



Have your say – your views are important to us!



Each year we look at how much rent is needed to continue to provide great services and improve our properties. We want to keep your rent affordable so it is important that we hear your views so we get the balance between rent levels and services right.

2020 will always be remembered for Covid-19 and the change it brought to all our lives. We know this has been a difficult year for many of our tenants. Some people have lost their job and many are struggling financially. So we want to make the rent increase in April as low as possible.

Our starting point was to look at the September rate of inflation as this is used when changes are made to benefits and pensions. In September

2020 the Consumer Price Index (CPI) was 0.5%. We have worked out that this is the lowest amount of rent increase needed so we can continue with the same services as last year and carry out the improvements we have planned to our properties over the next 5 years.

We have already committed to this planned investment – and if we didn't increase our rents by at least 0.5% – this would mean we couldn't provide much needed improvements. In real terms this works out as 200 replacement bathrooms.

The Board will make a decision on the rent increase in January 2021 after they have considered all the feedback from tenants on this issue.

We always try our hardest

to make the best possible use of your rent. This newsletter sets out what your rent paid for last year, and our spending plans for the year ahead. We are not providing any options this year as we know it is vitally important to keep the increase to a minimum.

We have also included within this pack a comprehensive guide to what help is out there, including how to access food banks, help with your fuel bills, and benefit advice if you are financially impacted by this pandemic. This leaflet also tells you about local services on offer and some new government benefits that are coming our way.

Win a £30 Shopping Voucher!
Take part in our consultation and you will be entered into a prize Draw. Two lucky winners will receive a £30 shopping voucher!
See page 4 for details!



If you need this document in large print, or translated, please let us know.



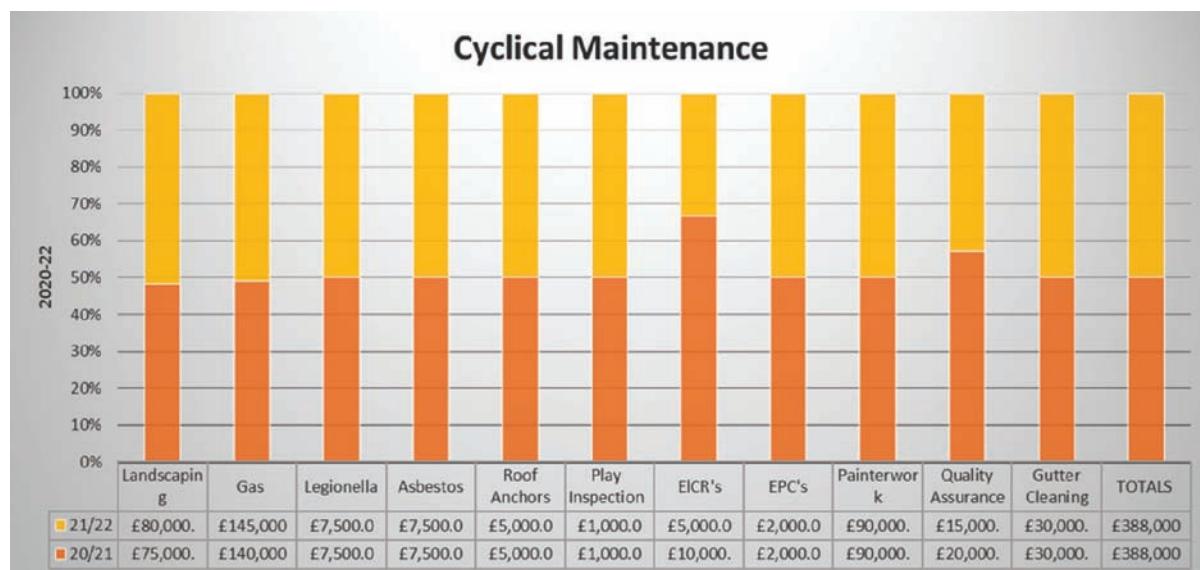
Our investment plans...

