

Rent News

Time to have your say



Delivering value in everything we do

- our rent review for 2020/21

Welcome to our first annual rent review consultation newsletter. This has been designed to keep you informed about what is happening at Cassiltoun and how this affects the rent that you pay. Inside you will find lots of information but what is important is that we want to know what you think before we make any decisions with regard to your rent for 2020/2021. You may also be contacted by telephone by Research Resource who are an independent company commissioned by the Association to gather your views also in January/February 2020.

**Please Return by Friday
7th February 2020.
All forms returned by
this date will be
entered into a prize
draw to win a voucher.**

**An increase of 2.6% (RPI & 0.5%)
will mean some business
efficiencies and may mean that
some services are affected.**

**An increase of 3.5% will allow the
Association to maintain current
service levels**

Keeping your rent affordable is important to us!

Our aim is to keep your rents affordable by being as efficient as we can, whilst meeting the challenges of maintaining services, delivering improvements to your homes, completion of our newbuild programme and fulfilling our regulatory and legislative requirements.

The table below details average weekly rents for 2019/20 as reported in the Annual Return on the Charter for ourselves and neighbouring Associations compared to the Scottish Average.

Size of Property	Cassiltoun Housing Association	Ardenglen Housing Association	Northview Housing Association	Craigdale Housing Association	Scottish Average
1 Bedroom	£71.31	£68.80	£68.24	£68.14	£76.10
2 Bedroom	£74.68	£75.90	£84.68	£72.62	£77.70
3 Bedroom	£85.15	£84.51	£94.22	£82.17	£84.44
4 Bedroom	£97.60	£96.21	£105.20	£85.61	£93.49

What the increase will mean to you

Average Rent Charge		Weekly Rent Increase	
Apartment size	Average weekly rent charge	2.60%	3.50%
2 apartment	£73.75	£1.92	£2.58
3 apartment	£76.56	£1.99	£2.68
4 apartment	£88.09	£2.29	£3.08
5 apartment	£97.49	£2.53	£3.41
6 apartment	£99.81	£2.60	£3.49
7 apartment	£100.60	£2.62	£3.52

Investment in your Home

In 2019/20 we will complete the following major repairs works to homes within our stock.

- 77 Kitchen and bathroom replacements.
- 17 Central Heating and boiler replacements
- 60 Consumer unit (fuse box) replacements.
- Conclusion of 2018/19 Fabric Repair Works.

In 2020/21 we will complete the following:

- 68 properties will get replacement windows
- 15 properties will get new kitchens and bathrooms
- 15 properties will get new consumer units.

Keeping you safe in your home

Fire Safety

Fire safety has always been a priority for the Association, but since the Grenfell Tower tragedy in the Summer of 2017 when 71 tenants lost their lives, it has been at the forefront of our minds.



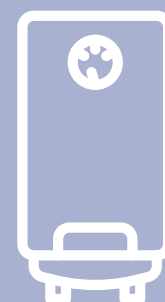
The Scottish Government has set new standards for smoke alarms, kitchen heat detectors and carbon monoxide detectors. This work has to be completed by February 2021 and means that we will be spending £310,000 making sure that all our homes comply with these new regulations.

New expenditure for 2019/20: £160,000

New expenditure for 2020/21: £150,000

Gas Safety

Every year, by law, you must have your gas appliances serviced to ensure that they are safe. We would like to thank you for your continued support in this as each year we achieve 100% compliance with this. Please continue to allow access to your home for your gas service to take place as this safeguards not only you but your neighbours also. We also have a 24 hour emergency repair service for gas breakdowns and a reactive repairs service for normal non emergency repairs.



