

Rent Increase consultation 2026/27

Your opinion matters

It's important that we hear your views on our proposed annual rent increase. Your feedback helps shape the services we provide and ensures we make decisions that work for you. Consulting with tenants isn't just good practice - it's a regulatory requirement, and we are committed to doing it properly. This year, we've started the consultation earlier than usual to give you plenty of time to share your thoughts.

We are proposing a rent increase of 4.8%

This year we continued our focus on gaining a better understanding on what your priorities are for the future, what services are most important to you and how you want your rent money spent.

The feedback received from 40% of our tenants via the main tenant survey which is carried out every three years, and the BIG Conversation event held in June, was used to set our plans and budgets for the next year and beyond.

You said:

1.

Fast day to day repairs service to maintain the standard of your home



2.

Keep rents and service charges affordable



3.

Improving the condition of your home through planned maintenance



4.

Improving your estates and investing in neighbourhood improvements



This level of increase makes sure, with the rising costs of services, materials and staffing, that we cover our operating costs and can continue to invest in your home and our communities.

This booklet details our plans for the next year, how your rent will be spent, and what this increase means for you.

Your opinion matters, make sure you complete the survey and give us your views. Click on the survey link (being sent out on 17 November), phone us on **0141 638 0999** or return your paper copy to our office.

You have until the 19 December to have your say!



4.8% proposed rent increase

This year, we are proposing a rent increase of 4.8%. This will help us continue to deliver a good level of service and ensure you receive value for money for the rent you pay.

What does tenants' money pay for?

Rent is our main source of income. It covers the essential costs of running the housing association and keeping your home and community in good condition. Building and owning our 1,349 homes meant taking out loans and using government funding to pay for development, and repaying these loans is our biggest cost.

Your rent pays for the day-to-day running

of services - like managing your tenancy, paying staff, and running our office. These operating costs include staff wages, insurance, and overheads, which are vital to keeping everything running smoothly.

A significant part of your rent - around 32% - is invested back into your home through repairs, planned maintenance, and cyclical works.

Every penny is carefully managed to give you the best possible value for money while meeting the standards you expect. The chart below shows our highest expenditures and how your rent is spent across your home and community.

Window and Door
replacements

£2,050,000

Staffing costs

£1,970,000

Loan interest and
repayments

£2,000,000

Day to day repairs

£1,030,000

Kitchen Replacements

£710,000

Repairs to empty homes

£260,000

Stair Cleaning and
removal of bulk items

£235,000

Paintwork

£220,000

Landscape
Maintenance

£160,000

Stair Lighting

£130,000



How we've performed

Our **Annual Report 2024/25** shows how we performed over the past year. It includes information on how we met the standards set out in the Annual Return of the Charter, achieved the goals in our Business Plan, and delivered on the commitments we made following last year's 4.5% rent increase.

You can read our annual report here:
www.glenoaks.org.uk/annual-report



We've listened: Your priorities have shaped this proposed 4.8% rent increase



1. Fast day to day repairs service to maintain the standard of your home

Our day-to-day repairs in 2024/25 were carried out faster than our target times. We are committed to delivering a service that meets your expectations and provides value for money.

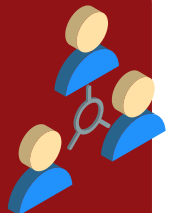
Repairs are one of the Association's highest costs, and over the last year, the cost of delivering this service has risen significantly.



99% of tenants told us in the triannual survey that a fast repair service is a top priority.

Over the next year, we'll continue to improve our services while managing rising costs and listening to your feedback. We're committed to delivering quality, speed, and value for money—especially in our repairs service. Here's what we plan to do:

Using a new Contractor Framework – giving us more flexibility and allowing us to give more work to contractors who perform best.



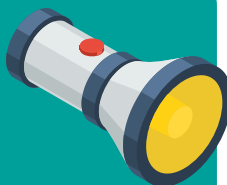
Making our team more efficient by continuing to embed our new staff structure.



Improving how we work – streamlining processes and boosting performance as we prepare to launch a new IT system early next year.



Checking more completed repairs – increasing post-inspections to 20% to make sure work is done to a high standard.



Putting customers first – rolling out our new Customer Service Strategy and Action Plan, shaped by your feedback.



Getting repairs right first time – increasing pre-inspections to 15% so we know exactly what needs done before work starts.



