

# Rent Consultation 2023/24

Consultation 14th November - closed 5th December 2022

The Results are in!



### **An overview of our customer consultation on rent and service charges.**

Customer consultation is a regulatory requirement of all Housing Associations in Scotland and assures customers' input and influence in our decision-making processes.

**2019/20**

**242 customers responded to rent consultation**

**2020/21**

**327 Customers responded to rent consultation**

**2021/22**

**591 Customers responded to rent consultation**

**2022/23**

**418 Customers responded to rent consultation**

As we conclude our fourth year of the online survey approach, seeking feedback regarding rent proposals, we are pleased to have continued to engage high numbers of customers we serve in the rent setting process.

Our Risk and Assurance Committee approved the decision to consult on an applied rent increase of 5%. We are happy to record that 418 customers took part in this year's survey.

This document is for customers and wider stakeholders to review the outcomes and results of the 2022 survey.

Of our 418 customers surveyed, an overwhelming majority of 392 customers (95%) voted in favour of the proposed 5% increase being applied effective from April 2023.

Our Board will meet in January to review all the feedback and approve any rent proposed at that meeting.

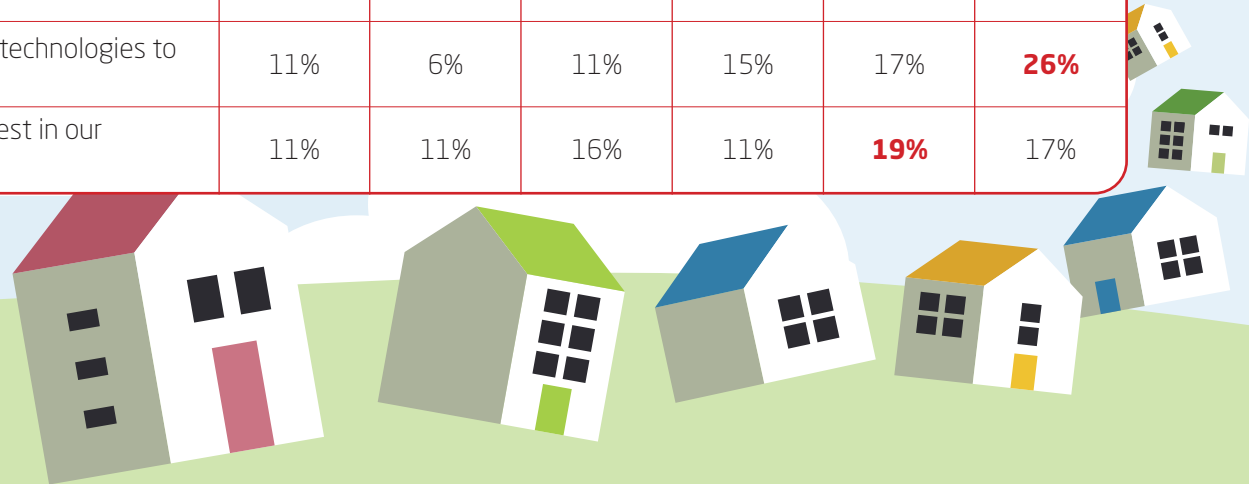
## Question 1

In light of the challenges we face, we want to understand what our customers see as the overall key priorities for BHA over the next five years.

Referring to our draft priorities please rank in order of priority the following from 1-6, with 1 representing "Most important" and "6 least important". Our 5-year priorities from 2023-2028 include ;

Priority	Ranked 1 representing "most important" and 6 "least important"					
	1	2	3	4	5	6
Investment in existing homes to improve condition and energy efficiency	<b>61%</b>	12%	5%	4%	2%	3%
Building new homes and increasing supply of housing in Berwickshire	<b>22%</b>	16%	13%	13%	9%	13%
Improving key services we offer you	13%	18%	<b>22%</b>	17%	9%	6%
Improving the condition of estates/communal areas	12%	15%	<b>22%</b>	14%	12%	11%
Making our business more digitally enabled, embracing new technologies to reduce costs	11%	6%	11%	15%	17%	<b>26%</b>
Seeking ways to generate income from other sources to invest in our key services	11%	11%	16%	11%	<b>19%</b>	17%

Red/Bold - Top Answer



## Question 2

Focusing on the area where you live and your local community, what are the key issues that you would like to see BHA improve.

Please rank in order of priority from 1-7, with 1 representing "most important" and 7 "least important"

Priority	Ranked 1 representing "most important" and 6 "least important"						
	1	2	3	4	5	6	7
Safety	<b>45%</b>	12%	9%	5%	5%	4%	6%
Cleanliness	21%	<b>25%</b>	15%	11%	5%	5%	6%
Landscaping	12%	8%	<b>17%</b>	14%	16%	12%	7%
Access to support services	16%	13%	<b>18%</b>	11%	15%	7%	6%
Open Spaces	12%	8%	12%	13%	14%	<b>17%</b>	10%
Net Zero Carbon	15%	8%	9%	9%	11%	16%	<b>19%</b>
Community Facilities	<b>17%</b>	11%	13%	10%	8%	12%	16%

Red/Bold - Top Answer



## Results for Rent Consultation 2023/24

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When asked about 'what our customers see as the overall key priorities for BHA over the next five years', our customers stated that their top three aspirations were:

**1. Investment in existing homes to improve condition and energy efficiency**

**2. Building new homes and increasing supply of housing in Berwickshire**

**3. Improving the condition of estates/communal areas**

When asked about 'Focusing on the area where you live and your local community, what are the key issues that you would like to see BHA improve', our customers stated that their top three aspirations were to improve:

**1. Safety**

**2. Cleanliness**

**3. Community Facilities**

### Question 3

If the Scottish Government introduces a rent freeze for 2023/24, this means BHA will have to reduce our costs. Referring to the graphic opposite which sets out the breakdown of our main expenditure, which areas of spend would you want BHA to reduce and why?

1. Reduction of staffing and salary expenditure
2. Going fully remote, thus reducing Office overheads
3. Reducing new build programme to favour current stock investment
4. Explore borrowing and loan repayment rates
5. Creation of Direct Labour Organisation or in house trades

Further discussion and customer feedback will be incorporated into the future strategic plans and development with our Board.



## Question 4

Against inflationary rates of 10.1%, BHA propose a rent increase and service charge increase of 5% effective from 3rd April 2023.

Do you agree this would be a reasonable increase to allow the organisation to continue to meet the operational costs of investing in your homes and delivering housing services to you.

<b>Yes</b>	<b>94%</b>
<b>Invalid (Blank)</b>	6%

