

One Vision - New North Glasgow



Name
Address
Glasgow
Post Code

5th December 2023

Ned Donaldson House
50 Reidhouse Street, Springburn,
Glasgow G21 4LS

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Proposed Rent Increase 2024

We are currently preparing to set rent levels for April 2024 – March 2025. We are committed to providing excellent services to all our customers through the provision of quality housing and community activities. Your rent makes a significant contribution towards the delivery of these services; 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.

Last year, we advised that we were experiencing increased costs in relation to materials, energy suppliers, and employment tax increases and this year is no different. This impacts on services to our customers and investment in our homes if our rental income does not cover these increases, not just this year but each subsequent year thereafter. Examples of our increased costs are: Energy supply - This includes all controlled entry, close lighting and office electricity costs, this has increased from £300,000 per year to £660,000 per year. Contractor costs for day to day repairs and voids has increased by approximately 15%, which is £750,000 per year. These increases alone represent a 5% increase.

We are following guidance from the Scottish Housing Regulator by minimising our rent increase for 24/25 by seeking cost savings in the Association's operations. We want to keep our rent as affordable as possible, particularly for our tenants who are on a low incomes. However, if rents do not increase by at least 6%, we will only be able to carry out essential repairs and maintenance and we may have to cancel or postpone major works. In order for us to provide a service to our customers and invest in our homes, we propose to increase our rent by the following options of 6%, 6.5% and 7%. Please be assured, this is not a decision that we have taken lightly.

Your views are important to us. Please complete the form that accompanies this letter to make your views heard. We are also holding drop in sessions, where our team will be available in person to address your questions or concerns, these sessions will be held on:

Wednesday 13th December 2023 in the Springburn Hub, Springburn Shopping Centre 12-2pm

Tuesday 19th December 2023 in Saracen House, Possilpark 11am – 3pm

Wednesday 10th January 2024 in 10 Vulcan Street, Springburn 5pm – 7pm



Possilpark Office: Saracen House, 139 Saracen Street, Possilpark, Glasgow G22 5AZ **Tel:** 0141 336 1300

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We are aware that tenants are adversely affected by the continual increases in the cost of living and are having to make their money go further. You can find further information on the cost of living crisis on our website. We also provide financial support for our tenants through GEMAP and last year this service secured **£2,745,648** for our tenants. 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



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