

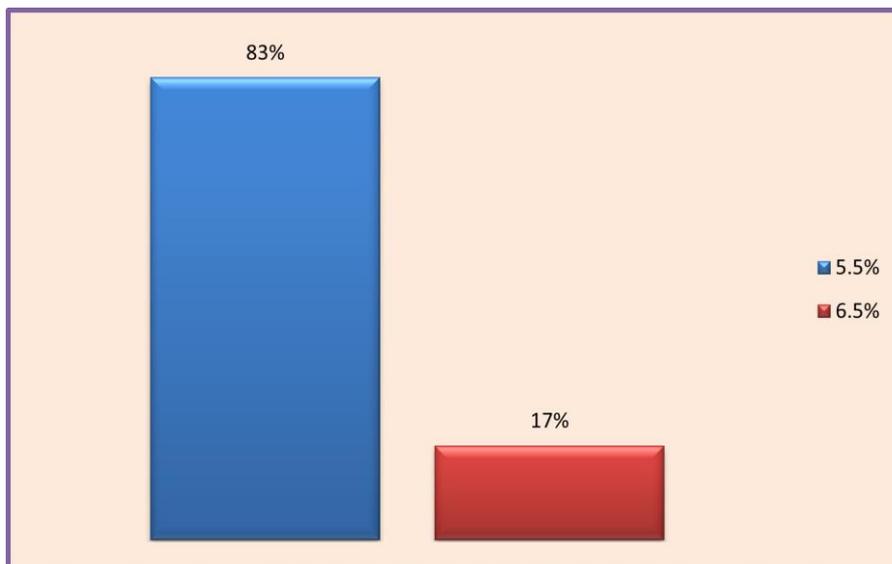
## Summary of responses to Rent Increase 2023 - tenant consultation

The consultation was sent to 754 tenants by paper copy, with a prepaid envelope included and 1,881 emails were sent with a link to our survey monkey platform. The link was also advertised on our Facebook and website pages.

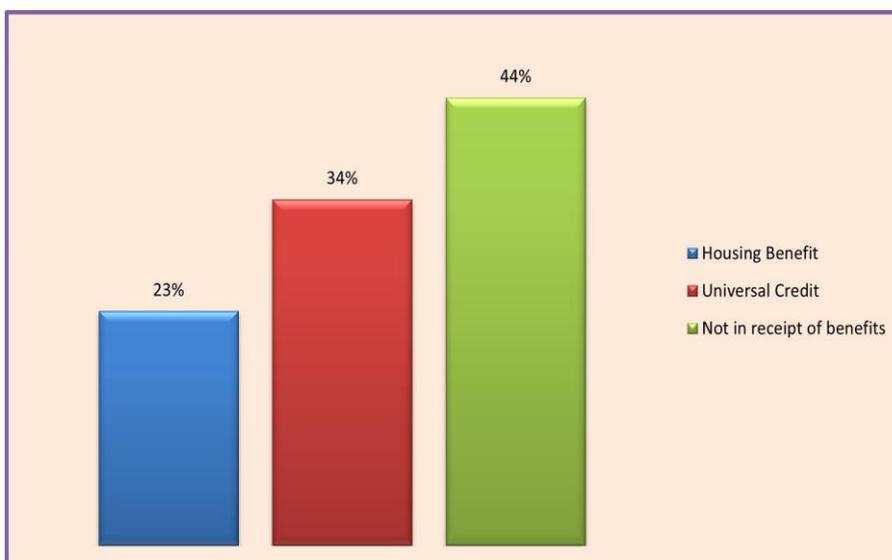
We received a total of 544 responses which include 107 hard copies and 437 by survey monkey. This gives us a **20.6%** response rate.

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

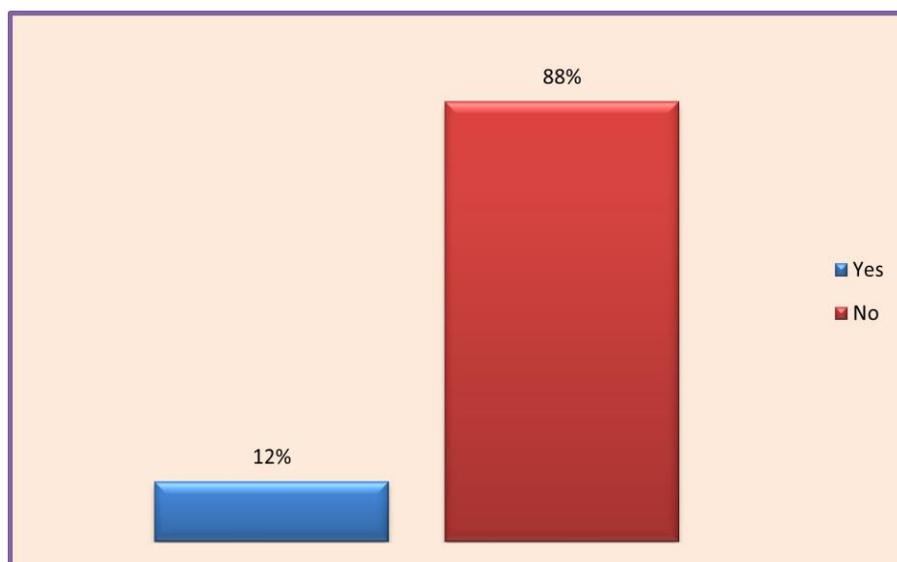
### Q1. Please select one of the following options:



### Q2. Are you 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.**



**Q4. 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 and are being reviewed internally.

### **Summary**

The majority (83%) of tenants voted for an increase of 5.5%, with 17% of respondents voting for the 6.5% option.

Question two asked tenants to tell us whether they were in receipt of benefits. 22% currently claim Housing Benefit with 34% claiming Universal Credit. 44% 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. 12% chose yes and 88% declined the offer.

Numerous comments were left which include concerns about affordability during the cost of living crisis, condition of properties and whether extra rental income will help address the repair issues. Also, as with last year's feedback there is still a concern that wages are not increasing while they feel rental prices are getting harder to sustain. Complaints and questions raised by tenants will be dealt with by Association staff.

### **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.