Listening to your views – increasing the number of satisfaction surveys returned and improving satisfaction with our repairs service.



2. Keep rent and service charges affordable



"We want a fair balance between keeping rents affordable and maintaining good-quality homes and services."

When we asked tenants to rate their priorities between keeping rents low and maintaining high-quality homes and services, the average score was **4.19 out of 7**, with most of you choosing the middle point. Our proposed rent increase aims to reflect that balance.

"We feel our rent offers good value for money for the home and services we get."

81% of tenants agreed. We're committed to continuing to deliver value through well-maintained homes and reliable services.

"We need support when paying rent feels difficult."

Only **2%** of tenants said their rent was difficult to afford. If you need support with benefits advice or want to check you're getting everything you're entitled to, please get in touch with us—we're here to help.

We're proud of our in-house Welfare Rights team, which helped tenants gain over **£1 million** in additional income last year.



We've listened to your feedback and carefully considered it when setting this year's rent. Our goal is to keep rents affordable while maintaining the high standards you expect.

As members of the Scottish Federation of Housing Associations (SFHA) and Scotland's Housing Network, we follow national best practice when setting rents. We use tools to compare rent levels with household incomes and other housing associations to make sure our rents stay fair and sustainable.



We understand that prices are rising everywhere, and this affects both household budgets and the cost of delivering our services. Inflation means the cost of things like repairs, grass cutting, bulk uplifts, and close cleaning has gone up. This year's proposed rent increase has been carefully calculated to make sure we can continue providing these essential services while keeping rents fair.

3.

Improving the condition of your home through planned maintenance



You told us that improving the condition of your homes through a planned maintenance programme was your **third highest priority**.

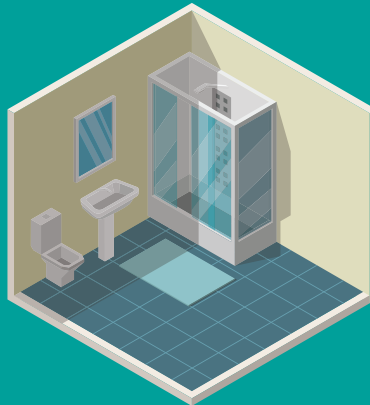
84% said you were satisfied with the quality of your home.

For those who were dissatisfied with the quality of their home they said that these were most important:

32% carrying out regular repairs



21% installing new kitchens



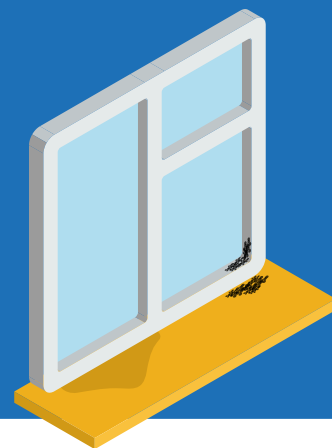
16% upgrading bathrooms



13% fixing doors



11% dealing with damp and mould



With a 4.8% rent increase we will be able to deliver the following in 2025/26.

We have an ambitious planned maintenance programme for the year ahead. This includes new kitchens, bathroom upgrades with showers, new doors, a boiler and pipe replacement programme, a stack replacement programme and enhanced void works.

We've also introduced a dedicated damp

and mould budget to make sure we can respond quickly and effectively to any issues. As part of this, we're considering using sensors to help monitor and prevent damp and mould problems in your home.

These improvements are part of our commitment to making sure your rent delivers real value and helps keep your home safe, comfortable, and well-maintained.

4.

Improving your estates and investing in neighbourhood improvements



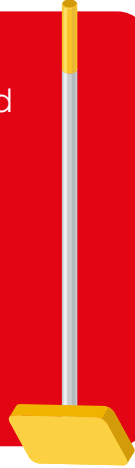
Finally, we know that improving estates and neighbourhoods is one of your top priorities.

Rising costs and service cuts continue to make it difficult to achieve the level of service we want in our estates. The proposed increase allows us to continue to focus on improving our communities through tailored action plans and partnership working.

Tailored Estate Action Plans - We're working with communities to make sure your service charges and council services deliver real value.



Close Cleaning Review - You told us what needs to change—we're updating the contract to reflect your feedback.



New Appliance Uplift Service - From November, appliances will be collected separately to support recycling and reuse.



Regular Estate Inspections - Four inspections a year in every area. You'll get advance notice and a chance to join in and share your views.