We plan to spend over £3 million over the next two years to improve our properties and the surrounding environment. This includes:

Nearly £2 million will be spent on planned repairs – which will involve improvements to a number of our properties. This will ensure all our

properties meet the tenant safety compliance standards set within the Scottish Housing Quality Standard, Scottish Government legislation and also maximise their Energy Efficiency performance:

£776,000 on cyclical repairs – this will include...



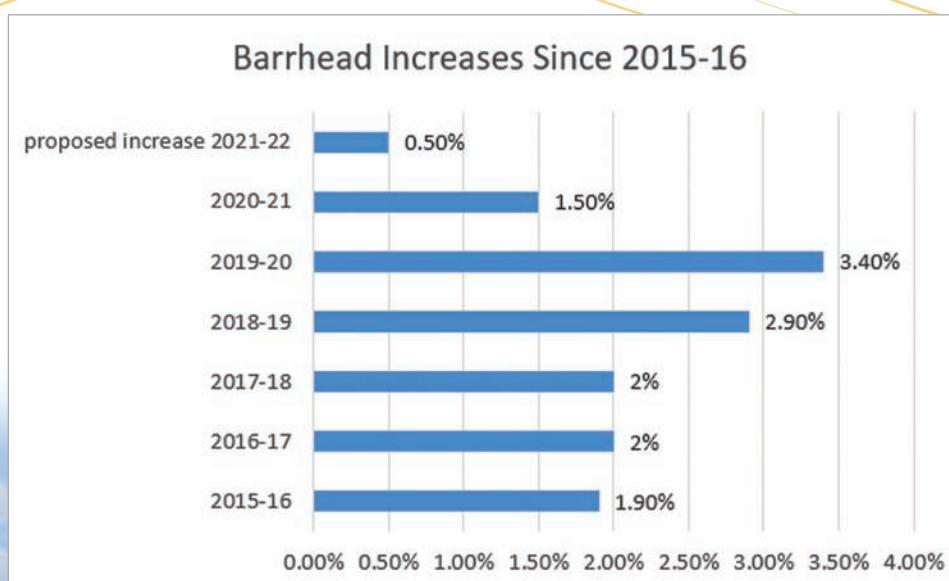
Just under £900,000 on day-to-day repairs and work to get voids up to standards



Medical adaptations for 2020-21

| Category | Cost |
|---------------------|----------|
| General Adaptations | £97,000 |
| Major Adaptations | £154,725 |
| Total | £251,725 |

Our rent increases over the last five years



How much more will I pay?

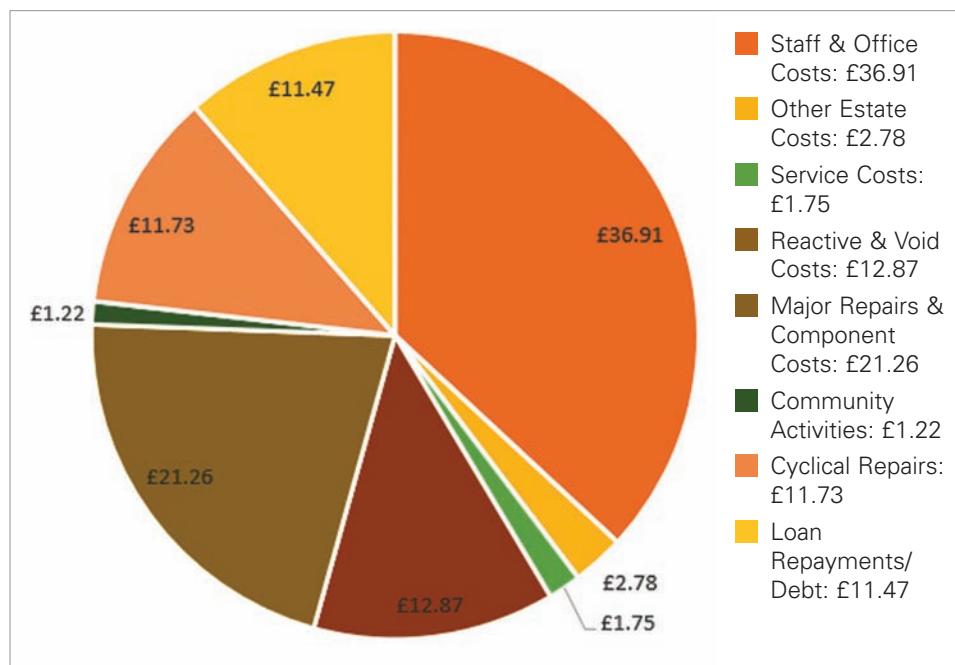
The figures opposite are based on overall average rents for our properties. Please remember that some rents are still undergoing rent harmonisation.

