

2024/25



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 many of you are aware, BHA is a registered social landlord, and our primary source of income is derived from the rent you pay for services. This holds true for all our valued BHA customers, irrespective of whether you meet the full charge independently, receive support through Universal Credit, or rely on Housing Benefit.

The funds we collect through rent play a pivotal role in both maintaining and enhancing our customers' homes, as well as ensuring the seamless delivery of our day-to-day services.

We work hard to make sure that your rent and other charges continue to be affordable and deliver 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 March 2023, 74.7% of BHA customers feel their rent is value for money.





Views on BHA's Proposed Rent Increase

Of the 420 customers who responded to the survey, 207 customers (49.3%) voted in favour of the proposed 6% increased being applied effective from April 2024.



420
Customers
responded
to the survey

Our commitment

BHA is committed to keeping rents affordable for our customers. Our focus has always been to support our customers wherever we can through the cost-of-living crisis. For the year 2022/23, we supported our customers to access a total of £674, 979 welfare benefits.

How we compare

On comparing average rents with neighbouring and similar housing associations in the Scottish Borders, you will see that BHA's rent levels are comparable. The Scottish Federation of Housing Associations (SFHA) conducted a rent setting proposal survey across all members, it noted that:

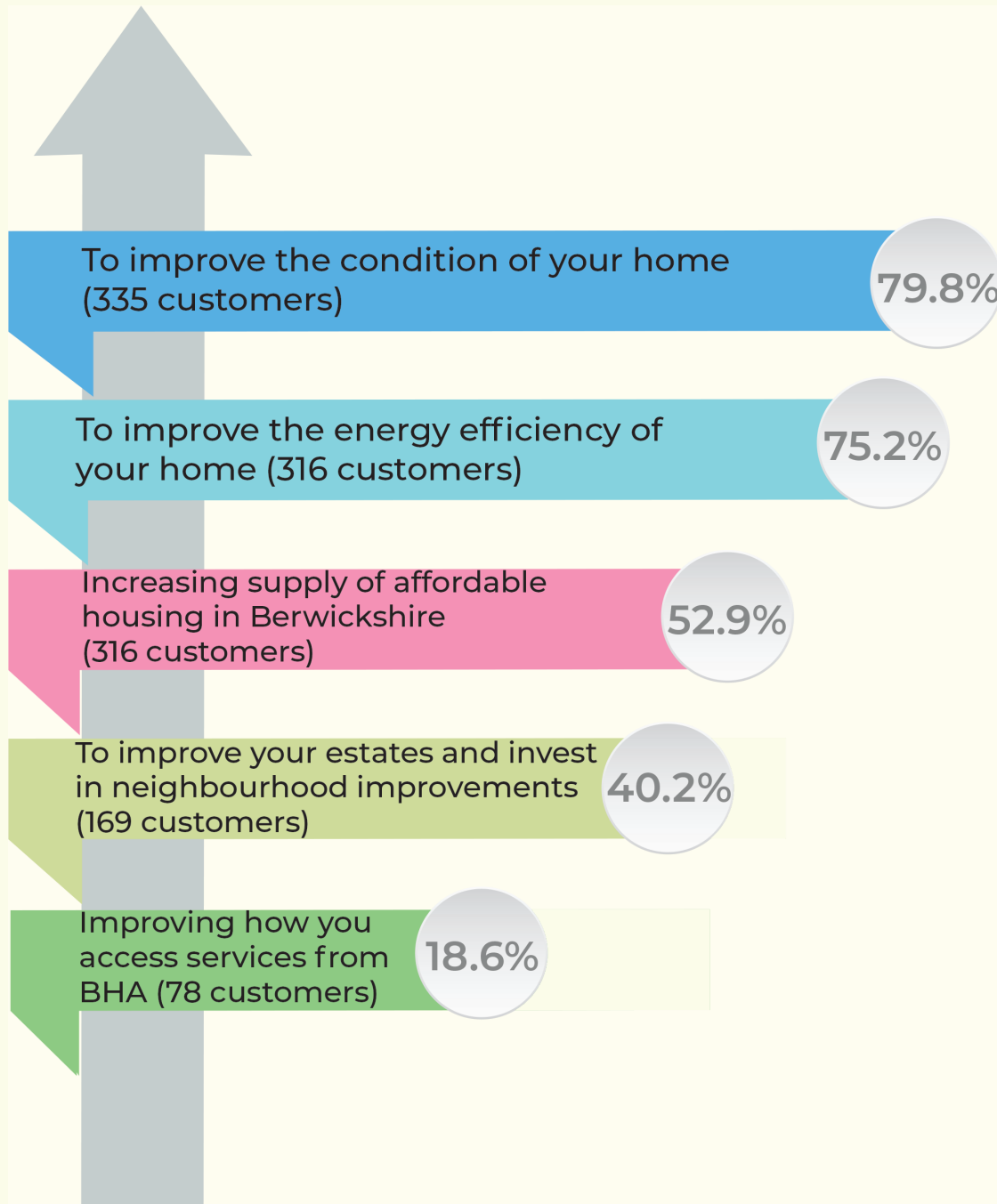
“Back in December 2023, we surveyed our members on their proposed rent increase for 2024/25 and any options being offered. Responses to our initial survey indicated consultations ranging from 4% to 9%, with an average proposed rent increase of 6.39%. These findings are broadly comparable with those of other organisations and alternative survey results.”

