

One Vision - New North Glasgow



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Proposed Rent Increase

We are currently preparing to set rent levels for April 2020 – March 2021. We are committed to providing excellent services to all our customers through the provision of quality housing and regeneration 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, our rent increase was one of the lowest among neighbouring Housing Associations.

The same as last year, 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 3%, 3.5% and 3.75% we have explained the money we can spend on improving our homes for each option, this includes new kitchens, bathrooms, heating, close painting etc.

We are always mindful of the financial climate and we know that from time to time, some tenants struggle to pay bills including rent or that you may need advice on benefits and completing forms, particularly with the introduction of Universal Credit – our staff are here to help. We will be holding 3 drop in events relating to universal credit, rents and the rent increase on the following dates and times:

- **Thursday 16th January 2020, 10am-12noon at 178 Balgrayhill Road**
- **Wednesday 22nd January 2020, 6pm – 8pm at 10 Vulcan Street**
- **Thursday 23rd January 2020, 2pm and 4pm in Saracen House, 139 Saracen St**

If you drop in during these times, you will be able to speak to a Housing Officer over a cup of Tea or Coffee, as well as being able to speak to our partner organisation - GEMAP who may be able to assist with benefits advice.

Please have your say and tell us what you think our rent increase should be. Complete the form attached and return it to your local office or concierge station by the 27th January 2020, or bring it along, if you attend one of the above.

Yours sincerely

Lynne Cooper

Depute Director (Housing Services)



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