

your rent with thenue



DECEMBER 2017

DELIVERING VALUE FOR MONEY - Our Rent Review For 2018-2019

Welcome to our annual rent review consultation publication designed to keep you informed of what is happening with your rent and demonstrate how Thenue deliver Value For Money.

Inside you can find out all about your rent and what it pays for. But MOST IMPORTANTLY we want to know what you think.

We previously received very positive feedback from tenants and residents groups to this rent consultation format. We were told that this format gave you easy-to-understand information, which we hope helps you express informed views about your rent and services.

Thenue's current Business Plan assumed that your rent would increase by inflation plus 1% from 1 April 2018. Inflation has been relatively low over the last few years but has recently risen to 3.9%. This would have meant an increase of 4.9% on your rent from 1 April.

We believe however, we can reduce next year's rent increase to inflation only if we make efficiency savings over the next two years.

We think those savings can come from:

- Investing in staffing that will maximise our rental income collection

- Encouraging all our tenants who like to use the internet on their computers or their smartphones, to choose to access our online services rather than traditional more expensive ways such as visiting our office, phoning or by post.

You told us, as part of our 2017 tenant satisfaction survey, what was important to you in terms of service delivery and Value For Money. Inside we also demonstrate how we have focused on your priorities.



ONLINE TRANSACTIONS HELP THENUE TO KEEP RENTS LOW!

20x
cheaper
than phone

30x
cheaper
than postal

50x
cheaper than
face to face

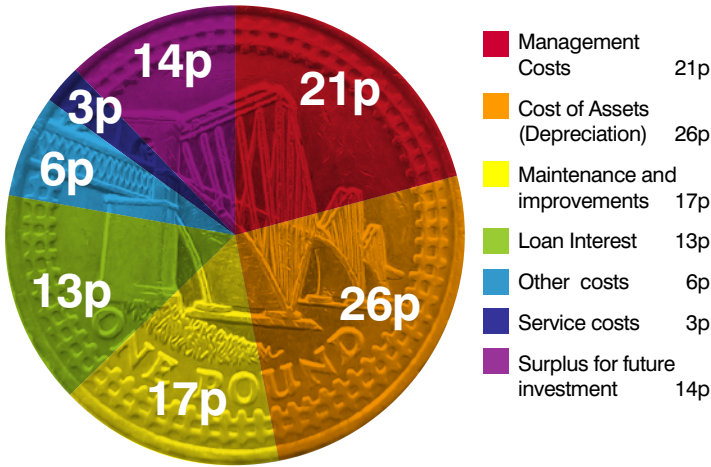
Thenue's New
Repairs Contract
with Mears will
provide new
services at no extra
cost to tenants.

The pie chart on page 2 helps to explain how we spend your rent money.



YOUR RENT AND VALUE FOR MONEY

How every £1 is spent



How can we demonstrate that we are delivering VFM – How efficient are Thenue?



We are continually striving to ensure we achieve value for money from all of our services. Examples are given below of how we have become more efficient by reducing our costs and increasing our income.

We have invested in Online Housing Services which will lead to efficiency gains and alleviate the impact of the significant increase in workload due to Universal Credit, by building extra work capacity into our teams. The UK Government's Digital Efficiency Report suggested that transactions online can be 20 times cheaper than by phone, 30 times cheaper than postal and as much as 50 times cheaper than face-to-face!

Reducing Rent Arrears

In last 3 years we have reduced rent arrears by £240,000

Negotiating Improved Loan Arrangements with our Lenders

New loan deals mean we will save the Association on average £136k per year over the next 14 years.

More grant funding = Less Expenditure using Rental Income

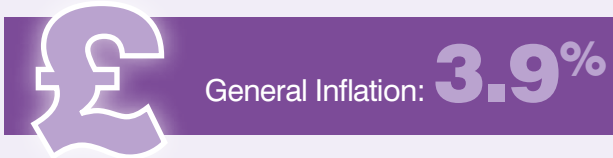
Community projects included;

- £995,000 to build a community facility in Netherholm
- £80,000 for our Smart Communities digital inclusion project
- £20,000 to fund youth work in Netherholm
- £50,000 for employability / volunteering

How have some of our costs changed?

Building costs increase

Over the past year the costs of labour and materials required for building works and repairs have increased by more than inflation, with further increases well above inflation expected.



Meeting new Scottish Government Efficiency Standards

£3.3m new cost for Thenue to meet Scottish Government's new Energy Efficiency Standard (EEESH)



Improving Performance and Better Services for Tenants

Despite increases in costs we continue to demonstrate Value For Money by the efficiencies noted above and also by showing you how we have improved our business performance and our services to you.

% Tenants Who Feel Their Rent Offers Value for Money

47% in 2015 | 77% in 2017

% Tenants Who Were Satisfied With Repairs Carried Out In Last Year

84% in 2015 | 89% in 2016

98% of tenants who use our new SELF SERVICE APP give it a positive rating!

In the last year we went live with our Self Service App for smart phones and tablets where over tenants now access 24/7, their recent rent account transactions, see their repairs history and make repair and other requests online. This App not only provides a quicker and more responsive service for tenants, it will save Thenue money and help keep future rent increases lower if significant numbers of our tenants use the app (450 tenants have downloaded the App so far).

