

UPDATING YOU ON OUR RENT PROPOSAL



***THIS IS AN IMPORTANT PUBLICATION
- PLEASE TAKE TIME TO READ IT***



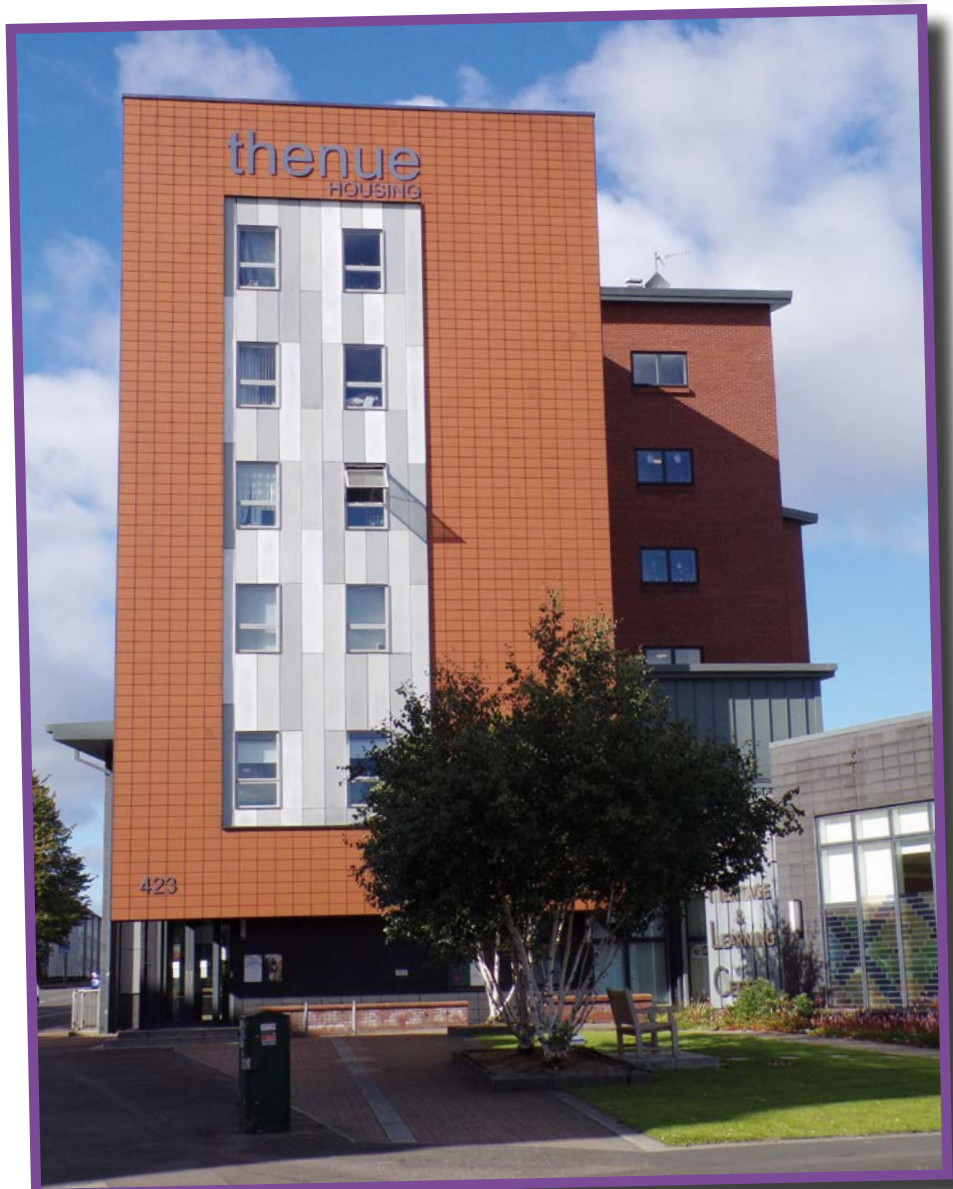
By Gary Naylor, Chief Executive

You may remember late last year we sent you a special newsletter all about rent. This was the first part of our annual rent consultation process as we endeavour to listen to your views on what we are planning.

In what we called “Stage One” of our consultation we explained that all rents for social housing and private rented tenants had been frozen by the Scottish Government until the end of March 2023.