Community Action Groups - We'll support local groups to turn your ideas into real improvements. Want to get involved? Sign up today!



Estate Action Week & Community Champion Awards - We're celebrating those who make a difference and encouraging everyone to help make our estates great.



Dedicated Estate Co-ordinator - On the ground every day—listening, raising issues, and making sure services like cleaning, grass cutting, and litter picking are done to a high standard.



Are you worried about paying your rent?

If you are having difficulty paying your rent, you should contact us as soon as possible so that advice and assistance can be given before any major problems develop.

Your Tenancy Services Officer can help and can also refer you to other agencies that offer free advice on debt and budgeting. We also have inhouse Welfare Rights Advisors. Our team will carry out a full benefit check to ensure that you are receiving all benefits that you may be eligible for.

You can contact us on **0141 638 0999** option 2 or email **go@glenoaks.org.uk**



We're changing how we charge rent

From April, we'll move from 4-weekly rent charging to monthly. This is an admin change to make your rent statement clearer and match our financial year.

Why Are We Making This Change?

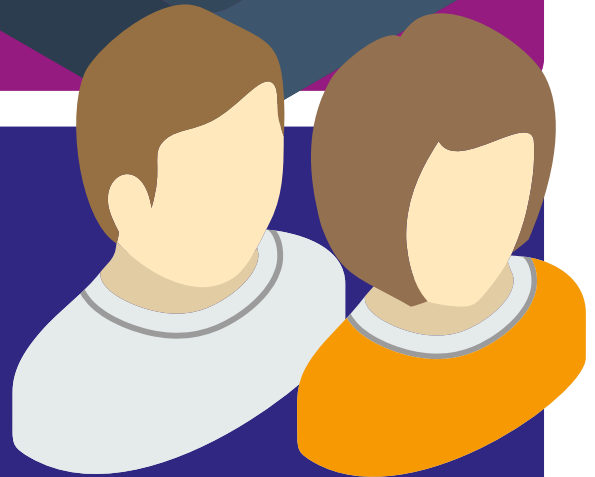
- Most tenants already pay monthly, so this update will make rent statements clearer and easier to understand.
- Under the current system, rent is charged every four weeks, which means there are 13 rent charges per year.
- This can cause confusion for monthly payers, especially in months where two four-weekly charges fall, making it look like you're behind – even though you're paying the correct amount over the year.
- By moving to monthly charging, your rent statement will show a monthly balance, making it easier to track and manage.



What Does This Mean for You?

- If you already pay monthly, your payment amount won't change – but your rent statement will now match your payment schedule more clearly.
- If you prefer to pay weekly or every four weeks, that's still okay! You can speak to your Housing Officer to set up a payment arrangement that works best for you.
- We're here to support you through the change and make sure everything goes smoothly.

Within your annual rent notification letter issued in January, we will detail how this change directly affects you.



Need help or have Questions?

Come along to one of our Rent Consultation Information Events to find out more and get advice tailored to your situation.





4.8% RENT INCREASE PROPOSAL 2026-2027

Your opinion matters!

Please take the time to read over the information within this booklet. Your view on the proposed increase is important to us and if you need any further information, or anything explained, contact us on **0141 638 0999** or **email go@glenoaks.org.uk**

A link to the survey will be sent to you via email or SMS on Monday 17 November. If we don't have up to date contact information, or if you prefer to receive information by post, we will send a paper copy to you.



We will be holding two information sessions in our office at 3 Kilmuir Drive Arden, so we can answer any questions you might have, help you to complete the survey and provide you with advice if you are worried about your rent increasing.

- **Tuesday 2nd Dec 4pm – 6pm**
- **Monday 8th Dec 10am until 1pm**

You have until Friday 19 December to share your thoughts. Click on the link to complete the survey online, call our office on **0141 638 0999** to complete over the phone, or return your postal copy to our office.

After this, the Board will consider the feedback we have received and the rent increase options and make a decision. We will let you know the outcome and tell you what your rent will be from 1 April 2026.



Contact Us

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Glenoakshousing



@GlenOaksHousing

Our office opening hours are:

Monday, Tuesday & Thursday: 9am - 5pm

Friday: 9am - 4pm

Wednesday – office closed. However, staff can be contacted from 9am – 1pm except on the first Wednesday of each month when training takes place.



**INVESTORS
IN PEOPLE**

