

This is the time of year when Barrhead Housing plans our budgets for the new financial year starting in April 2023.

We know that our tenants are struggling through the cost-of-living crisis and we want to do everything we can to help.

We want to make sure our rents remain affordable for our tenants and at the same time collect enough money to continue to manage and maintain your home and carry out the improvements you want to see. This includes things like kitchens, bathrooms and windows, improving the energy efficiency of your home to limit your energy costs, and providing great services and support.

The costs of providing our services have gone up massively in the last year, which has an impact on the way we deliver services, maintain and improve homes, and keep our neighbourhoods safe and tidy.

You have probably heard that between now and the end of March 2023, all rents – for social housing tenants and for private tenants – have been frozen by the Scottish Government because of the cost-of-living crisis. The Scottish Government will announce early in 2023 whether housing associations will be allowed to raise rents from 1 April 2023. We will contact you again once we know what the Scottish Government has decided, to formally consult with you about a proposed rent increase. This will be after 16 January 2023. All of your feedback will be reported to the Association's Governing Board. The Board will consider your views about the rent increase and decide on the rent levels. We will write out to all tenants by the end of February 2023 to tell you what your rent will be from April 2023.

In the meantime, we have held focus groups with tenants to talk about value for money, what is important, and affordability; and we have carefully considered what tenants have told us throughout the year in surveys, day-to-day conversations and other feedback. Tenants have told us that the following are very important to them:

- Having a good quality, wind and watertight home
- When an issue arises, having it dealt with first time, and being kept updated throughout
- Meeting with Barrhead Housing team members in person, in our communities
- Agreeing and ensuring high standards of services including services provided by contractors
- Having outdoor spaces and facilities for people to get together
- Having more new social rented homes within existing communities

- Being able to get support with health or financial issues
- Making new and existing homes more energy efficient
- Knowing what help and support is available to our customers.

We will:

- Focus our resources on the things that you tell us are important to you
- Keep your rents as low as possible.

Here to help

If you are worried about paying your rent, please get in touch straight away so that we can talk about how we can help. Our Welfare Benefits Officer and Customer Services Officers are here to provide you with support, guidance and information so that you get all the help available to you during this time.

There are benefits and grants available that you may not be aware of, and our team can support you to access these services.

We will continue to work in partnership with other organisations to coordinate a support package to help those who are struggling with the rising cost of living.

Contact:

www.barrheadha.org

Customer Services Hub: 0141 881 0638

Email: enquiries@barrheadha.org

Facebook: <https://www.facebook.com/Barrhead-Housing-Association-223807407824351/>

Contact form on our website: <https://barrheadha.org/talk-to-us/>