

4th January 2021

Dear

Proposed Rent Increase

The last year has been challenging for everyone and although our offices have been closed to the public for some time, we are still providing services from home and our staff are in and out of the offices as there are some things we just can't do from home. Your rent makes a significant contribution towards the delivery of our services. We are currently preparing to set rent levels for April 2021 – March 2022. We are committed to providing excellent services to all our customers through the provision of quality housing and regeneration activities.

We know from experience that you want us to provide improved houses with an efficient and modern service while maintaining rents at an affordable level, comparable with other social landlords. Over the last few years, our rent increases have been one of the lowest among neighbouring Housing Associations.

In line with previous years, we are giving you options and asking you to consider what you think the rents should be increased by. You will note from the attached form, we are suggesting 3 options 2%, 2.25% and 2.5%.

Due to restrictions with Covid-19, we will be unable to hold drop in events like we have done in previous years, therefore, we would ask that you complete the attached form and give it to the concierge, if this doesn't suit, you can contact us on 560 6000 and let us know your views. If we hold a mobile phone number for you, you will also receive a text message from us. You only need to send one reply – please do this in whatever way suits you best by 22nd January 2021. It is important to us to know what you think our rent increase should be.

As always, we are mindful of the financial climate, and we know that from time to time, some tenants will struggle to pay bills including rent or that you may need advice on benefits and completing forms, our staff are here to help. If you do need financial assistance, please contact our Money Advice Team (GEMAP) on 0141 773 5850 for a telephone appointment.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Lynne Cooper', with a checkmark at the end.

Lynne Cooper
Director of Housing Services