

Your feedback

Please let us know your views by completing and returning this feedback form to us in the enclosed prepaid envelope by **Friday 6 December 2024**.

Feedback can also be provided via an online survey which can be found on our website at www.riversidescotland.org.uk or you can email us at involvement@riversidescotland.org.uk.

All completed feedback will be entered into a prize draw for a chance to win a £50 shopping voucher. For prize draw terms and conditions go to the News & Blog section of our website.

Option 1: 2.7 %

Option 2: 3.2 %

Option 3: 3.7 %

Comments

Please tell us what you think our priorities should be and if there are any services you feel should not be reduced.

Contact details

Your contact details will only be used to confirm that you are a tenant of Riverside Scotland and for entry into the prize draw for a chance to win a £50 voucher.

I wish to opt out of the prize draw.

Name:

Address:

Telephone:

Email:

Part of The Riverside Group Limited

Riverside Scotland is a trading name of Irvine Housing Association Limited.
Registered office: 44-46 Bank Street, Irvine, Ayrshire KA12 0LP. Registration No. 2459 R(S) and
Registered with The Scottish Housing Regulator No. HAL 280. Registered Scottish Charity No. SC042251

RS4023-IGD1024



Annual Rent Increase Consultation 2025/26

Proposals

There are three rent options outlined in this leaflet and we are asking you to indicate your preferred proposal for 2025/26.

All completed feedback will be entered into a prize draw for a chance to win a £50 shopping voucher.

Have your say

This consultation will run from **Monday 11 November** until **Friday 6 December 2024**.

The Association's Board will consider and approve the annual rent setting for Riverside Scotland customers for 2025/26, taking account of the views expressed in this consultation.

We will write to inform you of your rent charges for 2025/26 at least four weeks in advance of any changes that may occur in April 2025.

Important points to note

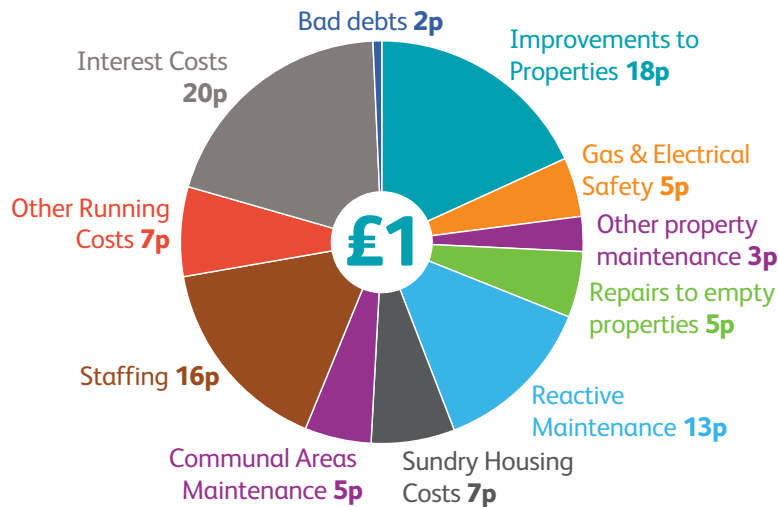
The Association implemented a restructure of rent levels in April 2018. This process set new 'target' rents for all properties based on size and type. To try and minimise the impact of the rent restructure on the remaining tenancies with below target rents, the maximum weekly rent increase arising from the rent restructure process will continue to be £1.50.

It is important to note that this will be in addition to the annual percentage increase proposed in this leaflet.

What did our current services deliver in 2023/24?

- Our housing and asset teams have restructured with new management, smaller patches, and more frontline staff providing a single point of contact for tenants. We've introduced estate walkabouts and regular service updates.
- Our Affordability Officer supported over 400 customers resulting in £237,694.39 in payments for tenants, including backdated payments of £36,081.06.
- We invested over £1 million on improving the quality, energy efficiency and safety of our properties. This includes the installation of replacement kitchens fire doors, windows, cavity wall insulation and roof and render works. A further £117,717 grant funding was spent on medical adaptations for our tenants with specific mobility requirements.
- We secured £1.5M ECO funding for energy efficiency upgrades to almost 300 homes in Dumfries.
- Our Housing First for Families service provided intensive support to 38 families at risk of homelessness, all of whom have successfully remained in their tenancy.

How every £1 of rent is being spent



Our proposals for 2025/26

Last year we increased rents by 6.7% which was in line with inflation. This year a rent increase below inflation has not been presented as a viable option as the Association could not continue to deliver essential services at this level.

Option 1: 2.7% increase

Current service levels would be maintained:

- Full repairs and maintenance service.
- Landscaping and estate management service.
- Gas and Electrical safety.
- Tenancy Management service.
- Property investment programme (replacement of bathrooms, kitchens, roofs and render at the end of their useful life).
- Additional funding to support the delivery of some disabled adaptations.

Option 2: 3.2% increase

Current service levels plus::

- Deliver a wider scope of landscaping and estate management works including fencing replacement, and tree maintenance.
- Deliver a wider scope of planned maintenance and cyclical works including external painting.
- Ability to move forward with plans for the regeneration of priority estates.
- More funding to help tenants through the cost of living crisis providing support, advice and help to purchase essential household items.

Option 3: 3.7% increase

Current service levels plus:

- Deliver a wider scope of landscaping and estate management works including fencing replacement, and tree maintenance.
- Deliver a wider scope of planned maintenance and cyclical works including external painting.
- Ability to move forward with plans for the regeneration of priority estates.
- More funding to help tenants through the cost of living crisis providing support, advice and help to purchase essential household items.
- More funding to support community initiatives.