



13<sup>th</sup> December 2021

Dear

### **Proposed Rent Increase**

The Covid 19 has thrown us many challenges over the last 18 months and although our office remain closed to the public, we are working between the offices and at home to continue to deliver as many services as possible. Your rent makes a significant contribution towards the delivery of our services. We are currently preparing to set rent levels for April 2022 – March 2023. 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 2.9%, 3.15% and 3.40%.

Like last year, 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 return it to us in the freepost envelope provided, 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 21st January 2022. 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 560 6000 for a telephone appointment.

Yours sincerely

**Lynne Cooper**  
**Director of Housing Services**