Survey Results

Question

1

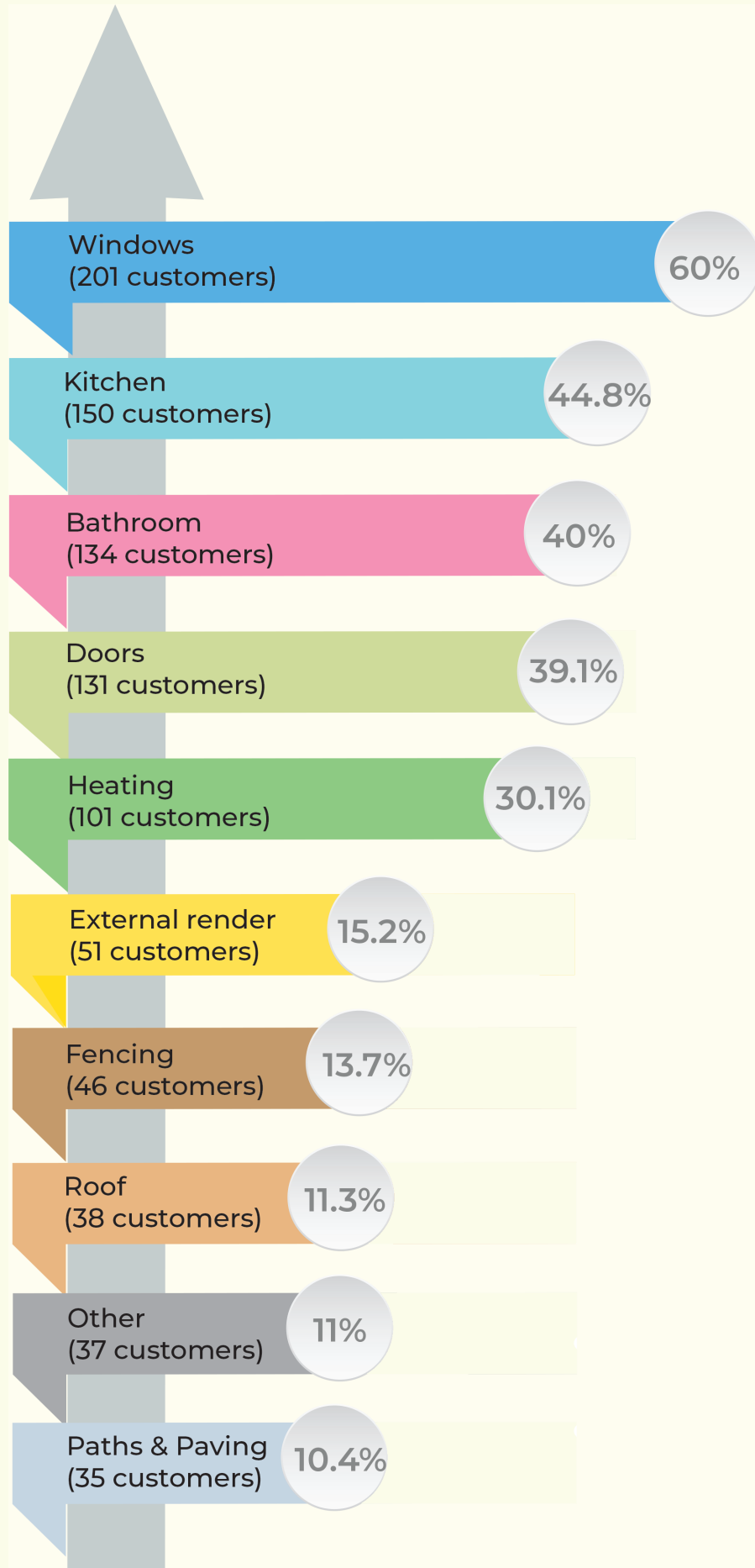
Thinking of the services we offer you, please tell us your top 3 priorities.



