

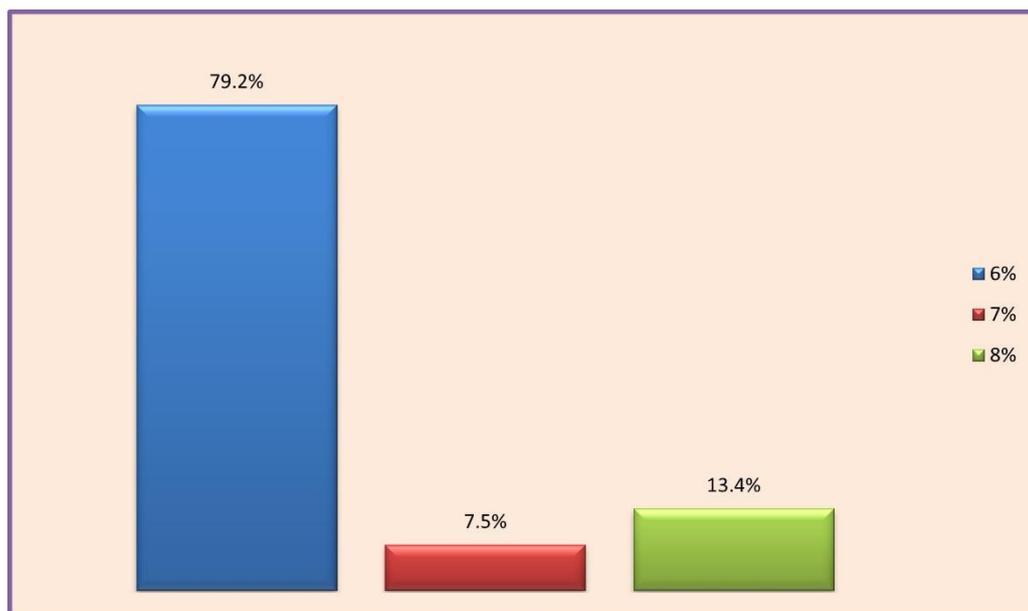
Summary of Rent Setting Tenant Consultation 2026

The consultation was sent to 2,432 tenants by email, 453 received a text and 121 received a hard copy (this figure includes large print). The hard copies included a freepost envelope, and the email and texts included a link to our survey monkey platform.

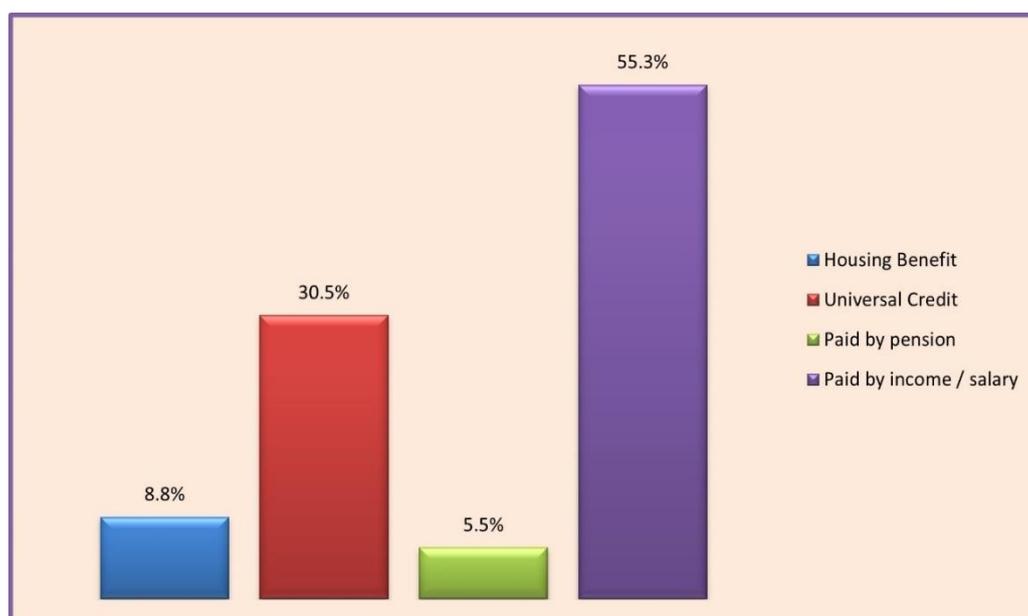
We received a total of 469 responses which included 439 by survey monkey, 19 by hard copy and 11 by email. This gave us a **15.6%** response rate.

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

Q1 How much do you think our rents should increase by in 2026 / 27?



Q2 Please let us know how your rent is paid.



Responses to 'other' option:

Thank you for your comments; these have been reviewed internally.

Q3 We would welcome any comments you have on our proposed increase; all comments are reviewed by our Board of Management in advance of making any decision on what the increase will be.

Responses:

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

Q4 If you would like to be entered into our prize draw to win either one £100 voucher or one of two £50 vouchers for a shop of your choice or you would like to be contacted regarding your comments - please leave your name and address below

Responses:

Thank you for your responses. Our prize draw has been completed, and any comments provided have been reviewed internally.

Summary

The majority (79.2%) of tenants voted for an increase of 6%, with 7.5% of respondents voting for 7% and 13.4% voting for the 8% option.

Question two asked tenants to tell us how they pay their rent. Responses showed the majority (55.3%) pay their rent by income / salary with the second highest being Universal Credit (30.5%) with 8.8% paying by Housing Benefit and 5.5% using their pension. We left the 'other' option open to responses and the comments highlight tenants pay by a number of methods including part income and part pension or benefit.

Approximately 50% of those who took part in the survey submitted a response to question three where we asked for feedback. Comments echoed those received in previous years with main issues including safety and condition of neighbourhoods, quality of properties, affordability and insufficient rises in wages and pensions along with delivery of services, for example, gardening and cleaning.

Complaints and questions raised by tenants will be 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.