

HILLHEAD HOUSING ASSOCIATION RENT INCREASE CONSULTATION - OUTCOME

We received 57 responses to our recent consultation on rent levels for 2020/21. A big thank you to all tenants who responded. We entered the names of all tenants who replied into a prize draw for £50 of High Street vouchers, this was won by a tenant in Banks Road – congratulations!

This response rate is much higher than in previous years. However, it is still only 7% of all our tenants and we are very keen to involve more people in future years. If you have any ideas on how we could do this please contact Catherine McKiernan.

This year as well as the consultation document being sent to all tenants, we also ran 4 pop-up events at the Community Centre. In addition to talking to people about rent levels, we are also able to discuss repairs issues with them and offer Welfare Rights support where appropriate.

The results of the consultation were;

I want Hillhead Housing Association to maintain investment in homes and services at the planned rate by increasing rents by inflation plus 1%	
I do not agree with the proposal to increase rents by inflation plus 1%	

Agree	42	74%
Disagree	11	19%
No opinion	4	7%
Total	57	

Of the 57 who responded, 23 are self-payers, 5 are in receipt of partial HB / UC and 29 are in receipt of full HB / UC. However, it is not the case that those on benefits always agreed with the increase, nor did self-payers always disagree with the increase. A detailed analysis is shown below.

Agree	Full HB	22
	Part HB	4
	Self-payer	16
Disagree	Full HB	5
	Part HB	0
	Self-payer	6
No opinion	Full HB	2
	Part HB	1
	Self-payer	1
		57

We have contacted respondents individually and offered them the opportunity to further discuss any issues that they have raised. A big thank you again to all those tenants who took the time to talk to us or complete the consultation document.

Catherine McKiernan

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