



Rent Consultation 2026/27



It is now time for us to consider rent levels for the financial year 2026-27 as we plan for the continued investment in our properties and delivery of key services to our tenants. It is important that tenants feed into this process to let us know their views and what matters to them.

The current economic climate continues to be challenging for our tenants and the wider community due to the cost-of-living crisis. Services such as our Welfare Rights Service and Tenancy Support Service remain a priority to help our tenants when they need it most.

Continued rising costs have also affected the Housing Association and this has an impact on the rent we charge.

In 2022 we applied an inflation only increase and in 2023 we applied a below inflation increase. However, in order to ensure we can continue to operate paying all of our bills and carrying out key tenancy services and repairs to your home, we had to apply an above inflation increase in March 2024 of 6.6% (October 2023 CPI figure plus 2%) and March 2025 of 3.3% (October 2024 CPI figure plus 1%).

Our Management Committee reviews our business plan continuously in order to ensure we can afford to do all of the things we are legally required to do

(such as yearly gas safety checks) and that we plan to do (such as kitchen replacements). As well as this, ahead of the rent consultation each year, our Financial Consultant presents a number of financial 'scenarios' to our Management Committee. These scenarios show the impact of different levels of rent increase (or indeed if no rent increase was applied) on whether we could still continue as an Association. Having considered the long-term financial performance of the organisation as per our business plan, the Management Committee have decided to consult with tenants on a rent increase of **5.6%**.

Any less will mean we would need to reduce the money spent on repairing and improving our properties and on the services we provide. This would lower the quality of our homes, lower our service performance results and mean we couldn't do as much to support our tenants.

Please let us know what you think by 14th January 2026 and you will be entered in to our prize draw to win a £50 voucher of your choice - see end of leaflet for details of how you can have your say!



How does your rent compare?

The table below shows a comparison of average rents for 24/25 between Hillhead HA and:

- Our ‘Peer Group’ (as defined by Scotland’s Housing Network) of other landlords of a similar size with stock transfer stock
- East Dunbartonshire Council
- Caledonia HA (East Dunbartonshire housing stock only)
- The Scottish Average of Housing Associations only (minus local authorities)

The overall average for each landlord will be dependent on the size make-up of stock profiles.

Average Weekly Rent per Landlord

Landlord name	2 Apt	3 Apt	4 Apt	5 Apt	Total
Hillhead Housing Association	£95.44	£104.14	£110.96	£122.08	£105.37
Peer Group - Small stock transfer	£104.81	£105.15	£112.36	£130.23	£108.54
East Dunbartonshire Council	£87.94	£94.75	£96.58	£101.49	£93.52
Caledonia HA (ED Stock Only)	£78.40	£99.03	£114.13	£129.64	£99.00
Scottish Average	£102.72	£104.17	£114.78	£127.25	£106.43

Sources: SHR Stock Data All Social Landlords Complete Data Set 2019-25, published 29 August 2025; SHR Charter Indicators and Data by Outcomes and Standards, published 29 August 2025; SHN ARC Data Table Generator.



The table below shows some of the rent increase figures across the social housing sector for the year 2025-26

Landlord name	Rent Increase Applied 2025/26
Hillhead Housing Association	3.3%
East Dunbartonshire Council	4%
Caledonia HA (ED Stock Only)	4%
Scottish Average	4.68%
Scottish Average of Housing Associations only	4.4%

Source: SHN ARC Data Table Generator.


In the tables above, any figures in red are higher than Hillhead HA and any figures in green are lower. Our rents remain lower than the average of all Registered Social Landlords (housing associations) across Scotland and the rent increase applied last year was lower than the average of all rent increases applied across Scotland.


In recent survey feedback, respondents noted their interest in comparing rents with private sector rents and mortgages.


It is important to note that an easy comparison cannot be made with either, as social landlords provide a comprehensive range of services to their tenants (such as a responsive repairs service, planned maintenance programme, estate management, community engagement, etc.) which are not replicated by those renting privately or who own their home.


Average monthly mortgage costs are not available by area as these are dependent on individual circumstances and financial arrangements.

Private rents in East Dunbartonshire averaged £1,108 a month in September 2025. By how many bedrooms there are in a property, average rents were:

 One bedroom: £689

 Three bedrooms: £1,236

 Two bedrooms: £903

 Four or more bedrooms: £2,069

Source: Office for National Statistics online – Housing Prices in East Dunbartonshire - <https://www.ons.gov.uk/visualisations/housingpriceslocal/S12000045/>. Updated 22 October 2025.



What is your rent money spent on?

We recently carried out a survey asking tenants about their experiences of the increased cost of living as well as what they felt Hillhead HA should prioritise for investment. This was to replicate and benchmark against two surveys we issued in 2023.

In total, 133 tenants responded this year, which is a 15% response rate. The three main areas respondents wanted to prioritise for investment were:



Investing in upgrading homes, for example, new kitchens, bathrooms, boilers, windows etc.



