



Board Meeting

For Approval

To: Board
From: Director of Housing Services

SUBJECT: RENT INCREASE 23/24 CONSULTATION PLAN **DATE:** 22 November 2022

1.	<p>Introduction</p> <p>The Scottish Housing Regulator expects us to consult with our tenants when we propose a rent increase.</p> <p>“Social landlords set rents and service charges in consultation with their tenants and other customers so that:</p> <ul style="list-style-type: none"> • a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them • tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants.” <p><i>SHR – Rent Increase by Scottish social landlords – A thematic review September 2022</i></p> <p>It is important to ng homes, that we get the views of as many of our tenants as possible, in order to establish a consensus of what tenants want and need. In our 22/23 Rent Increase Consultation, we received 1904 returns, which was 38.2% of our tenants. This was an increase from a 17% return the previous year. It would be our intention this year to increase our return to at least 40%.</p>
2.	<p>2023/24 Consultation Methods</p> <p>For us to engage with as many tenants as possible, we would look to consult using a variety of different methods:</p> <ul style="list-style-type: none"> • Letter to all tenants providing a free post envelope • Text Message, including follow up to all Tenants we hold a number for • Survey Monkey on our Website and Social Media Platforms • Housing Officers prompting returns during estate/rent visits • Housing Services carrying out a telephone survey of our tenants • Local drop in sessions • Concierge and Retirement Housing Officers pro-actively seeking returns • CSO’s encouraging/assisting with returns when taking telephone calls.

	<ul style="list-style-type: none"> North News Winter Edition <p>All tenants who take part in the rent increase consultation will be entered into a prize draw and 3 tenants will receive a £100 Voucher and the winners will be announced at the end of January 2023.</p>																											
3.	2023/24 Consultation Timeline																											
	<table border="1"> <thead> <tr> <th data-bbox="229 539 491 591">Date</th> <th data-bbox="491 539 1441 591">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="229 591 491 640">22/11/2022</td> <td data-bbox="491 591 1441 640">Seek Board Approval</td> </tr> <tr> <td data-bbox="229 640 491 689">01/12/2022</td> <td data-bbox="491 640 1441 689">Consultation begins</td> </tr> <tr> <td data-bbox="229 689 491 788">01/12/2022</td> <td data-bbox="491 689 1441 788">Letters and text messages will be sent, and survey monkey will be uploaded to our website and social media platforms.</td> </tr> <tr> <td data-bbox="229 788 491 837">05/12/2022</td> <td data-bbox="491 788 1441 837">Housing Services to commence telephone survey</td> </tr> <tr> <td data-bbox="229 837 491 887">w/c 5/12/2022</td> <td data-bbox="491 837 1441 887">Local Drop in Sessions to take place</td> </tr> <tr> <td data-bbox="229 887 491 985">Mid December 2022</td> <td data-bbox="491 887 1441 985">North News Winter Edition Release - with Rent Increase info advising tenants of the importance of taking part in our consultation.</td> </tr> <tr> <td data-bbox="229 985 491 1084">09/12/2022</td> <td data-bbox="491 985 1441 1084">Follow up Text Message to be sent to encourage those who have not responded to take part in the consultation</td> </tr> <tr> <td data-bbox="229 1084 491 1133">16/01/2023</td> <td data-bbox="491 1084 1441 1133">Consultation Ends</td> </tr> <tr> <td data-bbox="229 1133 491 1182">20/01/2023</td> <td data-bbox="491 1133 1441 1182">Winners of Prize Draw Selected</td> </tr> <tr> <td data-bbox="229 1182 491 1281">07/02/2023</td> <td data-bbox="491 1182 1441 1281">Seek Board Approval for Rent Increase for 23/24 based on tenant views.</td> </tr> <tr> <td data-bbox="229 1281 491 1330">28/02/2023</td> <td data-bbox="491 1281 1441 1330">Notification of Rent Increase will be sent to tenants</td> </tr> <tr> <td data-bbox="229 1330 491 1384">01/04/2023</td> <td data-bbox="491 1330 1441 1384">Rent Increase implemented</td> </tr> </tbody> </table>		Date	Action	22/11/2022	Seek Board Approval	01/12/2022	Consultation begins	01/12/2022	Letters and text messages will be sent, and survey monkey will be uploaded to our website and social media platforms.	05/12/2022	Housing Services to commence telephone survey	w/c 5/12/2022	Local Drop in Sessions to take place	Mid December 2022	North News Winter Edition Release - with Rent Increase info advising tenants of the importance of taking part in our consultation.	09/12/2022	Follow up Text Message to be sent to encourage those who have not responded to take part in the consultation	16/01/2023	Consultation Ends	20/01/2023	Winners of Prize Draw Selected	07/02/2023	Seek Board Approval for Rent Increase for 23/24 based on tenant views.	28/02/2023	Notification of Rent Increase will be sent to tenants	01/04/2023	Rent Increase implemented
Date	Action																											
22/11/2022	Seek Board Approval																											
01/12/2022	Consultation begins																											
01/12/2022	Letters and text messages will be sent, and survey monkey will be uploaded to our website and social media platforms.																											
05/12/2022	Housing Services to commence telephone survey																											
w/c 5/12/2022	Local Drop in Sessions to take place																											
Mid December 2022	North News Winter Edition Release - with Rent Increase info advising tenants of the importance of taking part in our consultation.																											
09/12/2022	Follow up Text Message to be sent to encourage those who have not responded to take part in the consultation																											
16/01/2023	Consultation Ends																											
20/01/2023	Winners of Prize Draw Selected																											
07/02/2023	Seek Board Approval for Rent Increase for 23/24 based on tenant views.																											
28/02/2023	Notification of Rent Increase will be sent to tenants																											
01/04/2023	Rent Increase implemented																											
4.	Recommendations																											
	<p>The Board are asked to consider the above and agree the consultation plan for the rent and service charge increase for 2023/2024.</p>																											