

One Vision - New North Glasgow



Name
Address
Glasgow
Post Code

2 December 2024

Dear Name

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

Telephone: 0141 560 6000
Fax: 0141 560 6005
Email: info@nghomes.net
Web: www.nghomes.net
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Proposed Rent Increase 2025

We are currently preparing to set rent levels for April 2025– March 2026. 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.

Similar to the last two years, we continue to experience 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: The increase in National Insurance announced in the recent budget will increase our costs by around £150,000 per year for the ng group. Our contractor costs are increasing between 5% and 15% to meet increased material and salary costs. Insurance premiums have risen by £280k due to the instability in the insurance market and increased claims. The combined result of these, including our own staffing costs amounts to over a 4% increase.

We continue to follow guidance from the Scottish Housing Regulator by minimising our rent increase for 25/26 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 4%, 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 one of the following options of 4%, 4.5% and 5%. Please be assured, this is not a decision that we have taken lightly.

Your views are important to us and the level of rent increase we apply, will impact the level of investment we can make to our homes. 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 11th December 24 in the Springburn Hub, Springburn Shopping Centre 12-2pm
Monday 16th December 24 in Balgrayhill Community Centre 2pm–6pm
Tuesday 17th December 24 in Saracen House, 139 Saracen Street 11am–3pm

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



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

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secured **£2,996,718** 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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