

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.

