

# Rent Increase Consultation Results

403 tenants completed our online survey which asked what % increase you would like to see as well as asking what our service priorities should be for the next year and what services should not be reduced.

## An assessment of both parts of the consultation are considered when determining the increase.

**58.56%** of tenants who participated wanted to see a **2.7% increase** and **36.98%** of tenants wanted a **higher increase** (4.47% of those who responded did not select an increase)

The top five aspirational comments about service priorities were 55 comments about the repairs and maintenance service, 40 comments relating to kitchen, bathroom, and interior upgrades, 37 comments about landscaping/estate management (trees and fences included), 34 comments about window replacement and 28 comments about roofs, gutters and exteriors specifically roughcast and paintwork.

Based on the comments and the strong tenant's voice looking for an enhanced service the decision was made to increase rents by 3.2% delivering current service levels plus:

- Wider scope of landscaping and estate management works, including fencing replacement and tree maintenance.
- 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.

The difference between a 2.7% and 3.2% increase is an average of 50 pence in rent per week, generating an extra £73,000 for these improvements. We will ring-fence this money and report back on its use later in the year. Tenant Partners will be conducting neighbourhood plan surveys and open days to gather further community feedback.



**Thank you for your feedback. Letters will be sent out at least four weeks in advance of changes effective from 1 April 2025.**



## Find us on Facebook and Twitter

You can talk to us and keep up to date by joining us on social media. Search for '**RiversideScotland**' on Facebook and **@RiversideScot** on Twitter.



## Update: Storm Eowyn Damage

Due to the recent storm, we have received over 180 reports of damaged and fallen fencing, more than 10 fallen trees, numerous damaged roofs, and other storm-related damage.

Our contractor, Bell Group is working initially to make these areas safe and will report the required follow-up works back to us.

### Next Steps

We will be communicating with all affected properties shortly to outline our plan for managing the storm damage. Your safety and the safety of your home is our top priority.

### Reporting Damage

If you have any concerns about damage to your property as a result of the storm, please report this through our CSC team on **0345 112 6600**.

Your prompt reporting helps us address issues more efficiently.

**Thank you for your patience and understanding as we work to restore and repair any damage.**

## Our Neighbourhood Planning Process: Get Involved!



**We are excited to share the details of our new Neighbourhood Planning process, designed to address the specific needs and priorities of our neighbourhoods. Here's how it works and how you can get involved:**

**Gathering Feedback** As part of the Neighbourhood Planning process, we will gather feedback through surveys, giving you the opportunity to voice your local priorities. These priorities will then be used to inform the actions in the Neighbourhood Plans.

**What Do the Plans Include?** The Plans outline the work we will focus on in your local area, working alongside customers, community groups, and other local partners like Councils and Charities. Our team is committed to delivering the Plans developed for our neighbourhoods, progressing actions to ensure our promises are kept. The Plans will be monitored throughout the year and reviewed annually.

**Our Local Offer to You** We will produce local offers in every area where a Neighbourhood Plan has been developed. This is a way of providing feedback to customers following the surveys.

**Upcoming Surveys** Your Tenant Partners will be conducting surveys within the next few weeks to collect relevant data to prepare a plan to enhance the neighbourhood you live in. We will start off in Pennyburn and Drongan, and once we have consulted with customers, collected, and analysed all the data, we will be able to start delivering the plan.

We encourage all tenants to participate in these surveys and share your views to help us create a better community for everyone. Your input is invaluable in shaping the future of our neighbourhoods.

**Thank you for your continued support and involvement! If you have any questions or need more information, please feel free to reach out to your Tenant Partner.**

## Estate Walkabouts

We invite all Riverside Scotland tenants to participate in our Estate Walkabouts! These walkabouts are a fantastic opportunity for you to get involved in your community and help us identify areas for improvement



### Why Participate?

#### Voice Your Concerns:

Share any issues or concerns you have about your estate directly with our team.

#### Spot Improvements:

Help us identify areas that need attention, such as repairs, maintenance, or cleanliness.

#### Build Community:

Meet your neighbours and work together to create a better living environment.

#### How It Works

During the walkabouts, our Tenant Partners will tour the estate with tenants, noting any areas that need improvement. Your input is invaluable in helping us maintain and enhance our community spaces.

### Get Involved

We encourage you to join us on these walkabouts and make your voice heard. Together, we can ensure our estates are safe, clean, and welcoming for everyone.

