it is evident that issuing this survey via the post and by text message to our paper-free tenants, as well as giving rent increase options, has helped us gather a far more significant proportion of tenants' views.

In terms of the survey itself, tenants are almost split equally on either a 5% or 9% increase, with the 7% 'middle' option less favourable.

There were a wide range of comments, the majority in relation to maintenance and repairs and the potential impact a larger or smaller increase may have.



08 What next?

This report will now go to the Senior Management and Board. This will form an important part of the review process, and the feedback will help shape the rent setting for the year ahead.

We want to again thank everyone for their contributions. Such input plays a critical role in the decisions the Association takes.

If you would like to discuss any aspects of this report in more detail, please contact us as per below.

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