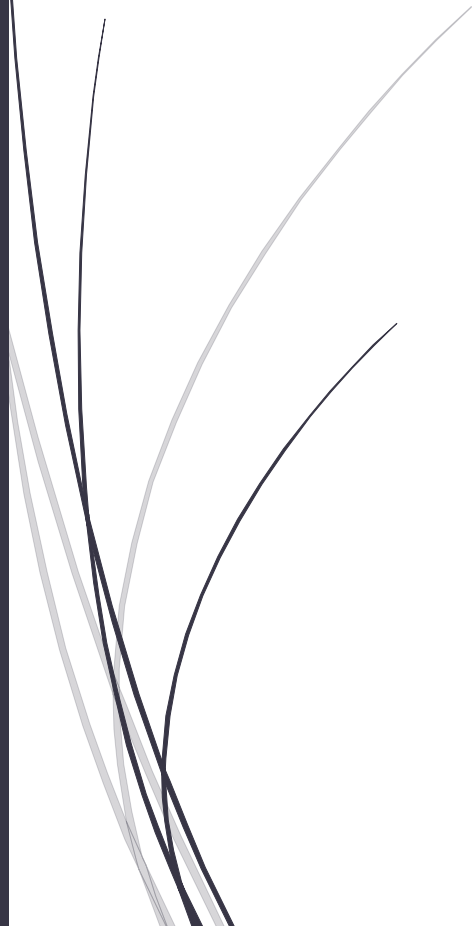


2025/2026

Rent and Service Charge Review Consultation leaflet



Annual Review of Rent & Service Charges for 2025/26

The Association is in the process of setting its Budget for 2025/2026. Part of the annual Budget setting process is the review of rents and service charges. Based on the information contained within this leaflet we want to hear your views about either a **4.3% or a 4.8%** rent increase for 2025/26. The financial effect of these two rent increase options would result in an estimated increase of between £15.26 to £17.04 per month based on an average rent of £354.92 (not including service charges) for this current financial year.

As part of the rent review, we will also be reviewing our service charges, which are charged in addition to the rent, and the detail of these charges are contained in this leaflet on page 4.

Increasing rents is not a decision taken lightly by our Board of Management, please be assured that we do understand the impact of any increase in these ongoing challenging times and want to assure you that the rent increase options for 2025/2026 have been carefully considered, and we hope we have struck the right balance between the needs of our tenants and our business needs.

Whilst CPI (Consumer Price Index) remained low at 2.3% in November 2024, the continued rise in costs in energy, insurance and materials along with the rise in national insurance contributions from April 2025 means that the overall cost of delivering our services to our tenants and customers will increase in the next financial year. In order to ensure we can continue to deliver on our property improvement plans, meet all our business needs, and keep providing you with all the services you receive from DPHA we are proposing an increase at either 4.3% or 4.8%.

Why is rent setting so important?

Our rental income allows us to deliver our services to you. Like other housing associations, we are a not-for-profit organisation. This means that the money collected from rents is invested directly back into the Association, which in turn allows us to spend money on maintaining and improving our homes and the environment; provide ongoing community initiatives as well as managing our housing stock now and in the future. Each year the Board agrees a Budget for the forthcoming year and our income determines what we can spend on our services now and in the future.

In 2025/26 we will continue to provide services that really matter to our tenants such as repairs, property improvements and delivering all our other services. We aim to keep our rents and service charges affordable, especially during these ongoing challenging times and this remains a priority for us.

How was your rent spent during 2024/25?

This year we have been carrying out the following investment works:

- 55 bathroom replacements
- 47 window replacements (project underway)
- Stonework repairs

The total projected cost for the above works is £654,000

Other than the investment works we completed in properties, your rent has also been spent this year on day-to-day property maintenance including fixing heating breakdowns and repairs; plumbing issues such as pipes, sinks, showers and taps; Joinery repairs for kitchens, windows, doors; lighting within closes and backcourts; controlled entry doors; clearing bulk from bin stores and back courts; and much more as well as funding a range of community projects.

What are we planning for 2025/26?