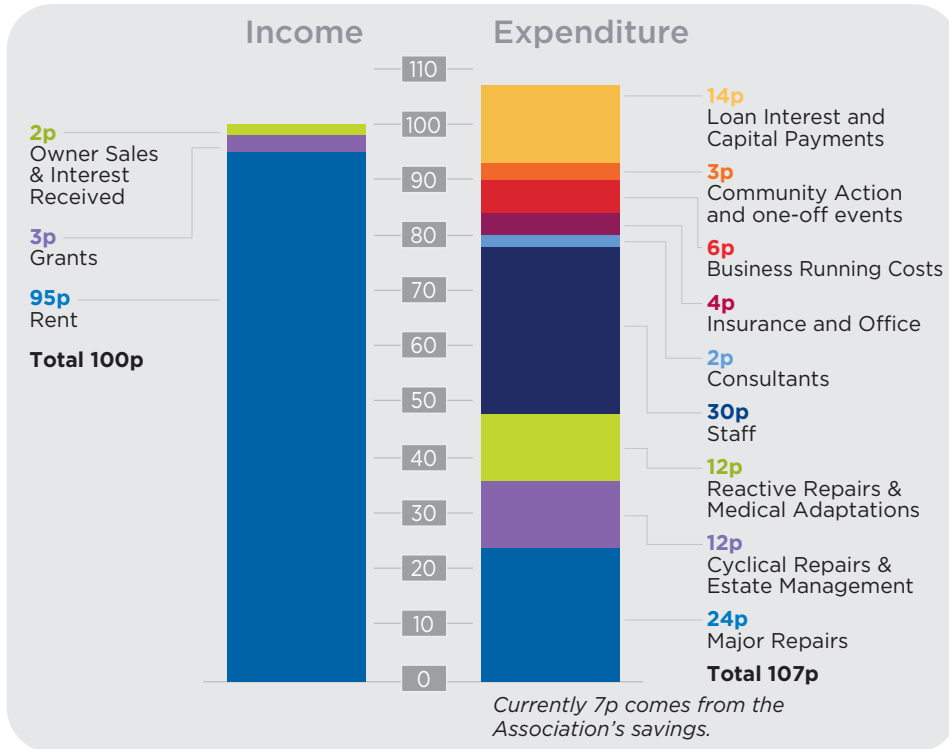
Electrical Safety

Although it is not currently the law, Cassiltoun carry out electrical testing of our properties. All properties that become vacant are tested before a new tenant moves in and we are currently carrying out electrical testing on a 5 yearly basis. Please allow access for this work to be carried out as it is for you and your family's safety.



How your rent money is spent

Rental income is the lifeblood of the Association. Without your rent money we would be unable to run the services that we do and we appreciate the support of those tenants who pay their rent and on time. However, it is also important that you know how your money is spent. Detailed below is an illustration of how every £1.00 in rent is spent.



Money Advice Team

You may remember that with the advent of Welfare Reform, the Association was successful in its application in 2014 to the Big Lottery for 5 years of funding for an Advice Team. This Team have proved to be so successful in assisting our tenants with debt and benefit issues that the Association took the decision to retain the service after the funding had run out.

From 01/04/2019 - 30/09/2019 the Team assisted tenants in gaining £164,869 of income and during that period assisted tenants with debt management of £161,286.

Development

The Association is currently undertaking a programme of building new properties for social rent. This brings much needed additional properties to our area as currently the demand for our properties is far more than our supply. The first homes are due offsite in February 2020 and a total of 42 properties will be completed by April 2020. The next phase of our development will see us moving to Castlemilk Drive where we hope to be on-site early in financial year 2020/21 and will see the Association building 60 homes for rent.

Have your say...

This is your chance to have your say on the rent increase for 2020/21 so please complete and return this form by 7th February 2020.

There are a number of ways in which you can do this:

- You can fill in the form here and return it to the office.
- Email housing@cassiltoun.org.uk
- Online survey
- You may be contacted by Research Resource, an independent company to take part in a telephone survey, please take this opportunity to have your say.

Your views matter to us and we often ask for feedback on our services. We are asking for your views on our proposed rent increase. Replies by 7th February 2020 please.

What happens next?

The Board of Management will meet on the 26th February and consider all the Feedback before making a final decision on the rent levels.

You will then be informed in writing of the increase that has been approved and what that means to you as an individual.

Time to have your say...

1 Do you think the current rent charged by Cassiltoun is affordable?

YES

NO

2 What increase would you like to see applied?

2.6%

3.5%

Other

(please state)

Comments

Contact details necessary for Prize draw:

Name

Telephone

Email

Address

Postcode