At that stage it was unclear what the Scottish Government intended to do beyond the end of March 2023, and whether a further freeze or cap would be applied.

As a result, we decided not to announce a rent level proposal until this became clearer, and we could provide you with certainty about both the rent levels and what it means for the many services we offer.

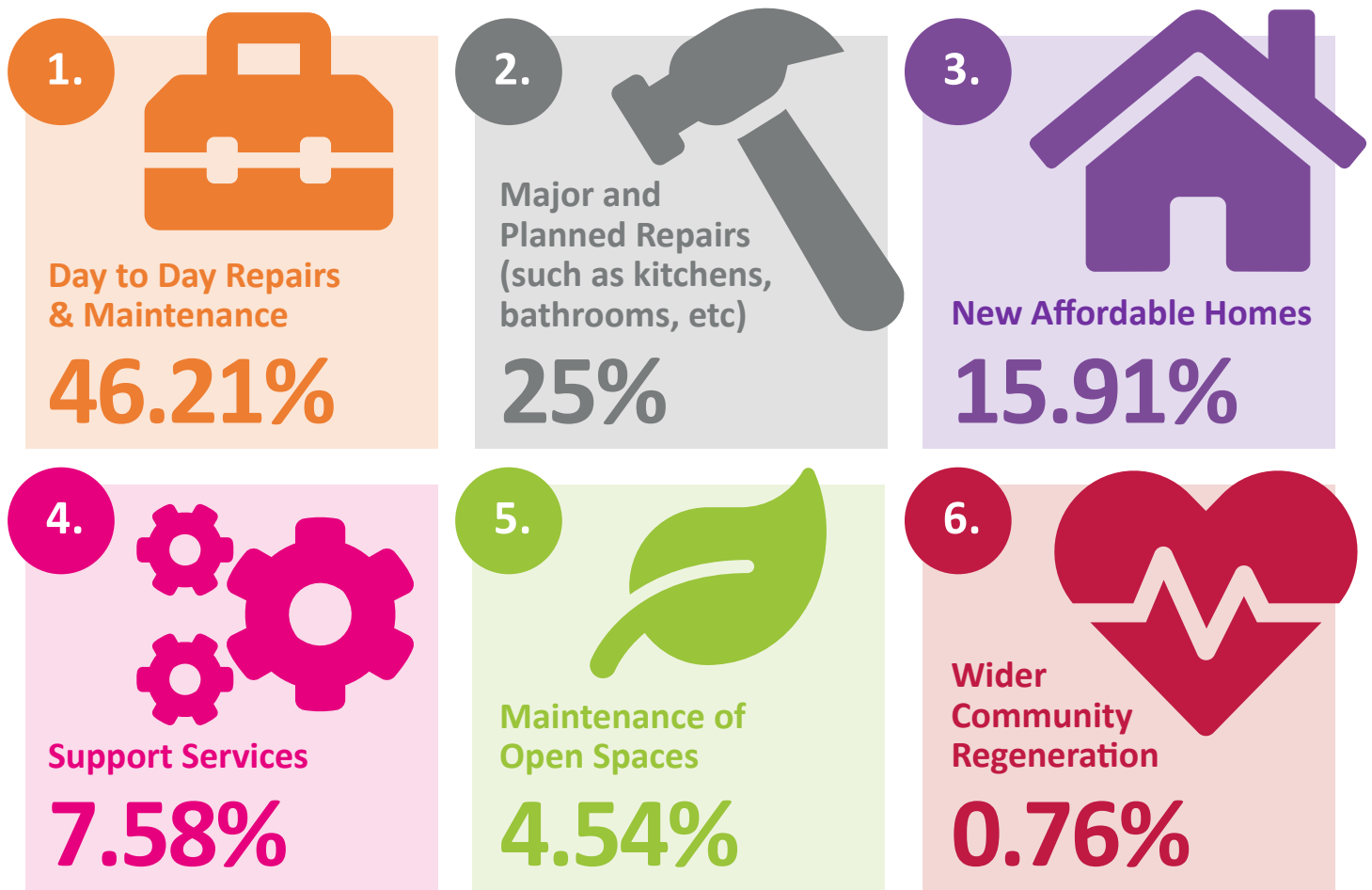


So what happened in Stage One?