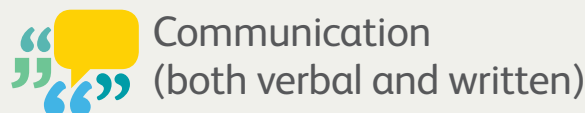
**For more information on upcoming walkabouts, please visit our the Your Community page on our website, follow us on Facebook and keep an eye out for texts from us. We look forward to seeing you there!**

## Follow-Up on the Big Conversation Customer Survey



We're excited to announce that we are following up on the Big Conversation customer survey from 2022! Over the next few weeks Research Resource will be reaching out to around 40% of our tenants and factored owners to gather your feedback on our services and how we can improve.

### Topics will include:



Communication  
(both verbal and written)



Repair services



Wider role support services



Opportunities to participate

1

2

3

Your priorities for the future

The survey will be conducted door-to-door and via telephone, taking roughly 15 minutes of your time. Research Resource colleagues will carry ID and are working on behalf of Riverside Scotland.

### Why Your Feedback Matters

Your feedback is crucial in helping us understand what we're doing well, where we can improve, and what services you'd like to see in the future. By participating, you're directly contributing to the improving our services and your community.

We appreciate your time and input. Thank you in advance for your participation! We look forward to sharing the results with you soon.

## Rent When Due: Keeping Your Account in Good Standing

As your landlord, we have a responsibility to inform you as soon as there is an arrear on your rent account. According to your tenancy agreement, rent should be paid weekly in advance, ensuring your rent account is always up to date.



We understand that some tenants prefer different payment frequencies. For example, if you pay monthly, your account should be a month in advance to prevent it from falling into arrears between payments.

### Why Pay Rent in Advance?

Paying rent in advance helps you avoid arrears and ensures your account remains in good standing. It also provides peace of mind, knowing that your rent is covered and you are meeting your tenancy obligations.

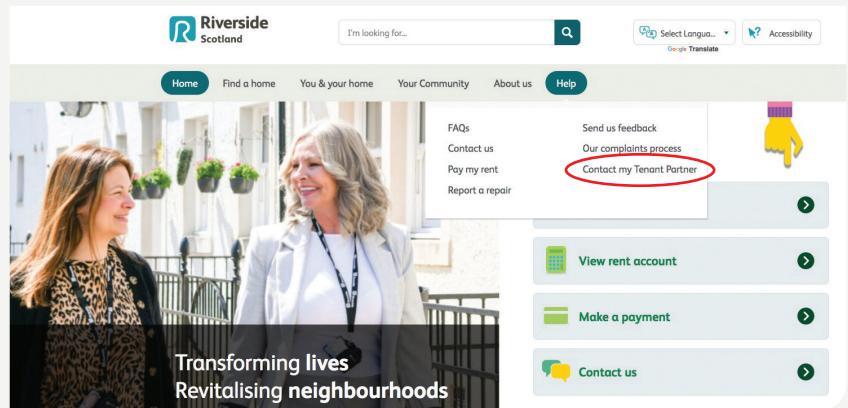
### Need Help?

If you are struggling to pay rent when it is due, please contact our Income Collection Team on **0800 529 8789**. They are here to help and can work with you to make a suitable arrangement.



## Don't know who your Tenant Partner is?

Tenant Partner areas and direct contact details are now available under the Help menu on our website.



## £50 Sounding Board Prize Draw



We are thrilled to announce another prize draw for our Sounding Board. This month, every new tenant who signs up will be entered into a draw to win a £50 Love2Shop Voucher!

### Why Join the Customer Sounding Board?

By joining, you'll have the chance to influence and comment on our services in a way that suits you.

### We offer a variety of methods to get involved, including:

- Consultation events
- Short online surveys and quick polls
- Small focus groups

Our goal is to provide a flexible approach that encourages more tenants to share their views with us. We understand that people are busy and can't always commit to meetings or regular events. That's why the Sounding Board is designed to be less formal, allowing you to give as much or as little time as you are able.

### How to Sign Up

You can sign up on our website homepage or to find out more contact Gavin Wiffen, Customer and Community Involvement Officer at [gavin.wiffen@riverside.org.uk](mailto:gavin.wiffen@riverside.org.uk) or **07970 348 724**.

**Don't miss out on this opportunity to make your voice heard and win a fantastic shopping voucher!**