Question

2

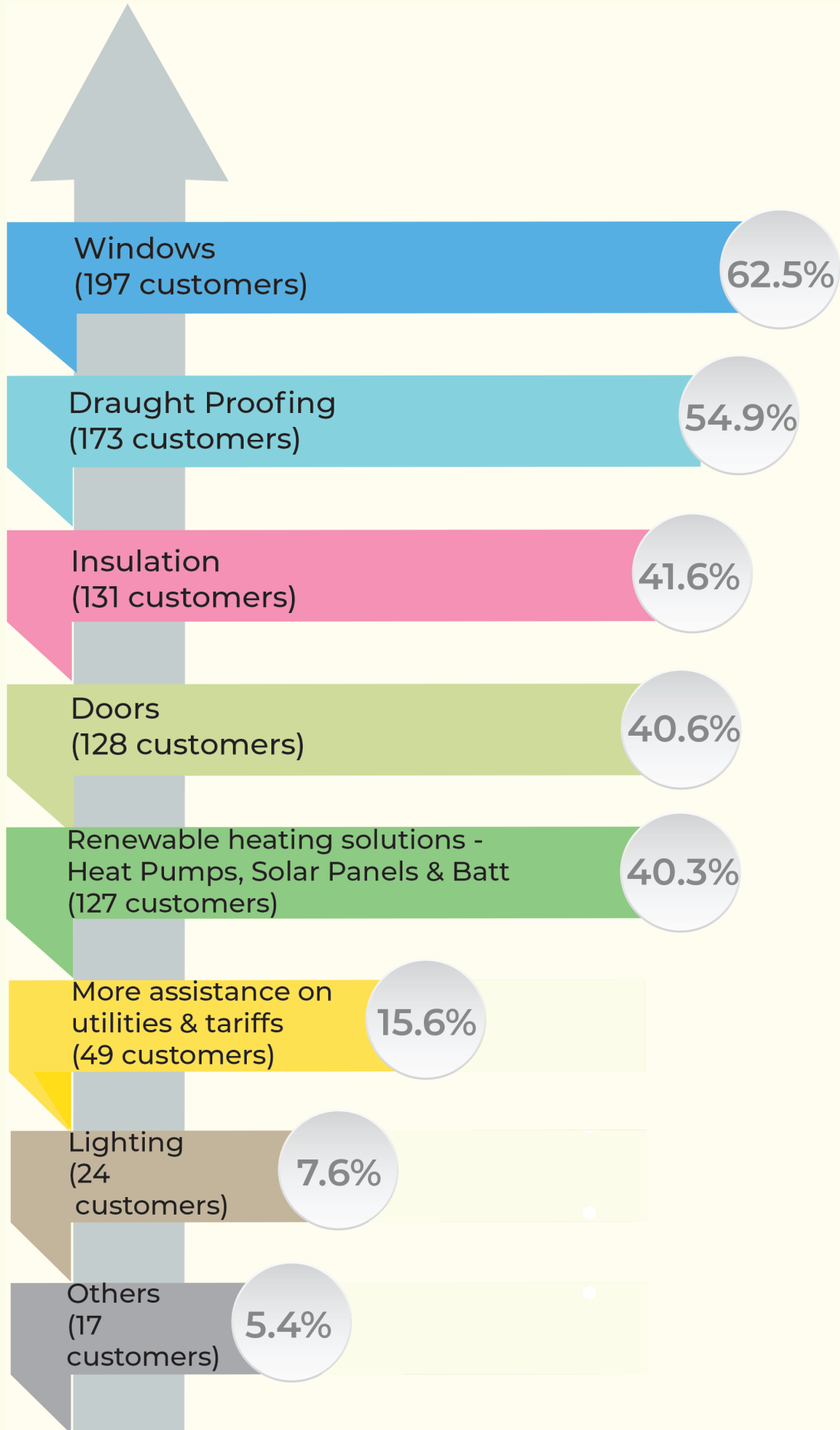
To improve the condition of your home, please tell us your top 3 priorities.