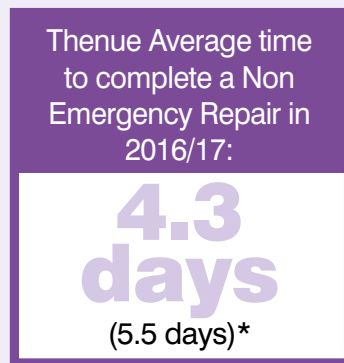
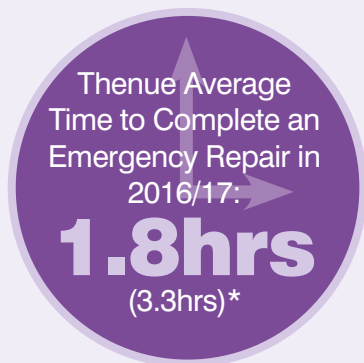


VALUE FOR MONEY

WHAT ARE YOUR PRIORITIES?

We asked all tenants in our 2017 customer survey what services were most important to them. We always try to focus our resources on YOUR priorities. Your top 3 priorities were:

Priority 1. Good Quality Repairs Service



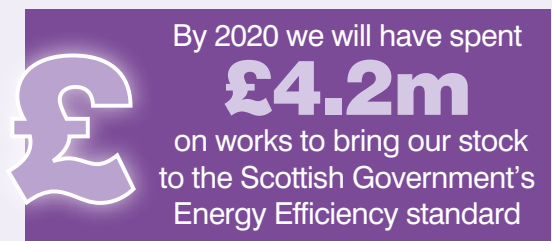
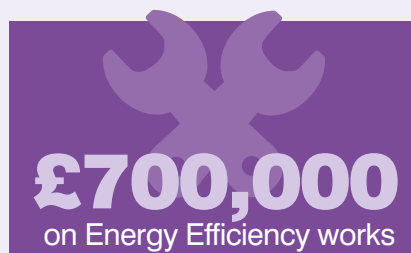
* Scottish Average in 16/17

Priority 2. Improving Homes

Investment in Last 5 Years:



What we plan to spend next year:



Priority 3. Customer Service

The question "how satisfied are you with Thenue's customer service" received the highest satisfaction rating out of all the questions we asked in our 2017 tenant survey – 93%!!



HAVE YOUR SAY ON RENTS – RENT INCREASE PROPOSAL FOR 2018/19

We are proposing that your rent increases by inflation only (3.9%) through investing in staff to maximise rent collection and encouraging more of our tenants to access our services online. Please let us know what you think of this proposal by contacting as noted below.

Remember nothing is decided as yet. We will feedback to the Board of Thenue on the outcome of this rent review consultation. It will then decide at its January meeting what rents should be set at. We will write to you with the details of your new rent charge.

The table below provides **TWO EXAMPLES** of what the increase of 3.9% will have on the amount of rent paid on Thenue properties of differing sizes.

Remember they are just examples:

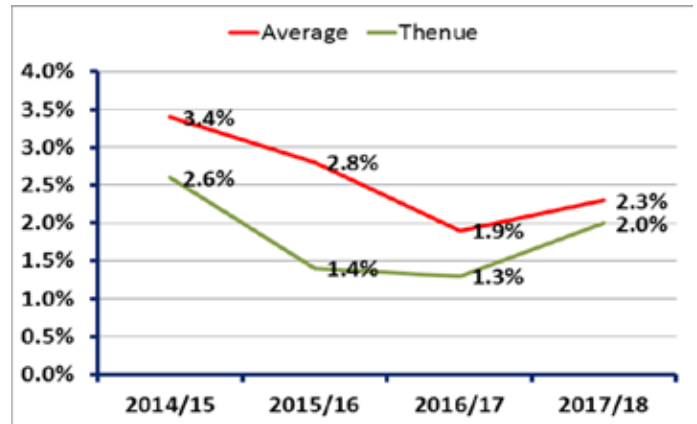
Property Type	3.9% rent increase – extra in rent per week
2 apt 2 person flat	£2.74
4 apt 5 person flat	£3.22

www.scottishhousingregulator.gov.uk

You can compare Thenue to other housing providers by visiting this site.

How Affordable Are Thenue Rents?

Over the last 4 years we have aimed to keep our rents as low as possible. See below for how our rent increases compare with the average for Scotland.



Only 1 in 10 tenants in our 2017 Tenant survey told us that they found it difficult to afford their rent.

We would like to get your views Below is a tear off slip to return to Thenue. Please provide comments in the space below on our proposal to raise rents by 3.9 per cent on 1 April 2018.



Name.....

Address.....

Do you have any comments you would like to make on the proposal?

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WE NEED TO GET YOUR VIEWS NOW AND NO LATER THAN FRIDAY 19 JANUARY 2018

YOU CAN RESPOND IN A VARIETY OF WAYS:

- ✓ Hand in the tear off slip to any of our offices, or
- ✓ Email us on: brian.gannon@thenuehousing.co.uk
- ✓ Text us on: 07795 266376

- ✓ Phone: Brian Gannon on 0141 550 9509
- ✓ Online Rent Review Survey: www.thenuehousing.co.uk