Stage One focused on understanding your priorities for service delivery. This enables us make more informed decisions about where to focus our spending in order to deliver the best possible service.

We are immensely grateful for those of you who took the time to respond.

We now have the results from this and your priorities (ranked in order of preference) are shown below:



The results clearly show that the top THREE priorities are Repairs, Planned Maintenance and Affordable New Homes and we will use this information to focus our spending on these key areas.

The other options on the list are still important parts of our service and we will continue to try to deliver as much of our plans as possible during 2023/24 in an efficient and value for money way. Delivering value for money is a vital part of our approach as we know you expect us to spend rent income wisely.

For example, we have been successful in attracting external funding to deliver enhanced energy advice and cost of living assistance and will continue to seek funding to aid in the delivery of community based projects, working alongside our excellent Area Associations who carry out such important work.

At the end of this special newsletter you can read more on how to get help on energy and the cost of living challenges we all face.



Update from the Scottish Government

The Scottish Government has now announced that it has decided not to extend rent control measures for housing associations beyond March 2023. Members of the Scottish Federation of Housing Associations are consulting with tenants on a set of increases from April 2023 that average 6.1%. As this is well below the level of current inflation the Scottish Government has allowed flexibility for landlords to set their rent levels with this average figure in mind.

This *average figure* is important as it allows planned improvements and maintenance to proceed although all Associations will be facing challenging decisions on what to prioritise in an environment of *below inflation rent increases* and increasing costs of services, contractors and materials.



Scottish Government
Riaghaltas na h-Alba
gov.scot

Thenue's Rent Proposal for 2023/24

At Thenue we are committed to keeping any rent proposal as low as possible, particularly in the financial environment with high energy and living costs.

Current inflation level is sitting at 10.7%, and we understand that this provides challenges for everyone, for you as tenants and for us as your housing provider. We are also well aware that a rent increase along these lines is not viable or affordable.


We have therefore worked out that 5% is the lowest rent increase needed so that we can continue to deliver quality services and carry out planned improvements in our properties over the next five years. This is well below inflation and is only possible because of the hard work by our Board and Staff to improve our efficiency and working processes.

The Association's Board of Management will decide on the final increase in early February following the feedback we receive. We are only providing one option as we know it is vitally important to keep the rent increase to a minimum.

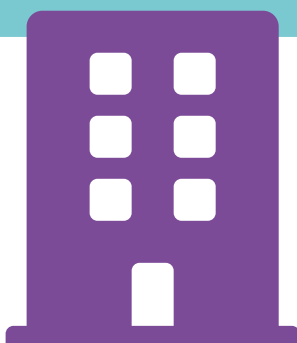
And this is why we are issuing this second special newsletter to obtain your views in stage two of our consultation.



Rent Levels in money terms... what a 5% increase means for you?



Our rent structure takes into account house type and size, so the increase will vary depending on your property. An example of what a 5% rent increase would mean in cash terms per week is shown here:



A 3 apartment property with a 5% rent increase would represent a **£4.53 increase in weekly rent.**

We will write to inform you of your new rent charge for 2023/24 at least four weeks in advance of any change to be implemented from April 2023.

What a 5% rent increase means in terms of delivering our services

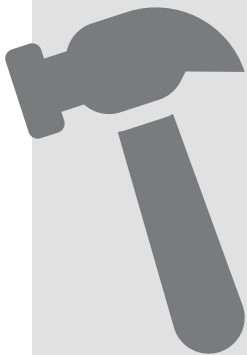
Based on your top 3 priorities for spending:

Priority 1 (Day to Day Repairs and Maintenance)



A 5% increase means that we are able to deliver on your key priorities and day to day repairs & maintenance will be delivered alongside much of our planned work that is currently in our business plan. Thenu is experiencing significant increases in the costs to deliver repairs and our spending is estimated to be around £2.8 million for 2023/24. However, efficiencies mean that this is possible within the proposed budget and 5% rent increase. We are committed to continue working closely with our contractors to deliver you the best service we can that represents value for money.

Priority 2 (Major & Planned Repairs)



The major repairs possible with a 5% rent increase equates to the following and enables us to continue to improve the quality of homes in 2023/24:

- 62 bathrooms
- 44 kitchens/utility rooms & boilers
- 35 kitchens
- 65 windows
- 27 boilers.