Question

3

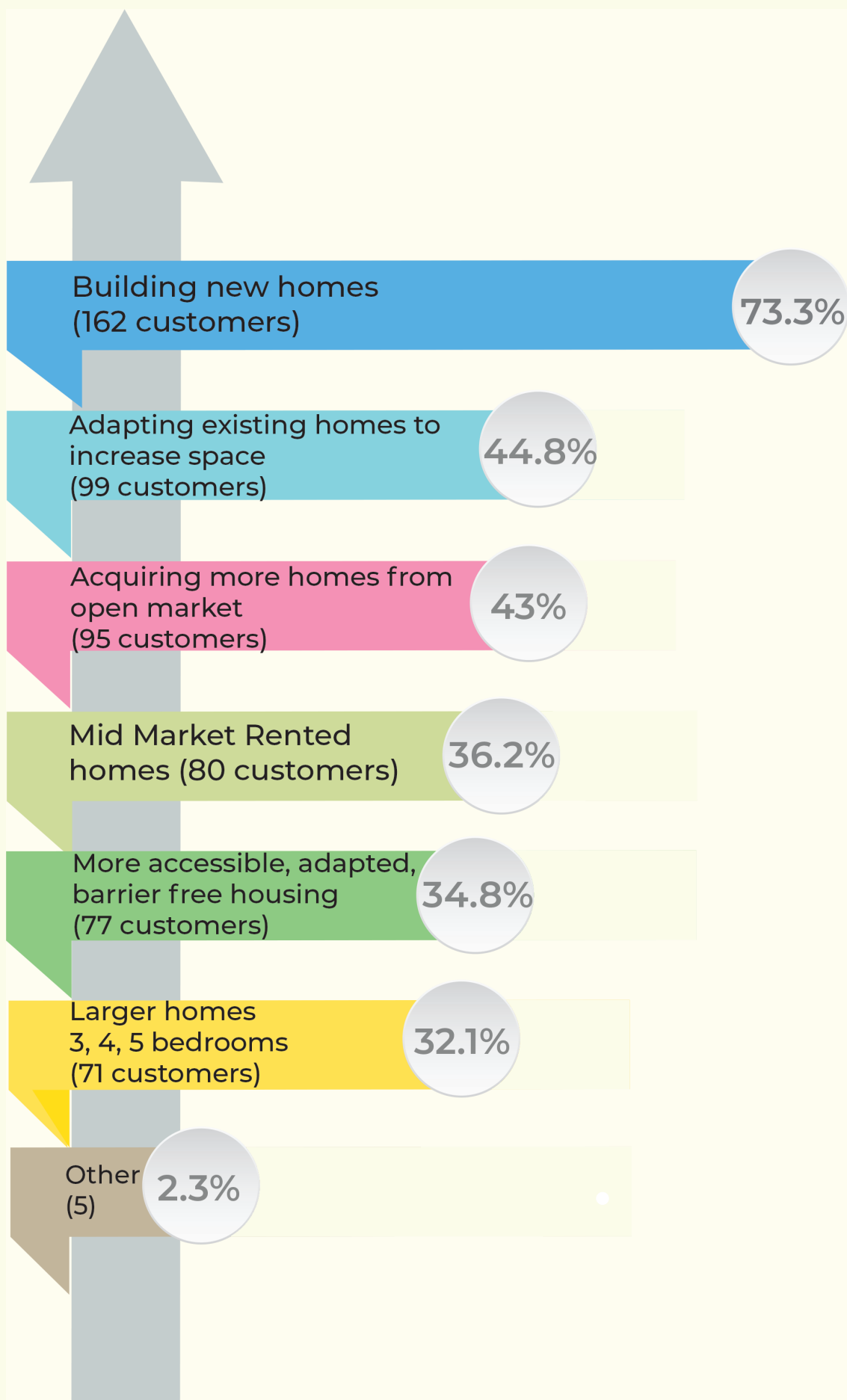
To improve the energy efficiency of your home, please tell us your top 3 priorities.