High quality everyday repairs and maintenance service with fast response times



Keeping the environment of Hillhead safe and attractive

A large portion of expenditure already goes towards repairs and maintenance, and the survey shows tenants continue to value this as a priority for investment. We are committed to improving homes, reacting to repair issues and carrying out regular safety checks on time to ensure our tenants live in high quality, safe homes. However, the costs associated with delivering our repairs service continue to rise.



The below table shows what we completed and spent on repairs, planned maintenance and safety checks in 24-25, what we are on track to complete and spend in 25-26 and what we have planned to complete and spend in 26-27:

	Number completed 24/25	Spend in 24/25	Number planned for 25/26	Budget for 25/26	Number planned for 26/27	Budget for 26/27
Reactive repairs (approx)	2069	£544,800	2188	£614,600	2230	£655,000
Gas Safety inspections & boiler repairs	825	£128,000	825	£131,100	866	£141,000
New kitchens	60	£314,971	178	£988,000	133	£739,000
New Boilers	64	£128,726	133	£284,100	133	£298,186
Electrical Safety Inspections	179	£38,700	161	£32,500	152	£38,000
Medical Adaptations (approx)	24	£28,000	20	£50,000	18	£50,000

In addition to repairs and estates costs, the successful running of the organisation requires spending in a number of key areas with prices increasing across the board. Some costs, such as staffing and recruitment are essential to ensure we continue to provide a high-quality service to our tenants.



How do I get value for my rent money?

In our recent Cost of Living and Investment Priorities survey, we were pleased that most respondents (58.9%) felt our rents were very good or fairly good value for money. A further 30.1% felt they were neither good nor poor. Only 11% of respondents thought the rent was fairly or very poor value for money. We appreciate that tenants may be struggling financially and any increase in rent can have an impact, so we try to keep it as affordable as possible whilst still delivering the services important to you;

Strong Performance

We continue to perform well in key areas of performance compared to the Scottish Average.

	Hillhead HA performance	Scottish Average
Overall Service Provided*	89.1%	86.9%
Keeping Tenants Informed*	91%	90%
Opportunities for Tenants to Participate*	82.1%	86.3%
Homes that Meet the Scottish Housing Quality Standard	99.4%	97.2%
Time to complete Emergency Repairs	1.3 hours	3.9 hours
Time to complete Non-emergency Repairs	2.2 days	9.1 days
Reactive Repairs completed 'right first time'	94.3%	88%
Satisfaction with repairs & maintenance service	88.3%	86.8%
Anti-social behaviour cases resolved	100%	93.7%
Rent Collected	101%	100.2%
Rent lost due to empty homes	0.4%	1.3%
Average days to re-let empty homes	33.4 days	60.6 days

*These are satisfaction measures, updated every three years following our large scale Tenant Satisfaction Survey.

Source: Scottish Housing Regulator Landlord Directory: <https://www.housingregulator.gov.scot/landlord-performance/landlords/hillhead-housing-association-2000/>

These are some of the key performance indicators which we must report to the Scottish Housing Regulator. The only area we performed below the Scottish average was in 'Opportunities for Tenants to Participate'. To try to improve this, we recently invested in a new survey platform to better communicate with our tenants and allow them the opportunity to have their say. Additionally, we have bought in a scrutiny service from the Tenant Information Service (TIS) to complete a tenant scrutiny exercise, independently co-ordinated by their staff member. This group will look more thoroughly at their chosen area of service delivered by Hillhead HA and create recommendations for improvement.

Welfare Rights & Tenancy Support

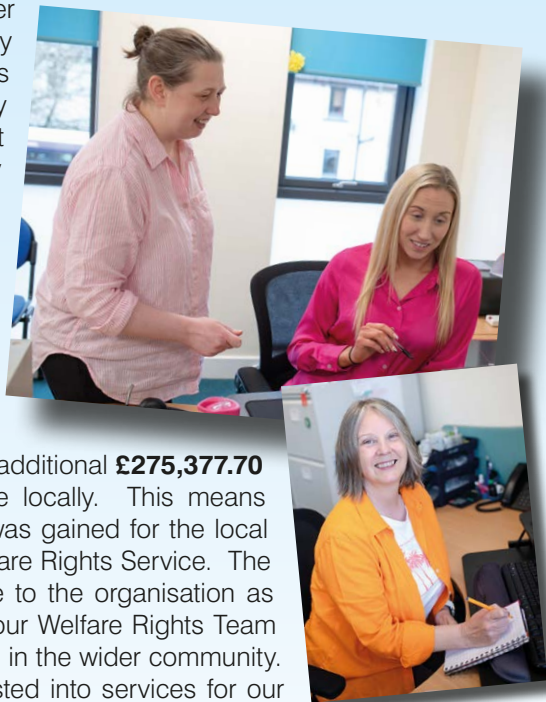
Not every social landlord is able to offer its tenants Welfare Rights and Tenancy Support services. Housing Associations do not have any legal or statutory obligations to provide tenants with benefit and money advice, or dedicated tenancy support, but we recognise that these services support many of our tenants and the wider community. These services are funded by rental income.

