

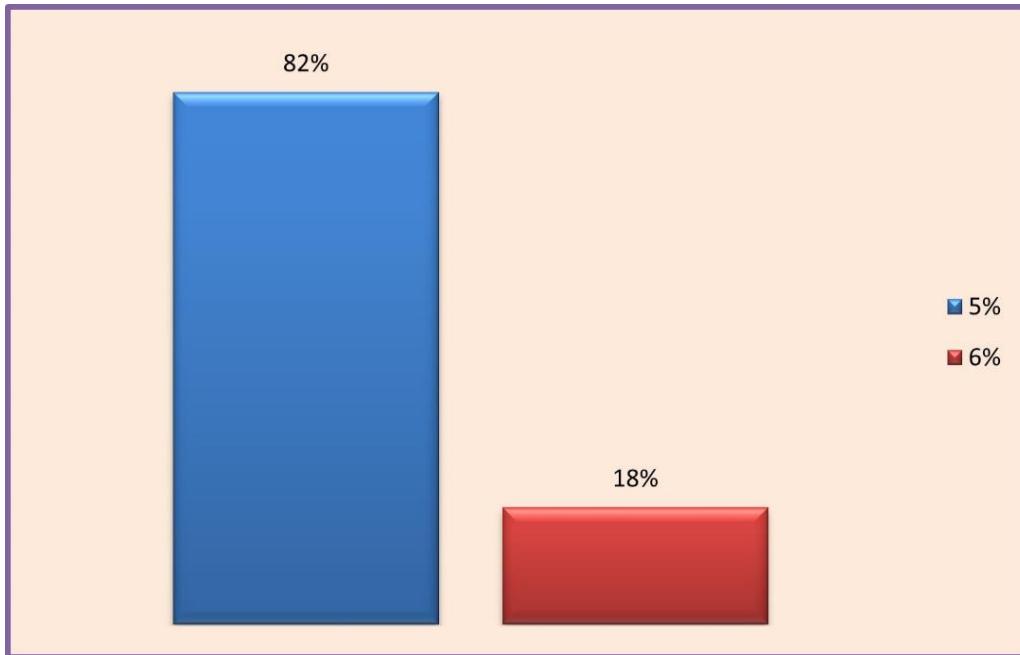
Summary of Rent Increase 2024 - tenant consultation

The consultation was sent to 976 tenants by paper copy, with a prepaid envelope included and 1,788 emails were sent with a link to our survey monkey platform. We also advertised the consultation on our Facebook and website pages.

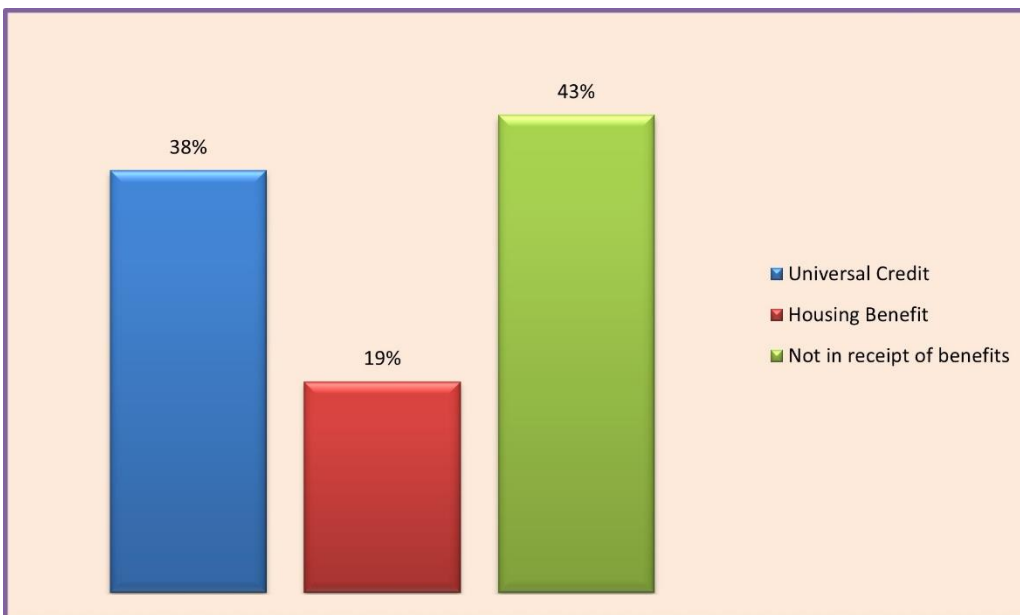
We received a total of 478 responses which included 134 hard copies and 344 by survey monkey. This gave us a **17.3%** response rate.