Question

4

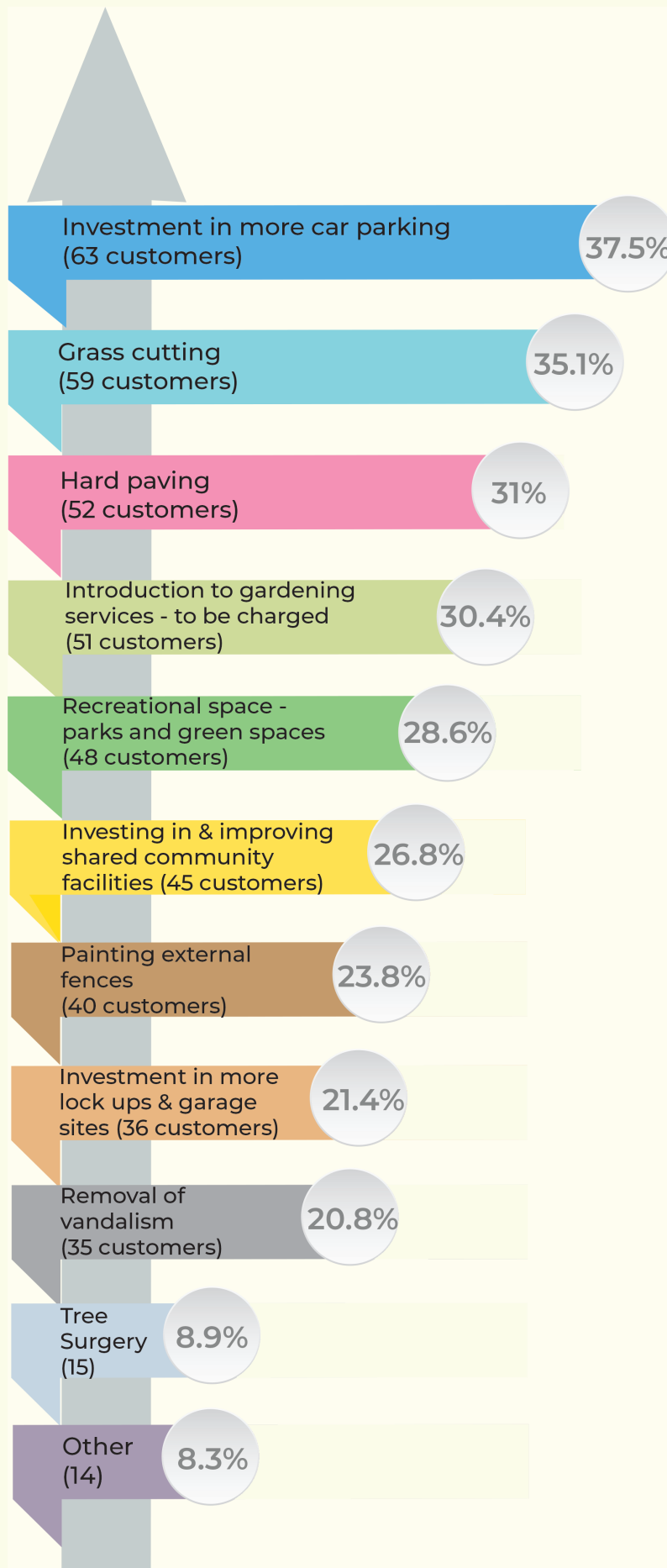
increasing supply of affordable housing in Berwickshire, please tell us your top 3 priorities.



