



Rent Review Consultation Outcomes 2022-23



OCHIL VIEW

— Housing Association Ltd. —

2019-2020

Introduction

Welcome to Ochil View Housing Association's report on the outcomes from the tenant rent review survey carried out between December 2021 and January 2022.

Setting the rent levels for the year ahead is a complex and often challenging task and, for 2022-23, this was no different.

As always, we used the national Consumer Inflation Rate as a marker for how we set our own charges going forward. This takes account of things like heating and fuel cost increases. In addition, we also have to consider increases in planned maintenance contracts. The Housing sector is experiencing a substantial rise in these costs as a result of labour and materials shortages.

Taking all this into consideration, as well as our own business plan and income and expenditure for the year ahead, Ochil View proposed a rental increase of no more than **4.2%**.

Whilst we appreciate that any increase is not welcome, we believe the proposal will allow us to continue delivering the best possible services to our tenants in these difficult times.

We put this proposed increase, along with a range of background information, out to all our tenants with the Winter Newsletters in early December. We asked that they considered the information provided and give us their thoughts through a short online survey that was opened for 4 weeks. Tenants could also share their views via post, email or by phone.

This report details the outcomes of that survey and the next steps.

Survey Outcomes

32

Responses Received

We received 32 responses in total to this rent survey. 31 were completed through Survey Monkey and 1 by email to the Tenant Engagement Inbox.

This figure is the same as the 2021-22 survey last year. Previous to that we had 112 responses for the 2020-21 survey.

We believe there are several reasons behind this response level. This includes the fact that we aren't able to carry out face-to-face survey work at the moment due to COVID restrictions.

We will continue to work hard at ensuring our surveys are fully accessible and that the feedback received is helping to shape our services.

Survey Outcomes

Q.1 – Do you support Ochil View's Rent Increase proposal?

Yes – 32%

No – 55%

Don't Know – 13%

On the proposed 4.2% rental increase, it was evident that the majority of the 32 tenants who replied were not in favour of such a rise.

This response, along with the other survey outcomes, are all fed back to the Board for further consideration ahead of any final decision being made on the 2022-23 rent levels.

This figure demonstrates that, for some tenants, a reduction in the services we provide would be acceptable if it meant lower rents.

Others see that the services, as well as future investment, should not be impacted by the proposed increase.

Recent investment in our properties include 52 new heating systems or boilers, 71 external homes painted and 20 replacement kitchens.

Q.2 – I think Ochil View should offer a lower increase by reducing services or cutting back investment.

Agree – 39%

Disagree – 35%

Don't Know – 26%

Survey Outcomes

Q.3 – I think the increase should be higher so that Ochil View can offer more services or provide more investment.

Agree – 0%

Disagree – 84%

Don't Know – 16%

It is very clear from this question that tenants do not see the need to increase the rents any more than already proposed, even if it means further investment in services or properties.

Q.4 – If you have any other comments or suggestions please provide these below.

10 Comments
Provided

1. A 3.1% increase is extremely high. Kingdom residents only get a 1.5%–2% rise.
2. Feel like the rent is already high enough for what we get unfortunately. Don't think it's fair or right to increase the rent when the properties are not worth it? Maybe if huge changes were made and everything for the tenant was more cost effective i.e. new windows and doors to keep in heat then we could afford to pay higher rent with no issues!
3. Ochil View needs to work on finishing jobs they start!
4. If you want to raise increase prices, please supply tenants with sustainable new doors and windows. Door locks are consistently breaking for people in our area, create drafts and have been previous break in attempts. Surely it would have been more financially beneficial to replace these as it will continuously happen. Considering our kitchen prior to installation was actually fine, yet due to our doors and windows, our heating bills have had to be substantially higher.
5. People can't afford for rent to go up again especially when you get nothing in return i.e. you don't get help with garden fencing or boundary fences or maintenance when the gardens are not in a manageable state.
6. Ochilview rents are becoming equal to those of private rentals and slowly becoming less social and more exclusive
7. currently everything is increasing but services need to be kept also all homes need to be more energy efficient solar panels etc new kitchens are also needed
8. rent should be lowered. through the pandemic our rent went up and nothing was cleaned or maintained. the prices are ridiculous and unfair
9. People are already struggling with price increases in food, gas and electricity, petrol and many other things. Too high an increase will put extra strain on people / families who are already struggling to put food on the table.
10. Ochilview rents are already significantly higher than the council rents

Survey Outcomes

Q.1 – Please advise if you completed this survey through our tenant portal My Home?

Yes – 20%

No – 80%

We are keen for tenants to utilise the services provided through My Home and work has started on how we can promote and develop greater usage of this. My Home is an easy to use online tool through our website for tenants to pay rent, report a repair, complete surveys and much more.

Conclusion

The outcomes of this survey, along with further detailed information on Ochil View's 2022-23 Budget will be presented to the Board for consideration in January. From there, an agreed rent level will be set and tenants will be notified soon after.

Thank you to everyone who took part in this survey. By providing your feedback, you are helping to shape the best possible future tenant services and investment.

If you want further information on this report, or if you want to discuss how we engage and communicate with our tenants, please contact our Tenant Engagement & Communications Officer, Chris McShane. You can do this via email at: tenantengagement@ochilviewha.co.uk or on: 07874 864 323.