Investment work needed to our properties in the coming year have already been identified as they are planned years in advance to allow us to prepare and pay for them. The improvements we intend to carry out in 2025/2026 are likely to include:

- Bathroom upgrades
- Window replacements
- Kitchen upgrades
- Major stonework repairs at Agamemnon Street & 427 Dumbarton Road
- Close painting and external upgrades to fences / front gardens
- Contingency fund for boiler upgrades where required

Various factors may influence our ability to progress the improvements works noted above – the rate of inflation increasing; contractors wanting an increase to agreed costs; shortages of materials; delays in manufacturing to name a few. We will be consulting early into the new financial year with tenants whose properties are due to have investment work carried out in 2025/2026

The costs to you: 2025/26 Rent Increase

Just like the budgeting you do at home, there are choices we can make based on your views. The important thing is we need to hear your thoughts on our proposals. The Board has agreed that we should consult with you on 2 possible rent increase options for next year. These are **4.3% and 4.8%** for 2025/2026. This represents CPI (2.3% November 2024) plus either 2% or 2.5%.

We remain committed to keeping the rents we charge as low as possible without there being any detriment to the long-term financial viability of the Association or our tenants' ability to afford to pay their rent.

Here is an indication on how the 2 rent increase options will affect the average rent which is based on the current 2024/25 rent levels. Please note these figures **DO NOT** include the service charges.

4.3%	Current Average weekly rent 2024/25	4.3% Increase to average weekly rent	Weekly Overall Increase
1 Apt	£66.19	£69.04	£2.85
2 Apt	£76.22	£79.50	£3.28
3 Apt	£84.98	£88.63	£3.65
4 Apt	£97.33	£101.52	£4.19
5+ Apt	£121.32	£126.54	£5.22

**Exclusive of service charges*

Increasing the rent by **4.3%** generates additional income of **£121,998** for the Association.

4.8%	Current Average weekly rent* 2024/25	4.8% Increase to average weekly rent	Weekly Overall Increase
1 Apt	£66.19	£69.37	£3.18
2 Apt	£76.22	£79.88	£3.66
3 Apt	£84.98	£89.06	£4.08
4 Apt	£97.33	£102.00	£4.67
5+ Apt	£121.32	£127.14	£5.82

Increasing the rent by **4.8%** generates additional income of **£136,183** for the Association.

Your Service Charges for 2025/26

Service charges are set based on the Association's actual cost of delivering each of the additional services to you. Service charges are recharged back to tenants in arrears, in other words we pay the invoices for the work and services, and we then recharge the costs back to you through a service charge. That is why service charges can go up or down from one year to the next; they are based on the exact costs.

We have used the actual costs that we incurred for delivering services during the financial year 2023/2024 to prepare the revised 2025/2026 service charges.

The table below details the monthly service charges and the changes that will be applied from **28th March 2025**.

Your Service Charges for 2025/2026 will be:

Service Charges – Monthly	Current Charge 2024/25	New Charge for 2025/26	Change
TV Aerial maintenance	£0.47	£0.44	-£0.03
Door Entry Systems	£2.35	£1.75	-£0.60
Communal Fans	£0.00	£0.00	£0.00
Estate and Environmental Management	£13.11	£11.18	-£1.93
Stair Cleaning	£16.96	£18.86	£1.90
Stair Lighting	£5.75	£6.01	£0.26
Housing Support (Sheltered Housing only)	£204.10	£208.15	£4.05

We continue to see an increase in fly tipping of bulk items such as furniture, carpets and white goods being left by tenants in shared back courts and on pavements. **Remember, the cost of removing these items is recharged back to tenants through your service charges.** Every time that DPHA has to remove bulk from the areas surrounding our properties it is recharged back to the tenants (and residents) living in that block of flats through the service charges the following year. We remove discarded bulk items to ensure the overall look of our area is maintained and to preserve the Health & Safety of our tenants, families, and members of the public.

If tenants and residents disposed of bulk appropriately in line with local authority refuse guidelines and recycling centres we would not need to remove nor recover the costs spent to ensure our shared back courts and pavements are clear of unwanted bulk items. If you have bulk waste to dispose of you should arrange uplift with West Dunbartonshire Council by calling 01389 738 282. There is currently a charge of £24.36 which needs to be paid by you in advance.