Question

5

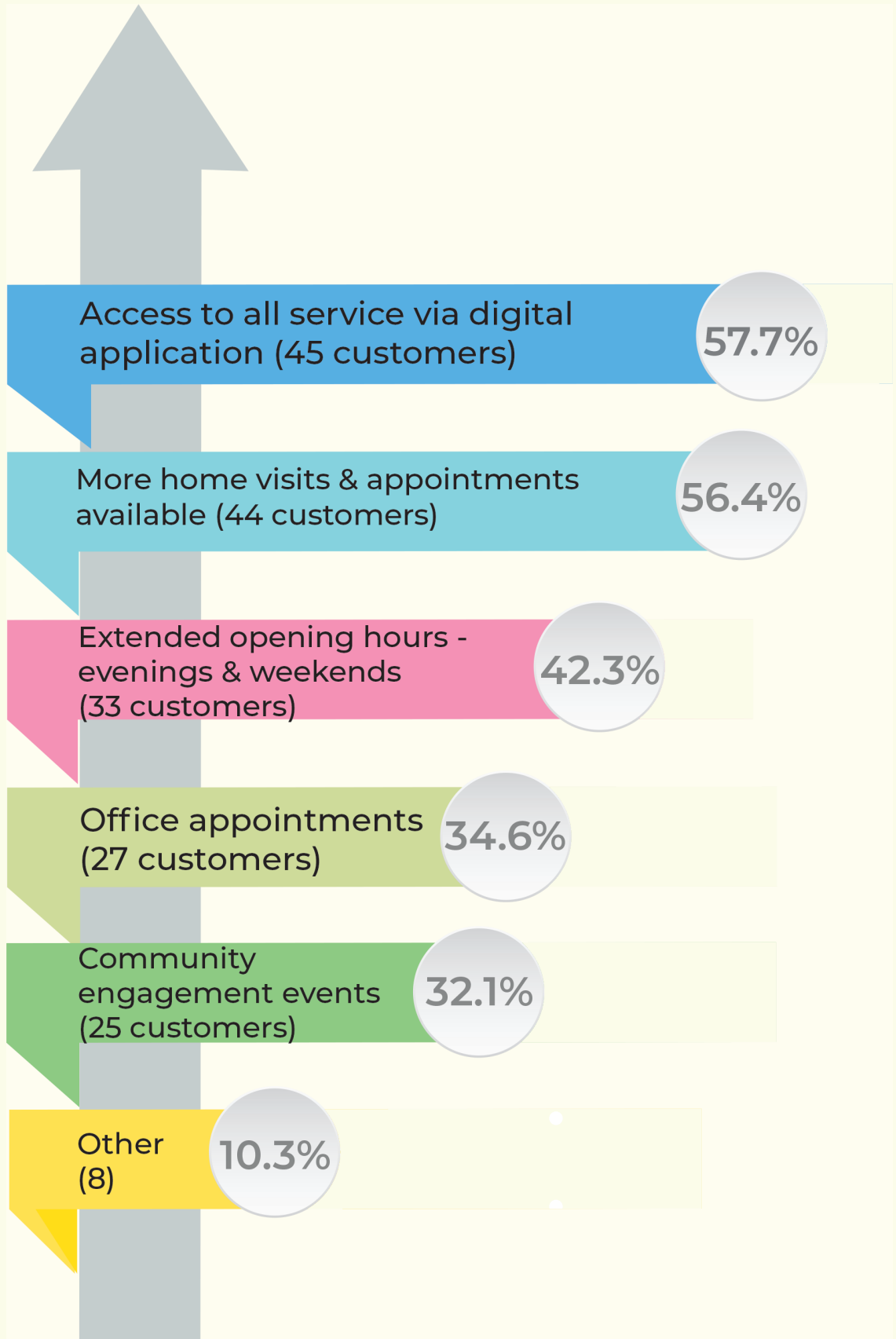
To improve your estates and invest in neighbourhood improvements, please tell us your top 3 priorities.