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

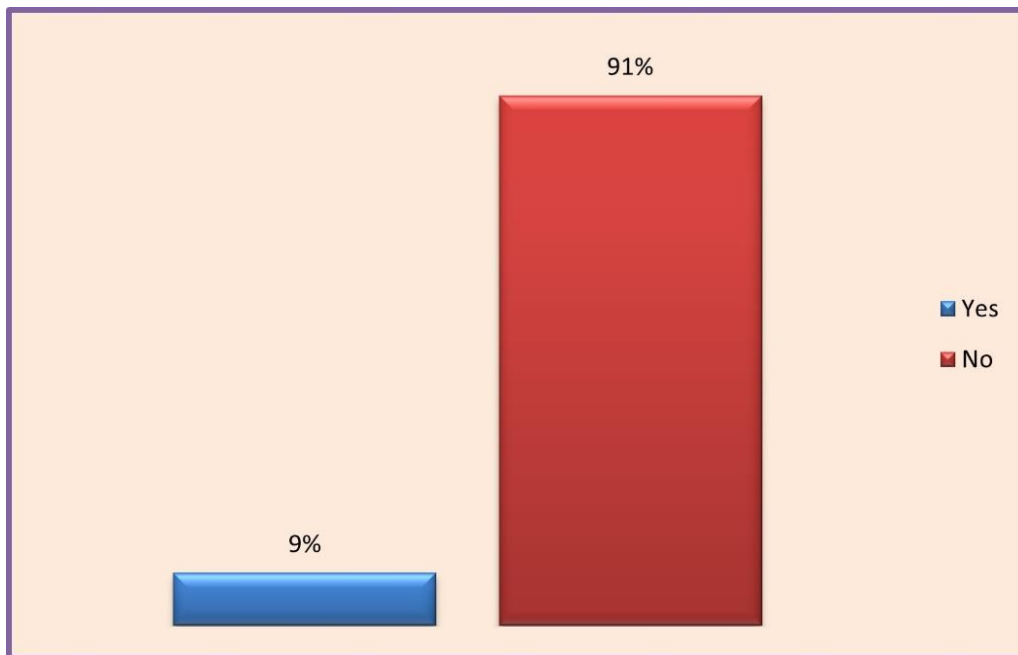
Q1 Please select one option for the rent increase for 2024-2025



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



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



Summary

The majority (82%) of tenants voted for an increase of 5%, with 18% of respondents voting for the 6% option.

Question two asked tenants to tell us whether they were in receipt of benefits. 38% currently claim Universal Credit with 19% claiming Housing Benefit and 43% of respondents not in receipt of benefits.

We also asked if tenants would like contact from the Association to provide support with their finances. 9% chose yes and 91% declined the offer.

Numerous comments were left which include concerns about repairs and upgrades, condition of neighbourhoods, affordability, and provision of services, for example, cleaning. Feedback included comments that an increase is agreeable if tenants see improvements to their homes along with concerns that annual increases are driving them into poverty and that their properties are not worth the rent.

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

Outcome of consultation

Comments and concerns raised were passed to Board of Management to decide on the rent increase amount along with using the feedback received to assist in next year rent increase process.