

2026/27



# RENT CONSULTATION RESULTS



# Thank You

We would like to thank all our customers who have taken the time and effort to complete the annual Rent Consultation which is a regulatory requirement for all housing associations in Scotland.

As you are aware, BHA is a registered social landlord, and our primary source of income comes from the rent you pay. This is true for all our valued BHA customers, irrespective of how you pay including through Universal Credit directly to us or Housing Benefit.

The funds we collect through rent play an important role in both maintaining and enhancing your homes, as well as ensuring the delivery of our day-to-day services.

We are hard at work to make sure that your rent and other charges remain affordable while delivering value for money.

One of the ways we do this is by making sure we strike a balance between cost and quality when we buy services and hire contractors to carry out work for us.

As at December 2025, **71.27%** of BHA customers feel their rent is value for money.





## Views on BHA's Proposed Rent Increase



**318**  
**Customers**  
**responded**  
**to the survey**

**Of the 318 customers who responded to the survey, 273 customers (86%) voted in favour of the proposed 4.8% increase being applied effective from April 2026.**

## Our commitment

BHA is committed to keeping rents affordable for our customers. Our focus has and will always be to support our customers wherever we can through the cost-of-living crisis. For the year 2025/26 (to date of publish), we supported our customers to access a total of **£699,603** welfare benefits.





**BHA thanks all our customers  
for their continued support.**

**Our five-year business plan has been set against a backdrop of significant financial pressures, and an uncertain economic outlook. We have carefully considered what we can afford to do as a business and what our customers can afford in terms of rent increases – your feedback on priorities are important in shaping where your rent money is spent and how we continue to sustain services.**

### **What's Next?**

<b>27 October 2025</b> Rent charge consultation begins	<b>21 November 2025</b> Rent charge consultation ends	<b>3 February 2026</b> BHA Board decides on proposals	<b>From 25 February 2026</b> Rent letters sent to customers	<b>06 April 2026</b> New rate for rent charge in place
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