It does mean that there will be some slight delays in the delivery of some of the planned work in order to make 5% work, but we aim to keep any delay down to a minimum.

Priority 3 (New Affordable Homes) -



Our new build properties are funded by a combination of grants from the Scottish Government and loans repaid over time from the rent of customers living in those homes. We will continue to risk assess all future developments to ensure that they do not end up

costing and impacting on rents in the future. We are proud of our track record in building new homes and will continue to create new affordable homes wherever possible. This helps us to have a positive impact on our waiting and transfer lists and meet the demand.








The 2nd stage of the consultation...

Following confirmation from the Scottish Government we are now able to put forward a firm proposal of a 5% rent increase from April 2023.

Therefore, as the final part of the consultation and before any rent setting is confirmed by our Board of Management we wish to seek your further opinion on this figure.



Ways in which you can tell us what you think:-

-  Post your slip to us at **423 London Road.**
-  E-mail us at **rent@thenuehousing.co.uk**
-  Phone us **0141 550 3581**
-  On-line survey at **www.thenuehousing.co.uk**
-  Through the **self-service app.**

PLEASE REPLY
BY JANUARY 31ST

English not your first language?

No problem. We are a 'Happy to translate' accredited organisation. Just let us know your language preference, and we'll do the rest.



Difficulty viewing the text in this newsletter?

No problem. Download this document from our web site, and electronically expand the text to a size that suit you.

www.thenuehousing.co.uk



CONSULTATION FORM – PART 2

Name			
Address			
		Postcode	
Telephone		Mobile	
Email			Age
Q1 – Thenue’s rent proposal for 2023/24 is 5.7% below the current inflation levels. Do you agree with Thenue’s approach to keep rents as low as possible at 5% for the coming year? (PLEASE CIRCLE)		YES	NO
Q2 – A rental increase of 5% means that there will be some small delays to the delivery of elements of planned maintenance. Do you agree that this is acceptable in order to keep rents as low as possible for the coming year and beyond? (PLEASE CIRCLE)		YES	NO
Q3 - Please add any further comments you have regarding the rent increase we are proposing			
Do you require any additional help or benefit advice from our Income Maximisation and Financial Inclusion Teams? (if yes, we will be in contact soon) (PLEASE CIRCLE)		YES	NO

PLEASE NOTE YOUR USUAL THENUE NEWSLETTER WILL RETURN IN THE SPRING

COST OF LIVING – WE'RE HERE TO HELP

Energy Support

As the cost of energy is on the rise, Thenue is here to help. We were successful last year in securing funding from the Scottish Federation of Housing Associations' Social Housing Fuel Support Fund (funded by the Scottish Government) to support Thenue households most affected by the energy price increase.

We have a range of financial and practical support in place to help lessen the burden of energy costs over the coming winter. This support includes energy & debt hardship fund, thermal curtains (& poles if you need them), slow cookers, thermal fleecy fitted sheets complemented by energy advice and information to help you manage your energy consumption efficiently.

For energy advice please contact

Julie Broadley, Thenue's Energy Advisor

Telephone **0141 550 9558**
Mobile **0797 426 8974**
Email **energyadvice@thenuehousing.co.uk**

The energy advice service is very busy but we will respond to you as soon as possible. We prioritise those households most in need (e.g. households who have self-disconnected or about to self-disconnect).

We have access to a wide range of support so please get in touch with us if you are struggling with the cost of living and we can look at support options.

Please check our social media pages to be kept up to date with the latest information and support available.

 <https://www.facebook.com/ThenueHousing>

 <https://twitter.com/thenuehousing>

Financial Inclusion

We have a Financial Inclusion team that can help you. This service is free and we can help you establish if you are entitled to State help i.e. benefits which you might not think you are entitled to. In some cases this can even be backdated if a claim is successful.

You can do this by sending us an email to **financialinclusion@thenuehousing.co.uk** or by phone to **0141 550 9554/9553** or through the mobile app

UK Government Support

At the end of last year the UK Government announced further help this year and in 2024 in what it calls its Cost of Living Help between Spring 2023 and Spring 2024

This will consist of:

- up to £900 for people on eligible low income benefit
- £300 for pensioner households
- £150 for people on eligible disability benefit

Please note that further information will be published by the Government in due course.



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