

Rent and Services 2022/23: Consultation

The annual review influences the amount of money we have available to manage and look after your homes, including repairs, planned maintenance and investment works, improving energy efficiency, and ensuring the area surrounding your home is safe and well maintained.

Following significant disruption to our services last year, we are now resurrecting our ambitious investment programme. The £14.4m planned for 2022/23 prioritises H&S and regulatory compliance, through the upgrade of fire and smoke detection systems in 1,103 flats, the renewal of the glass panels on the St Vincent Terrace link corridors, and Energy Efficiency projects. There are also plans for the renewal of windows in 107 flats, fabric/stone work repairs across 21 properties (124 flats), and a programme of kitchen, bathroom and central heating upgrades that will benefit 85 households. The 3yr close redecoration programme will commence early 2022/23.

Programme to 2026

Window Replacement
Stonework Repairs
Heating & Hot Water Systems
Kitchens and Bathrooms
Cyclical inspections and remedial works

Our rental income also helps us to support the services that sustain tenancies and help our communities thrive: including welfare benefits and advice; support for our GW children through our bookworms initiatives; and our Rent Reward and Save with Rent Schemes. More than £84,500 funding was also distributed to our most vulnerable families, including £5,300 from our GW community fund to bridge the gap in Cash for Kids funding last year.

As we continue to operate in a challenging environment, our Management Committee is again faced with the incredibly difficult decision of reaching a fair and balanced outcome for tenants, across our three main rent policy influences as outlined in this leaflet. Service charges are set separately from the rent, as noted over the page.

Affordability

Comparability

Costs

AVERAGE INCREASE 3.96%

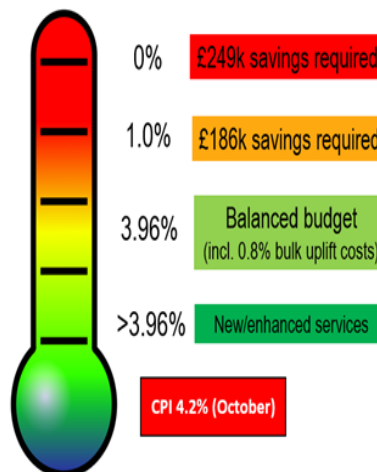
For 2022/23, we are proposing an average increase of 3.96% which is the minimum required to avoid impact on our current service provision (Table 1).

This will be delivered through partial implementation of our rent restructuring programme, with average increases (per week) for 2022/23 as illustrated (Table 2). This translates to:

- No increase for 1 apt properties
- A minimum 1.5% increase for 2 apt properties
- A maximum of 2.4% plus £5.40 p/w for the remainder of our properties

Table 1

Table 2



Property Size	Av. Weekly Increase
1 Apt	£0.00
2 Apt	£2.29
3 Apt	£4.59
4 Apt	£7.91
5 Apt	£8.04

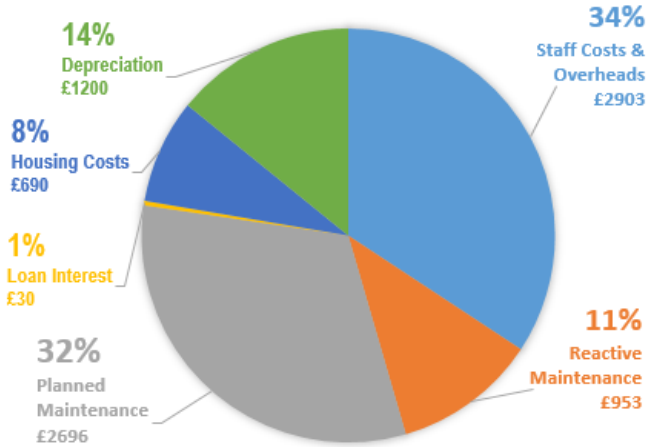
We Want Your Feedback

Before making a final decision on the rents and services that will be implemented from 28th March 2022, our Management Committee want to hear from you. This leaflet provides only a very brief summary of the issues that influence the annual rent review and we strongly encourage you to attend our **Annual Tenants Conference**, being held virtually on **Thursday evening, 20th January 2022** to take part in the full consultation and to find out more about our service delivery priorities and the rent restructure. If you are unable to attend, please complete the electronic feedback form that will be sent to you in early January, or arrange an appointment to speak with a member of our staff.

Alternatively, please refer to the tear off slip on the back page as a basis for your feedback, or email us at admin@glasgowwestha.co.uk.



How is your rent spent?



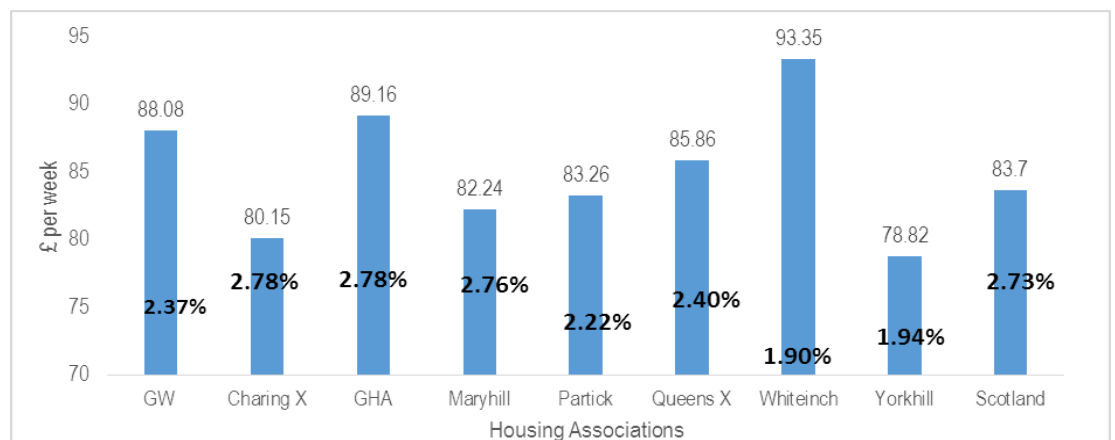
Affordability

99.7%

GWHA has adopted the measure of affordability recommended by the Scottish Federation of Housing Associations. This determines rents as affordable if they are between 25-30% of income, measured using the “moderate incomes” approach for a range of typical households. Applying the SFHA measure, 100% of GWHA rents meet the 30% test, with 99.7% meeting the more challenging 25% test, evidencing affordability compliance for all of our households. It is important that rent is paid on time and in full to ensure we are able to continue providing services: if you need support or advice about paying rent, or your entitlement to benefits (including universal credit), please contact our office on 0141 331 6665 as soon as possible.

How do our rents compare with others?

Whilst our rents are above the average of local RSLs and Glasgow City, the average of our rent increases over the last five years is comparable with local RSLs and the Scottish average.



Further comparison information is available by selecting “statistical information” from the “Find and compare landlords” tab on the Scottish Housing Regulator website: www.scottishhousingregulator.gov.uk.

Service Charges 2022/23

Contractual increases of 1.5% (environmental) and 3% (common close cleaning) are anticipated and will be confirmed via the rent review letters. Please be aware that service charges for 2022/23 may appear artificially high for those residents who benefited during 2021/22 from a surplus accrued whilst services were restricted in 2020.

2022/23 Rent Consultation Tear Off Slip



Do you agree with our proposal to apply an average 3.96% increase?

Yes No

If not, what do you consider a reasonable increase?

£ _____ per week

_____ %

Are there any new or enhanced services that you would be willing to pay

Are there any services that should be reviewed to deliver savings? If so,

Any other comments