In 2024/25 Morag, our Welfare Rights Officer, and Heather, our Income Maximisation Assistant, brought in **£519,309.37** in financial gains for our tenants. As well as this, they secured an additional **£275,377.70** for other tenants and residents who live locally. This means over three quarters of a million pounds was gained for the local community through our core-funded Welfare Rights Service. The service actually brings additional income to the organisation as Caledonia HA and Trussel Trust pay for our Welfare Rights Team to support their tenants and service users in the wider community. This additional income is then re-invested into services for our tenants.

The rental income we receive also funds our Tenancy Support Service which we purchase from Simon Community Scotland. This service is delivered by Angela Taylor, the Tenancy Support Officer. Angela provides vital support to tenants to make sure they are happy in their homes and able to continue in their tenancy when experiencing any issues. In the first six months of 2025-26 she received 48 new referrals as well as continuing support for a large number of existing referrals. She helps with:

- Setting up a new tenancy
- Dealing with gas and electricity companies
- Accessing essential furniture and carpets
- Support during times of poor mental health and stress
- Accessing local services and support groups

Tenants consistently tell us that these services are very important to them.



Estates Services

Rent money also funds our staff members whose role is to look after the outdoor and communal spaces in Hillhead. Not every Housing Association have dedicated estates staff but our tenants have told us that living in a clean, well-maintained community is important to them and so we recognise the need for investment in this area. While key cleansing services such as street cleaning, bulk uplift collection and bin collections are the responsibility of East Dunbartonshire Council, we maintain a number of the common green spaces and complement the council services by carrying out litter picks, removing fly tipping and clearing graffiti. We will spend approximately £126,500 on landscaping and estate maintenance in the financial year 25-26.



We also worked with Community Links who assist organisations to seek and apply for community funding opportunities. Community Links assisted with two separate funding applications to commence a project to upgrade Highfield Road playpark in 2026. The project will change all the apparatus within the Highfield Road playpark, with the exception of the climbing frame. We will also be resurfacing the fall areas with wet pour. Funding will cover the majority of the costs for the project but Hillhead HA will also contribute. The total investment will be £70k.



How much will my rent increase?

Below are examples of how monthly rent would be affected by an increase of 5.6%, however once the consultation is complete and our Management Committee have approved the rents for 26/27, tenants will be sent details of how their individual rent charge will change.

Current Monthly Rent 25/26	Monthly Rent if 5.6% increase is applied
£531.35	£561.11
£503.25	£531.43
£438.08	£462.61
£418.73	£442.18
£391.29	£413.20

How do I let you know what I think?

We will send all tenants with a mobile or email address, who are happy to be contacted this way, a link to complete the consultation survey online. Alternatively, you can scan this QR code which will take you to our online questionnaire regarding the rent consultation:



If you cannot, or would rather not, complete the survey online, please complete the tear off slip at the end of this leaflet and return it to our office.

We would also love to speak to you in person! You can attend one of the below drop-in events at our office or call us to let us know what you think. We can offer individual appointments for those tenants wishing to give us feedback outwith normal office hours - please call our office on 0141 578 0200 to arrange this.

Rent Review Drop-in Dates:

Date & Time	Venue
15 th December 9:30am-12:30pm and 1:30-5:00pm	Hillhead Housing Association, 2 Meiklehill Road
18 th December 9:30am-12:30pm and 1:30-5:00pm	Hillhead Housing Association, 2 Meiklehill Road
7 th January 2026 9:30am-12:30pm and 1:30-5:00pm	Hillhead Housing Association, 2 Meiklehill Road



Please complete this form, tear off & return in the enclosed pre-paid envelope:

Please tick a box below:

I agree with the proposal that Hillhead Housing Association maintains investment in homes and services by increasing rents by 5.6%.	<input type="checkbox"/>
I do not agree with the proposal to increase rents by 5.6%.	<input type="checkbox"/>

Please tell us why you have agreed or disagreed below. Your comments will be considered by our Management Committee when deciding on rent levels for 2026/2027. (Names of respondents will not be provided to Committee)

Comments:

Please tell us if you receive any assistance in paying your rent through benefits, grant funding or third-party sponsorship:

Yes, my rent is covered in full through assistance.	<input type="checkbox"/>
Yes, part of my rent is covered through assistance.	<input type="checkbox"/>
I do not receive any assistance in paying my rent.	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Do you have any other comments on our rent proposals or on our services more generally?

Comments:

Please provide your details so that we can verify you are a tenant and enter you into our prize draw. This information will only be used to check you are entitled to comment and follow up on any issues you reported in your response.

Name	
Address	
Telephone No.	
E-mail address	





How to contact us:

**Hillhead Housing Association,
2 Meiklehill Road, Hillhead, Kirkintilloch, G66 2LA**

Email: admin@hillheadhousing.org

Web: www.hillheadhousing.org

Free Phone Number: 0800 0523 188

Tel: 0141 578 0200

Text Number: 07491 163429

**Our phone lines are open between
9.00AM - 12.30PM and 1.30PM - 5PM.**

