

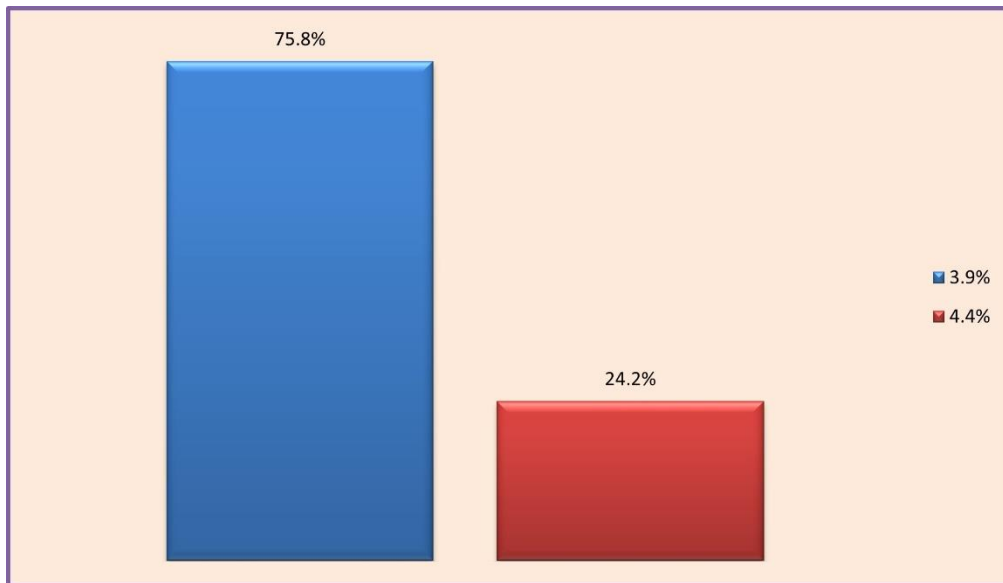
Summary of Rent Increase 2025 - tenant consultation

The consultation was sent to 818 tenants by paper copy, with a prepaid envelope included and 1,646 emails were sent with a link to our survey monkey platform.

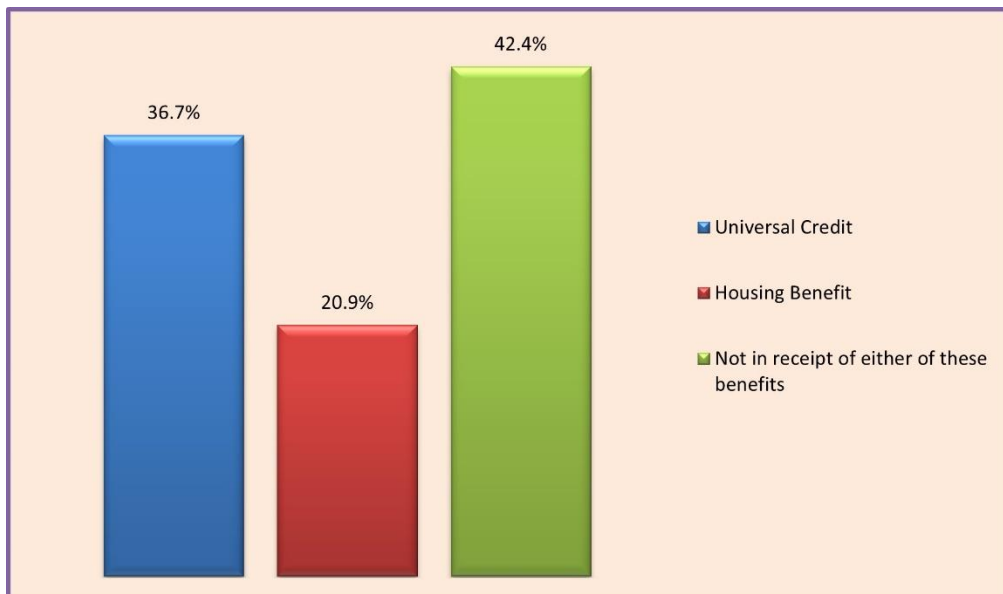
We received a total of 342 responses which included 110 hard copies and 232 by survey monkey. This gave us a **13.9%** response rate.

The consultation asked four questions with a comment box for tenants to leave their feedback. See below for a summary of the results.

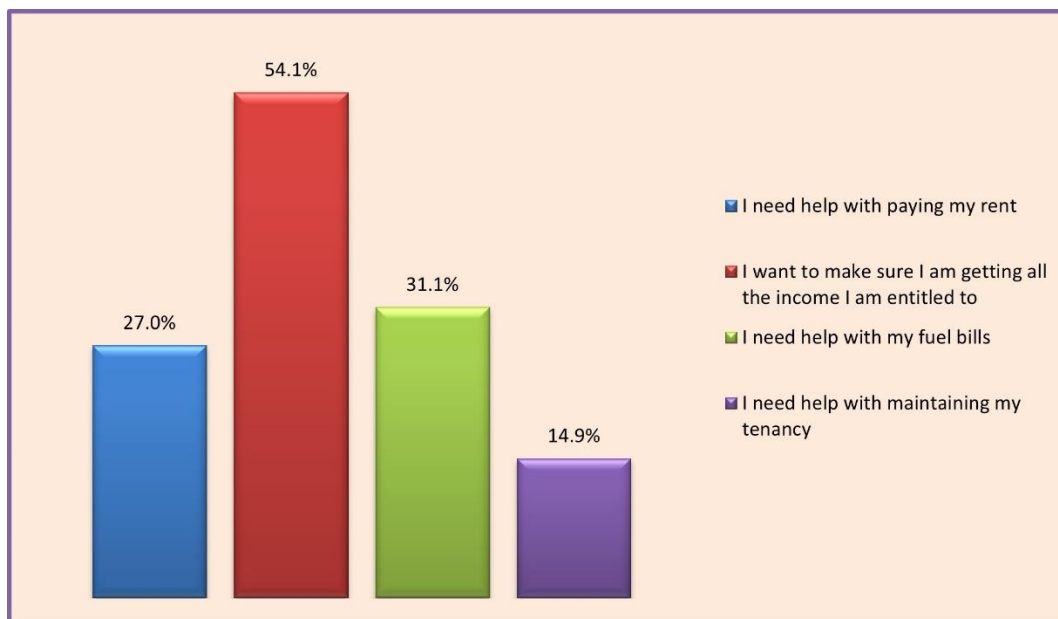
Q1 Please select one option for the rent increase for 2025-2026



Q2 Please tell us if you are in receipt of Housing Benefit or Universal Credit?



Q3 Do you need any help with any of the following? If so, a member of staff will be in touch. Please remember to leave your contact details.



Q4 If you have any comments about the rent increase, please add them below. All comments are reported to the Board of Management:

RESPONSES:

Thank you for your comments and suggestions; these have given us a lot to consider and have been reviewed internally.

Summary

The majority (75.8%) of tenants voted for an increase of 3.9%, with 24.2% of respondents voting for the 4.4% option. Question two asked tenants to tell us whether they were in receipt of benefits. 36.7% currently claim Universal Credit with 20.9% in receipt of Housing Benefit. 42.4% of respondents are 'Not in receipt of benefits'.

We also asked if tenants would like contact from the Association to provide support with their finances, tenancy in general or support with fuel poverty. 27% asked for help with 'paying their rent', 54.1% asked for support to checking they are receiving the income they are entitled to, 31.1% asked for 'help with fuel bills' and 14.9% asked for 'help maintaining their tenancies'. 268 tenants skipped this question.

Numerous comments were left which include concerns about repairs and upgrades, condition of neighbourhoods, affordability, and provision of services e.g., cleaning. Feedback includes comments that higher increases are agreeable if tenants are seeing improvements to their homes along with concerns that annual increases are driving them into poverty and that their homes are not worth the rent.

Complaints and questions raised by tenants have been dealt with by Association staff to provide as much help and support as possible.

Outcome of consultation

Comments and concerns raised were considered by Board of Management who decided on the increase amount. The information received will also be used when planning next year's rent increase process.