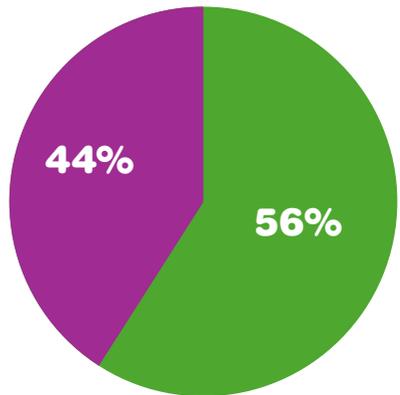


# Rent Consultation Feedback 2026/27

Our 26/27 Rent Consultation was open from  
5<sup>th</sup> December 2025 – 14<sup>th</sup> January 2026.

## Consultation Responses

We received 139 responses (16% of all tenants) with **56% agreeing** with the rent increase of 5.6% and **44% disagreeing**.



This document aims to let tenants know what types of feedback we received in this consultation, give more information on our services and let you know what our plans are for moving forward based on the responses we received.

## Feedback From Consultation

Some tenants felt that rent increases are becoming unaffordable, especially with rising living costs and wages not increasing at the same rate.

### Our response

We want to reassure anyone who takes the time to respond to a consultation, that their views are carefully considered. All responses are collated (anonymously) and shared with our Management Committee – there are a number of tenant members on our Management Committee. They consider a wide range of information in making their decision on whether or not to increase the rent, including rising everyday costs to provide core services (such as repairs), financial forecasting, planned investment in properties, current economic climate, affordability and tenants' views from the consultation. They have to evaluate all of that information and make what is often a very difficult decision. If rents are frozen or increased by less than what is in the business plan, there are serious consequences which could impact whether or not the Association can continue to deliver key services. Whilst the Management Committee may decide to increase rents, they will often make decisions to mitigate the impact on tenants – such as continuing to have a Tenancy Support service who can assist with fuel debt or committing to a permanent Welfare Rights team within the organisation.

In our preparations for the rent increase consultation, we carry out benchmarking and use an affordability assessment tool. This measures how our rents compare to other social landlords and if they are deemed as affordable within the scope of the Scottish Federation of Housing Association's tool, powered by Housemark. We have found that we have comparably lower rents than our registered social landlord 'peer group' organisations and the average of all registered social landlords across Scotland.

Local authorities do have cheaper rents, but this can be attributed to a number of factors such as quality of housing stock, planned investment and economies of scale in having larger stock numbers.

It is important to note that rent is determined entirely by the property size and amenity, as per our Rent Setting Policy, rather than by the nature of the household which occupies the property.

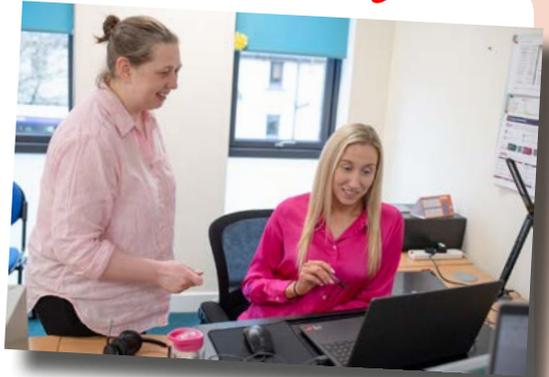


## Feedback From Consultation

A number of tenants were concerned about support available.

### Our response

We do appreciate that the cost-of-living crisis has had a significant impact on our community and so our tenants will find any increase in costs difficult to manage. To this end we are committed to supporting our tenants if they are struggling:



- Rental income and appropriate increases to rent charges have allowed for the Welfare Rights Team to be a permanent service within Hillhead Housing Association and access to this service is available for all tenants and residents. Housing Associations do not have any legal or statutory obligations to provide tenants with benefit and money advice, but we recognise that this service supports a large number of our tenants and the wider community. In 2024/25 Morag, our Welfare Rights Officer, and Heather, our Income Maximisation Assistant, brought in **£794,687.07** in financial gains for our community.
- Additionally, Morag and Heather apply for additional funding throughout the year in order to support our tenants with the expenses of fuel, food and household items.
- Rental Income also allows us to purchase a Tenancy Support Service from the Simon Community. This service is delivered by Angela Taylor. 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. 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

## Feedback From Consultation

Some of the responses to our rent consultation noted that they were not happy with the standard of their home and/or were not due any major investment works and so were not happy their rent would increase.

## Our response

Delivering your everyday repairs service to a high standard continues to be a priority for 26/27 alongside larger planned investment works such as new kitchens and new boilers. The delivery of the everyday reactive repairs service alone comes at significant cost and Hillhead have continued to deliver strong performance in response times and satisfaction in this area, ensuring the service is efficient and good value for money for all tenants. For example, our emergency repairs response time was 1.3 hours in 24/25, compared the Scottish Average of 3.9 hours and non-emergency repairs response time was 2.2 days, compared with the Scottish Average of 9.1 days. In 26/27 money collected from rent will fund: your repairs service costing an estimated £650k+; over 130 boilers; over 130 kitchens; over 850 gas safety checks; an area landscaping service; and much more.

We reached out directly to individuals who responded to the survey expressing repair issues in their home. However, if you would like to report a repair or arrange an inspection of your home, please give us a call on 0141 578 0200.



## Survey responses also described:

- That some respondents appreciate the maintenance and services provided, indicating that they understand the need for rent increases.
- Specific staff members positively, highlighting good service experiences.
- That a number of respondents were happy with quick and efficient responses to maintenance requests.
- General contentment with the association's support during the moving process.

**Based on your feedback we have a number of actions that we will move forward with or have already started working on:**

**1. Our repairs satisfaction surveys are now easier to complete** – rather than being solely paper-based, these surveys can now also be completed quickly via a mobile phone, tablet or PC. This makes the survey more accessible to tenants and so provides us with more information on satisfaction with the repairs service. We will use responses to monitor performance and implement improvements where required.

**2. Reporting repairs on our website is now improved** – The procedure for reporting repairs via our website has been streamlined, making it easier to use. Tenants can report non-emergency repairs on our website at their own convenience which will alleviate some of the issues raised in the survey regarding communication. Emergency repairs should continue to be reported immediately through the appropriate channels.

**3. Our Welfare Rights Team continue to apply for funding for food and fuel vouchers which are not means-tested** – The availability of funding has reduced significantly in recent years. However, our Welfare Rights Team continue to apply for funding based on tenant feedback that they are struggling with cost-of-living pressures, particularly with the cost of food and gas/electricity. When we have been awarded funding to issue emergency food and fuel vouchers, eligibility for these has not been means-tested and is available to all tenants who may find themselves in crisis.

**4. We will continue to provide feedback documents when surveying tenants** – We want our tenants to know that their views are considered and valued when they take the time to respond to a survey. We will continue to produce 'feedback' documents such as this one to relay the results of any given survey/tenant participation exercise and any actions we are taking as a result of responses.

**If you would like to be more involved in shaping and improving the services of Hillhead Housing Association, please contact Paula McCann on 0141 578 0200.**