Alternatively take your bulk items to one of the Council's waste and recycling centres. Details can be found at www.west-dunbarton.gov.uk/recycling-and-waste/recycling-centres

How do our rents compare to other landlords?

Here is how our weekly rent levels (inclusive of service charges) compare with local landlords and West Dunbartonshire Council for 2024/25. This information along with much more is available on the Scottish Housing Regulator's website - www.housingregulator.gov.scot/comparison-tool

Average weekly rent levels 2024/25

DPHA	Trafalgar HA	Clydebank HA	Cordale HA	Knowes HA	Dunbritton HA	WD Council
£95.26	£87.99	£83.93	£104.32	£92.19	£101.54	£94.47

* Rent for neighbouring landlords projected based on reported results 23/24 + % annual increase applied in 2024/25

Here are some additional things we consider when reviewing our rents and service charges:

- **Will the increase be affordable?** We use what is called a tool-kit produced by the Scottish Federation of Housing Associations to ensure that the majority of our rents and service charges are affordable from our single person properties right up to family homes.
- **Do you think our services offer value for money?** We consider the feedback we receive from our tenants throughout the year. This question is asked as part of our quarterly sample tenant satisfaction surveys.
- **Do our rents compare to those charged by other local landlords?** That is why we compare our rents against those charged by other local landlords.

- **Do our staff have the resources available to them to deliver excellent services to you?** We make sure this is the case by delivering the Association's approved Budget during the year.

How can you tell us your views?

It is important that we hear your thoughts on our proposed rent increase options of **4.3% or 4.8%**, and changes to our service charge levels. You can give us your views on our 2025/26 proposals in a number of ways:

- There is a short survey on the last page of this leaflet which you can fill out and return to us in the free post envelope provided.
- We will also be carrying out a survey via the phone and you may receive a call from M I Housing Services.
- The survey is available on our website at www.dpha.org/housing/rent-setting or scan the QR code below. If we have your email address, we will also send you a link.



- You can also speak with a member of staff regarding the increase. You can do this by calling us on 0141 952 2447 and selecting Option 1, or you can visit our office and ask to speak to a staff member.
- The closing date for your responses is **20th January 2025 @ 12 noon.**

Rent Harmonisation Update

You will recall that we held consultation events at the end of 2023 about our rent harmonisation proposals, with information being sent to you during 2023/24. Our rent harmonisation proposals have now been agreed by our Board and the new rent model will be phased in over the next 2 years from 28/03/2025. Further information on rent harmonisation and how it will affect your rent for 2025/26 will be provided to you in February 2025.

Rent & Service Charge Consultation Survey 2025/26

Given the information provided within this leaflet what would be your preferred increase? Please tick one option only		
4.3%		
4.8%		
Comments		
Do you think that your current rent for 2024/25 represents Value for Money?	Yes	No
Comments		
Have you read the Rent & Service Charge Consultation Leaflet this year?	Yes	No
Did you think the information provided in this leaflet was easy to understand?	Yes	No
Comments		
Is there any additional information that you think should be included in future rent increase consultations? If so, please detail below:		
Comments		
Are you satisfied that this consultation leaflet offers tenants adequate opportunity to share their view on rent proposals?	Yes	No
Comments		

Would you like to be more involved in our decision making? Are you –	Yes	No
Interested in joining one of our quarterly Tenant Panel meetings?		
Interested in becoming a shareholding member of DPHA?		
Interested in becoming a member of the Board of Management?		
Any additional comments:		
Your Name:		
Address:		
Phone number:		
Email:		

Please return this form by **Monday 20th January @ 12 Noon** by either posting it back using the pre-paid envelope provided; drop it in at our office or scanning/taking a photo of the form and email housing@dpha.org.uk. You can also complete this survey online, a link is available on our website www.dpha.org.uk

All tenants who provide their contact details with their feedback will be entered into a prize draw for vouchers to the value of 1x £50 prize and 2x £25 prizes.