Question

6

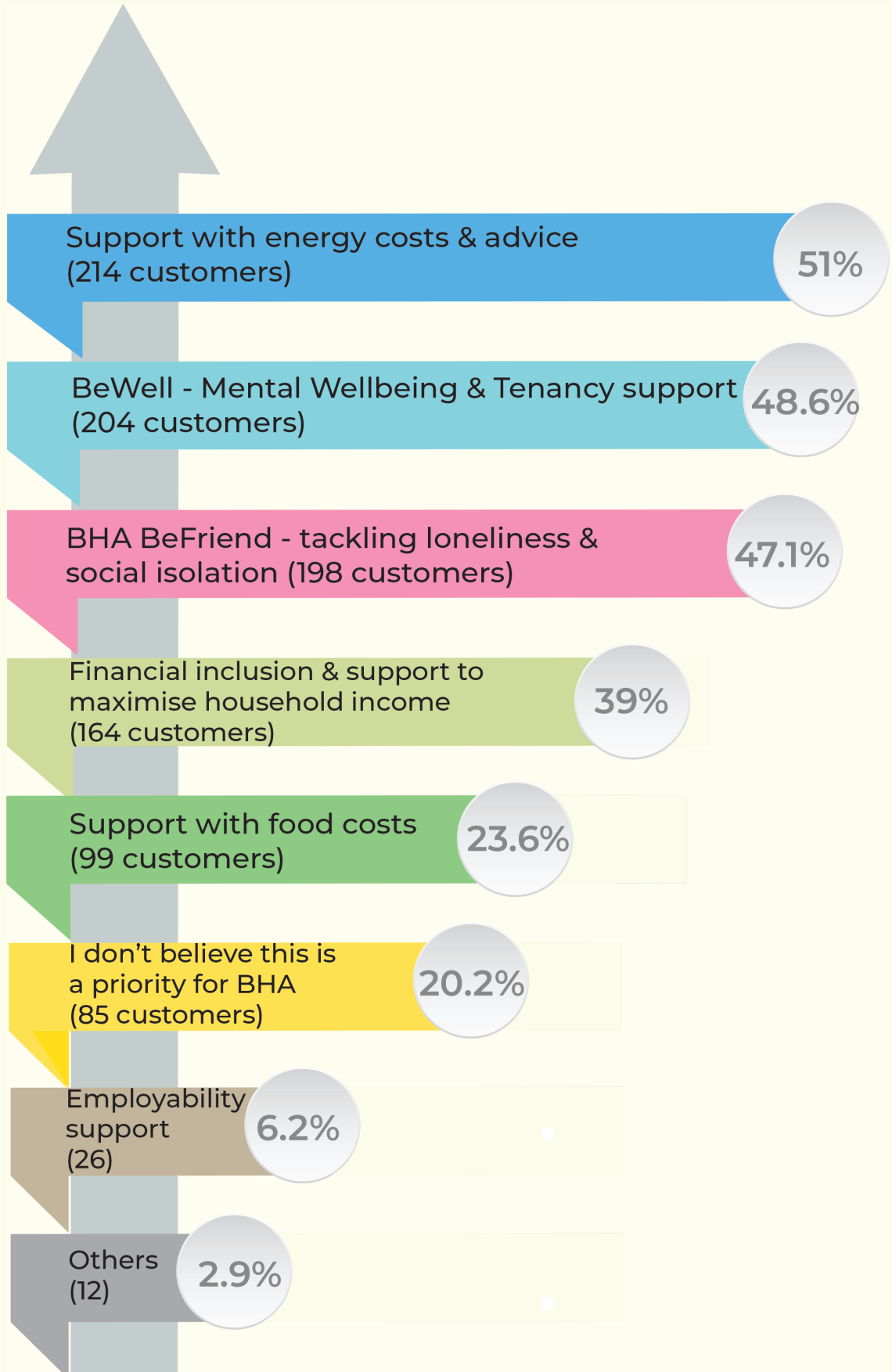
Improving how you access services from BHA, please tell us your top 3 priorities



Question

7

Thinking about our wider support for customer and communities, please tell us your top 3 priorities



BHA thanks all our customers for their 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 rent money is spent and how we continue to sustain services.

What's Next?