| Apartment Size | Impact per Week | Impact per Month |
|----------------|-----------------|------------------|
| 1 Apartment | 1.23 | 5.32 |
| 2 Apartment | 0.59p | 2.55 |
| 3 Apartment | 0.20p | 0.88p |
| 4 Apartment | -0.32p | -1.37p |
| 5 Apartment + | 0.45 | 1.98 |

How we spent the rent we collected in 2019/20

We collected around £4,285,611 in rent and service charges and we spent £3,221,248 on the following service areas:

How each £100 of rent money was spent



In 2019-20 we spent...

| Expenditure | Cost |
|---------------------------------------|------------|
| Staff & Office Costs | £1,188,966 |
| Other Estate Costs | £89,511 |
| Service Costs | £56,460 |
| Reactive & Void Repairs | £414,704 |
| Major Repairs & Component Replacement | £684,981 |
| Community Activities | £39,315 |
| Cyclical Repairs | £377,894 |
| Loan Repayments/Debt | £369,417 |



Need help paying your rent?

Did you know we saw a total of 217 tenants last year and helped them bring in additional income of £142,726.

We understand that some

tenants are already struggling and any increase in rent may not be affordable.

If you are having difficulty managing household costs, our staff can help you and may be able to provide Welfare Advice.

Please see our Comprehensive Information Leaflet included in your pack,

which provides good information about what help is out there locally and how to contact them.





Have your say...

Closing date Monday 11th January 2021

There are many ways you can take part in the Rent Consultation for 2021/22.

Talk/video call us

Please contact our main reception and we can get this set up for you on WhatsApp/Zoom/FaceTime or Teams.

Phone us

Call us on: 0141 881 0638.

Write to us

Complete the Consultation Reply Slip below and post it back in the pre-paid envelope or



Consultation Reply Slip

So that services and investment can continue, the Association proposes to increase rents by 0.5% on 1st April 2021.

Do you think the services

provided are value for money?

Yes No

We value your views. Please add any comment about the proposed rent rise and value for money.

Comments:

Do you think your rent is affordable?

Yes No

Comments:

Do you need any benefits advice to help pay your rent?

Yes No

If yes, please let us know if you would like us to contact you.

Comments:

post it through the letterbox at our offices.

Online

Complete our online survey, scan the QR code on your mobile device or go directly to our website – (https://www.surveymonkey.com/r/Rent_Consultation2020).

Email us

Email us on enquiries@barrheadha.org with the heading 'Rent Consultation'

Drop-in events

We are holding three virtual sessions via Zoom to make it easier for you to get in touch with us at a time that is convenient to you.

Friday 18th December from 10.30am to 12.00pm

Monday 21st December from 6.00pm to 8.00pm

Thursday 7th January from 12.00pm to 2.00pm

Please get in touch to receive the Zoom invite details to get involved.

Scissors icon

Consultation Reply Slip

Barrhead HA offers lots of opportunities to become involved in running our services. Would you like further information?

Yes No

Please return this in the supplied envelope to Barrhead Housing Association no later than Monday 11th January 2021 for your chance to win a £30 shopping voucher!



Name:

Address:

Postcode:

Tel:

Mobile:

Email:
