

Summary of responses to Rent Increase 2022 – tenant consultations

The consultations were sent by paper copy, with a pre paid envelope included and by email with a link to our Survey Monkey platform. Hard copies were sent to those whose emails bounced.

Number of paper copies and emails sent for each consultation were:

Consultation	Paper copies	Emails
1 Bed & Bedsits in Aberdeen	316	641
1 Bed & Bedsits in Aberdeenshire & Moray & 2 Beds in all locations	480	978
3 Beds + in all locations	83	203

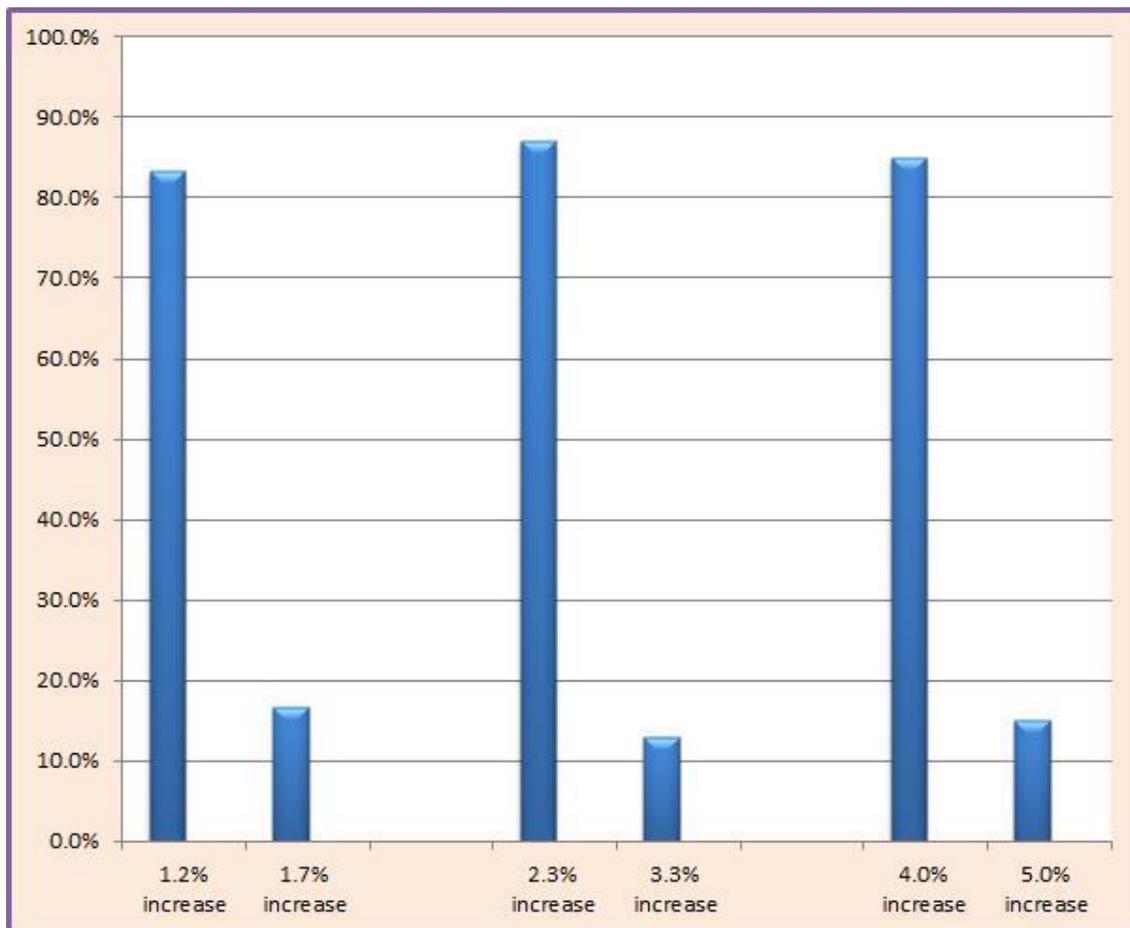
Number of responses and response rate for each consultation are:

Consultation	Responses	Response rate
1 Bed & Bedsits in Aberdeen	136	14.2%
1 Bed & Bedsits in Aberdeenshire & Moray & 2 Beds in all locations	225	15.4%
3 Beds + in all locations	41	14.3%

The consultation consisted of one question with a comment box for tenants to leave their feedback. The results for all three surveys are summarised below.

Q1 Rent increase 2022

Please refer to the information we have provided to you in the email and select one of the following options (results of three consultations are included in graph below)



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

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

We are in the process of reviewing them internally and are looking at ways to improve not only our services but the way we conduct our rent consultations in the future.

Summary

The majority of tenants voted for a 1.7%, 2.3% & 4.0% increase, however some voted for the other options available. There were many comments left, including a variety of concerns about affordability, when to expect property and neighbourhood improvements, the rising costs of rent when wages are not rising and many people who are feeling the effects of the pandemic, in terms of recovery from a period of hardship. Those who received a hard copy were asked about whether they received Housing Benefit or Universal Credit. 60% are in receipt of benefits with 39% not.

Outcome of consultation

Concerns and comments made are to be considered by senior staff and Board of Management relating to next years increase.