**RENT SETTING CONSULTATION 2021/22**

**Frequently Asked Questions**

**(FAQ’s)**

1. **How can I let you know what I think about the proposed rent increase?**
2. You can

* Complete the attached survey and return it to our office at **24 Avondale Street, Ruchazie, Glasgow G33 3QS**
* Write to us at the same address or e-mail **administrator@ruchazieha.co.uk**
* Complete the survey monkey on our website
* Call us on 0141 774 4433

**Q. Why are you asking for my views on the proposed rent increase?**

A. We are legally required to consult with you on any proposed increase to rent. We want to hear from you to tell us what you think about the rent we are proposing.

**Q. What is the rent increase you will be proposing?**

A. We want to make sure our rents remain affordable for our current and future tenants whilst ensuring we can continue to manage and maintain your property and carry out improvements to both your home and the environment around your home. Taking into account the pressures tenants are facing and the needs of the business the committee are considering options of between 1.7% and 2.5%.

**Q. Why are you considering a rent increase when some tenants are struggling to pay and the service we received reduced due to the COVID pandemic?**

A. We have continued to incur costs through the pandemic and we have maintained the provision of our services, with staff working from home over a long period of time. We incurred costs in uplifting bulk items throughout the estate, and continue to maintain the estate to a high standard with our ground maintenance service on site as normal. Although there has been delays in investment (kitchens and boilers) these works will still take place albeit at a later date. We continued to provide all health & safety measures such as gas service and installation of new smoke alarms and heat detectors, and cleared all reported outstanding repairs to date.

**Q. How will a decision be made about the rent increase?**

A. The Management Committee will consider a number of key issues when making the decision, for example- Is it affordable for our tenants? Does it deliver sufficient income to meet the needs of the service/business? Will it allow us to continue to invest in your home?

The Management Committee will consider all responses to the consultation at its meetings in January or February, a final decision will be made by February and you will receive at least 28 days’ notice of the increase. We will publish the results of our survey and consultation on our website and in our spring newsletter.

**IF YOU ARE STRUGGLING TO PAY YOUR RENT, WE CAN HELP YOU. WE WILL PROVIDE ADVICE AND SUPPORT. Please get in touch with Fiona by calling 0141 774 4433 or email fiona@ruchazieha.co.uk**