

WIN A £100
SHOPPING
VOUCHER!

HAVE YOUR SAY ON YOUR RENT IN 2020

We are keen to get your views on the proposed annual rent increase from April 2020. We want to keep rents affordable for you and continue to deliver quality services and improvements to your homes and neighbourhoods.

This leaflet tells you about the options for the annual rent increase and how you can share your views. This increase is separate to the restructure of your rent from April 2020.

The Board will consider your views alongside other factors before making a final decision about any rent increase in February 2020.

THIS YEAR WE ARE CONSIDERING AN INCREASE OF 2.5% OR 3%.

Rent is our main source of income. Our costs rise every year with inflation, we do not receive any subsidies from central or local government. We need ensure our rents are set to continue to deliver our services.

HOW TO HAVE YOUR SAY:

To take part in a survey by Friday 10 January 2020 you can in one of these ways:

- complete the questionnaire enclosed with this leaflet and return it to us in the enclosed freepost envelope
- complete and attaching the questionnaire in an email to us at getinvolved@horizonhousing.org;
- complete the survey online at www.horizonhousing.org
- speak to your Housing Officer by calling 0330 303 0089

HOW DO OUR RENTS COMPARE WITH OTHERS?

In 2018-19 our average rent was £87.11 per week, compared with the average for Scottish housing associations of £85.18.

Our rent was higher than average, but:

- Our rents include services such as grounds maintenance and stair cleaning. Many other landlords make an extra charge for these services of their rents, on average £4.50 a week. You can find about rents for all social landlords in Scotland on the Scottish Housing Regulator’s website www.scottishhousingregulator.gov.uk/findand-compare-landlords – but remember these **don’t** include service charges.

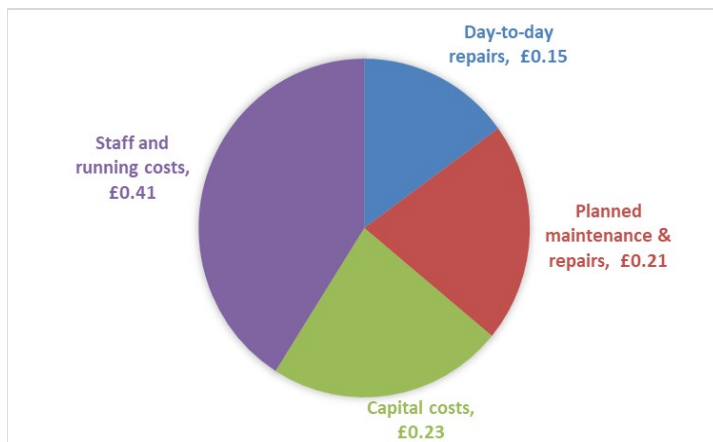
- We are working hard to keep our increases to a minimum. For the last six years our increase has been significantly lower than the Scottish average and this is gradually lowering the gap between our rent and the average. The prediction from SHR is the average increase for 2020/21 will be 3%.

Year	Horizon’s increase	Scottish average
2019-20	2.2%	3.7%
2018-19	2.7%	3.2%
2017-18	2.0%	2.3%
2016-17	1.5%	1.9%
2015-16	2.0%	2.7%
2014-15	2.8%	3.5%

WHAT WE DELIVERED IN 2018-19

In 2018-19, we received £3,685,623 from rent. We use this to provide our services and repair, maintain and upgrade your home.

HOW WE SPEND EACH £ OF RENTAL INCOME:



We invested over £635,000 to provide:

- 44 new boilers
- 34 new kitchens
- 97 new bathrooms
- Cyclical paintwork in six estates

**IN 2018/19 WE SPENT
OVER £1.5 MILLION
MAINTAINING AND
UPGRADING OUR HOMES**

**We completed 44 adaptations,
including wet floor showers within 50
days.**

97% of tenants were
satisfied, up from 95%
the previous year.

We reduced the time
to carry out
emergency repairs to
2.15 hours compared
with the national
average of 3 hours.

**We carried out
2,903
day to day
repairs**

We reduced the time
to carry out non-
emergency repairs to
4.4 days, compared
to the national figure
of 5.3 days.

WHAT IS NEW THIS YEAR?

- We launched the new MyHorizon app so you can access information about your tenancy and request services any time using your phone or tablet
- A free grass cutting service was launched for elderly and disabled tenants
- We held more local events, such as Tea in the Car Park and annual estate visits
- Following tenant feedback, we will carry out major upgrade works to three estates as part of a pilot improvement programme which we hope to roll out across all our estates over the next 3 years.
- our estates team will continue to carry out minor improvements to ten others during the winter months
- We replaced 415 fire alarms, with the remaining to be completed in 2020/2021, to allow us to comply with new laws from April 2021
- We are developing a pilot programme for internal door replacement – based on what tenants said they wanted in our 2018 survey



OUR PLANS FOR 2020

To sustain this level of service and investment in our properties we will:

- start a three-year programme to upgrade landscaping in our estates; and
- replace over 60 bathrooms, 72 boilers and over 400 smoke and heat detectors.

We are committed to keeping our rents affordable – our new rent policy, due to be introduced from April, ensures all our rents will be affordable based on the average of moderate incomes, a nationally recognised standard.

DON'T STRUGGLE IN SILENCE

We understand some of our tenants will still struggle to pay their rent at times and we have our own in-house tenancy sustainment team to help people access the benefits and support that they need.

Call 0330 303 0089 or emailing us at e-mail@horizonhousing.org if you want to speak to one of the team in confidence.

WE ARE PROPOSING TWO OPTIONS FOR A RENT INCREASE FROM APRIL

We have considered what we need to do to keep rents affordable going forward, as well as increasing costs of delivering tenants' priorities.

OPTION 1 – INCREASE RENT BY 2.5%

We want to continue the current level of investment in our homes and provide you with quality housing management, repairs and advice services. To maintain the services and investment commitments we have made for 2020/21, we need to increase rents by 2.5%

OPTION 2 – INCREASE RENT BY 3%

We also want your views on a second option, which is to increase rent by 3%. This would allow us to deliver our commitments for 2020/21 and would give us an additional £18,412 income in that year and an £96,000 additional over five years, this would allow us to extend the programme of internal door replacement and have this completed more quickly.

CONSULTATION ON 2020 RENT INCREASE

PLEASE READ THE RENT CONSULTATION LEAFLET AND COMPLETE THIS QUESTIONNAIRE

We feel it is necessary to increase rents from April. What level of increase do you support (tick one box)?

OPTION 1 – INCREASE RENT BY 2.5%

OPTION 2 – INCREASE RENT BY 3%

Please use the space below (or any additional pages) to make any comments you want us to respond to:

To help us understand more about how different tenants think about the rent increase please tell us about your personal circumstances:

I am retired

I work part-time

I work full-time

I am a job seeker

I am unable to work

Other

Please tell us about your family:

I have children under 16 years living at home with me

I do not have children under 16 living with me

Contact details:

You only need to give these if you wish to be included in the prize draw or want us to respond to your comments

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Email: _____



**WIN A £100
SHOPPING
VOUCHER!**