



Board Meeting

For Approval

To: Board
From: Director of Housing Services

SUBJECT: RENT INCREASE 22/23 CONSULTATION DATE: 30 November 2021

1.	Introduction
	<p>The Scottish Housing Regulator expects us to consult with our tenants when we propose a rent increase.</p> <p><i>"Landlords must demonstrate that their rents will remain affordable and that they are having effective dialogue with their tenants on rent increases"</i></p> <p>Michael Cameron Scottish Housing Regulator CEO – Inside Housing September 2019</p> <p>It is important to ng homes, that we get the views of as many of our tenants as possible, in order to establish a consensus of what tenants want and need. In our 21/22 Rent Increase Consultation, we received 901 returns, which is 17% of our tenants. This year, we want to exceed that figure and will be working with Wider Role Solutions to help us achieve this.</p>
2.	2022/23 Consultation Methods
	<p>For us to engage with as many tenants as possible, we would look to consult using a variety of different methods:</p> <ul style="list-style-type: none">• Letter to all tenants providing a free post envelope (Appendix 1)• Text Message, including follow up to all Tenants we hold a number for• Survey Monkey on our Website and Social Media Platforms• Housing Officers prompting returns during estate/rent visits• Concierge and Retirement Housing Officers pro-actively seeking returns• CSO's encouraging/assisting with returns when taking telephone calls.• North News Winter Edition• Wider Role Solutions carrying out a telephone survey of our tenants <p>All tenants who take part in the rent increase consultation will be entered into a prize draw and 5 tenants will receive a £50 Tesco Voucher.</p>

3.	2022/23 Consultation Timeline																								
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4.	Recommendations																								
	The Board are asked to consider the above and agree the consultation plan for the rent and service charge increase for 2022/23.																								